

Rent Café

Landlord Portal Registration

Registration Code: _____

October 2024

What is Rent Café



Rent Café is the Santa Clara County Housing Authority's online portal where new applicants can sign up for the Section 8 Housing Choice Voucher interest list.



After registering, you can log in anytime to view or update your account information.

Access Through Our Website



Step 1: Click on the "For Landlords" tab located at the top of the page.

Step 2: Select "For Existing Landlords" > "Owner Portal" > "Sign Up".



Or, access it directly using this link:
<https://portal.scchousingauthority.org/>

Registration

After clicking on the link or typing in the direct website address, you will arrive at the log in screen. From here, you may log in if you have already registered or register for a new account.

Select your preferred language.

If English, you do not need to select a language.

Proceed to the next step.

Landlord Portal Login

Select Language Powered by [Google Translate](#)

Welcome to the Santa Clara County Housing Authority Landlord portal.

If you are new to this online portal, you can go to the [Click here to register](#) link below.

To create your Landlord Portal Account, you must have a valid email address and a Registration Code which is sent by mail. If you do not have a valid email address, you will need to create one.

If you are having trouble accessing or setting up your account, please contact the Owner's Portal Hotline (888) 827-7091.

You can use the online portal to:

- Request a Rent Adjustment
- Review the HAP Payee Ledger
- Review Unit(s) Information
- Create/Update EFT Information

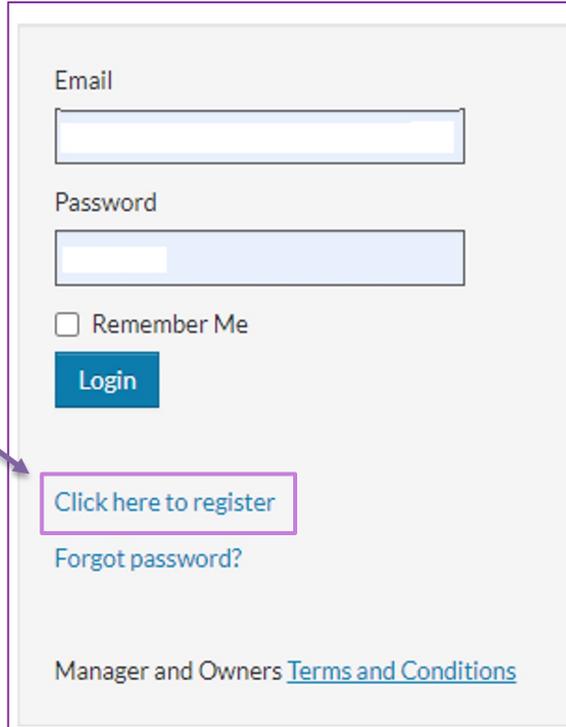
If you have already registered through the Landlord Portal, you may login below with the email address and password. If you forgot your password, click the [Forgot Password](#) link.

Note: For better use of the Landlord Portal we recommend using the most recent version of one of the supported browser's list:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari \(macOS\)](#)
- [Opera](#)

Registration

Click on
“Click
here to
register”
to start
the
process



Email

Password

Remember Me

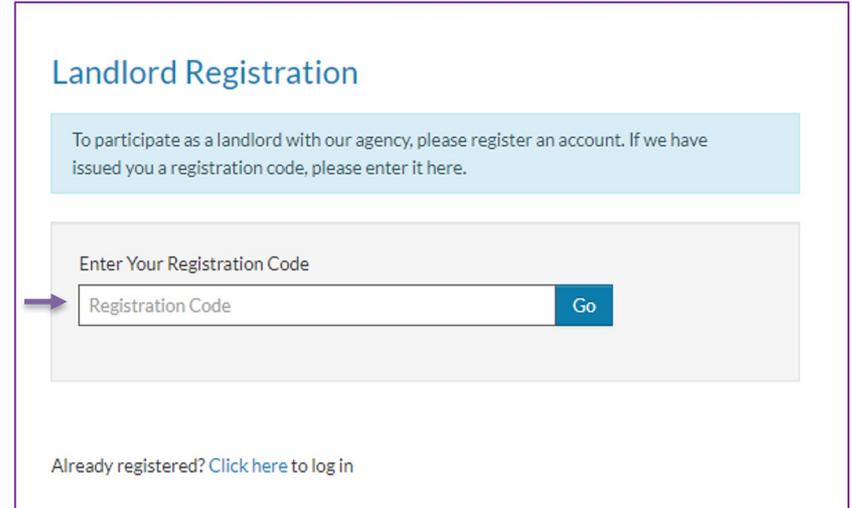
Login

[Click here to register](#)

[Forgot password?](#)

Manager and Owners [Terms and Conditions](#)

Enter your
registration
code here



Landlord Registration

To participate as a landlord with our agency, please register an account. If we have issued you a registration code, please enter it here.

