



HOUSING CHOICE VOUCHER PROGRAM

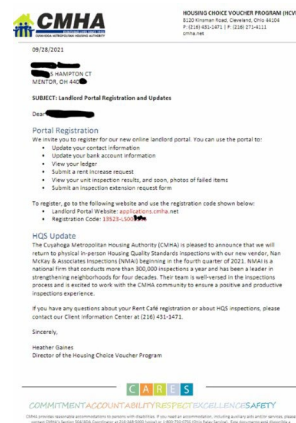
Landlord Portal Guidebook

Revised 8/18/2022

The Landlord Portal allows users to view information related to payments and inspections, provides users the capability to update contact information, request Electronic Fund Transfer changes and more!

RECEIVE A WELCOME PORTAL REGISTRATION LETTER FROM CMHA

Landlords will receive a letter from the Director of the Housing Choice Voucher Program (HCVP). This letter will contain a unique vendor/landlord registration code, which will link a vendor account to that account's specific portal.



REGISTER A PORTAL ACCOUNT VIA CMHA'S RENT CAFÉ WEBSITE

1. Visit **applications.cmha.net**
2. Select '**Landlord Login**' in the upper right-hand corner and wait for a new tab to open in the web browser
3. Select '**Click here to register**' to register for the vendor portal
 - A. If the user has a registration code, select 'I have a registration code'
 - i. Enter the registration code from the welcome letter/email
 - ii. A user must have a registration code to create an account
 - B. If the user has a registration code but when entered, it generates an 'Error' message, call the Client Information Center, 216.271.1471, option 1
 - C. If the user does not have a registration code, select 'I do NOT have a registration code'
 - i. Complete the Personal Details form

D. If the user is registered, enter the email and password associated with the account

i. If the user forgets a password, the user can request an email directed to the email provided during the account setup by selecting '**Forgot Password?**'

INPUT PERSONAL DETAILS

1. Once the user has successfully submitted the registration code, the user can then enter in personal details for the stewardship of the portal account. These details will be validated against information available with CMHA.

A. '*' denotes a required field

B. 'First Name' and 'Last Name' do not have to match the pre-existing CMHA vendor record

C. 'Tax ID' or 'SSN' must match CMHA vendor record

i. Select the eye icon to display text





























ii. Type in the Tax ID for the HAP Payee affiliated with the account for the CMHA vendor portal account

- If the account is for a LLC or a company that is the HAP Payee of record, be sure to enter in the Tax ID affiliated with the vendor set up, rather than the individual's personal SSN.

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

13523-LV04000                            

If the user registering for the account is also an individual using his/her own SSN with their CMHA vendor set up, then in this instance, the personal SSN would be entered here. If the Tax ID does not match the Tax ID on file for the HAP Payee, the user will not be able to proceed with setting up a portal account.

ACCOUNT DETAILS

1. The 'Account Nickname' is important for users who plan to link multiple entities to one portal account

A. When a user has multiple registration codes tied to the same account, Account Nickname helps the user understand which record to look at from the list of drop downs available on the portal sections after registration is complete. Otherwise, the user will only have a list of registration codes instead of account nicknames available in the drop down menu(s).

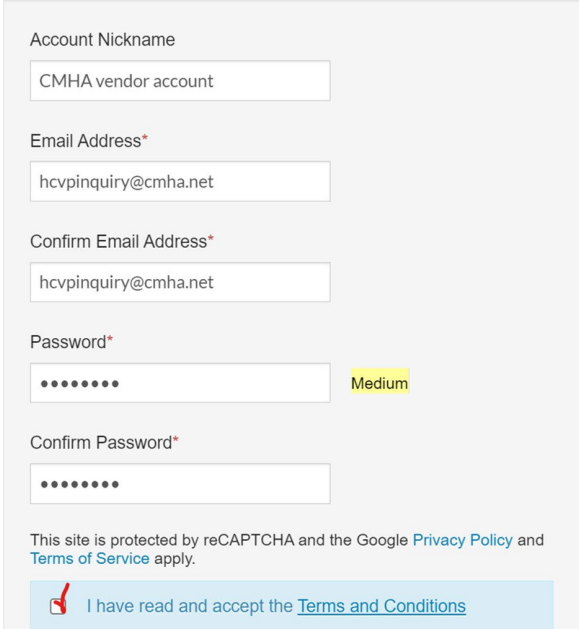
B. 'Account Nickname' is NOT validated against CMHA system of record

