Landlord Access Manual

This manual is meant to provide guidance on the Landlord Access Web-enabled software program.

Landlord Access™ gives Section 8 landlords online access to HAP (Housing Assistance Payment) statements and HAP histories, 1099 forms, as well as inspection statuses and important housing authority documents and announcements, via the Internet. This Web-enabled software program saves time and money for the public housing agency and provides greater convenience for landlords.

Logging In

Accessing and using Landlord Access begins when you receive a registration letter from the housing authority. Registration letters contain a Web address for the Landlord Access program, as well as a registration key which allows you to verify your identity and activate your account within the program.

1. Type the Web address from the registration letter into your Web browser and press the ENTER key on your keyboard. The Landlord Access Log In page opens.

2. Click the Register link located on the left-hand side of the page. The Register page appears.

3. All fields on this screen are required, so enter all necessary information and then click the Register button. Your information is then sent to the housing authority, your account is now activated, and you will be directed back to the Log In page.

4. Enter the user name and password you previously created for yourself and click the Login button. The Landlord Access Home page displays and you can now begin using the Landlord Access program!

Tip: Forgotten your user name or password? Don't worry, Landlord Access can get you a new one! Click the Login Help link located on the left-hand side of the Log In page. The Forgotten User Name and Password page opens. Enter your email address and click the Get Question button. Your password will reset and an e-mail will be sent to you with your user name and a new, temporary password. When you log in using your temporary password, you will then be prompted immediately to set a new, permanent password.

Using Landlord Access

Home Page

After logging into Landlord Access you, the landlord, will arrive on your personalized Partner Access Home page. As you can see, your user name appears in the upper right-hand corner of the page indicating your unique, personalized page. This also lets you know that you are in the right place!

Your Home page is the starting point into Landlord Access and organizes, or outlines, all the information and tools available to you within the program. This outline of available information and tools is found on the left-hand side of the page and is called the Navigation menu. To access any of the information you see in the Navigation menu, just click on the menu item link. A separate page that contains the information and/or tool will then appear.
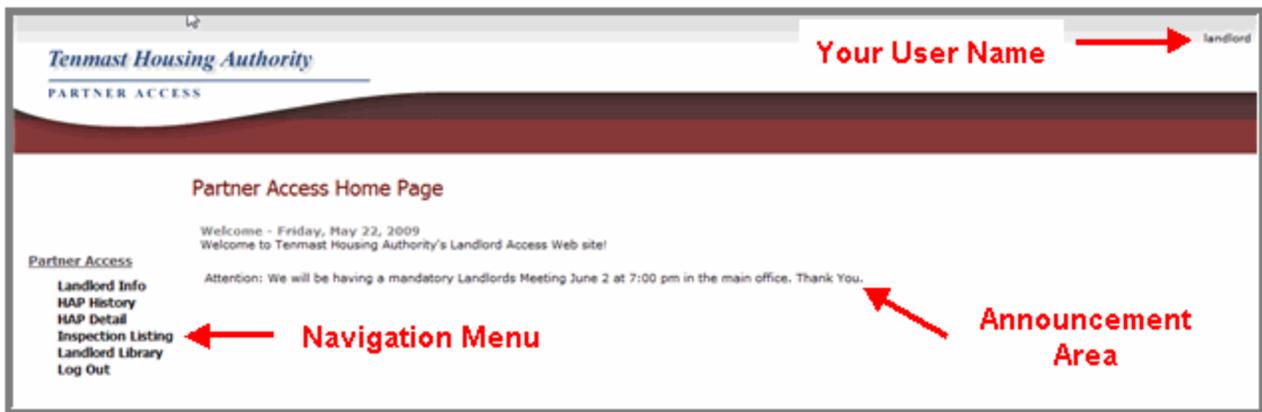
Note: The Announcement area is the place where the housing authority posts announcements that they want all of their landlords to read. It is a quick and easy way for the housing authority to post important messages to all landlords at once, so every time you login to your Home page, make sure to check out this area!

Your Information and Tools

The information and tools available to you in Landlord Access can always be accessed from the Navigation menu on the left-hand side of the page. This menu never moves and can be used at any time to locate the information or tool that you need. Below is a short summary of what information or tool each menu item accesses for you.

Landlord Info

- View voucher(s) for current HAP payment.

HAP History

- View and/or print previous HAP payments.

HAP Detail

- View and/or print a HAP payments' details.
- View tenant lists and unit lists.

1099 (WinTen² only)

- View and/or print 1099 forms.

[Inspection Listing](#) (WinTen² only)

- ○ View inspection information.
- ○ Notify housing authority of completed repairs.

