

Owner Portal Manual

Landlord User Guide



505 West Julian Street | San José, CA 95110

February 20, 2019

Terms of Service

Owner Portal is intended as a way for you to receive information related to the Housing Choice Voucher Program administered by the Santa Clara County Housing Authority (SCCHA). All information contained in this website is provided for the exclusive use of partners and invited guests of SCCHA and is to be used as an aid for conducting business. SCCHA reserves the right to deny or cancel accounts, monitor, log, or record any activity using these resources. Unauthorized access or misuse of the information contained on the Owner Portal will result in disciplinary action leading to termination of access and/or prosecution under Federal, State, or Local law.

SCCHA may make available through the Portal, sample and actual forms, checklists, business documents, and legal documents (collectively referred to as “documents”). The documents are provided “as is,” “as available,” and with “all faults,” and we and any provider of the documents disclaim any warranties, including but not limited to, the warranties of merchant ability and fitness for a particular purpose. The documents may be inappropriate for your particular circumstances.

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1. Log In

You may receive your log in ID and temporary password to log in to the Owner Portal via the US Mail or directly from your assigned Housing Specialist. It is recommended that you change your password after you log in for the first time. Directions for changing your password can be found on page 6 of this manual.

To Log In:

1. Open up your preferred browser and go to **www.scchousingauthority.org**
2. Click on the Section 8 Landlord Resources tab on the top of the page to open the drop down menu.
3. Click on Owner Portal from the drop down menu to arrive at the Owner Portal page to log in.
4. Under User Name: Enter your user name.
5. Under Password: Enter your case sensitive password.
6. Click on **Log In**.



Owner Portal

Log In

INTRODUCTION

WELCOME TO SANTA CLARA COUNTY HOUSING AUTHORITY

User Guide - Download the [Owner Portal's Landlord User Guide](#) then follow the steps to create an account.

Did you know? Direct Deposit is available for your Housing Assistance Payment (HAP). To enroll, click on this [link](#).

LOG IN

Log In

User Name:

Password:

[Create an Account](#)

[Forgot your password?](#)

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2. Create an Account

You may request to create an account through the Owner Portal if you have not previously received your log in and password. **Please note that only Housing Choice Voucher (Section 8) landlords already registered with the Housing agency will be able to register as full users.**

To Create an Account:

1. Open up your preferred browser and go to **www.scchousingauthority.org**
2. Click on the Section 8 Landlord Resources tab on the top of the page to open the drop down menu.
3. Click on Owner Portal from the drop down menu to arrive at the Owner Portal page to log in.
4. Click on **Create an Account**.

Log In

INTRODUCTION

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LOG IN

Log In

User Name:

Password:

[Create an Account](#)

[Forgot your password?](#)

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5. Enter your **Tax ID** (or Social Security number).
6. Re-enter your Tax ID for confirmation.
7. Type in the code from the image shown. If you are unable to view the image code, you may click on **Get Audio Code**
8. Click on **Match Landlord** to create your account.

Log In

Landlord OR Other PHA

Tax ID

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx

* Confirm your Tax ID

Please confirm using the same format

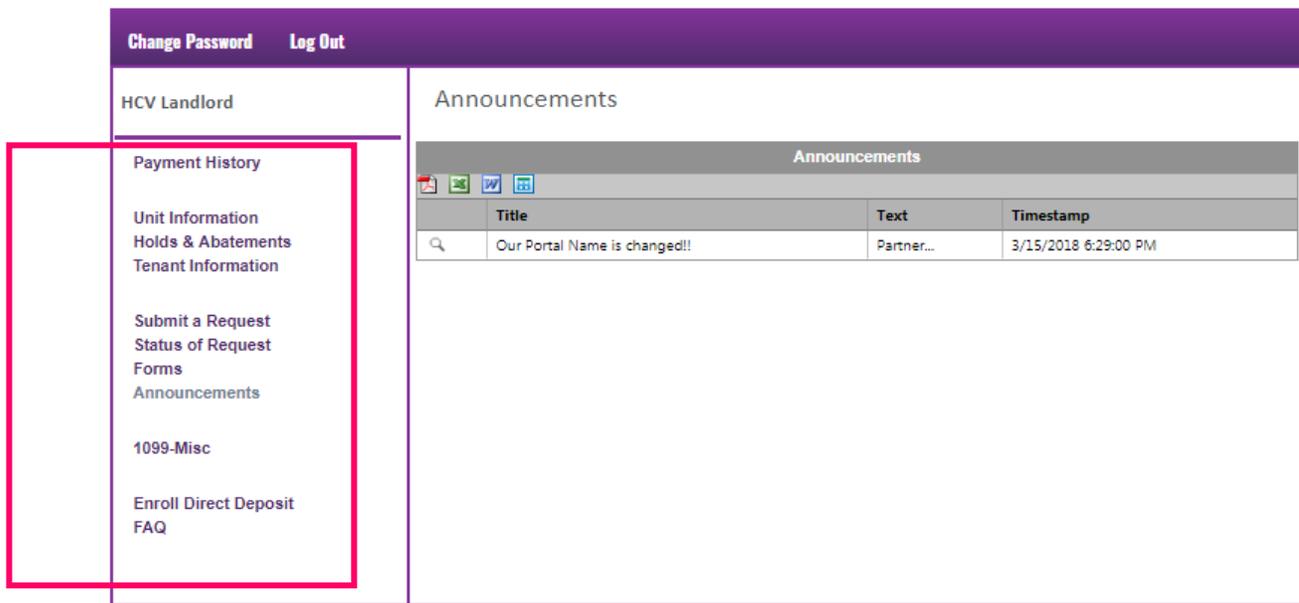
Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users.

[Get Audio Code](#)

Type the code from the image

3. Welcome Screen

Once you have logged in, you will arrive at the welcome screen showing recent announcements:



The welcome screen contains the following options:

1. Change Password
2. Log Out
3. Announcements
4. **Menu of Options** located on the left side of your screen:
 - Payment History
 - Unit Information
 - Holds & Abatements
 - Tenant Information
 - Submit a Request
 - Status of a request
 - Forms
 - Announcements
 - 1099-Misc
 - Enroll Direct Deposit
 - FAQ

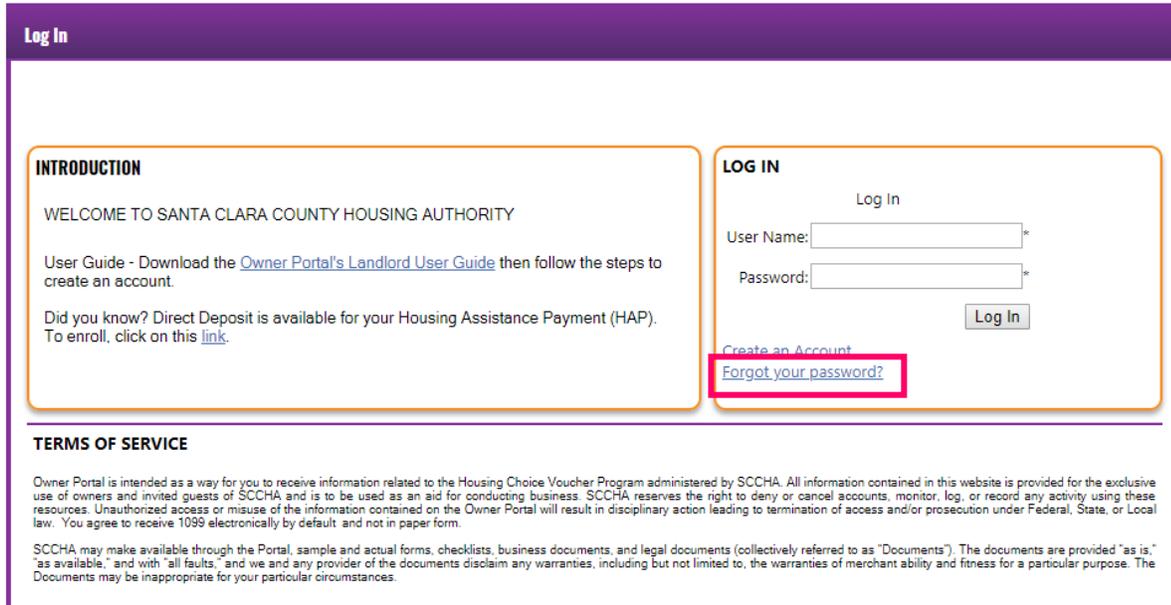
You may click on any of the titles to open the option.

4. Forgot Your Password

If you have forgotten your password, you may request for it to be emailed to you or you may call, toll free, SCCHA's support line at: (888) 827-7091.

To request your password via email:

1. Open up your preferred browser and go to www.scchousingauthority.org
2. Click on the Section 8 Landlord Resources tab on the top of the page to open the drop down menu.
3. Click on Owner Portal from the drop down menu to arrive at the Owner Portal page to log in.
4. Click on **Forgot Your Password**.



