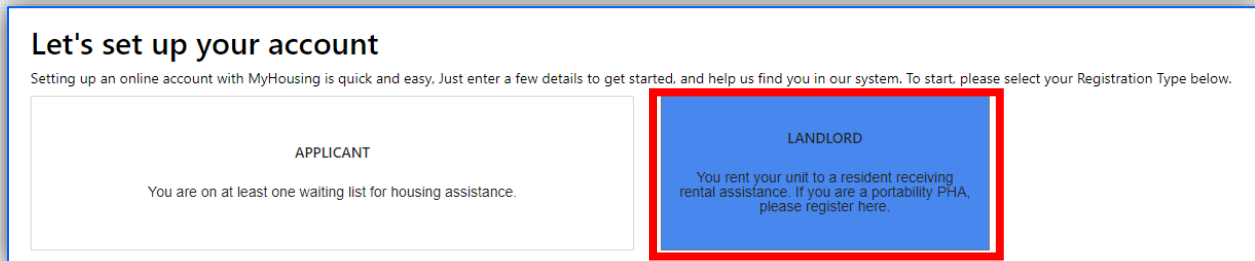# Landlord Portal FAQs

1. What is Landlord Portal

Landlord Portal is a new online tool that allows landlords with tenants on the Portland Housing Authority's Section 8 Housing Choice Voucher (HCVP) program to review information pertaining to issued payments, tenants, scheduled and completed inspections, and tax forms at your convenience, without having to call or visit the housing authority offices with which you are accustomed to working.

2. How do I register/create a new account?

Complete your Registration in three easy steps!

- To get started, CLICK the following link to be directed to Landlord Portal: https://porthouse.myhousing.com/Account/Login.
- Select **Register.** A new window will open. Select the box titled **Landlord**.

- **Account Lookup:** Lookup your account by entering the Tax-Id associated with the property for which you receive a monthly HAP payment.
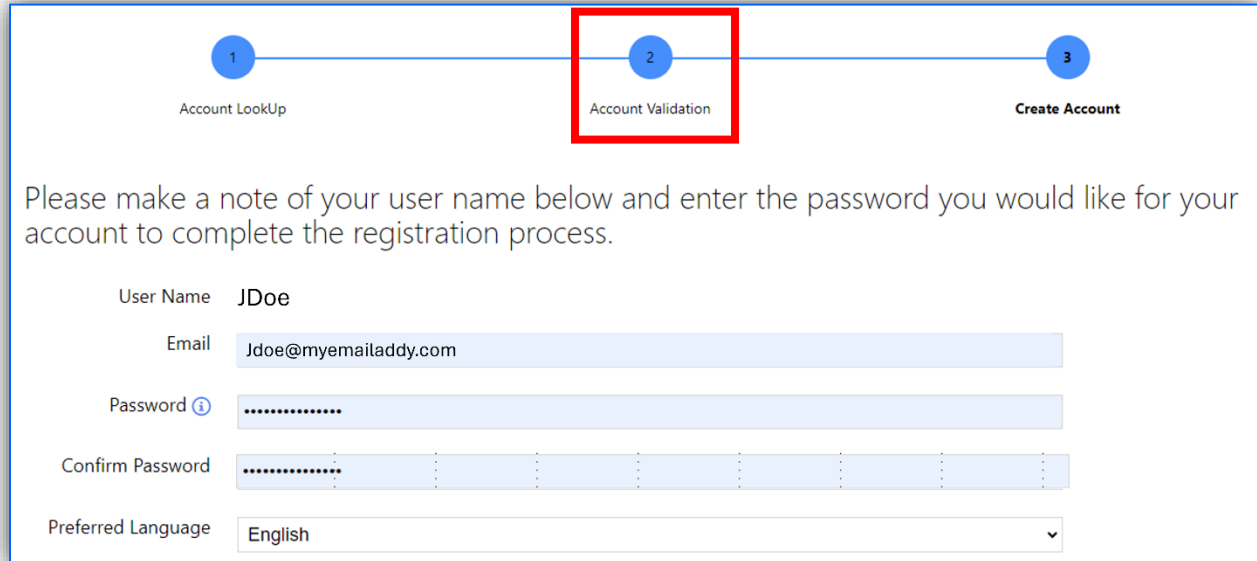
- **Account Validation**: A Username will be automatically assigned to you. Please make a note of it for future use. Enter and validate a new password you want to use to login with.
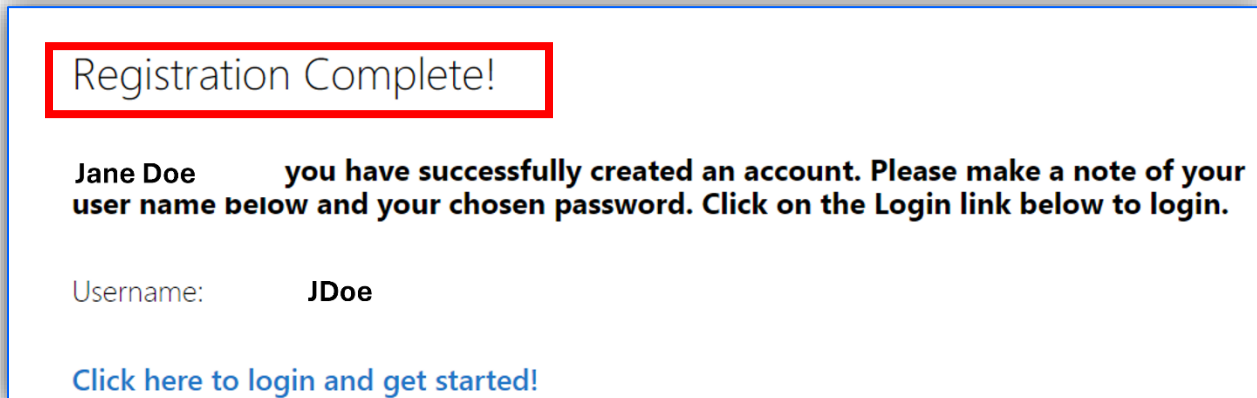

