



MyHousing Landlord Portal Frequently Asked Questions (FAQs)

Housing Choice Voucher Program

1. What is Landlord Portal?

Landlord Portal is a new online tool that allows landlords with tenants on the Housing Authority of the City and County of San Francisco (Authority) Section 8 Housing Choice Voucher (HCV) and Emergency Housing Voucher (EHV) programs to review information pertaining to their issued payments, tenants, scheduled and completed inspections, and tax forms at convenience, without having to call or visit the Housing Authority office.

Landlord Portal is located at: <https://sfha.myhousing.com/Account/Login>.

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

You **must first** Register before you can access the site; to register you will need your Tax ID/EIN and an active email address. To register click [Here](#).

3. Who can register?

Only active landlords who are receiving Housing Assistance Payments (HAP) with the Housing Authority of the City and County of San Francisco 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:

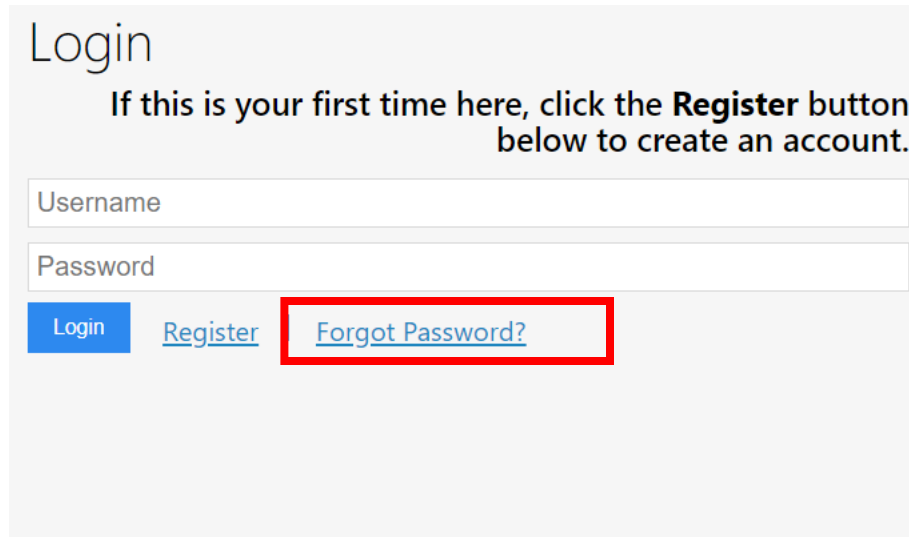
- Your profile
- A list of your EHV and/or HCV tenants
- Your HAP payments, by tenant, for the prior 24 months
- Reexamination or recertification dates for your tenant(s)
- Year-end tax forms

Additionally, you will be able to access and view:

- Upcoming Housing Quality Standard (HQS) inspections
- View and download Inspection reports

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 [here](#) or by selecting the "Forgot Password" on the portal login. If you need additional help, you can contact us at (415) 715-5200.