Log In

INTRODUCTION

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LOG IN

Log In

User Name:

Password:

[Create an Account](#)

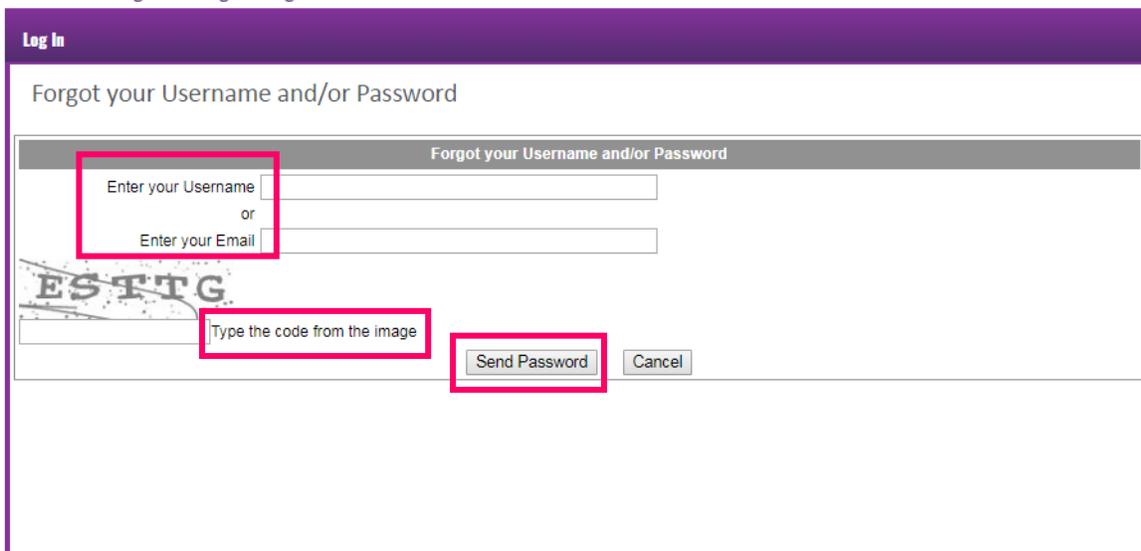
[Forgot your password?](#)

TERMS OF SERVICE

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SCCHA may make available through the Portal, sample and actual forms, checklists, business documents, and legal documents (collectively referred to as "Documents"). The documents are provided "as is," "as available," and with "all faults," and we and any provider of the documents disclaim any warranties, including but not limited to, the warranties of merchant ability and fitness for a particular purpose. The Documents may be inappropriate for your particular circumstances.

5. Enter your **username or email**.
6. **Type in the code from the image**.
7. Click on **Send Password**.



Log In

Forgot your Username and/or Password

Forgot your Username and/or Password

Enter your Username

or

Enter your Email

ESTTG

Type the code from the image

5. Action Icons

Throughout the various screens, you will see the following set of action icons:



Each icon will allow you to download various documents in different formats. The icon options are as follows:



Clicking on the PDF icon will allow you to download the document on to your desktop in pdf format.



Clicking on the Microsoft Excel icon will allow you to download the document on to your desktop in Excel format.



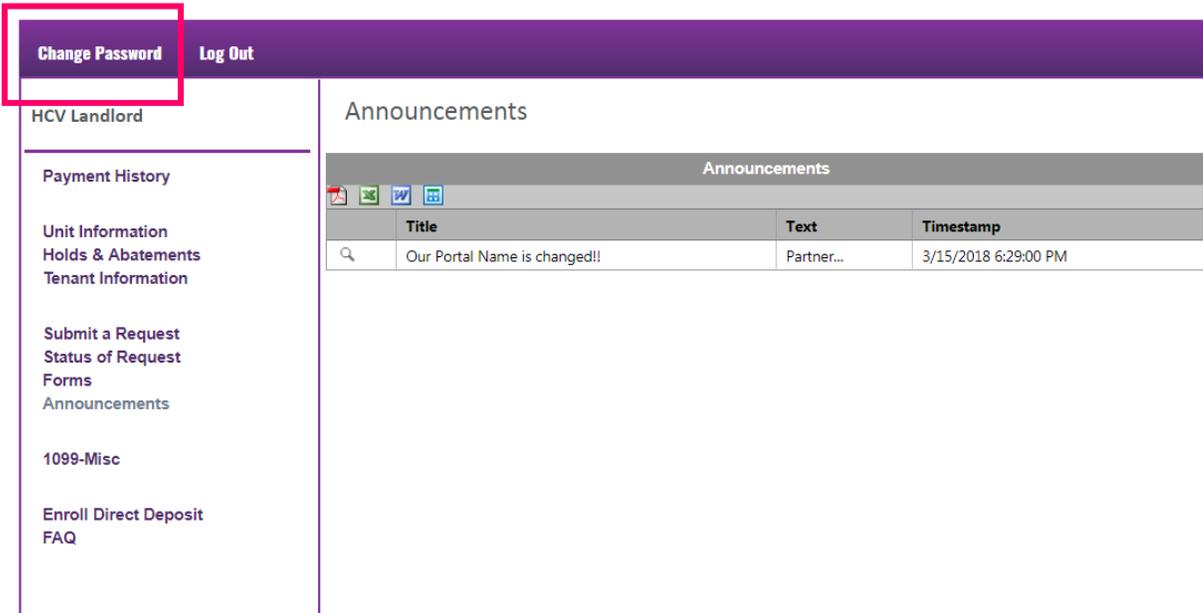
Clicking on the Microsoft Word icon will allow you to download the document on to your desktop in Word format.



Clicking on this icon will allow you to download the announcements listed on the announcements page on to your desktop in Excel format.

6. Change Password

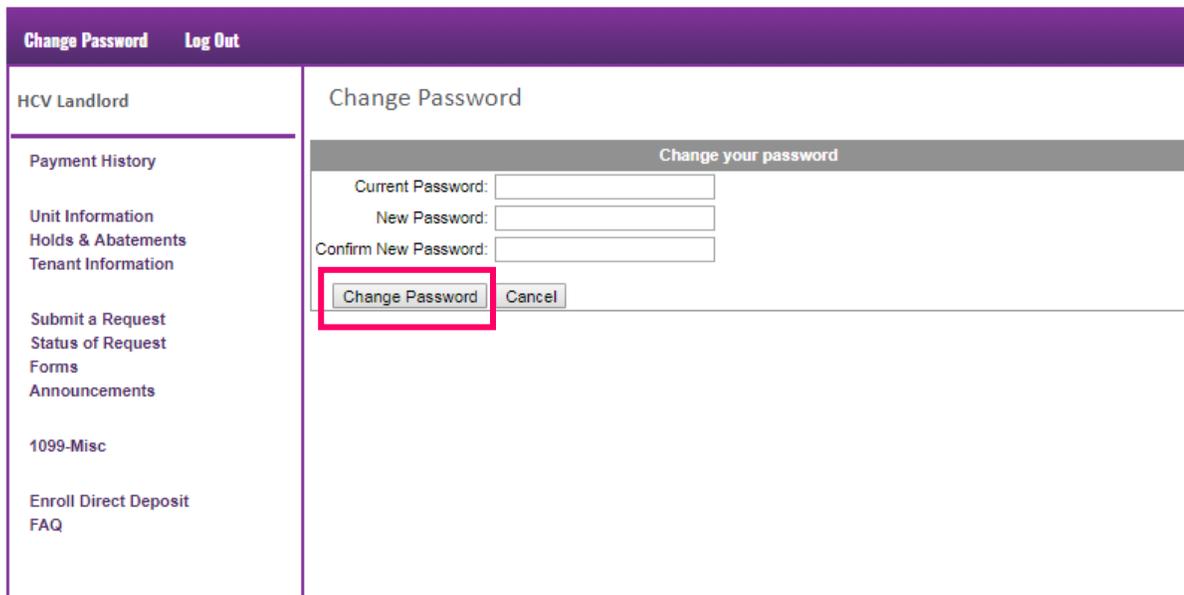
To change your password, click on **Change Password** in the upper left corner of the screen. You will need to provide your current password in order to change your password within the Owner Portal system.



The screenshot shows the Owner Portal interface. At the top, there is a purple navigation bar with 'Change Password' and 'Log Out' buttons. The 'Change Password' button is highlighted with a red box. Below the navigation bar, the main content area is divided into two sections. On the left is a sidebar menu with various options like 'Payment History', 'Unit Information', and 'Announcements'. On the right, the 'Announcements' section displays a table with one entry: 'Our Portal Name is changed!!' with a timestamp of '3/15/2018 6:29:00 PM'.

To change your password, enter the following information:

1. Enter your current password.
2. Enter your new password.
3. Confirm New Password: Enter your new password again to confirm your new password.
4. Click on **change password**.