Enter Your Registration Code

Registration Code

Go

Already registered? [Click here](#) to log in

If you **DO NOT** have a registration code, please contact
SCCHA’s customer service team to obtain one (408) 275-8770.

You may not register without one.

Registration

The registration code you entered in the previous screen will show here.

Landlord Registration

To participate as a landlord with our agency, please register an account. If we have issued you a registration code, please enter it here.

Enter Your Registration Code

* Denotes a required field
** Data in these fields will be validated against information available with Santa Clara County Housing Authority

Personal Details

First Name*

Last Name*

Tax ID or SSN**

Phone (Home)*

Enter:
First Name

Last Name*

TAX ID/SSN

Home or
Mobile Phone

Enter:
Account Nickname
(Optional)
Email Address
(Enter same email
address twice)

Password**
(Enter same
password twice)

Check the box.

Click the
Register button.

Account Information

Account Nickname

Email Address*

Confirm Email Address*

Password* Weak Medium Strong

Confirm Password*

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

I have read and accept the [Terms and Conditions](#)

**If a Company/Trust/LLC, enter the first word of the company name in the First Name field.
Enter additional words in the Company/Trust/LLC name in the Last Name field.*

***Password must be 10 characters long and include 1 upper case letter, 1 lower case letter, 1 number and 1 symbol #!*@*

You have now arrived at the **Owner Dashboard**.

From here, you may select the tile for the action you wish to complete.

You may also use the **“Quick Links”** option to select the action item via the drop-down menu.

If you have multiple properties with different Tax IDs, you may link the accounts together to view under one log in.

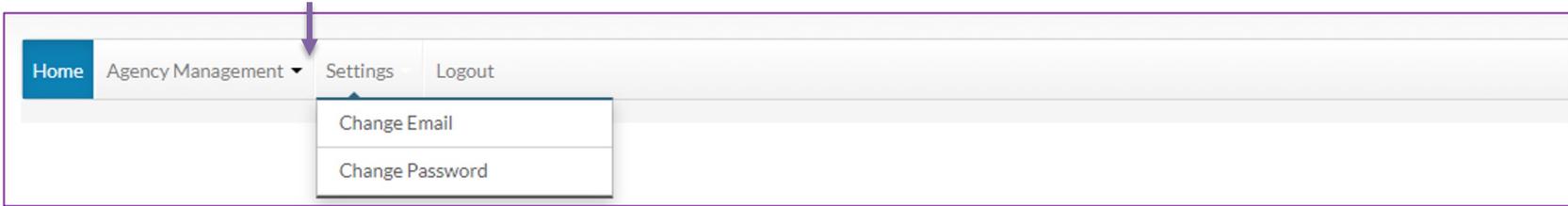
Click **“Link Accounts with Another Registration Code”** and repeat the same registration process with the registration code issued for that property/Tax ID.

(Please note that once you link the accounts, it cannot be undone/separated.)

The screenshot shows the Owner Dashboard interface. At the top, there is a navigation bar with 'Home', 'Agency Management', 'Settings', and 'Logout'. Below this is a grid of 12 action tiles. The first tile in the first row, 'Link Accounts with Another Registration Code', is highlighted with a purple box and an arrow. The other tiles are: 'My Profile', 'Unit Info', 'Caseworker Info', 'View and Upload Documents', 'Unit Inspections', 'My Ledger', 'Unit Holds and Abatements', 'EFT Setup (Direct Deposit)', 'Rent Adjustment Request', and 'Additional Forms'. To the right of the grid is a 'QUICK LINKS' section with a dropdown menu set to 'Update Contact Information' and a 'Go' button.