- **Registration Complete!**

3. Who can register?

Only active landlords can create new accounts.

4. How is Landlord Portal useful to me as a landlord?

As a registered landlord, you will be able to use Landlord Portal to review:

- A list of your HCVP tenants
- Your HAP payments, by tenant, for the prior 12 months
- Reexamination or recertification dates for your tenant(s)
- Year-end tax forms
- Requests is a new feature allowing you to submit:
  - A change of address
  - Direct deposit enrollment/update
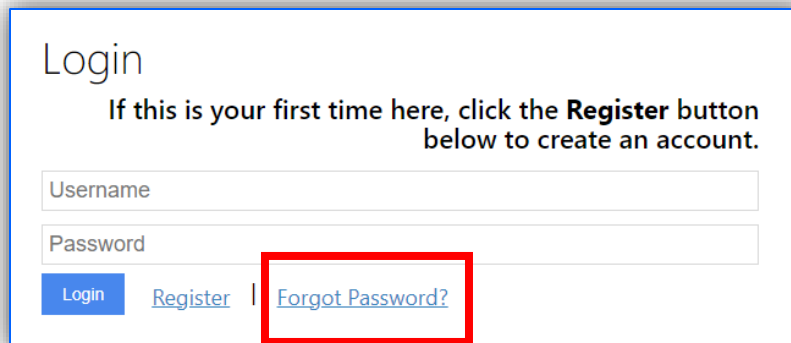
Additionally, you will be able to access and view:
- Upcoming Housing Quality Standard (HQS) inspections
- View Inspection results

5. What do I do if I can't remember my username/password, or I want to change my password?

If you need to recover your username and/or password, you can do so by selecting the Forgot Password link.

You will receive an email with your Username and a link to reset your Password. If you need additional assistance, please contact us at Finance@porthouse.org.

Login

If this is your first time here, click the **Register** button below to create an account.

Username

Password

Login | Register | Forgot Password?

