



## Frequently Asked Questions (FAQs)

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

**A:** With one login to access all of your landlord accounts, you can access information about your accounts—24 hours a day, 7 days a week—from anywhere that you have Internet access:

- *Unit Info and Inspection Results (Available within 1 business day)*
- *Your Ledger Balance and Direct Deposit Account Information*
- *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: To register your account**

1. Access SDHC's Landlord Portal through SDHC's website: <https://www.sdhc.org/doing-business-with-us/landlords/landlord-portal/>
2. Click the "Register/Login" tab
3. Select the "Click Here to Register" link which opens the Landlord Registration page
4. Enter your unique registration code which is located:
  - A. On the most recent Landlord Portal announcement received; or
  - B. By emailing the SDHC Owner Liaison at [landlordservices@sdhc.org](mailto:landlordservices@sdhc.org)
5. On the Landlord Registration page, complete the required fields and click "Register"

**To register multiple accounts:**

1. From the Home page, select "Register Another Vendor Account"
2. Enter your unique registration code, complete the required fields and click "Register"

**Note:** Upon clicking "Go," 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:** Your registration code/vendor number is alphanumeric and is located on the Housing Assistance Program (HAP) live check remittance statement, next to the "Payee" line. You may also email [landlordservices@sdhc.org](mailto:landlordservices@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 "Details." A new screen will open. Go to the "Letter Type" drop-down menu located at the upper right-hand corner of the screen, and select "Failed Items Only."

Click on the "Generate Letter" (blue) box, 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:** You have access to your statements ONLY by logging into the Landlord Portal.

**Q: I manage multiple properties. 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 can easily view all of your vendor accounts by attaching them to your primary vendor account. Select "Register Another Vendor Account" on the "Home" page to access all of your SDHC accounts.

You also have the option of combining your properties under one user name, password and vendor account number by contacting the Owner Liaison at (619) 578-7128 or email [landlordservices@sdhc.org](mailto:landlordservices@sdhc.org)

**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 email/user name or password?**

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

- **Forgot Email/User name?**

Send email to [landlordservices@sdhc.org](mailto:landlordservices@sdhc.org) for assistance.

- **Forgot Password?**

From the landlord login page, select the "Forgot Password" and 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.

**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.

**Q: How do I change my email address and/or password?**

**A:** Your email address and password can be changed via the "Settings" drop-down menu. The "Settings" option is located on each page of the portal.

**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: [landlordservices@sdhc.org](mailto:landlordservices@sdhc.org)