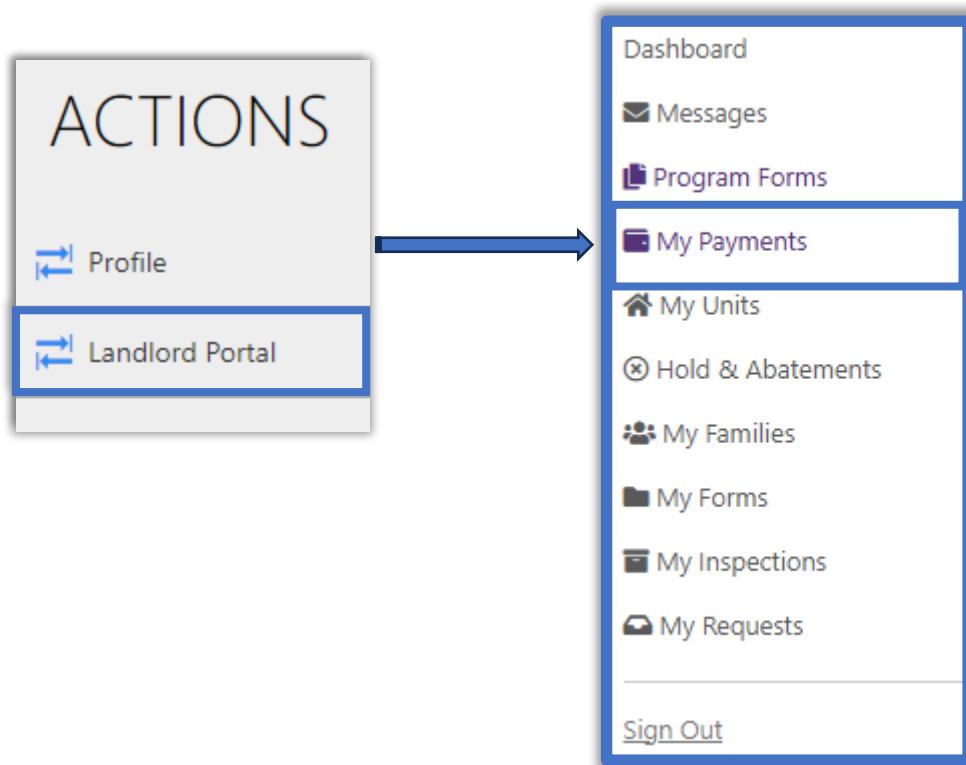
The image shows a login form with the following elements:

- Login** (Section Header)
- If this is your first time here, click the **Register** button below to create an account.** (Instructional text)
- (Text input field)
- (Text input field)
- (Blue button)
- [Register](#) (Text link)
- [Forgot Password?](#) (Text link, highlighted with a red rectangular border)

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](#)".

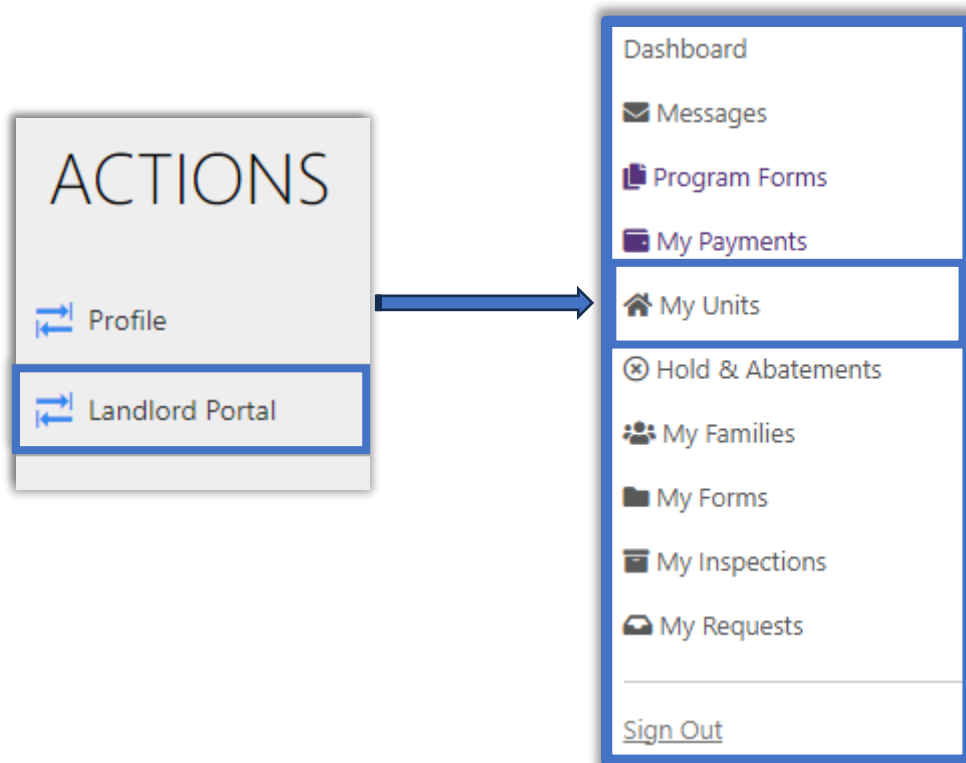
Clicking on the View Details button will provide you with detailed payment information.