[Landlord Library](#)

- ○ View and print documents posted by the housing authority.

Landlord Info

After clicking Landlord Info on the Navigation menu, the Landlord Info page appears. Here, you can view the voucher(s) for your current HAP payment.

To view any of your previous HAP payments, click the View History link(s). Or, you can also click HAP History in the Navigation menu to access this information.
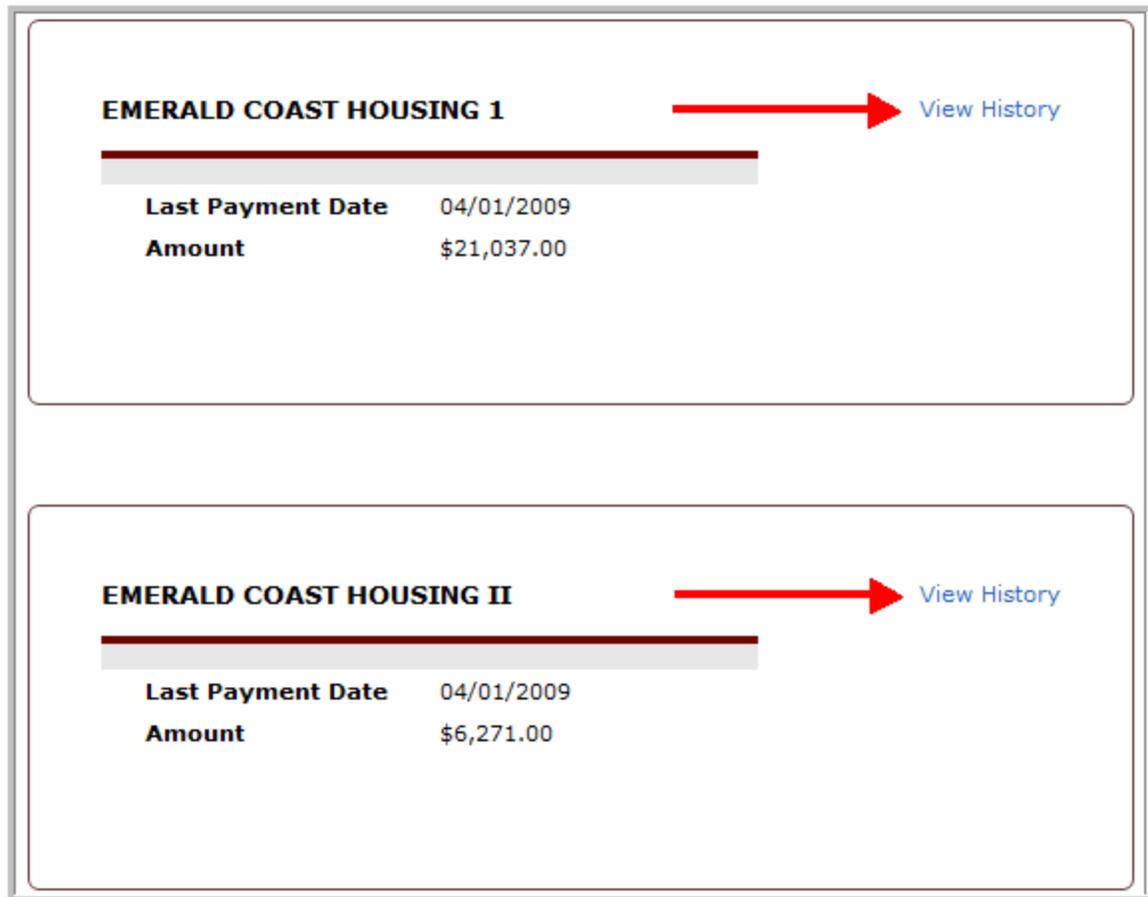
EMERALD COAST HOUSING 1   → View History

Last Payment Date	04/01/2009
Amount	$21,037.00

EMERALD COAST HOUSING II   → View History

Last Payment Date	04/01/2009
Amount	$6,271.00

Note: To edit your current contact information (such as phone #, address, or email), or your direct deposit information (such as bank checking and routing numbers), you must call your housing authority to make these changes.

HAP History

After clicking HAP History on the Navigation menu, or clicking the view history link on the Landlord Info page, the HAP History page appears. Information and tools on this page are:

- View and/or print any of your previous HAP payments.
- Your year-to-date monthly HAP payments are displayed in a table. Columns in the table then display each payment's number, date, recipient, and total amount.
- The payment table can be sorted in ascending or descending order by any of the column names. Just click on the column name by which you want to sort the table.
- There is a Date Search tool you can use in order to find a specific payment quickly and easily.
- To view the payment details of a specific HAP payment, click the payment number link. Or, you can also click HAP Detail in the Navigation menu to access this information.