Quick Tips

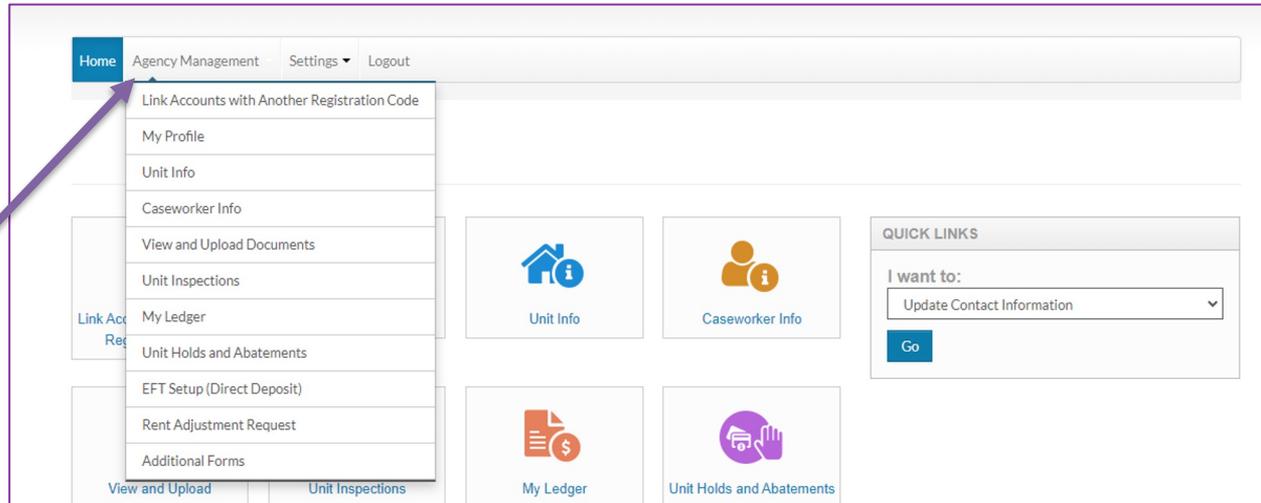
To Change Your Email Or Password: At the top, click on **“Settings”** to open the drop-down menu and select the item you wish to change.



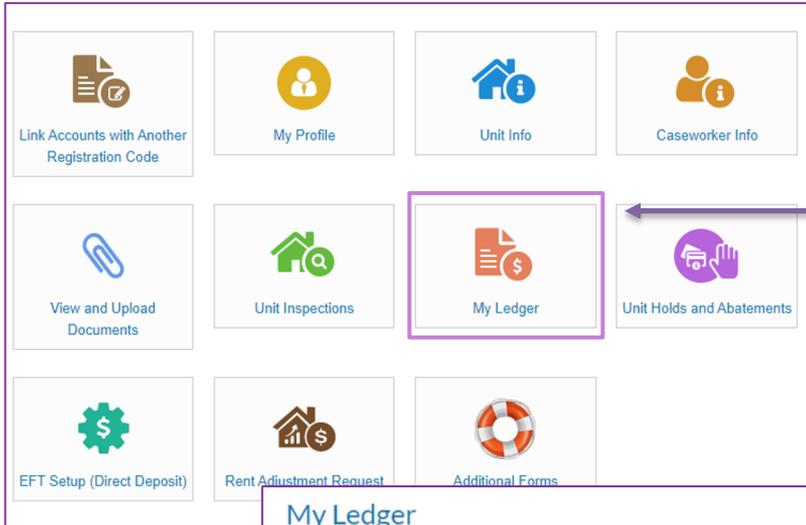
View Tile Options:

You may also view the tile options also in a drop-down menu.

At the top, click on **“Agency Management”** to view the options.



Frequently Used Actions



Link Accounts with Another Registration Code

My Profile

Unit Info

Caseworker Info

View and Upload Documents

Unit Inspections

My Ledger

Unit Holds and Abatements

EFT Setup (Direct Deposit)

Rent Adjustment Request

Additional Forms

My Ledger: Use the filter fields to view specific transactions/rental payments. You can adjust the date range filter to view transactions within any 1-year range.

My Ledger

Use the filter fields to view specific transactions. You can adjust the date range filter to view transactions within any 1-year range.