6. How can I find information about my HAP payments?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "My Payments".

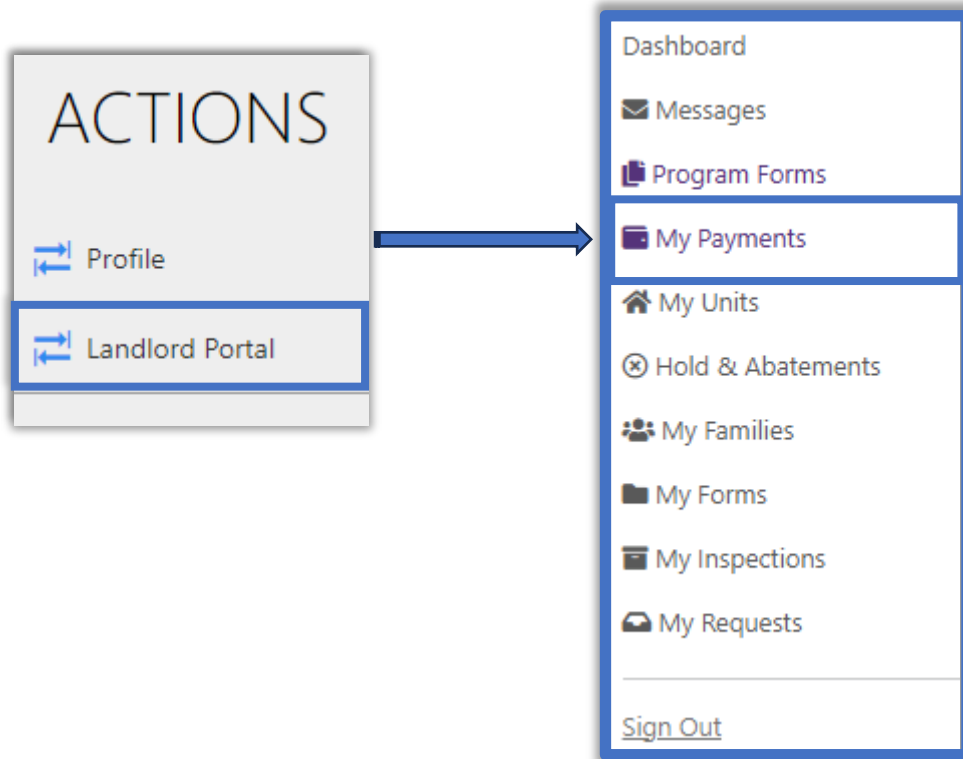Clicking on the "View Details" button will provide you with detailed payment information.
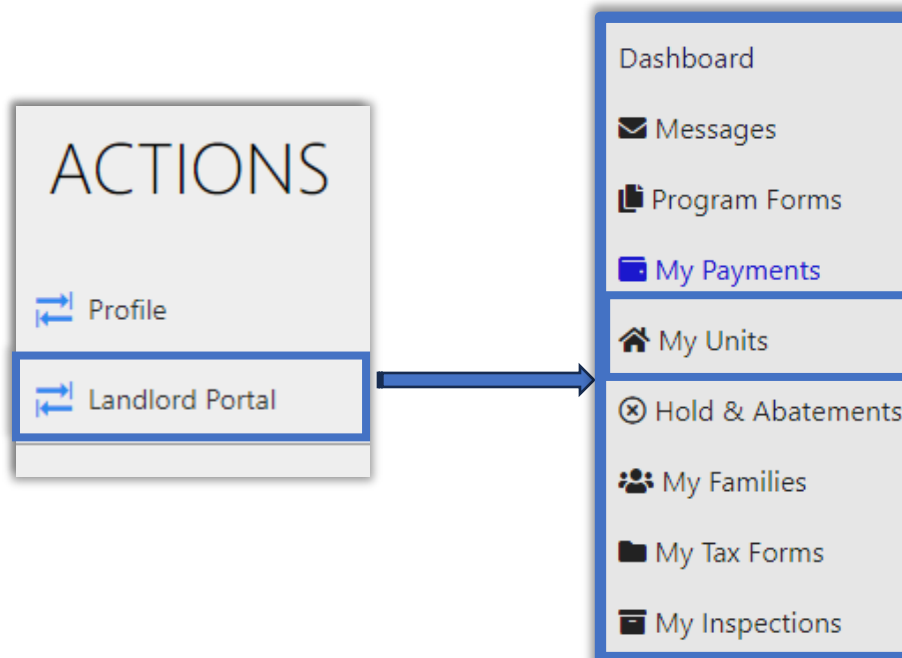

7. How can I find information about my rented units?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "My Units". Clicking on the View Details button will provide you with additional information such as Resident and Unit Demographics.