> **Tip: The HAP payment table only displays the payment history for one landlord account at a time. If you have more than one landlord account, use the Landlord drop-down list at the top of the screen to view the HAP payments for each of your separate accounts.**

Using the Date Search Tool

To find a specific payment or group of payments in the HAP payment table quickly and easily, use the date search tool.

1. Type the date range in which you want to search for the payment into the From and To fields. Or, click the down arrows to select a date from a calendar.
2. Click GO. The specific payment(s) that fall within the date range display in the table.

Printing Your HAP History

You can print the HAP payment table at any time, in either a PDF or Excel spreadsheet format.

1. Click the PDF link or Excel link in the top right-hand corner of the payment table. The payment table details open in the selected program in either an Adobe Acrobat PDF file or an Excel spreadsheet.

2. Use the Print feature of the selected program in order to print your HAP History. (You can also save the information to your personal files by using the Save feature.)

HAP Detail

After clicking a payment number link on the HAP History page, or clicking HAP Detail on the Navigation menu, the HAP Detail page appears. Available information and tools on this page are:

- View and/or print details of a current or previous HAP payment voucher.
- View a listing of your tenants, units, and individual rent amounts.
- Your monthly HAP payment is displayed in a list report. Columns in the list then display each tenant's name, unit address, and individual rent amount. The grand total of all individual rent amounts, or HAP payment amount, is then totaled at the bottom of the listing report.

> **Tip: The HAP detail listing only displays the payment details for one landlord account at a time. If you have more than one landlord account, use the Landlord drop-down list at the top of the screen to view the HAP payment details for each of your separate accounts.**

TOWER CHARLES DREW, LLC ▾

Payment Summary

Click to print voucher details in PDF format

Payment Date	06/01/2009	**Payment Number**	0000004783
Direct Deposit	No	**Amount**	$18,200.00

rent amount list

Tenant Payment Detail

Your unit list

Your tenant list

Description	Address	Amount
BLACKWELL, DESIRE	1122 CITY	$873.00
DEMPS, TAMMY	213 N CAROLINA C	$548.00
ABDULLAH, GAIL	221D N CAROLINA	$535.00
HOGANS, MICHELLE	1124 CITY	$1,163.00
GREEN, SHIKEIA	213-H N CAROLINA	$925.00
HOOD, CLARA	1135 BALTIC	$623.00
BAILEY, TANISHA	1131 BALTIC	$1,000.00
JOHNSON, PATRICIA	1123 BALTIC	$192.00
SMILEY, ELEANOR	1132 CITY	$902.00
MARTIN, MARIA	1129 BALTIC AVE	$1,036.00
HICKS, SHIRLEY	1116 CITY	$903.00
HEMPHILL, KECIA D	213 N NORTH CAROLINA AVE, Apt. B	$660.00
NELLOM, NIKEE S	1139 BALTIC	$1,074.00
HADI, TAUHEEDAH S	213-D N CAROLINA	$804.00
RAGSDALE, MAEOLA	221 NORTH CAROLINA	$767.00
LEGGETTE, SANDRA	1130 CITY	$1,028.00
ALBRIGHT, GARDENIA	1112 CITY	$998.00
REID, SADIE	1133 BALTIC	$739.00

LOVE, TANIA	1126 CITY	$865.00
HENRY, VERONICA	1134 CITY	$1,050.00
JOHNSON, P. RETRO HAP 08/01/08	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 09/01/08	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 10/01/08	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 11/01/08	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 12/01/08	1123 BALTIC	$145.00
JOHNSON, P. RETRP HAP 01/01/09	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 02/01/09	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 03/01/09	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 04/01/09	1123 BALTIC	$145.00
JOHNSON, P. RETRO HAP 05/01/09	1123 BALTIC	$145.00
JOHNSON, P. PICK UP FOR TENNANT FOR 06/01/09	1123 BALTIC	$65.00
Total		$18,200.00

Printing Your HAP Payment Details (Voucher)