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](#)".

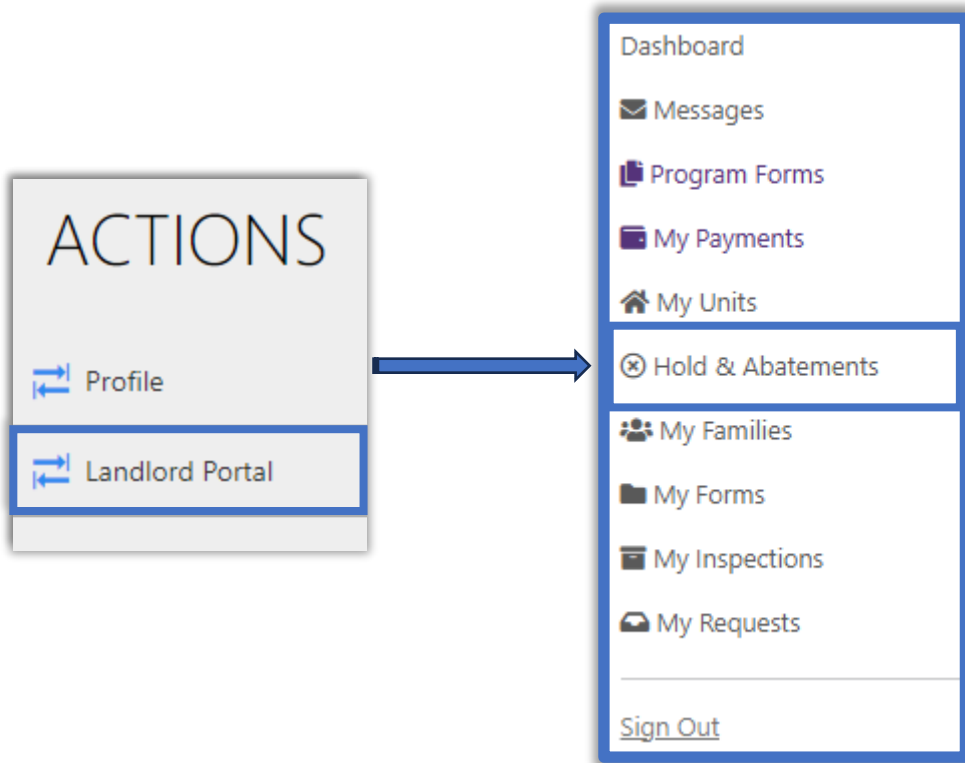
Clicking on the View Details button will provide you with additional information such as Resident and Unit Demographics.



8. How can I find information about my 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](#)".

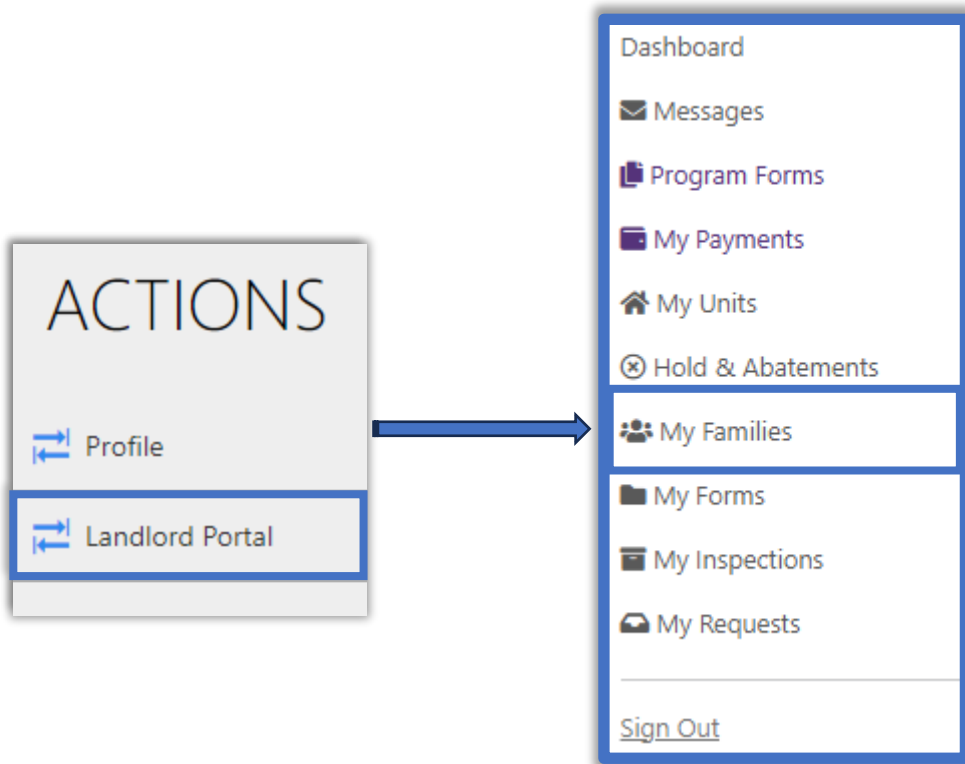
The list can be sorted by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop-down menus.