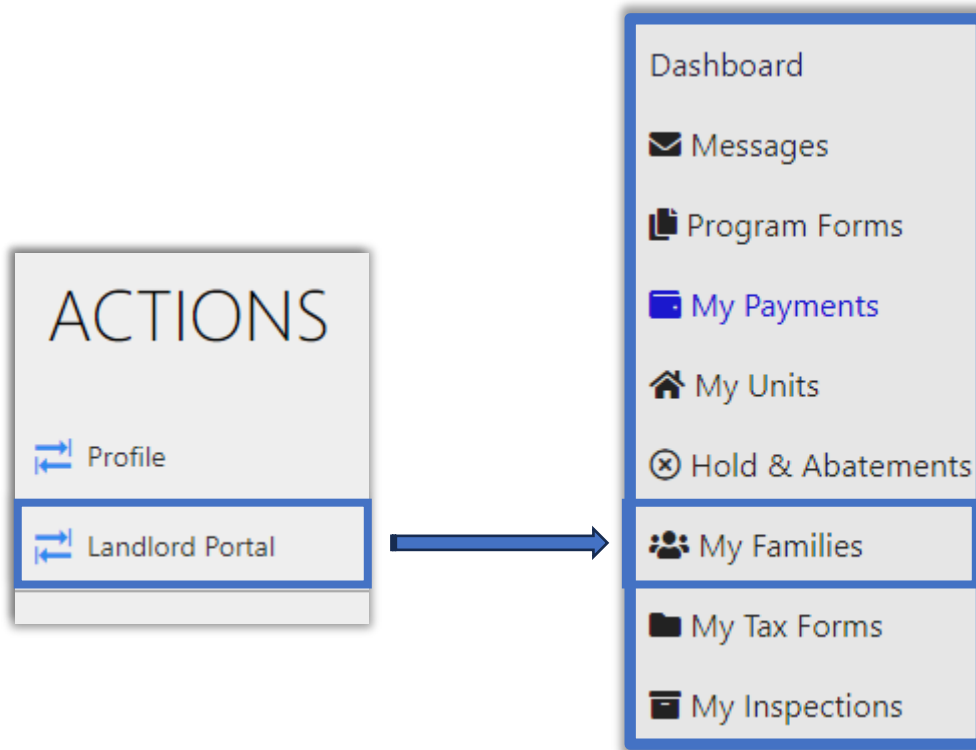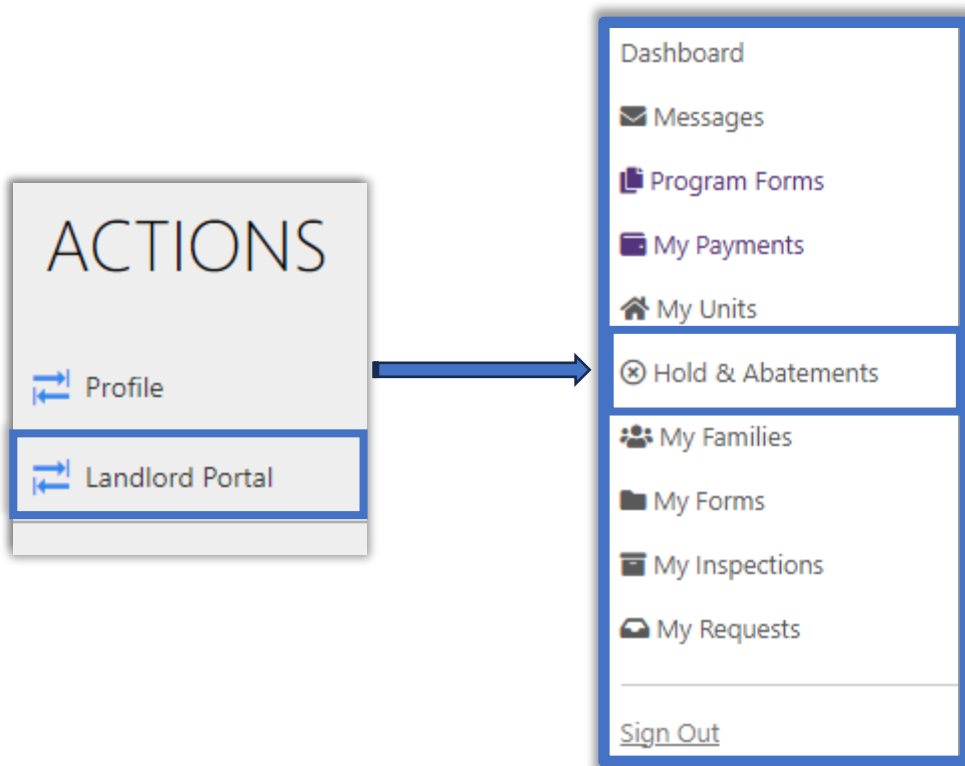## 8. How can I find information about my tenants?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "Landlord Portal" and then "My Families". Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.