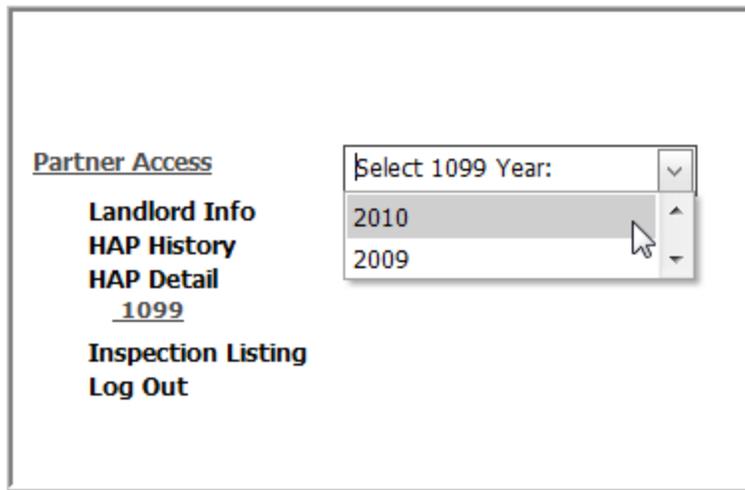You can print your HAP payment details at any time, in a PDF format.

1. Click the Print Voucher link in the top right-hand corner of the payment detail listing report. The report opens as an Adobe Acrobat PDF file.

2. Use the Print feature of the Adobe Acrobat program in order to print your HAP payment details listing report. (You can also save the information to your personal files by using the Save feature.)

Note: If you cannot print, you can download the free Adobe Reader™ for PDF files. Just click the Adobe Reader link at the bottom of the page.

1099

After clicking 1099 on the Navigation menu, the 1099 page appears. Here, you can view, print, or save your 1099 form for the current year.

You can print your 1099 form at any time, in a PDF format.

Partner Access

Landlord Info
HAP History
HAP Detail
  1099
Inspection Listing
Log Out

Select 1099 Year:

2010

2009

1. Select the year of the 1099 form you want to view from the drop-down list. The form can either be open or saved as an Adobe Acrobat PDF file.

2. Use the Print feature of the Adobe Acrobat program in order to print your 1099 form. (You can also save the information to your personal files by using the Save feature.)

Inspection Listing

After clicking Inspection Listing on the Navigation menu, the Inspection Listing page appears. Information and tools on this page are:

- View and/or print your inspection listing.
- Your year-to-date inspections are displayed in a table. Columns in the table then display the inspected unit's tenant, address, date of inspection, date the inspection was scheduled, inspector, and current status.
- The inspection table can be sorted in ascending or descending order by any of the column names. Just click on the column name by which you want to sort the table.
- To view the property details of a specific unit, click the address link.
- To view the inspector's contact information, click the inspector link.
- To email the inspector, click the inspector email link.
- To view the inspection details of a specific inspection, click the inspection status link.

Tip: You can use the Inspection Status Type drop-down list at the top of the screen to filter the inspection table to only show inspections with a certain status.

Printing Your Inspection List

You can print the inspection table at any time, in either a PDF or Excel spreadsheet format.

1. Click the PDF link or Excel link in the top right-hand corner of the payment table. The payment table details open in the selected program in either an Adobe Acrobat PDF file or an Excel spreadsheet.

2. Use the Print feature of the selected program in order to print your inspection list. (You can also save the information to your personal files by using the Save feature.)

Viewing Your Property Details

You can view additional details on an inspected unit/property by clicking its address in the inspection table. After clicking the link, the Property Info page opens. Displayed on the page is information the housing authority has on file for that particular unit/property.

Tenant Name	MARTIN, MARIA	Contract ($)	1184.00	Bedrooms	3
Apt No.		Utilities ($)	201.00	Bathrooms	0.0
Street	BALTIC AVE	Gross ($)	1385.00	Floor Area	0
Street Number	1129	HAP($)	1036.00	Year of Construction	1987
City	ATLANTIC CITY	Tenant Rent($)	0.00	Util. Allow Profile.	1
State	NJ			Unit Type	ROW
Zip	08401			Structure Type	3
				Info. Source	
				Handicapped Accessible	No
				Last Updated	04/09/2009

Viewing Inspector Contact Info

You can view the inspector's contact information on file with the housing authority (such as name, email, and phone) by clicking their name in the inspection table. After clicking the link, the Inspector Info box appears. Displayed in the box is information the housing authority has on file for the inspector.

Inspector Info	[×]
Name	WELCOME HOME
Email	HOME@tenmast.com
Phone	18773595491

Inspection Detail

WinTen² only option; not available with WinTen systems.

After clicking the inspection status link on the Inspection Listing page the Inspection Detail page appears with information the housing authority has on file for that inspection. Available information and tools on this page are:

- View and/or print details of an inspection.
- Your deficiencies found during the inspection are displayed in a table. Columns in the table then display the deficiency's location, or area, specific deficient item, description of the deficiency, severity of the deficiency, correction approval date[1], and any additional comments about the deficiency added by the inspector or the housing authority.