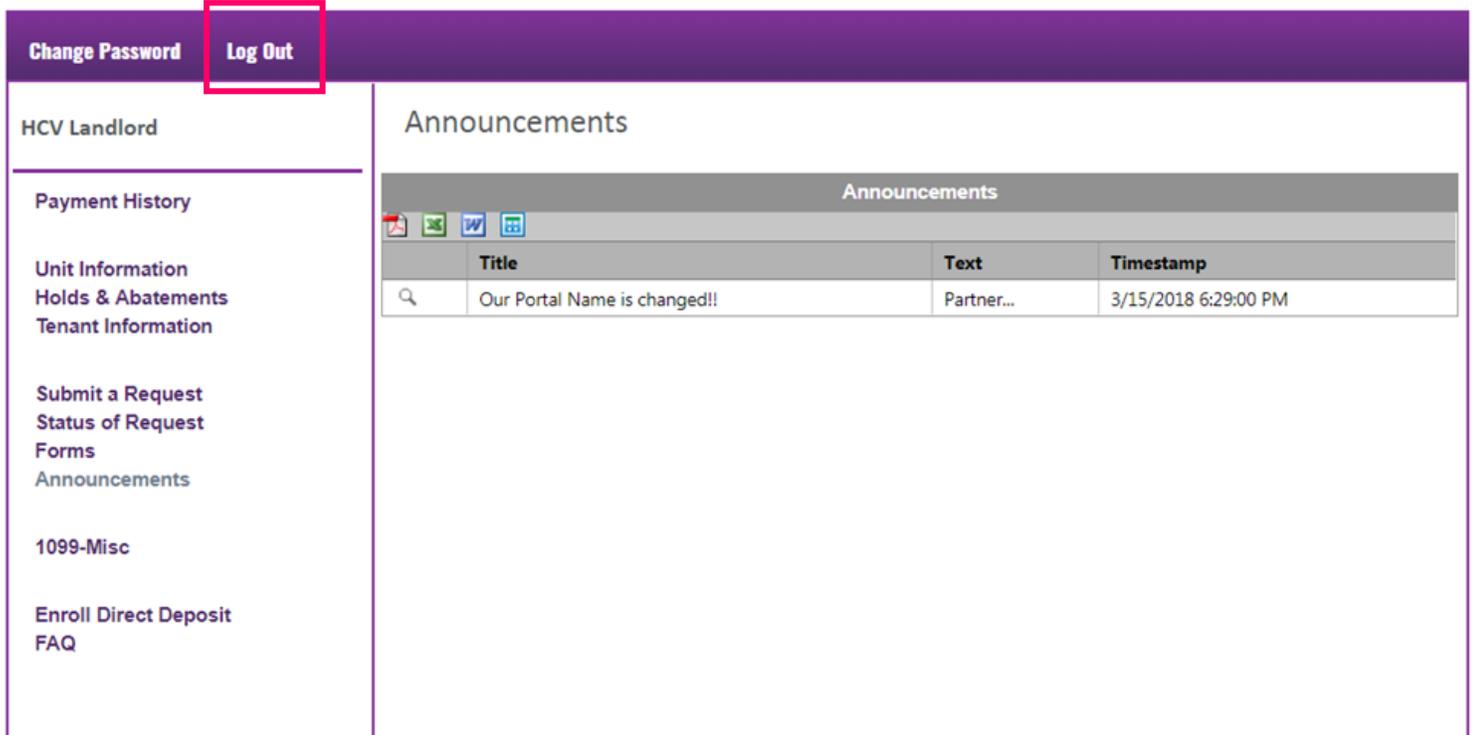


The screenshot shows the 'Change Password' form in the Owner Portal. The top navigation bar is purple with 'Change Password' and 'Log Out' buttons. The main content area is divided into two sections. On the left is a sidebar menu with various options like 'Payment History', 'Unit Information', and 'Announcements'. On the right, the 'Change Password' form is displayed. The form has three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Below the input fields are two buttons: 'Change Password' and 'Cancel'. The 'Change Password' button is highlighted with a red box.

7. Log Out

To end your session with the Owner Portal, click on **Log Out** in the upper left corner of the screen.

Note: The Owner Portal will **automatically log you out** after 30 minutes of inactivity.



The screenshot displays the Owner Portal interface. At the top, there is a purple navigation bar with two buttons: "Change Password" and "Log Out". The "Log Out" button is highlighted with a red rectangular box. Below the navigation bar, the page is divided into two main sections. On the left is a sidebar menu with the following items: "HCV Landlord", "Payment History", "Unit Information", "Holds & Abatements", "Tenant Information", "Submit a Request", "Status of Request", "Forms", "Announcements", "1099-Misc", "Enroll Direct Deposit", and "FAQ". The main content area on the right is titled "Announcements" and contains a table with the following data:

Announcements			
	Title	Text	Timestamp
	Our Portal Name is changed!!	Partner...	3/15/2018 6:29:00 PM

8. Payment History

To view a history of payments for a single tenant or multiple tenants, click on **Payment History** in the options list located on the left side of your screen. You will then see the following payment history screen that automatically lists your payment history.

The screenshot shows the 'Payment History' interface. On the left is a sidebar menu with 'Payment History' highlighted. The main area is titled 'Payment History' and contains a search section with fields for 'Check/Direct Deposit (DD)#', 'Unit', 'Check/Direct Deposit(DD) Start Date', 'Check/Direct Deposit(DD) End Date', and 'Resident'. Below the search section is a table of payment records.

Payment Type	Check/DD #	Check Date	Description	Unit	Resident	Amount
> Check/DD #:	Check Date: 08/01/18; Total Amount: \$1,813.00					
> Check/DD #:	Check Date: 07/01/18; Total Amount: \$2,747.00					
> Check/DD #:	Check Date: 06/01/18; Total Amount: \$3,681.00					
> Check/DD #:	Check Date: 05/01/18; Total Amount: \$2,497.00					
> Check/DD #:	Check Date: 04/01/18; Total Amount: \$2,497.00					
> Check/DD #:	Check Date: 03/01/18; Total Amount: \$3,460.00					

A. Search by Check/Direct Deposit (DD)

You may search for a specific payment by **check number** or **direct deposit advice number**. You must have the check number or direct deposit advice number to be able to search for a payment using this option. Enter the check number or direct deposit advice number and click on Go to view payment details.

This is a close-up of the search section of the 'Payment History' screen. The 'Check/Direct Deposit (DD)#' input field is highlighted with a red box. Other fields include 'Unit' (set to 'All'), 'Check/Direct Deposit(DD) Start Date' (set to 'None'), 'Check/Direct Deposit(DD) End Date' (set to 'None'), and 'Resident' (set to 'Any').

B. Search by Unit

To search by **unit**, click on the drop down menu to view the list of available units to search. Click on the unit you wish to view the payment history for.

The screenshot shows the 'Payment History' search interface. On the left is a navigation menu with options like 'Payment History', 'Unit Information', and '1099-Misc'. The main area is titled 'Payment History' and contains search filters: 'Check/Direct Deposit (DD)#', 'Go', 'Unit', 'Check/Direct Deposit(DD)', 'Start Date', 'End Date', and 'Resident'. A dropdown menu for 'Unit' is open, showing a list of units: 'All', '1212 S Mary Ave, 5', '2157 S Winchester Blvd, *', and '2157 S Winchester Blvd, **'. Below the filters is a table of payment records.

Payment Type	Check/DD #	Check Date	Description	Unit
> Check/DD #:		Check Date: 09/01/18; Total Amount: \$1,813.00		
> Check/DD #:		Check Date: 08/01/18; Total Amount: \$1,813.00		
> Check/DD #:		Check Date: 07/01/18; Total Amount: \$2,747.00		
> Check/DD #:		Check Date: 06/01/18; Total Amount: \$3,681.00		
> Check/DD #:		Check Date: 05/01/18; Total Amount: \$2,497.00		
> Check/DD #:		Check Date: 04/01/18; Total Amount: \$2,497.00		

C. Search by Check/Direct Deposit (DD) Start Date and End Date

You may specify a start and end date to search within a range of dates for payment history. Click on the drop down menu and enter the **start date**, repeat the same step to enter the **end date**.

The screenshot shows the 'Payment History' search interface. The 'Check/Direct Deposit(DD) Start Date' dropdown menu is open, showing a list of dates: 'None', '7/1/2018', '6/1/2018', '5/1/2018', '4/1/2018', and '3/1/2018'. The 'End Date' dropdown is also visible, set to 'None'. Below the filters is a table of payment records.

Payment Type	Ch	Unit	Resident	Amount
> Check/DD #:	Cl			
> Check/DD #:	Cl			
> Check/DD #:				Check Date: 06/01/18; Total Amount: \$3,681.00
> Check/DD #:				Check Date: 05/01/18; Total Amount: \$2,497.00
> Check/DD #:				Check Date: 04/01/18; Total Amount: \$2,497.00
> Check/DD #:				Check Date: 03/01/18; Total Amount: \$3,460.00

Change Password Log Out

HCV Landlord

Payment History

Unit Information
Holds & Abatements
Tenant Information

Submit a Request
Status of Request
Forms
Announcements

1099-Misc

Enroll Direct Deposit
FAQ

Payment History

Payment

Check/Direct Deposit (DD)#: Go Unit: All

Check/Direct Deposit(DD) Start Date: None

Check/Direct Deposit(DD) End Date: None

Resident: Any

Payment Type	Check/DD #	Check Date	Description	Unit
> Check/DD #:		Check Date: 08/01/18; Total Amount: \$1,813.00		
> Check/DD #:		Check Date: 07/01/18; Total Amount: \$2,747.00		
> Check/DD #:		Check Date: 06/01/18; Total Amount: \$3,681.00		
> Check/DD #:		Check Date: 05/01/18; Total Amount: \$2,497.00		
> Check/DD #:		Check Date: 04/01/18; Total Amount: \$2,497.00		
> Check/DD #:		Check Date: 03/01/18; Total Amount: \$3,460.00		

D. Search by Resident (Tenant)

You may search for a specific resident's payment history.