9. How can I find information about my tenant's payment holds or abatements?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "Holds and Abatements".

The list can be sorted by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop-down menus.

ACTIONS

⇄ Profile

⇄ Landlord Portal

Dashboard

✉ Messages

📑 Program Forms

💼 My Payments

🏠 My Units

⊗ Hold & Abatements

👥 My Families

📁 My Forms

🗄 My Inspections

🗂 My Requests

Sign Out

## 10. What inspection information is available in Landlord Portal?

With Landlord Portal, you can view both Historical and Upcoming inspections.

Log in first and click on the "Landlord Portal" link to the left. Select the action button entitled "My Inspections".

Select Historical Inspections to view past inspections.

To view scheduled Upcoming inspections, select "Upcoming Inspections".
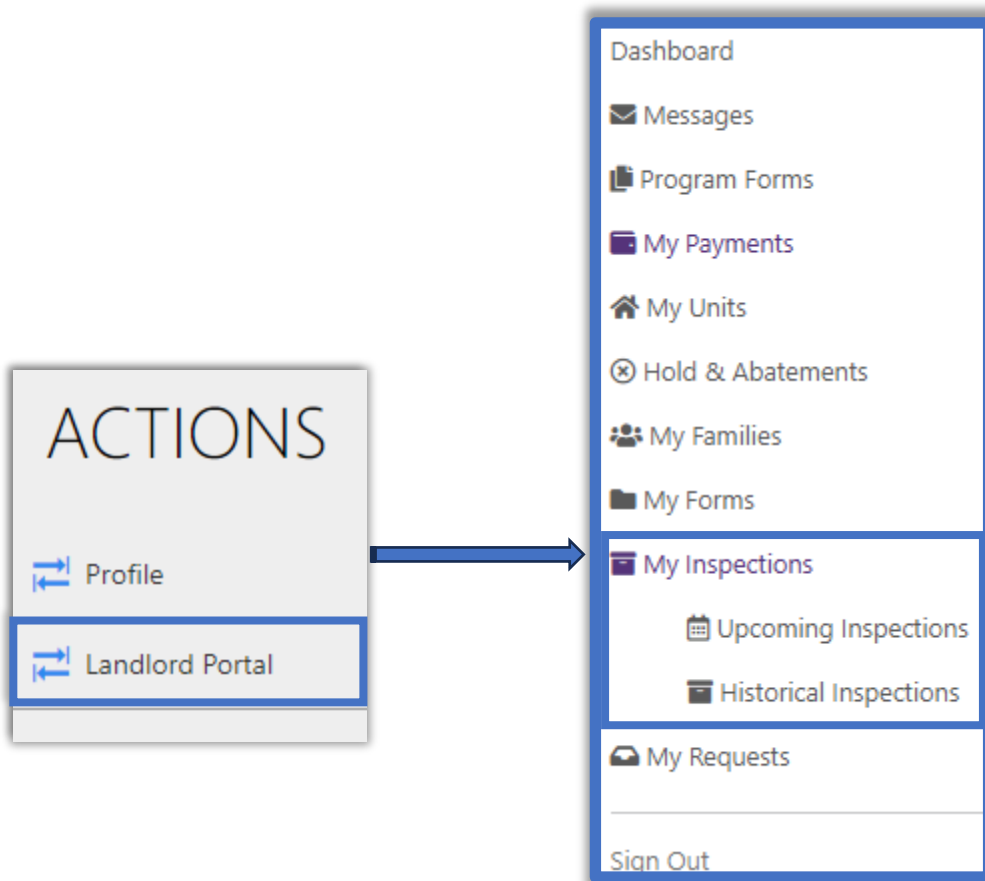
11. How can I review my own profile information?

