



## **OWNER PORTAL FAQs (Frequently Asked Questions)**

### **What is the Owner Portal?**

The Owner Portal is an online self-service tool that allows Housing Choice Voucher (Section 8) Program property owners (landlords) and managers to review key information such as Housing Assistance Payment (HAP) and unit inspection results. This convenient free service provided by MHA reduces the need for calls or visits the Memphis Housing Authority (Memphis HA) offices.

### **Who can use the Portal?**

Current Housing Choice Voucher Program property owners and agents designated as Housing Assistance Payment (HAP) payees, can access and use the Portal.

### **How do I access and register for the Portal?**

To access and register for the Owner Self-Service Portal, please visit the Memphis Housing Authority website at <https://landlordportal.mhanewday.com>. You will need the User Name provided by Memphis HA and the last four (4) digits of your Tax ID (also known as Federal Employer Identification Number or FEIN) to access for the Owner Portal. You must also have an email address. Upon your initial login, you will be required to change the password.

### **When I access the Portal, I see two buttons, Owner Portal and Agent Portal? What is the difference between the two buttons?**

When accessing the portal, you will be presented with two buttons, **OWNER PORTAL** and **AGENT PORTAL**. You should select the appropriate button that corresponds with your established relationship with the unit.

- **OWNER PORTAL** is for units that you own and you are the designated payee for the HAP payment. If you are the owner, your user ID will begin with L, e.g. L123456.
- **AGENT PORTAL** is for units that you manage for others. If you are the agent, your user name will begin with A, e.g. A123456.

Each owner/agent has a unique User Name that can only be used for the assigned Portal. The user IDs are not interchangeable.

**Note: Only the designated HAP Payee can access information (finance and inspection) about the unit.**

### **How is the Owner Portal useful to me as a landlord?**

When you enroll in the Owner Portal, you will be able to review your profile, the status of inspections and re-inspections, your HAP payments and 1099 information. You will also be able to download forms and read current announcements regarding Memphis HA's Housing Choice Voucher Program.

### **What is the fee for using the Owner Portal?**

The Owner Portal is **free** for owners/agents who wish to participate.

**Is it mandatory that a landlord sign up for the Owner Portal?**

No, it is not mandatory at this time for a landlord to sign up for the Owner Portal. **However, MHA strongly encourages enrollment in the Owner Portal**, so that you have 24/7 access to inspection reports, HAP statements, and important MHA announcements/forms.

MHA ceased mailing HAP Statements and Inspection Reports several months ago. The HAP Statements and Inspection Reports are now available on the Owner Portal. If you would like to opt-out of the Portal and continue to receive the HAP Statements and Inspection Reports, the reports will be provided electronically. There may be a nominal fee (\$5) to receive the reports electronically, each month.

**I forgot my password. How can I recover it?**

After logging into the Owner Portal, click on the "Retrieve Password" button located at the bottom of the screen. Enter your current user name and click the "Send Password" button to submit your request. Your password will be sent to the email you used to register for the Portal.

**Note:** We strongly recommend the use of passwords which combine letters, numbers and special characters for your own security. It is your responsibility to protect your password.

**I know my password but still can't log in. What can I do?**

Make sure that you are typing the correct password and Caps Lock is not active on your keyboard. If you are still unable to log in, then your user account may have been locked as a result of too many unsuccessful log-in attempts. Please contact us by calling (901) 544-1347 or via email [hcvp\\_support@mhanewday.com](mailto:hcvp_support@mhanewday.com) so your account can be unlocked by a Portal Administrator.

**How can I find information about my HAP payments?**

Log in to the Owner Portal and then click on the "Payment History" link. You will see a list showing general information about your HAP payments organized by check/ACH number. By clicking on the "click here" icon, you will be able to expand the list and see more details for each payment. Your account information can be saved to your computer or printed, at your convenience.

**How can I find inspection reports for my units?**

Log in to the Owner Portal and then click on the "Inspections" link. You will see a list of units and dates of upcoming and past inspections. By clicking on the "click here" icon, you will be able to expand the list and see the inspection report. Your inspection information can be saved to your computer or printed, at your convenience.

**How can I find my own profile information?**

Log in to the Owner Portal and then click on the "User Profile" link. You will see general contact information in your user profile based on information you provided to Memphis HA. Only a Memphis HA Portal Administrator can make changes to your profile information. If you need to make changes, please contact us by calling (901) 544-1347 or via email [hcvp\\_support@mhanewday.com](mailto:hcvp_support@mhanewday.com).

**How do I read announcements from the Housing Choice Voucher Program Office?**

Log in to the Owner Portal and then click on the "Messages" link. You will see the latest announcements from the Memphis Housing Authority.

**I have other questions about the Owner Portal. Who can I contact for support?**

For questions related to vendor information required for registration, and HCV program inquiries, please contact us by calling (901) 544-1347 or via email at [hcvp\\_support@mhanewday.com](mailto:hcvp_support@mhanewday.com)



**HOUSING CHOICE VOUCHER PROGRAM**

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**Owner Portal Opt-Out Form**

**Owner ID:** \_\_\_\_\_

**Owner Name:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Reason for Opting Out:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By signing below, I am acknowledging that I am opting-out and cancelling my access to the Owner Portal. I understand that Memphis Housing Authority no longer mails Inspection Reports and Check details. If I request a copy of the Check Detail and Inspection Reports, there may be a nominal fee to receive the reports electronically, each month.

\_\_\_\_\_  
**Owner Signature**

\_\_\_\_\_  
**Date**