1. Click on the drop down menu under **Resident** to view a list of tenants that you may select from.
2. Click on your selection to view the payment history for that tenant.

Change Password Log Out

HCV Landlord

Payment History

Unit Information
Holds & Abatements
Tenant Information

Submit a Request
Status of Request
Forms
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1099-Misc

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FAQ

Payment History

Payment

Check/Direct Deposit (DD)#: Go Unit: All

Check/Direct Deposit(DD) Start Date: None

Check/Direct Deposit(DD) End Date: None

Resident: Any

Payment Type	Ch	Unit	Resident	Amount
> Check/DD #:	Cl			
> Check/DD #:	Cl			
> Check/DD #:	Cl			
> Check/DD #:	Cl			
> Check/DD #:		Check Date: 04/01/18; Total Amount: \$2,497.00		
> Check/DD #:		Check Date: 03/01/18; Total Amount: \$3,460.00		

E. Viewing Payment History Record

To view the payment history record from the list of payments, click on the downward arrow (▼) to view the complete record.

Change Password Log Out

HCV Landlord

Payment History

Unit Information

Holdes & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

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1099-Misc

Enroll Direct Deposit

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Payment History

Payment

Check/Direct Deposit (DD)#: Unit:

Check/Direct Deposit(DD) Start Date: Check/Direct Deposit(DD) End Date:

Resident:

Payment Type	Check/DD #	Check Date	Description	Unit	Resident	Amount
▼ Check/DD # Check Date: 08/01/18; Total Amount: \$						
DD		08/01/18	8/2018 HAP			\$963.00
DD		08/01/18	8/2018 HAP			\$850.00
▶ Check/DD : Check Date: 07/01/18; Total Amount:						
▶ Check/DD : Check Date: 06/01/18; Total Amount:						
▶ Check/DD : Check Date: 05/01/18; Total Amount:						
▶ Check/DD : Check Date: 04/01/18; Total Amount:						
▶ Check/DD : Check Date: 03/01/18; Total Amount:						

9. Unit Information

To view the **unit information**, click on Unit Information in the options list located on the left side of your screen. You will then see a screen that lists your Section 8 HCV unit addresses.

Click on the magnifying glass  to see more detailed information to include upcoming and past inspections.

Change Password Log Out

HCV Landlord

Payment History

Unit Information

Holds & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

Announcements

1099-Misc

Enroll Direct Deposit

FAQ

Unit Information

HCV Units
RFTA Units

HCV Units

Unit

Street	Suite#	City	State	Zip	Currently Housing Family	Is Available	Next Inspection
							

Detailed Information Screen:

Change Password Log Out

HCV Landlord

Payment History

Unit Information

Holds & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

Announcements

1099-Misc

Enroll Direct Deposit

FAQ

Unit Information

Unit	Most Recent Inspection	Family
Street:	Date:	Last Name:
Suite:	Type:	First Name:
City:	Result:	Contract Rent:
State:		Tenant Rent:
ZIP:		HAP:
Bedrooms:		
Abated:		
Abated Date:		
Full Bathrooms:		
Half Bathrooms:		

Upcoming Inspections

Date	Type
01/05/19	Initial

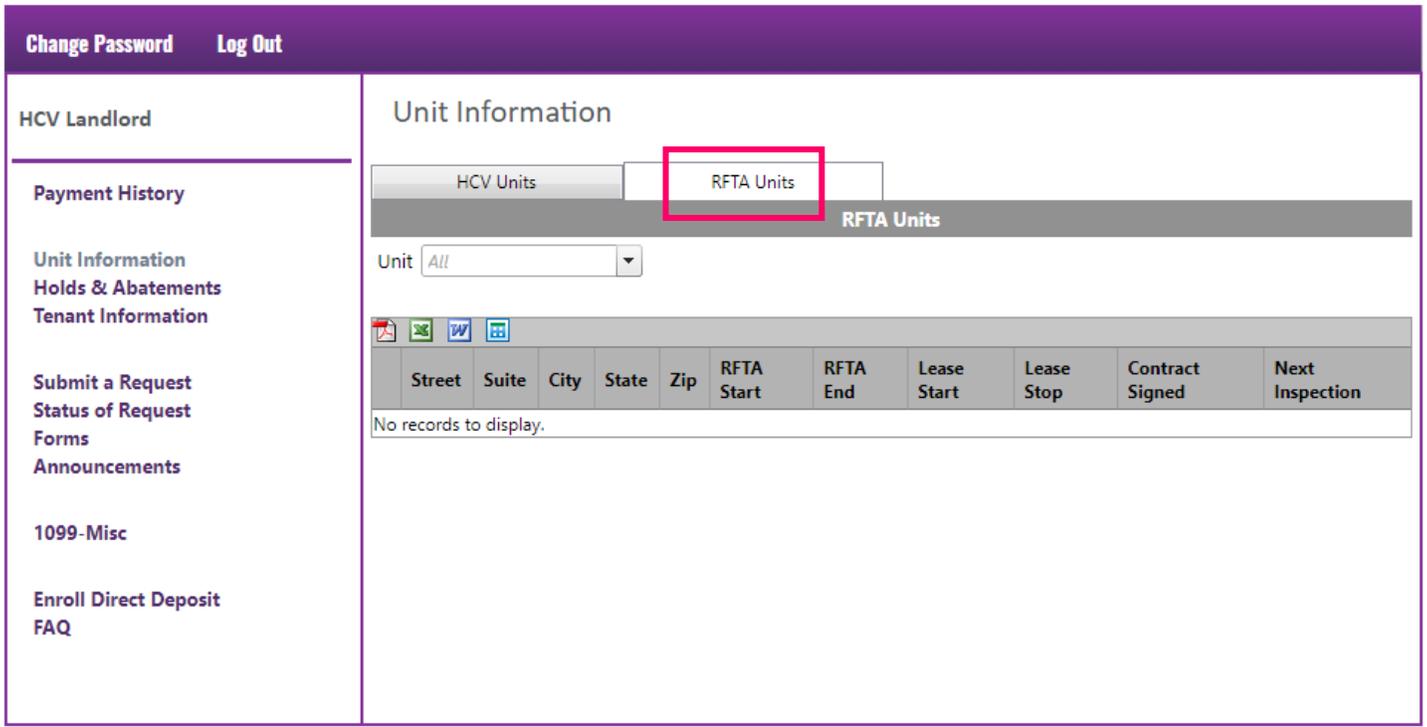
Past Inspections

Date	Type	Result
	12/06/18	Initial
		Fail - Owner

10. RFTA Units

To view the Request for Tenancy Approval Packet (RFTA) information, click on the **RFTA Units tab**.

On this screen you will be able to view the unit address, RFTA start/end dates, Lease start/stop dates, if the Contract has been signed and the date of the unit's next inspection.



Change Password **Log Out**

HCV Landlord

- Payment History
- Unit Information
- Holdings & Abatements
- Tenant Information
- Submit a Request
- Status of Request
- Forms
- Announcements
- 1099-Misc
- Enroll Direct Deposit
- FAQ

Unit Information

HCV Units **RFTA Units**

Unit:

Street	Suite	City	State	Zip	RFTA Start	RFTA End	Lease Start	Lease Stop	Contract Signed	Next Inspection
No records to display.										

11. Holds & Abatements

To view unit holds and abatements information, click on **Holds & Abatements** in the options list located on the left side of your screen. You will then see a screen that lists any holds and abatements for your units.

The screenshot shows a web application interface for 'Holds & Abatements'. On the left is a navigation menu with items like 'Payment History', 'Unit Information', and 'Holds & Abatements' (which is highlighted). The main area is titled 'Payment Holds & Abatements' and includes a subtitle 'Past 3 Months of Payment Holds & Abatements'. There are search filters for 'Unit' (set to 'All'), 'Type' (set to 'All'), and 'Status' (set to 'All'). Below the filters is a table with the following columns: Resident, Unit, Start Date, End Date, Status, Type, Reason, and End Reason. The table currently contains no data rows.

You may also search for payment holds and abatements by **unit**, **status** and **type**:

A. Search By Unit

Under the drop down menu you may perform the following unit searches:

1. All (units)
2. Specific property address listed

Click on your selection to view the results of your search.

B. Search By Status

Under the drop down menu you may perform the following status searches:

1. All
2. Open
3. Closed

Click on your selection to view the results of your search.

C. Search By Type

Under the drop down menu you may perform the following type searches:

1. Hold/Exclusion
2. Abatement

Click on your selection to view the results of your search.

12. Tenant Information

To view tenant information, click on **Tenant Information** in the options list located on the left side of your screen. You will then see a screen that lists your tenants' information.

