San Diego Housing Commission
Landlord Portal Seminar

Rental Assistance Division
Visit SDHC’s website www.sdhc.org and hover over “Doing Business With Us”
SDHC Landlord Portal Webpage effective November 2018

SDHC Landlord Portal Upgrade Coming This Fall
This fall, the San Diego Housing Commission (SDHC) will upgrade its online Landlord Portal with improved performance and enhanced capabilities, such as one login to access all of your accounts. A mandatory software update required SDHC to upgrade the Landlord Portal. The new software system will not carry over landlords’ current registration. Those who previously registered for the SDHC Landlord Portal will need to register again. Account history will remain unchanged.

SDHC Landlord Portal
The San Diego Housing Commission’s (SDHC) Landlord Portal provides landlords with access to information about their accounts – 24 hours a day, 7 days a week – from anywhere they have Internet access:

- Unit inspection results
- Ledger balances
- Pending payment and abatement holds
- Caseworker assignments
- Contact and profile information
- Online forms (change of address, etc.)

To Register
- Your vendor number/registration code is required to register for the owner portal.
- You will find the registration code on the SDHC Landlord Portal Registration Letter (mailed in November 2018), new landlord vendor confirmation email or by contacting SDHC at ownerinfo@sdhc.org.

Landlords also may also email ownerinfo@sdhc.org for owner/vendor information.
• Your vendor number/registration code is required to register for the owner portal

• You will find the registration code on the SDHC Landlord Portal Registration Letter (issued November 2018), new vendor confirmation email or by contacting SDHC at ownerinfo@sdhc.org
SDHC Landlord Portal

Available Information

- Profile
- Direct Deposit
- My Ledger
- Agency Details
- Register Another Vendor Account
- Unit Info
- Caseworker Info
- Attachments
- Unit Inspections
- Unit Holds and Abatements
- Forms and Documents
SDHC Landlord Portal
Profile Page

- Locate Vendor Account Information
- Edit/Update Profile
Ability to Register Multiple Vendor Accounts

Register Another Vendor Account

Enter Your Registration Code

Registration Code

Go
SDHC Landlord Portal
My Ledger

- View transactions
- Search Data by date, invoice number, tenant name
- Export data to excel worksheet
Data can be sorted by:

- **Posted Date**
  - Sorts transactions by Posted Date during the period selected

- **Tenant Name**
  - Sorts transactions by Tenant Name during the period selected

- **EFT/Check#/Adjustment #**
  - Sorts transactions by the EFT (direct deposit)/Check #/Adjustment # during the period selected.
• Provides caseworker name, phone number and email address for each tenant.
• Provides tenant status, re-exam date and unit address.
• The data can be filtered according to “Tenant Status” and “Search” options.
• View unit inspection history.
• Filter information by inspection ID, unit address, tenant name, inspection type, date scheduled, abatement and result information.
• Select the Result Type field to sort by “Pass,” “Fail” and “No Show/Cancel.”
• Click the “Details” button to generate report of inspection status.
• View and print inspection results

<table>
<thead>
<tr>
<th>Area</th>
<th>Item</th>
<th>Criteria</th>
<th>Ratings</th>
<th>Responsibility</th>
<th>Observations</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom 4</td>
<td>Other 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Secondary Rooms</td>
<td>Other 2</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Living Room</td>
<td>Security</td>
<td></td>
<td>Show Criteria</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom 3</td>
<td>Other 3</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Bedroom 1</td>
<td>Walls</td>
<td></td>
<td>Show Criteria</td>
<td></td>
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<tr>
<td>General Health and Safety</td>
<td>Elevators</td>
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</tr>
<tr>
<td>Bedroom 3</td>
<td>Ceiling</td>
<td></td>
<td>Show Criteria</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Lead Based Paint Throughout Unit</td>
<td>LBIP Other 1</td>
<td></td>
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</tr>
<tr>
<td>Living Room</td>
<td>Ceiling</td>
<td></td>
<td>Show Criteria</td>
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</tr>
<tr>
<td>Bedroom 5</td>
<td>Other 3</td>
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</table>
Select the drop-down arrow for “Generate Letter” to print one of the following letters:

- **Failed Items Only**: Generates only failed items list along with inspection information.

- **Schedule Letter**: Generates a letter that confirms inspection date for an inspection already performed. (Currently, future inspections are unavailable.)

- **Results Letter/Results Letter with Notes**: Generates a fail letter along with a failed items list.
From the “Unit Holds and Abatements” page, you will be able to access all active holds and abatements on your unit.

Similar to the Ledger, Caseworker and Inspections pages, you can export to an Excel spreadsheet and sort the data.
Search data based on bedroom size and occupancy status.
Export data to Excel worksheet.
Access and print the following forms and documents:

**Rental Assistance**
- Carbon Monoxide Detectors
- Comparable Request
- Frequently Asked Questions
- Guidelines for Rent Increases
- Housing Inspection Flyer
- Lead Warning Statement
- Move Process Guidelines
- Direct Deposit Authorization
- Rent Increase Request
- Rent Increase FAQ’s
- Steps to Save to Excel
- W-9 Form

**HOUSING FIRST – SAN DIEGO**
- Certification of Ownership
- Direct Deposit Authorization
- Landlord Contingency Fund Guidelines
- Leap Program Flyer
For questions or assistance, please contact the Owner Liaison

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<tr>
<th>Direct Dial</th>
<th>619.578.7128</th>
</tr>
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<tbody>
<tr>
<td>Fax Number</td>
<td>619.578.7364</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:ownerinfo@sdhc.org">ownerinfo@sdhc.org</a></td>
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Questions?