2. Type the account 'Email Address' and retype in 'Confirm Email address'. The email address is of the person stewarding the account.

3. Set up a 'Password' and re-type in 'Confirm Password'.

A. Must be 10+ characters and must contain one lowercase, one uppercase, one number and one symbol

Account Information



The screenshot shows a registration form titled 'Account Information'. It contains the following fields and elements:

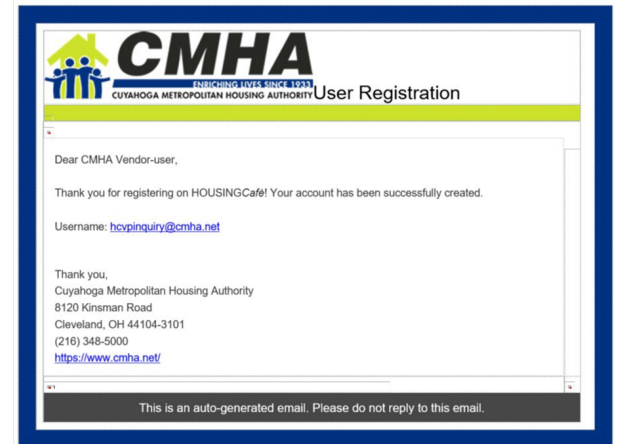
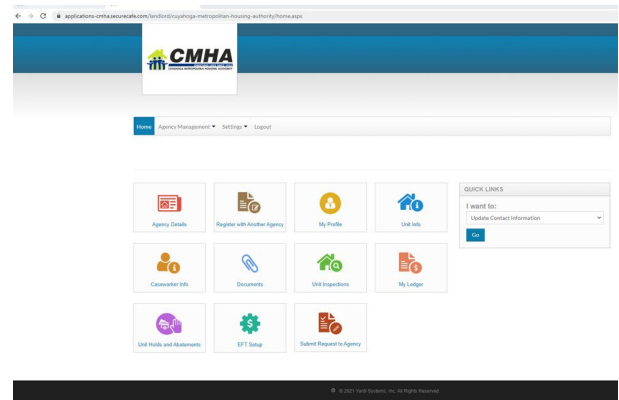
- Account Nickname:** A text input field containing 'CMHA vendor account'.
- Email Address*:** A text input field containing 'hcvpinquiry@cmha.net'.
- Confirm Email Address*:** A text input field containing 'hcvpinquiry@cmha.net'.
- Password*:** A password input field with masked characters (dots). To its right is a yellow box with the text 'Medium'.
- Confirm Password*:** A password input field with masked characters (dots).
- Footer:** A line of text stating 'This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.' Below this is a blue button with a red checkmark icon and the text 'I have read and accept the [Terms and Conditions](#)'.

B. After reading and accepting the terms and conditions, select the check box 'I have read and accept the Terms and Conditions'.

4. Click 'Register' and the user will be directed to the portal's landing page. The user may see a rotating circle of dots which means the page is loading.

5. User should receive an email confirmation from 'no-replay@rentcafe.com'.

6. Rent Café is a single user login platform meaning accounts cannot be associated with more than one email and one account cannot be accessed unless multiple users have shared the email and password login information.