9. 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 "My Families".

Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.



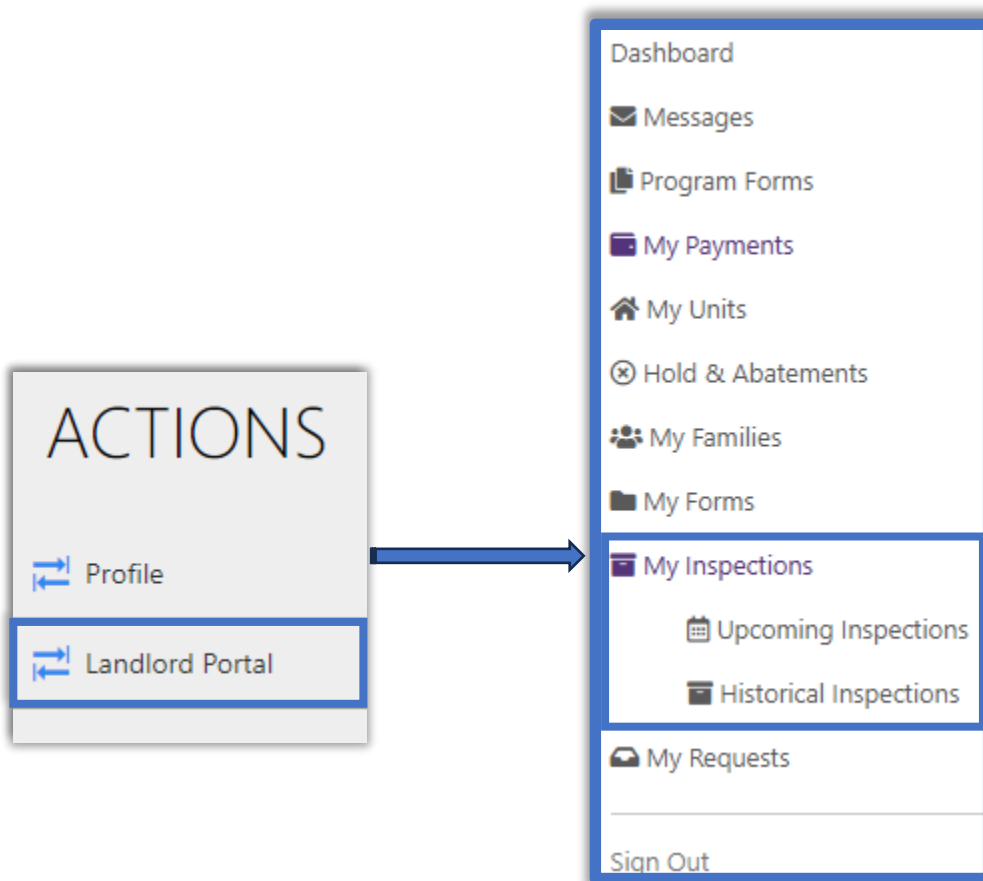
10. What inspection information is available in Landlord Portal?