Click on tenant **Last/First Name** or **Caseworker name** to view this screen for full information:

[Change Password](#) [Log Out](#)

HCV Landlord

Payment History

Unit Information

Hold's & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

Announcements

1099-Misc

Enroll Direct Deposit

FAQ

Tenant Information

Tenant Information							
Last Name	First Name	Street	Suite	HAP Amount	Move-In Date	Lease End Date	Caseworker
Zaragoza					12/01/17	11/30/18	Placencia

Full information screen:

[Change Password](#) [Log Out](#)

HCV Landlord

Payment History

Unit Information

Hold's & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

Announcements

1099-Misc

Enroll Direct Deposit

FAQ

Tenant

Tenant		Unit Address		Unit Characteristics	
Last Name:		Street:		Bedrooms:	
First Name:		Suite:		Full Bathrooms:	
Tenant Rent:		City:		Half Bathrooms:	
Move-in Date:		State:		Bathrooms:	
		ZIP:			

Specialist/Caseworker	
Full Name:	
Email:	
Phone:	
Fax:	

Family		
Last Name	First Name	Relation

13. Submit a Request

To submit a request, click on **Submit a Request** in the options list located on the left side of your screen.

The Send Request screen will allow you to send the following request by clicking on the name of the request type in the drop-down menu:

1. Call Back
2. Change Personal Information
3. Rent Adjustment
4. Repairs Completed

The screenshot displays a web application interface. At the top, there is a purple navigation bar with 'Change Password' and 'Log Out' links. Below this, the page is divided into two main sections. On the left is a sidebar menu for 'HCV Landlord' with various options: 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request' (highlighted with a red box), 'Status of Request', 'Forms', 'Announcements', '1099-Misc', 'Enroll Direct Deposit', and 'FAQ'. The main content area is titled 'Send Request' and contains a form. A red box highlights the 'Request Type' dropdown menu, which is currently open and shows the following options: 'Please Select', 'Please Select', 'Call back', 'Change Personal Information', 'Rent Adjustment', and 'Repairs Completed'. A red asterisk and the text '* Required field' are visible next to the dropdown. A 'Send Request' button is located below the dropdown.

A. Call Back

Fill in the following information:

1. Name of Call Back Person
2. Address (choose the unit address for your request from the drop down menu)
3. Contact Phone Number
4. Question Related to

You may specify what the **question is related to** under the drop-down menu of items, click on your selection:

- Payment
 - Property Inspection
 - Lease Enforcement
 - Rent Adjustment
 - Other
5. If Other, please specify (if “other” is selected from the drop down menu)
 6. Note (if any)

Once you have filled in all the information, click on **Send Request**.

The screenshot shows the 'Send Request' form in the HCV Landlord portal. The form is titled 'Send Request' and has a purple header with 'Change Password' and 'Log Out' links. The left sidebar contains navigation links: 'HCV Landlord', 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request', 'Status of Request', 'Forms', 'Announcements', '1099-Misc', 'Enroll Direct Deposit', and 'FAQ'. The main form area contains the following fields:

- Request Type:** Call Back (dropdown)
- Name Of Call Back Person:** (text input) * Required field. * A name is required.
- Unit Address:** Please Select (dropdown) * Please select an Unit.
- Call Back Number:** (text input) *
- Question Related To:** Please Select (dropdown) *
- If Other, Please Specify:** (text input)
- Note:** (text input)

Below the form are two buttons: 'Send Request' and 'Cancel'. A red box highlights the 'Send Request' button. A red arrow points from the 'Question Related To' dropdown menu to the 'Send Request' button. The dropdown menu is open, showing the following options: Please Select, Please Select, Payment, Property Inspection, Lease Enforcement, Rent Adjustment Status, and Other.

B. Change Personal Information

You may send a request to change or update **your** personal information on this screen. Fill in the following information:

1. Street/PO Box
2. Unit/Suite
3. City
4. State
5. Zip
6. Email Address
7. Phone No./Type/Action (drop down menu options: change or remove)
8. Notes (if any)

Once you have filled in all the information, click on **Send Request**.

The screenshot shows a web application interface for a landlord. The top navigation bar includes 'Change Password' and 'Log Out'. The left sidebar contains several menu items: 'HCV Landlord', 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request', 'Status of Request', 'Forms', 'Announcements', '1099-Misc', 'Enroll Direct Deposit', and 'FAQ'. The main content area is titled 'Send Request' and contains the following form elements:

- Request Type:** A dropdown menu set to 'Change Personal Information'.
- * Required field** (indicated in red text).
- Street/PO:** A text input field with a red error message: '* A street is required.'
- Unit/Suite:** A text input field.
- City:** A text input field with a red error message: '* A city is required.'
- State:** A dropdown menu set to 'CA'.
- Zip:** A text input field with a red error message: '* A Zip code is required.'
- Email Address:** A text input field with a red error message: '* An email address is required.'
- Phone Numbers Table:** A table with 5 columns: 'Phone No.', 'Type', 'Action', 'Phone No.', and 'Type'. It contains 4 rows of data, each with a 'None' dropdown in the 'Action' column.
- Note:** A text area for additional information.
- Buttons:** 'Send Request' and 'Cancel' buttons at the bottom. The 'Send Request' button is highlighted with a red box.

C. Rent Adjustment

You may send a rent adjustment request for your unit through this screen. Fill in the following information:

1. Unit: Select the unit address from the drop down menu.
2. Proposed Rent Amount: Select the amount from the menu by clicking on either the upward or downward arrow.
3. Proposed Effective Date: Select the date from the drop down menu.
4. Other Proposed Amendments:
5. No Changes – maintain month-to-month tenancy
6. Requesting new one-year lease term (limits owner/tenant ability to terminate tenancy)
7. Requesting change to utility/appliance responsibility
8. Attach a copy of the rent increase notice provided to the tenant (required)
9. You must upload the file containing the notice you provided your tenant with informing them of the rent increase.
10. Signed by: Enter your name to sign the rent adjustment request and **check the box** below certifying that the information provided on the form is complete and accurate to the best of your knowledge.
11. Note: You may also add additional comments here.

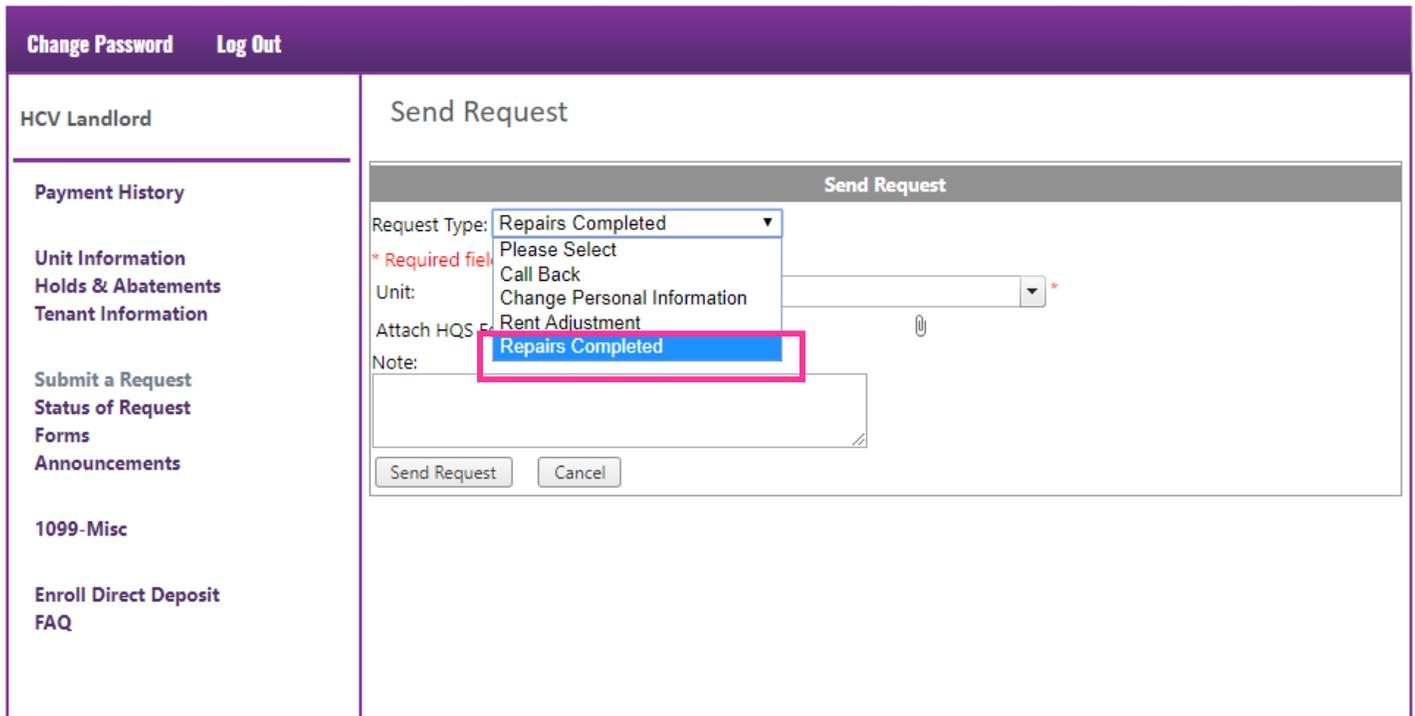
When you have finished completing the form, click on **Send Request**.