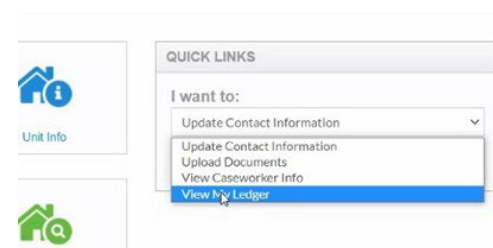
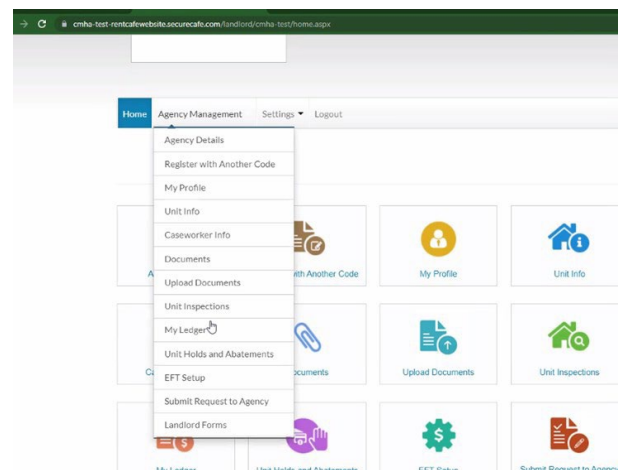


NAVIGATING THE LANDLORD PORTAL

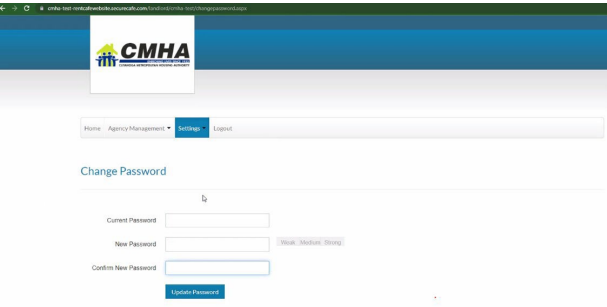
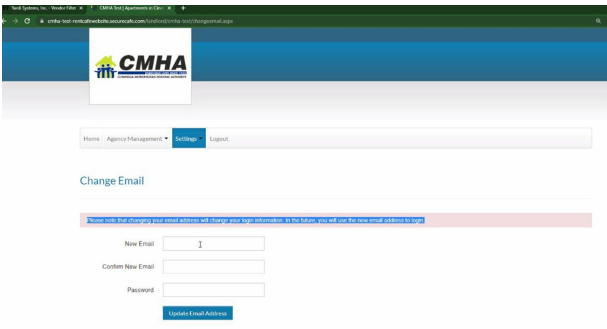
1. **'Agency Management'** drop-down tab and the icons on the landing page provide all the tools needed to navigate the portal.

2. **'Quick Links'** displays most common general questions

A. If the user selects 'Update Contact Information' and provides new information, the user will be prompted to use that new login account information the next time logging in and the email linked to the vendor in CMHA's system of record, YARDI Voyager, will be over written.

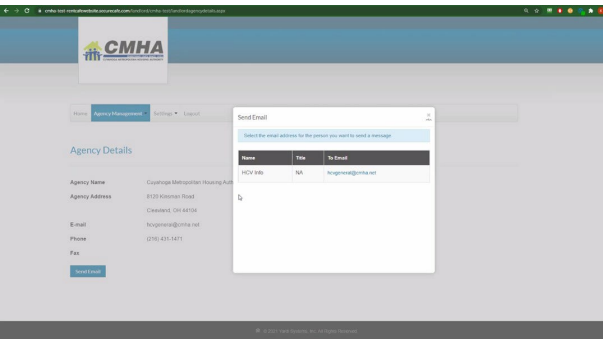
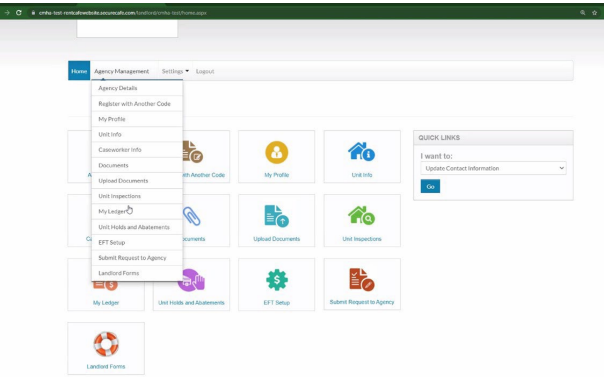


