



Anaheim Housing Authority Owner Newsletter

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Direct Deposit Notice Delivery is Changing

The Anaheim Housing Authority's (AHA) effort to streamline communication with participating owners & property managers continues with the implementation of Partner Portal, an online portal with individual user accounts. As of July 1, 2018, the AHA will no longer mail physical statements. Direct deposit notices will only be available online through the Partner Portal on www.AnaheimHousingPrograms.net. To view or download the breakdown of your HAP, you will need to create an account through Partner Portal. If you already have an account, you can begin viewing your direct deposit statements there any time.

Through Partner Portal, users can find helpful information through their accounts and assisted units, in addition to payment information. Property managers, who work with multiple properties, will have the ability to access information for all properties from one user account.

Create Your Partner Portal Account Now

<https://housingportal.anaheim.net/PartnerPortalProd>

1. Click "Create an Account"

LOG IN

Log In

User Name:

Password:

Log In

[Create an Account](#)
[Forgot your password?](#)

2. Enter your AHA account number (Entity Id), and Last four numbers of your Social Security Number or Tax ID/FEIN. Press the "Match Landlord Button". Verify the information displayed on the screen.

Landlord OR Other PHA

Entity ID *

Last 4 TaxID *

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

Match Landlord Cancel

3. Enter a user name, password, & email address. Select "Create Account" button to create your account.

Add User

User Name *

Password *

Confirm Password *

Email * E-mail required

The Password must be composed of at least:
Eight characters
One upper case character
One lower case character
One numerical digit
One non alphanumeric character

HCV Landlord

Business Name
File Name As
Contact First Name
Contact Middle Name
Contact Last Name
Street
Suite
City
State
ZIP
Phone
Tax ID

Create Account Cancel

If you need further assistance, please contact our Information Support Division at (714)765-4320 at 4862. Once your account is created you will receive a confirmation email.

Submitting Rent Increases Just Got Easier

Submitting your rent increases just got easier. No more hassling with postage and mailing, or wondering if your fax made it to our office. You will soon be able to submit your rent increases electronically.

Through your Partner Portal account, you will be able to initiate the rent increase process by submitting a Rent Increase Request. The new electronic form will allow you to submit the new requested rent amount, the proposed effective date, and the recent rent comparable certification.

All owners must still provide tenants and the Housing Authority a written minimum 60-day notice of the proposed rent increase. All rent increases that are properly noticed will be effective on the 1st of the month following the 60 day notice. The AHA strongly encourages everyone to submit copies of written notices via email at AHARentIncrease@anaheim.net as fax transmissions are not always reliable. If submitting via email, you will receive a confirmation email. To submit via Partner Portal, you will need to follow the instructions on the confirmation email before your request can be processed.

Questions about rent increases for units in Anaheim may be directed to Isabel Murillo at 714-765-4320 ext. 4713. Questions about rent increases for units outside of Anaheim may be directed to Lisa Porter at 714-765-4320 ext. 4739.

The AHA will still accept rent increase requests by email at AHARentIncrease@anaheim.net, but we strongly encourage the use of Partner Portal.

Avoid Surprises During Your Next Inspection

Making sure a unit passes inspection is the responsibility of both the owner and the tenant. Frequently, failed inspections are caused by simple issues that could have been corrected prior to the inspection with a little preparation. The best way to prepare for our inspection is to schedule a pre-inspection walkthrough of the unit with our tenant. By doing so, you will have sufficient time to become aware of problems and make repairs. Additionally, you will also be able to avoid surprise tenant housekeeping issues that could cause the unit to fail inspection. When it comes to your HQS inspection, being proactive is the best preparation. If an item is questionable, call us. We will do our best to answer your questions to help you prepare for the inspection. You may contact our Inspections Division at 714-765-4320 ext. 4883.



WE ARE MOVING BACK!

The Anaheim Housing Authority is moving back to the Anaheim West Tower. The last day we will be at our current address is May 11, 2018. Our offices will be **closed May 14 through May 18, 2018.**

We will resume for business on May 21, 2018 at the address below.

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