The screenshot shows a web interface for sending a request. On the left is a navigation menu for 'HCV Landlord' with options like 'Payment History', 'Unit Information', and 'Submit a Request'. The main area is titled 'Send Request' and contains the following elements:

- Request Type:** A dropdown menu set to 'Rent Adjustment'.
- * Required field** label.
- Unit:** A dropdown menu currently showing 'Please Select'.
- Contract Rent Paid:** A text input field.
- Tenant-paid utilities and tenant-owned appliances:** A text input field.
- Proposed Rent Amount:** A spinner control.
- Proposed Effective Date:** A dropdown menu showing 'Please Select'.
- A red note: *Must be effective on the first of the month, not less than 60 or more than 120 days from request submission date.*
- Other Proposed Amendments:*** Three checkboxes:
 - No changes - maintain month-to-month tenancy
 - Requesting new one-year lease term (limits owner/tenant ability to terminate tenancy)
 - Requesting change to utility/appliance responsibility
- Attach a copy of the rent increase notice provided to the tenant:*** A file upload section showing 'No file chosen'.
- Signed By: *** A text input field with the instruction: 'Enter your name below is agreed to be equivalent to a handwritten signature.'
- A red box highlights a checkbox with an asterisk: *
- Text below the checkbox: 'I certify that the information provided on this form is complete and accurate to the best of my knowledge.'
- Note:** A large text area for additional comments.
- At the bottom, a red box highlights the **Send Request** button, with a **Cancel** button next to it.

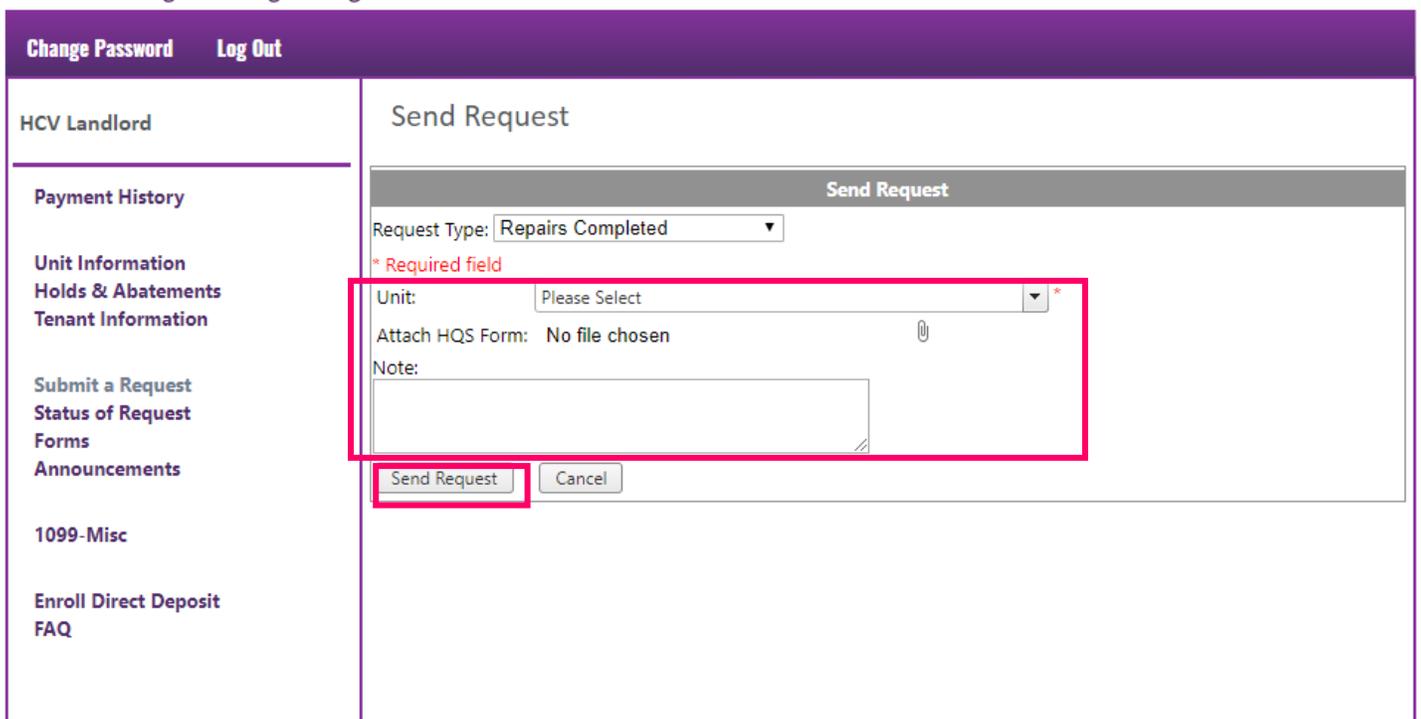
D. Repairs Completed

If you have had any recent failed inspections that you would like to send repair information about, click on **Repairs Completed** in the drop-down menu.



The screenshot shows the 'Send Request' form in a web application. The left sidebar contains navigation links: 'Change Password', 'Log Out', 'HCV Landlord', 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request', 'Status of Request', 'Forms', 'Announcements', '1099-Misc', 'Enroll Direct Deposit', and 'FAQ'. The main content area is titled 'Send Request' and contains a form with the following fields: 'Request Type' (dropdown menu with 'Repairs Completed' selected), '* Required field' (red text), 'Unit' (dropdown menu with 'Please Select' selected), 'Attach HQS Form' (file upload button), and 'Note' (text area). The 'Send Request' and 'Cancel' buttons are at the bottom of the form.

Select the **unit** from the drop-down menu, **attach the HQS Form** (if desired) and type in any information you wish to send in the **Note** box. When you have completed the form, click on **send request**.



The screenshot shows the 'Send Request' form in a web application. The left sidebar contains navigation links: 'Change Password', 'Log Out', 'HCV Landlord', 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request', 'Status of Request', 'Forms', 'Announcements', '1099-Misc', 'Enroll Direct Deposit', and 'FAQ'. The main content area is titled 'Send Request' and contains a form with the following fields: 'Request Type' (dropdown menu with 'Repairs Completed' selected), '* Required field' (red text), 'Unit' (dropdown menu with 'Please Select' selected), 'Attach HQS Form' (file upload button showing 'No file chosen'), and 'Note' (text area). The 'Send Request' and 'Cancel' buttons are at the bottom of the form.

14. Status of Request

To view the status of your submitted request, click on **Status of Request** in the options list located on the left side of your screen. The Status of Request screen will allow you to view a list of the requests you have submitted.

Change Password
Log Out

HCV Landlord

Payment History

Unit Information

Holdes & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

Announcements

1099-Misc

Enroll Direct Deposit

FAQ

Requests

Requests				
	Request Date	Unit	Request Type	Request Status
	12/12/2018 11:10:16 PM		Call Back	Submitted
	12/12/2018 7:34:27 PM		Direct Deposit	Submitted
	12/12/2018 6:45:19 PM		Repairs Completed	Submitted
	12/12/2018 6:37:49 PM		Rent Adjustment	Submitted
	12/12/2018 6:30:12 PM		Change Personal Information	Submitted
	12/12/2018 6:25:43 PM		Call Back	Submitted
	12/11/2018 11:57:43 PM		Repairs Completed	Submitted
	12/11/2018 11:56:57 PM		Rent Adjustment	Submitted
	12/11/2018 11:55:31 PM		Change Personal Information	Submitted
	12/11/2018 11:53:04 PM		Call Back	Submitted

K <
1
2
3
>
X
Page size: 10
27 items in 3 pages

You may view the details and status of an individual request by clicking on the magnifying glass icon. Click **ok** to close the detailed screen.