3. **'Settings'** gives the user the ability to update the password or update the email address associated with the account.



4. **'Agency Details'** displays CMHA's general contact information.

A. The user can email CMHA via the portal.



5. **'Register with Another Code'** allows the user to link additional landlord registration codes/entities, providing the user one Rent Café account with multiple registration codes.

A. If the additional registration code is entered incorrectly and is not unique (or someone else is using it), there will be an error message that someone has already registered that account.

i. CMHA is required to delete the preexisting Rent Café account if it was created erroneously.

B. If the additional registration code is entered correctly and is unique, the user will be directed to a registration page. If the registration is successful, the user will return to the home screen.

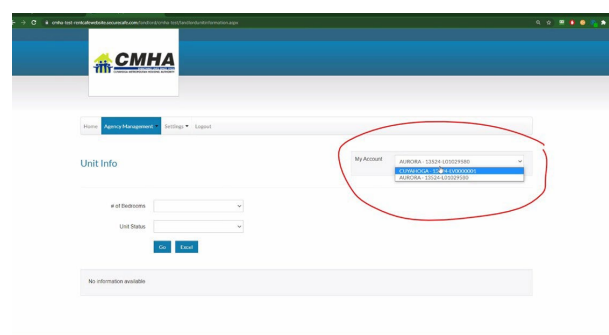
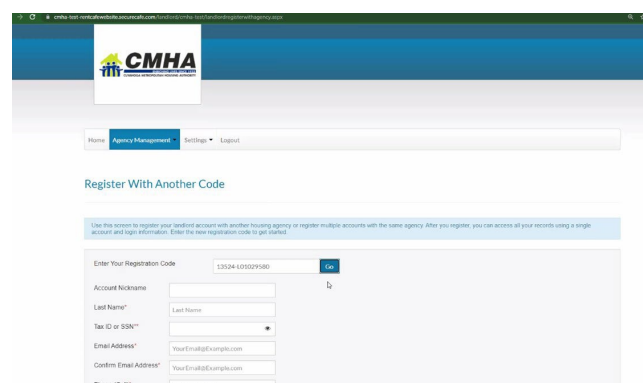
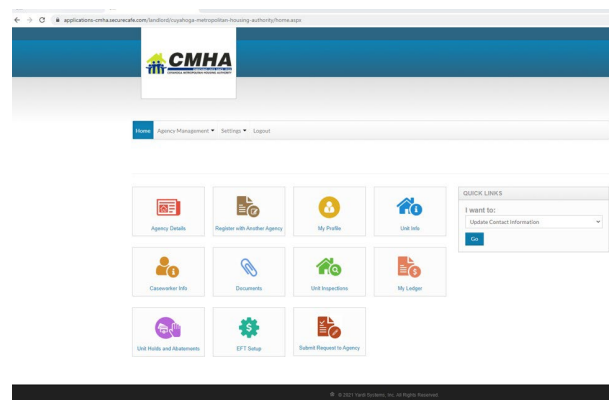
i. The user may choose to have the other account nickname correspond with the additional registration code so it is easy to manage

ii. Be sure to use the EIN associated with the 'other' registration code.' This way, when Rent Café checks the tax ID, it will match back to the vendor's record in CMHA's system

iii. If the user does not want to change the email address for the sub accounts, make sure to enter the same email address as the master account