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 download the Inspections report, select the "[Download Results](#)" link.

To view scheduled [Upcoming](#) inspections, select "[Upcoming Inspections](#)".



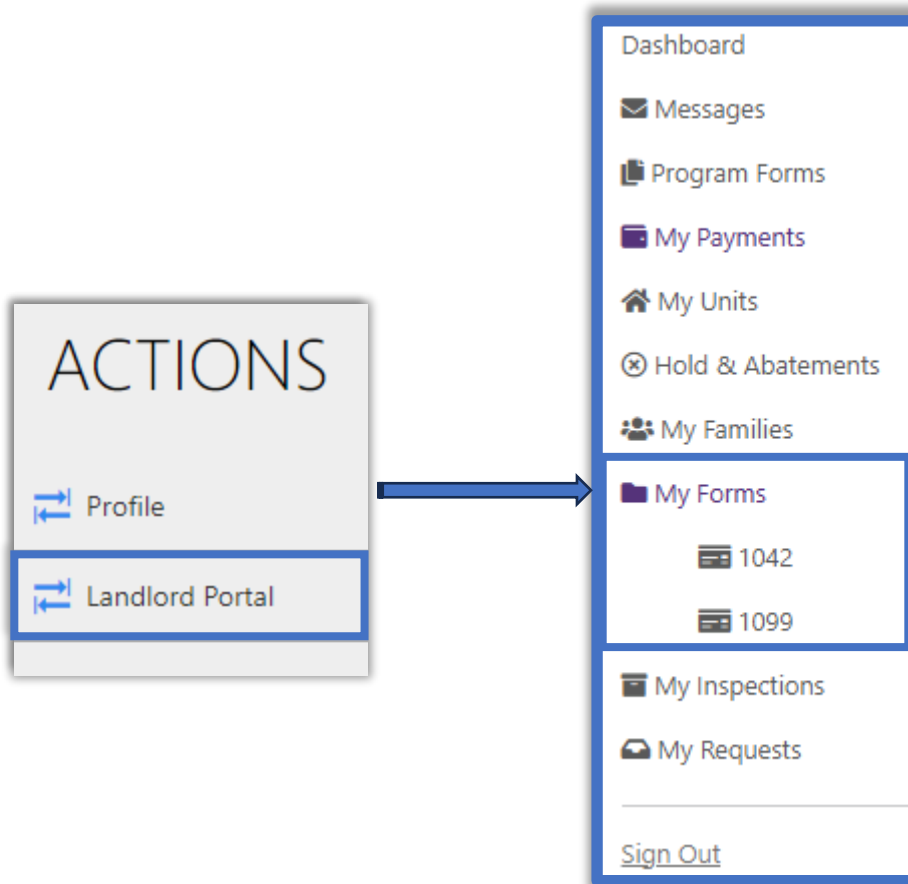
Street	Suite #	City	State	Zip	Inspection Date ↓	Result	Inspection Report
123 Main St	Apt 2A	New Rochelle	NY	12345	01/1/2024	Pass	Download Report

11. Can I access my 1099 or 1042 documents?

Yes. You can view/print current and historical 1099 or 1042 documents.

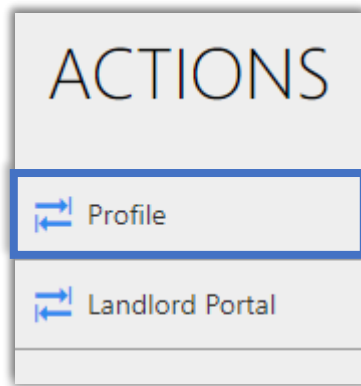
Log in first and click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Forms](#)".

Click 1099 or 1042 to retrieve the selected tax document and a new window will appear. Select the tax form NESC or MISC.



12. 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.



13. Some of my tenants are missing. 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 Owners@SFHA.org or PBVOwners@SFHA.org (for PBV/RAD units), so we may assist you.

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

For Landlord Portal support, you may email your questions to: Owners@SFHA.org or PBVOwners@SFHA.org (for PBV/RAD units).