Change Password
Log Out

HCV Landlord

Payment History

Unit Information

Holdes & Abatements

Tenant Information

Submit a Request

Status of Request

Forms

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1099-Misc

Enroll Direct Deposit

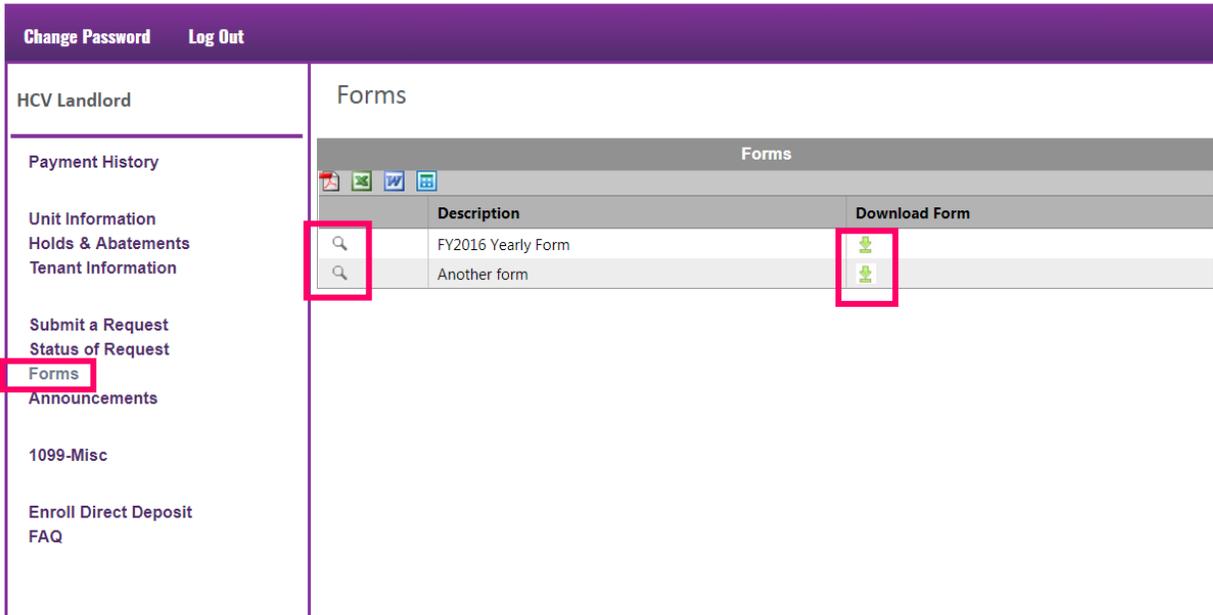
FAQ

Request

Request	
Request Type:	Direct Deposit
Request Status:	Submitted
Request Date:	5/2/2018 6:10:19 PM
Details:	Type: Change Name of Financial Institution: ttt Account Type: Checking Account ABA/Transit Number: 111 Account Holder Name: hhh Account Holder Phone Number: (111) 111-1111 Account Holder Email Address: att@123.com Digitally Signed By: sff
OK	

15. Forms

To view forms available, click on **Forms** in the option list located on the left side of your screen. The Forms screen will allow you to view a list of the forms you may download and complete.



The screenshot shows a web application interface with a purple header containing 'Change Password' and 'Log Out'. On the left is a sidebar menu with 'Forms' highlighted. The main area is titled 'Forms' and contains a table with two rows. The first row is 'FY2016 Yearly Form' and the second is 'Another form'. Each row has a magnifying glass icon in the 'Description' column and a green downward arrow icon in the 'Download Form' column. Both icons are highlighted with red boxes.

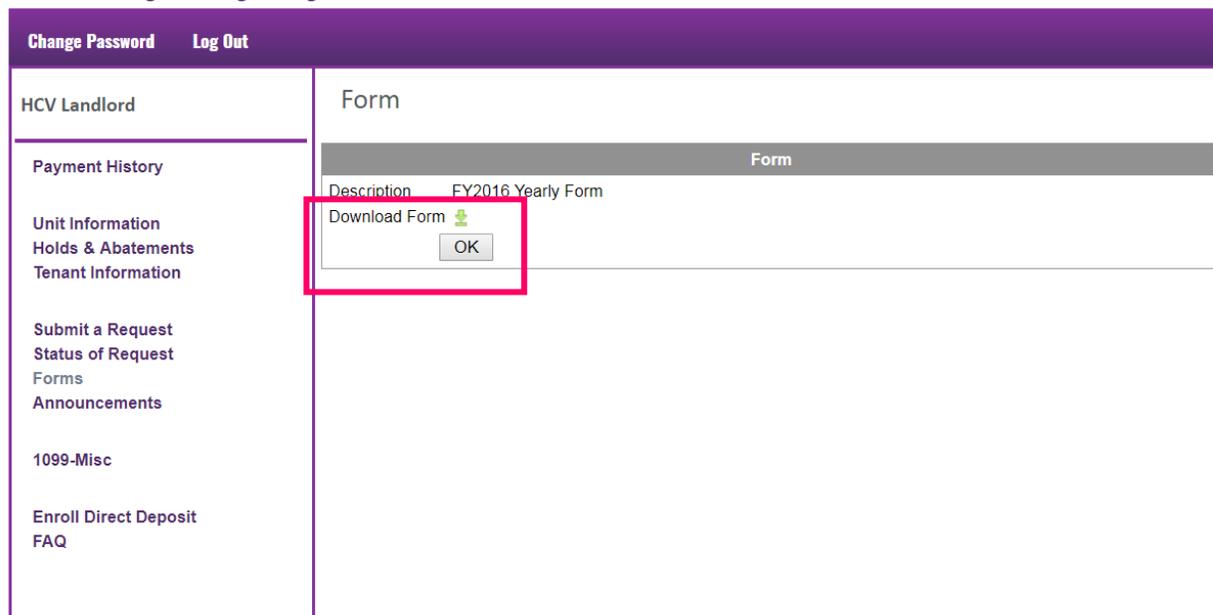
Description	Download Form
FY2016 Yearly Form	
Another form	

Downloading Forms

To download a form, you may either click on the magnifying glass  icon or the **green downward arrow**. 

Clicking on the **green arrow** will automatically download the form to your desktop.

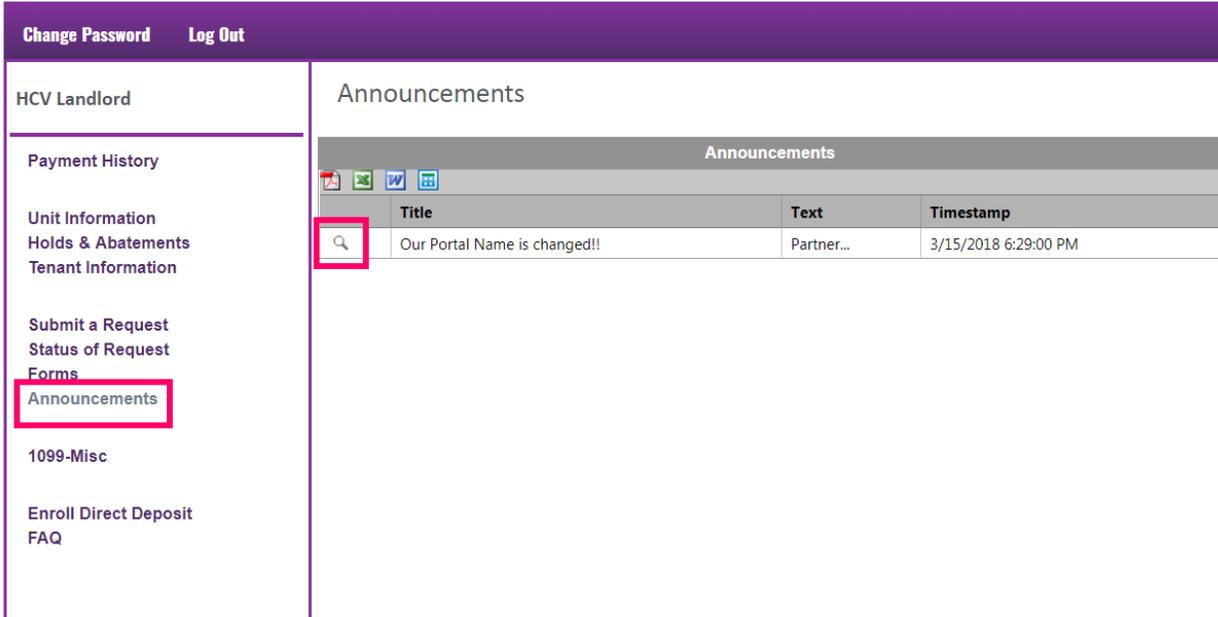
When clicking on the magnifying glass, it will bring you to a new screen showing you the description of the form. To download the form from here, click on the green arrow then click ok. The form will begin to download to your desktop.



The screenshot shows the same web application interface, but now displaying a modal dialog box for the 'FY2016 Yearly Form'. The dialog has a 'Description' field with the text 'FY2016 Yearly Form'. Below the description are two buttons: 'Download Form' with a green downward arrow icon and an 'OK' button. Both buttons are highlighted with red boxes.

16. Announcements

To view a list of announcements, click on **Announcements** in the option list located on the left side of your screen. The Announcements screen will allow you to view a list of SCCHA announcements.