Note: If this is a follow-up inspection that records a correction of a previous deficiency, the approval date is the date the correction was recorded.

- The deficiency table can be sorted in ascending or descending order by any of the column names. Just click on the column name by which you want to sort the table.

- Notify inspector of completed repairs.

Tip: To return to the Inspection Listing page, click Inspection Listing in the Navigation menu.

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[1]If this is a follow-up inspection that records a correction of a previous deficiency, the approval date is the date the correction was recorded.

Inspections Detail

Click to print inspection details ⟶ 🖨 Print Inspection

Inspection Number	7020	**Tenant**	NELLOM,NIKEE S	**Requested Date**	05/12/2009	
Inspection Protocol	ANNUAL HQS	**Phone**	(609)289-8673	**Schedule Date**	05/21/2009	
Inspector	WELCOME HOME	**Address**	1139 BALTIC	**Inspection Date**	05/21/2009	
Inspector Email	dwright@tenmast.com	**City, State, Zip**	LEXINGTON, KY 40511	**Followup Date**		
				Scheduled Time	14:16	

Inspection Type Reinspection

Status Inspection Failed

Inspection Start Time :

Inspection End Time :

Area	Item	Deficiency	Severity	Approved Date	Comment
Other Rooms Used for Living and Halls	Plumbing (only if bathroom)	Sink trap present	Fail	5/21/2009	toilet tank loose
Living Room	Lead based paint	Ceiling paint deteriorated	Fail	-	
Living Room	Wall Condition	Severe bulging	Fail	-	
Living Room	Wall Condition	Air infiltration	Fail	-	
Other Rooms Used for Living and Halls	Room Code	Additional Bathroom	Fix within 30 days	5/21/2009	

Printing Your Inspection Details

You can print your inspection details at any time, in a PDF format.

1. Click the Print Inspection link in the top right-hand corner of the inspection detail page. The report opens as an Adobe Acrobat PDF file.
2. Use the Print feature of the Adobe Acrobat program in order to print your inspection details listing report. (You can also save the information to your personal files by using the Save feature.)

Note: If you cannot print, you can download the free Adobe Reader™ for PDF files. Just click the Adobe Reader link at the bottom of the page.
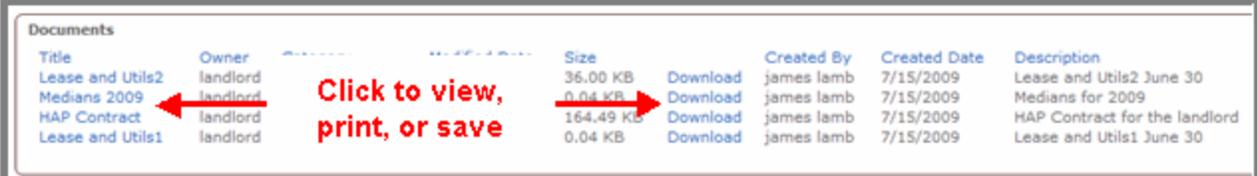
Emailing Inspector

You can email an inspector at any time.

Landlord Library

After clicking Landlord Library on the Navigation menu, the Landlord Library page appears. Here, you can view and print documents posted by the housing authority. Information and tools on this page are:

- View and/or print a housing authority document.
- The available documents are displayed in a table. Columns in the table then display the document title, owner (for whom the document is intended), category, modified date, file size, by whom the document was created, or posted, date the document was created, or posted, and an extended description of the document.
- The document table can be sorted in ascending or descending order by any of the column names. Just click on the column name by which you want to sort the table.

Printing a Document

You can quickly open a document for viewing, printing, or saving from the landlord library at any time.

1. Click the document title link in the far left-hand column of the document table. Or, click the Download link in the table row of the particular document you want to view/print.
2. Depending on your computer's settings, the document opens in the same window and in the particular format of the file, such as an Adobe Acrobat PDF file or an Excel spreadsheet. Or, a File Download window appears where you can choose to either open the document or save the document to your computer's files.
3. Use the Print feature of the selected program in order to print. (You can also save the information to your personal files at this time by using the Save feature.)

Logging Out

When you are finished working within the Landlord Access program, it is a good idea to log out of your online session. This ensures that personal information stored within the program is kept safe and secure.

You can log out of the program and your online session at any time. Just click the Log Out link in the Navigation menu and you will be returned to the Log In page.

Partner Access

Landlord Info
HAP History
HAP Detail
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Landlord Library
Log Out