Log in first, and then click on the "My Profile" link to the left. You will see general contact information associated with your user profile on Landlord Portal. For your protection, changes to your information cannot be made online.
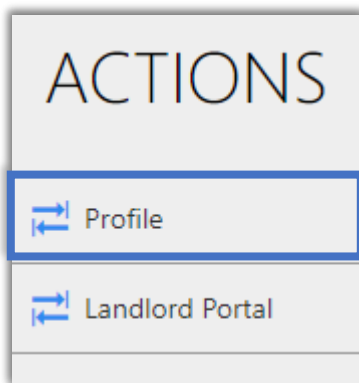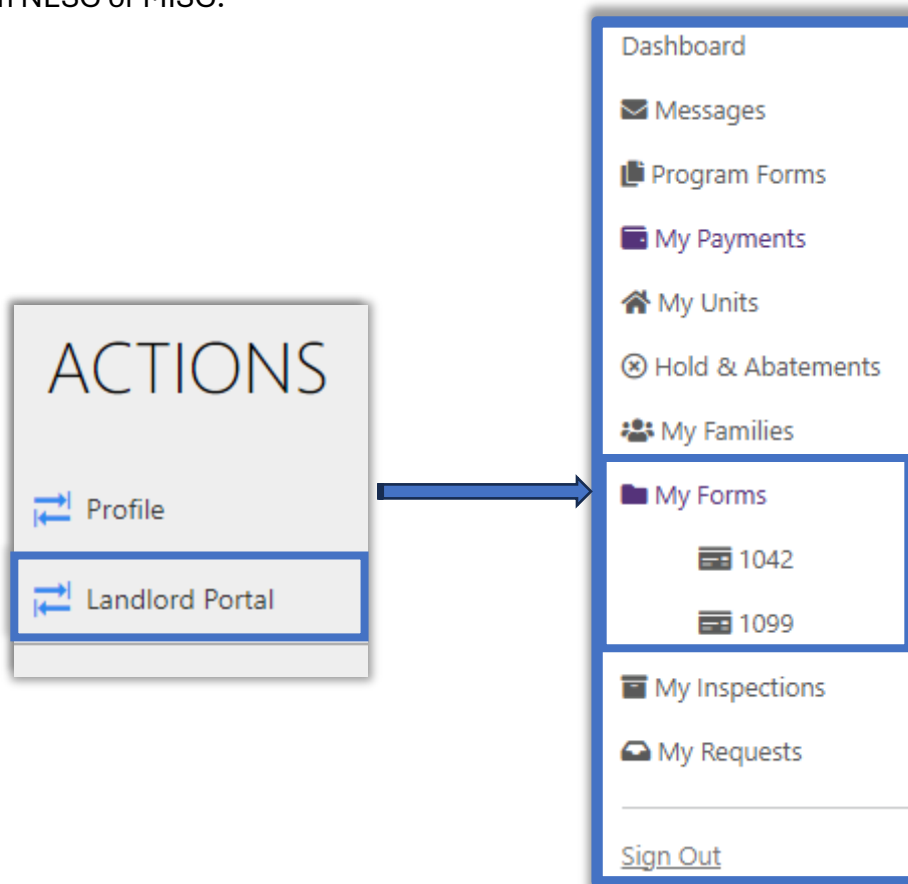

12. Can I access my 1099 documents?

Yes. You can view/print current and historical 1099 documents.

Log in first and click on the "Landlord Portal" link to the left. Select the action button entitled "My Forms".

Click 1099 to retrieve the selected tax document and a new window will appear. Select the tax form NESC or MISC.

13. Some of my tenants are missing or I have multiple properties. Why can't I see all of them?

This occurs if you are a Management Company or a landlord with multiple properties. To link you to all your properties please email us at vouchers@porthouse.org.so we may assist you.

14. How do I submit a Request?

Requests is a quick and convenient option for landlords. With Requests, landlords can:

- Submit a change of address
- Update/enroll in Direct Deposit

To submit a request:

Log in first and click on the "Landlord Portal" link to the left. Select the action button entitled "My Requests followed by Submit a Request".   A pop-up screen will appear with instructions.

15. What if I sold my property?

Complete the **LL Transfer of Ownership** paperwork. The former and new owners will both complete the Assignment/Agreement of HAP Contract Form. All other forms will be completed by the new owner. All forms will be submitted to the PHA Finance Department.

16. What if I changed my bank account or it was compromised?

Complete the **LL Change of Account Information** form and submit with a voided blank check/copy or equivalent to the PHA Finance Department.

Want to submit your change online? You can notify us of this change by submitting a "Request".

17. What if my contact information has changed?

Complete the **LL Change of Contact Information Form as well as a W-9** forms and submit to the PHA Finance Department.

Want to submit your change online? You can notify us of this change by submitting a "Request".

18. I have other questions. Who can I contact for support?

For Landlord Portal support, you may email your questions to Finance@porthouse.org.