Change Password Log Out

HCV Landlord

Payment History

Unit Information
Holds & Abatements
Tenant Information

Submit a Request
Status of Request
Forms
Announcements

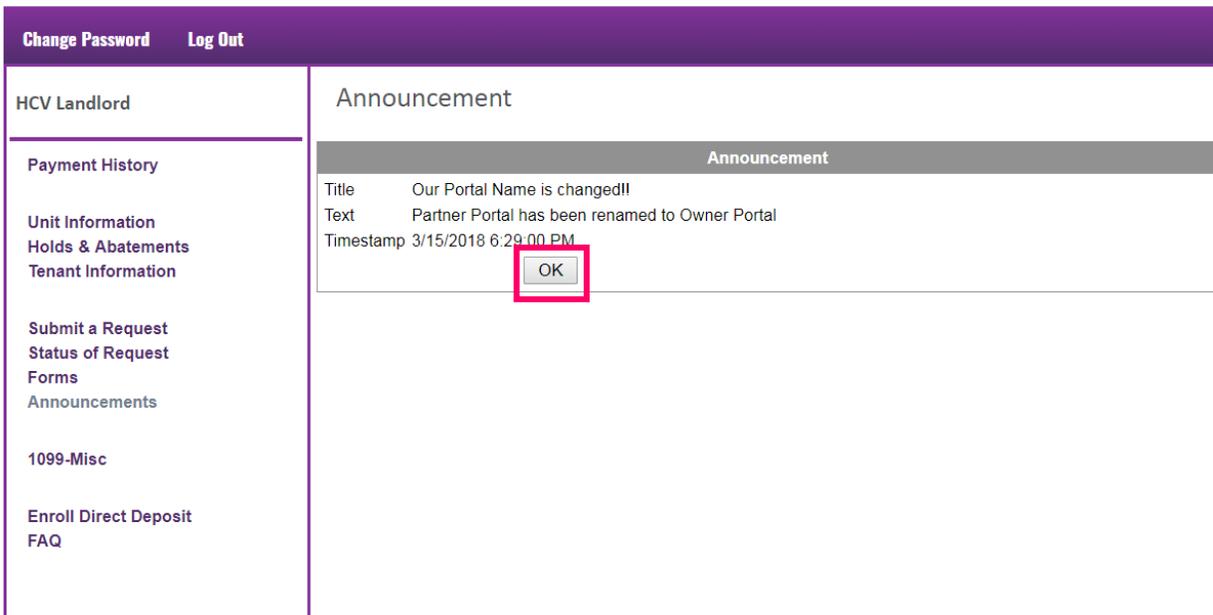
1099-Misc

Enroll Direct Deposit
FAQ

Announcements

	Title	Text	Timestamp
	Our Portal Name is changed!!	Partner...	3/15/2018 6:29:00 PM

To view a specific announcement, click on the magnifying glass  icon to open it. Click **OK** to close the announcement and return to the announcements listing.



Change Password Log Out

HCV Landlord

Payment History

Unit Information
Holds & Abatements
Tenant Information

Submit a Request
Status of Request
Forms
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1099-Misc

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Announcement

Title	Our Portal Name is changed!!
Text	Partner Portal has been renamed to Owner Portal
Timestamp	3/15/2018 6:29:00 PM

OK

17. 1099-Misc

To view a list of submitted 1099-Miscellaneous forms, click on **1099-Misc** in the option list located on the left side of your screen. The 1099-Misc screen will allow you to view a list of submitted 1099-Miscellaneous forms.

The screenshot shows the user interface for viewing 1099-Misc forms. On the left is a navigation menu with options like 'Change Password', 'Log Out', 'HCV Landlord', 'Payment History', 'Unit Information', 'Holds & Abatements', 'Tenant Information', 'Submit a Request', 'Status of Request', 'Forms', 'Announcements', '1099-Misc' (highlighted with a red box), 'Enroll Direct Deposit', and 'FAQ'. The main content area is titled '1099-Misc' and contains a 'Submission 1099s' section with a 'Tax Year' dropdown menu set to 'All'. Below this is a table with columns: 'Corrected 1099-Misc', 'Entity ID', 'Payee Name', '1099-Misc Amount', and 'Download/Print'. A single record for 'Year: 2017' is visible.

You may view all forms or by calendar year using the **Tax Year** drop down menu.

This screenshot shows the 'Tax Year' dropdown menu open, displaying options for 2016, 2017, and 2018. The dropdown is highlighted with a red box. The main content area shows 'No records to display.' and a 'Download/Print' button. The table header is partially visible.

To view a record, click on the **arrow** to open the record.

To download or print the record, click on the **green downward arrow**.



It will open the record up in your browser. You may then download it to your desktop or print it from there.

This screenshot shows a record for the year 2017. The record is expanded, showing a table with columns: 'Corrected 1099-Misc', 'Entity ID', 'Payee Name', '1099-Misc Amount', and 'Download/Print'. The record for 'Year: 2017' is highlighted with a red box. The 'Download/Print' button for this record is also highlighted with a red box. The table data is as follows:

Corrected 1099-Misc	Entity ID	Payee Name	1099-Misc Amount	Download/Print
Year: 2017		. Enterprises, LLC	\$23,206.00	

18. Enroll Direct Deposit

To enroll in direct deposit or change your direct deposit information, click on **Enroll Direct Deposit** in the option list located on the left side of your screen. The Enroll Direct Deposit screen will allow you submit your information to enroll in direct deposit or change your current direct deposit information.

Change Password	Log Out
HCV Landlord	
Payment History	
Unit Information	
Holds & Abatements	
Tenant Information	
Submit a Request	
Status of Request	
Forms	
Announcements	
1099-Misc	
Enroll Direct Deposit	
FAQ	

Enter the following information:

1. Click on circle indicating your selection (New or Change)
2. Payee Name
3. Payee Entity ID (of Tenant)
4. Payee Address
5. Payee Telephone
6. Payee Email Address
7. Name of Financial Institution
8. Account Type: Choose from the options in the drop down menu (Checking or Savings Account)
9. ABA Transit Number
10. Account Number
11. Account Holder Name
12. Account Holder Phone Number
13. Account Holder Email Address

Direct Deposit Enrollment Form	
<input type="radio"/> New <input checked="" type="radio"/> Change	
Direct Deposit for	
Payee Name:	<input type="text"/>
Payee Entity ID:	<input type="text"/>
Payee Address:	<input type="text"/>
Payee Telephone:	<input type="text"/>
Payee Email Address:	<input type="text"/>
Name of Financial Institution:	<input type="text"/>
Account Type:	Checking Account ▼
ABA/Transit Number:	<input type="text"/> *
Account Number:	<input type="text"/> *
Account Holder Name:	<input type="text"/> *
Account Holder Phone Number:	() _-__ *
Account Holder Email Address:	<input type="text"/> *

1025

DATE _____

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

MEMO _____

: 101010011 : 055100511510 1025

(ABA\Transit Number) (Account Number)

I hereby authorize Santa Clara County Housing Authority (SCCHA) to initiate electronic payment to my account with the Financial Institution indicated above. In the event that funds I am not entitled to are deposited into my account, I authorize SCCHA to initiate a correcting (debit) entry to my account. This authorization is to remain in full force and effect until SCCHA has received written notification from me of its termination in such time and manner as to afford SCCHA and the Financial Institution a 30-day notice.

Signed By: *

Entering your name below is agreed to be equivalent to a handwritten signature.

*

I certify that the information provided on this form is complete and accurate to the best of my knowledge.

Enroll Cancel

Signed by: Enter your name to sign the direct deposit enrollment request and **check the box** below certifying that the information provided on the form is complete and accurate to the best of your knowledge.

Click **Enroll** to submit your direct deposit enrollment/change request.

19. FAQ (Frequently Asked Questions)

To view FAQ, click on **FAQ** in the option list located on the left side of your screen. The FAQ screen will allow you to view the frequently asked questions and their answers. Many answers contain a link to the referenced item located in the Owner Portal website or a direct email address link to send an email to the appropriate department.

[Change Password](#) [Log Out](#)

HCV Landlord

[Payment History](#)

[Unit Information](#)
[Holds & Abatements](#)
[Tenant Information](#)

[Submit a Request](#)
[Status of Request](#)
[Forms](#)
[Announcements](#)

1099-Misc

[Enroll Direct Deposit](#)

FAQ

FAQ

Q1. How can I sign up for direct deposit?
A1. Please fill out a direct deposit authorization form online through the owner portal.
Step 1: go to <https://hacsc.partnerinhousing.com/View/Security/Login.aspx>
Step 2: log in or create a owner portal account
Step 3: once log in to the owner portal, click on the direct deposit enrollment link on the left panel to fill out and submit the form online.

Q2. How can I change my direct deposit bank account?
A2. Please fill out a new direct deposit authorization form online through owner portal. See answer for Q1 for detail.

Q3. Once a new or revised direct deposit form is submitted, how long do I have to wait for my new bank account to be updated?
A3. Please allow one to two paid periods for direct deposit or new bank account to take effect. If you have any follow up questions, please e-mail us at DirectDeposit@scchousingauthority.org

Q4. I have multiple rental properties, can I receive HAP payments in multiple bank accounts?
A4. No, all HAP payments for the same payee can only be paid to the same bank account.

Q5. My bank account has been compromised, what should I do?
A5. Please fill out a new direct deposit authorization form online through owner portal. See answer for Q1.

Q6. I found a stale dated check (checks older than 180 days), what should I do?
A6. Please mail the stale dated check back to the Housing Authority in order to request for a replacement check.
Mail to: Santa Clara County Housing Authority
Attn: Finance Department
505 West Julian Street
San Jose, CA 95110

If you have any follow up questions, please e-mail us at DirectDeposit@scchousingauthority.org

Q7. I believe my HAP check has been lost in transit.
A7. Please send e-mail to DirectDeposit@scchousingauthority.org or call our main office line at (408) 275-8770 to report lost check.

Q8. I did not receive my 1099-Misc. form. How do I obtain a copy of it?
A8. Please send e-mail to DirectDeposit@scchousingauthority.org or call our main office line at (408) 275-8770 to request a 1099 copy.

Q9. Information on my 1099-MISC form is incorrect. Who should I contact?
A9. Please send e-mail to DirectDeposit@scchousingauthority.org or call our main office line at (408) 275-8770 to request a corrected 1099.