 14 JUN 2023 - 13 JUN 2024 

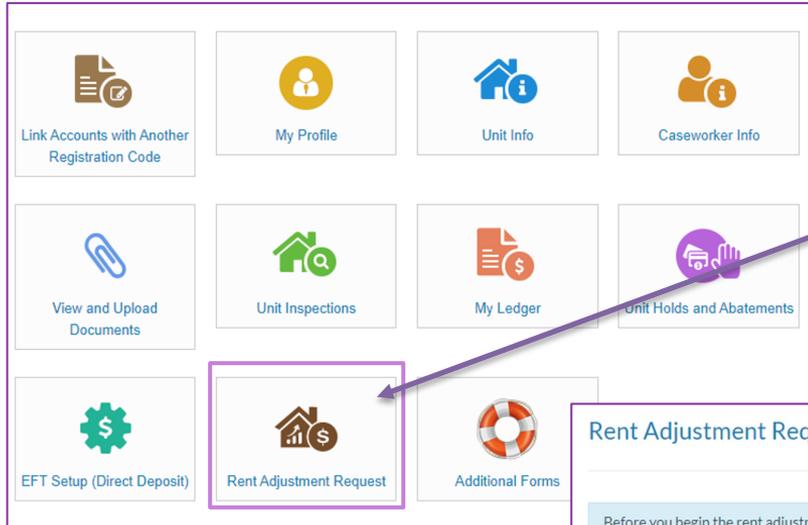
Tenant Code

Transaction #

Screen 

Go **Clear**

Frequently Used Actions



Rent Adjustment Request: Use this screen to submit your rent adjustment/increase request.

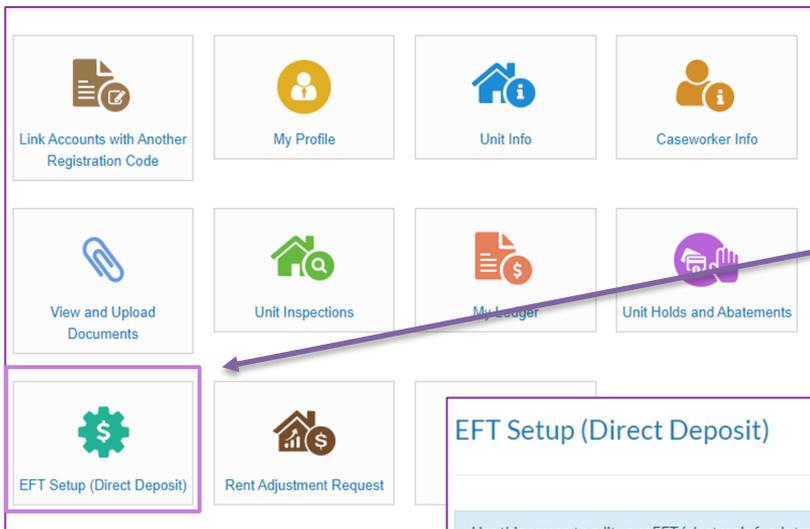
Rent Adjustment Request

Before you begin the rent adjustment request submission, please review the information below:

- A copy of the written tenant notice of proposed rent change must be included with this submission and contain the full unit address, the proposed effective date of the rent adjustment, and the requested dollar amount.
- Contract rent increase requests are accepted once annually. A decrease request can be accepted at any time. If the tenant notice is a lease renewal offer letter with term options, please ensure that a lease renewal term has been selected prior to submission.
- The effective date will be a minimum of 60-days from the date of the Housing Authority's receipt of the rent adjustment request.
- A review of the proposed rent adjustment amount will include conducting rent reasonableness of other comparable unassisted units in the local market.
- The owner (and the tenant) will be informed of whether the request is approved or denied by mailed notice at least 30 days prior to the approved effective date.
- If there are discrepancies in the unit details, please submit a new Unit Amenities Form. Please be advised that this may add additional processing time to your request. Please note that the Housing Authority enforces applicable local and state Tenant Protection Ordinances related to maximum rent increase limitations.
- Please do not submit duplicate requests as it could create delays in processing.

[Add Request](#)

Frequently Used Actions



EFT Setup (Direct Deposit): Use this screen to edit your EFT (electronic funds transfer) bank account information. A valid EFT account is required to receive direct deposit.

EFT Setup (Direct Deposit)

Use this screen to edit your EFT (electronic funds transfer) bank account information. A valid EFT account is required to receive direct deposit.

Electronic Fund Transfer (EFT) Authorization Agreement

By submitting the EFT bank account information, I hereby authorize the Santa Clara County Housing Authority (Housing Authority) to initiate electronic payment to my account with the Financial Institution information provided. In the event that funds I am not entitled to are deposited into my bank account, I authorize the Housing Authority to initiate a correcting (debit) entry to my account. This authorization is to remain in full force and effect until the Housing Authority has received written notification from me of its termination in such time and manner as to afford the Housing Authority and the Financial Institution a 30-day notice. To avoid delay in the EFT enrollment process, please ensure that the Account Name associated with your bank account matches the name of the Housing Assistance Payment (HAP) recipient.

Add Bank Account



**HOUSING**AUTHORITY
SANTA CLARA COUNTY



(408) 275-8770



**505 W Julian St
San Jose, CA 95110**



[scchousingauthority.org](https://www.scchousingauthority.org)

