



Frequently Asked Questions (FAQs)

Q: What information can I obtain from the San Diego Housing Commission (SDHC) Landlord Portal?

A: You can access information about your account—24 hours a day, 7 days a week—from anywhere that you have Internet access:

- Unit Inspection Results (Available within 1 business day)
- Your Ledger Balance
- Any pending payment & abatement holds
- Caseworker Assignment
- Your Contact and Profile Information
- Online Forms (change of address, etc.)

Q: How do I register for the Landlord Portal?

A: Go to the SDHC website, www.sdhc.org.

Click on the “Rental Assistance” link (located on the upper left of the page, below the SDHC logo).

Click the Landlord Portal link (located on the side menu).

From the SDHC Portal Login, choose the **First-Time Visitor** option, and select “Click here to register.”

This will take you to the “SDHC Portal Registration” page.

The “SDHC Portal Registration” page will ask you to enter your registration code/vendor number.

After you enter the registration code/vendor number, click “Submit,” and the “Registration” page will appear.

On the “Registration” page, you will need to enter information in all of the following required fields:

- User name (to be created by you for future login)
- Password (to be created by you for future login)
- Confirm Password
- Security Question & Answer
- Email Address
- Tax ID #
- Phone Number
- Security System Word Verification

After you have entered information in all required fields, click “Submit,” and the “My Profile” page will open in the Landlord Portal.

From the “My Profile” page, you will be able to access information by using the menu located on left side of the screen.

Note: Upon clicking “Submit,” a confirmation email will be sent to the email address you registered with, informing you that you have successfully registered.

Q: Where do I locate my vendor number/registration code to register for the Landlord Portal?

A: You will find the registration code/vendor number on the HAP live check remittance statement: located on the “Payee” line, to the right of the “Payee” name

You may also email ownerinfo@sdhc.org for owner/vendor information.

Q: How do I print out a copy of the Housing Quality Standards (HQS) Failed Items Deficiency List after an inspection?

A: Log in to the Landlord Portal and select “Unit Inspection” in the menu on the left side of the screen.

Select your unit from the chart on the screen. Scroll to the far right side of the screen, and click on “View Detail.” A new screen will open.

Go to the “Generate Letter” drop-down menu located at the upper right-hand corner of the screen, and select “Failed Items Only.”

Click on the “Print” (blue) box to the right of the option selected, and you will have the option to view and print an HQS Failed Items Deficiency List.



Q: Will I still get printed HAP deposit statements in the mail?

A: SDHC will continue to mail HAP deposit statements through June 30, 2015. As of July 1, 2015, you will have access to your statements ONLY by logging into the Landlord Portal.

Q: I manage multiple properties, so I currently get multiple statements each month. How do I locate information for each property?

A: Your property's information is based on the vendor number that SDHC provided to you. This vendor number will be used as your registration code.

If the HAP payments for all of your properties are listed under one vendor number/registration code, you will use that one vendor number/registration code, and you will create only one user name and password. When you log in, you will see all of your properties listed under one vendor number/registration code, and you will be able to view or print the statement for any property.

If the HAP payments for your properties are listed under more than one vendor number/registration code, you will create a user name and password for each vendor number/registration code. When you log in, you will see all of your properties listed under each vendor number/registration code, and you will be able to view or print the statement for any of your properties listed under each vendor number/registration code.

However, you have the option of combining your properties under one user name and password by requesting that all of your properties be combined under one vendor number/registration code. To do so, please call the Owner Liaison at (619) 578-7128.

Q: Is my information secure on the Landlord Portal?

A: Yes. Your vendor number/registration code is confidential and is generated randomly. You set your own user name and password, which are then required to access the Landlord Portal. Your password is encrypted, so no one has access to it except you. Our password-reset procedure (discussed below) ensures that you never need to tell your password to anyone.

Q: What if I forget my user name or password?

A: Go to the login page and select one of the following options:

• **Forgot Password?**

If you select "Forgot Password?" a screen will open, and you will be required to enter your user name. Click "Submit," and you will be asked to answer a "Security Question" for verification. After you answer the question, click "Submit." A new, temporary password will be emailed to you. Follow the instructions in the email to log in with your temporary password and then change your password.

• **Forgot User name?**

If you select "Forgot User name?" a screen will open, and you will be required to enter the email address you provided when you registered for the Landlord Portal. Click "Submit," and you will be sent an email that will provide you with your user name. Click on the link in the email that will take you directly to the Landlord Portal login screen.

Q: Why do I need an email address to register?

A: SDHC requires you to have an email address so we can reset your password and email your login information to you, if you forget your user name or password.

Q: Why is there a "secret question"?

A: The confidentiality of your financial information is very important to SDHC. The secret question and answer provide an added level of security by requiring you to verify your identity with a question only you can answer.

Q: What if I reset my password, but still cannot log in?

A: Our password-reset procedure is designed to be as simple and automated as possible, to help ensure you can get immediate access to your information whenever you want it. If you use this procedure, but you still cannot log into the Landlord Portal, please call SDHC during normal business hours at (619) 578-7128 or email: ownerinfo@sdhc.org.