Landlord Portal Instructions

1) Using a web browser, enter: hacp.partnerinhousing.com or use the link: https://hacp.partnerinhousing.com/View/Security/Login.aspx
2) Located under the username and password boxes, hit “create account” button
3) Once this page opens, you will be prompted to put in your tax ID numbers or social security numbers. In this step, It is important to remember to follow the format given as an example to the right of the boxes (XXX-XX-XXXX).
4) Your account information will then be shortly verified by HACP.
5) Once your account has been verified, log in using the username and password you choose to create an account.
6) Your profile will then appear on the home screen.

Partners portal offers a variety of resources such as access to a profile, check history, direct deposits, unit information, inspection history and upcoming reminders, hold and abatement information, tenant family information, history of requests and an option for new requests. All of these sections and how they are navigated are explained below:

Profile:

Your profile will be the screen that appears when you log into your partner's account. It will appear as a list of the properties you are leasing. To access further information on a property, click the magnifying glass to the left of the property address that you are interested in seeing further information on. After a property is selected using the magnifying glass, the tabs on the left side of the screen will appear. These should include checks, direct deposits, units, inspections, holds and abatements, and requests. If you are looking for a specific address, the search box and “filter by” drop down box above the addresses allow you to narrow your list to specific properties.

Checks:

To access check history, click the “Checks” tab on the left side of the screen. In this section, a log of all your check history will appear. The checks are separated by check #, date, and amount. To see details on the amount given for each address, unit or tenant, click the arrowhead symbol to the left of the check. The list of checks can also be highlighted, copied, and pasted into an excel document to save the information.

Direct Deposits:

Direct Deposit information can be accessed by clicking the “Direct Deposit Statements” tab on the left side of the screen. In this section, the direct deposit number and date is available to view.

Units:

To access, click the “Units” tab on the left side of the screen. All units for the given address will then appear in a list. Use the arrows at the bottom of the list to show more units if needed. The unit section also shows if the unit is currently housing a family, if it is available, and if there is an upcoming inspection for it. To see further details on the unit, click the magnifying glass next to the unit #. Once that is clicked, the number of bedrooms, sleeping rooms, and bathrooms will be available as well as the past inspection type (annual/biannual), pass/fail result, date and inspector.

Upcoming Inspections:

Upcoming inspection information is found using the “Upcoming Inspections” tab on the left side of the screen. The upcoming inspection section shows any units that will be inspected soon with the date and time of the inspection. It also shows the last inspection done on that unit and if it had passed or failed.

Holds and abatements:

Holds and abatements are found using the “Holds and abatements” tab on the left side of the screen. This section will show if it is a hold/exclusion or abatement next to the resident and unit number. The list also includes the start and end dates, the status, and the reasoning behind starting and ending the hold or abatement.

Families:

Information on the number of families in a unit, the HOH, and the HACP case worker assigned is available by clicking the “families” tab on the left side of the screen. All units in the selected property will appear with the amount of their Housing Assistance Payments next to the unit number. To see case workers and family members, click the magnifying glass next to the resident’s name in the unit.

Requests:

The requests section can be accessed using the “Requests” tab on the left side of the screen. This section allows you to see any past requests sent with the date, unit, type, and status.

New Requests/ Rent Increase:

To submit a new request or a rent increase request, use the “New Requests” tab on the left side of the screen. There will be a drop down menu where you select “Rent Increase”. A form will then appear where you will complete these steps:

1) First, use the “unit” drop down menu to select the unit that you want to increase rent for.

2) Next, fill in the two boxes below the unit # with the proposed new rent amount and the date you would like it to be effective by.
3) Add your internal comparable rent for three different units using the five vertical boxes for units 1,2, and 3. If you have fewer than three then click the box above the possible unit number that says, “I don’t have a comparable unit”. If you have no comparable rent options, certify that below the unit fill in section and indicate if the unit you are requesting to have rent increased in is subsidized using the bullet points at the bottom of the page.
4) Digitally sign your name by typing it in the box below the subsidy section and click the button, “send request”.