iv. The phone numbers do not have to match

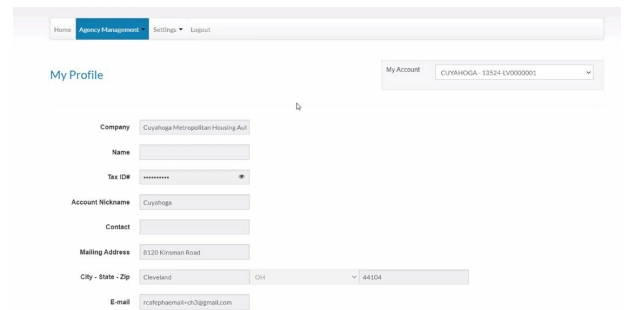
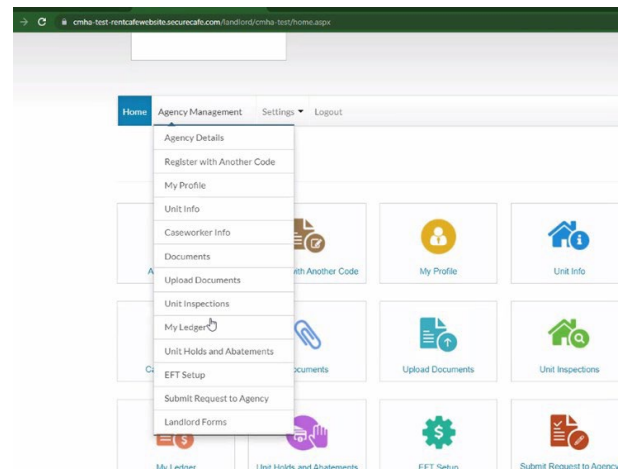
v. Afterwards, the user will see the various subaccount options in the 'My Account' drop-down



6. **'My Profile'** displays vendor information CMHA has on file. All changes will be reviewed and approved by CMHA staff.

A. The user can edit their portal profile information including address, phone and email but not the tax ID information

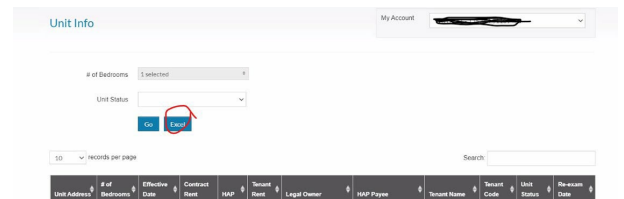
i. If the user needs to update tax ID information, the user must contact the finance department, 216.431.1471, option 5



7. **'Unit Info'** gives the user the capability to filter unit information based on bedroom size and occupancy status. Users can also perform a search by keyword and export unit information lists to excel.

A. Unit Inspection provides information for the past 24-36 months

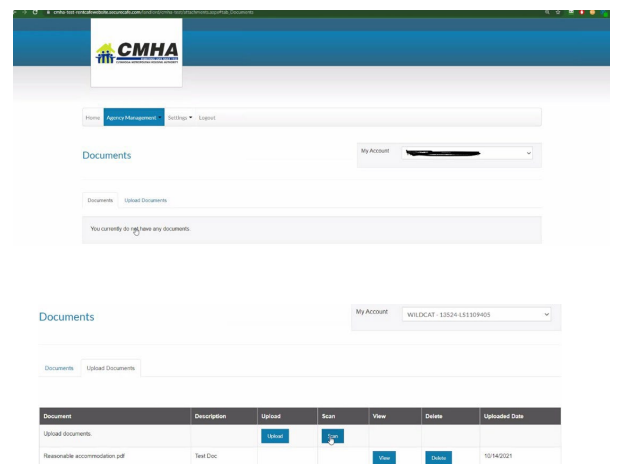
i. Inspection letters can be accessed in the Documents tab



8. **'Documents'** compiles documents for users to view in those cases where a CMHA staff member clicks 'show on portal'. Users can also upload documents which will be sent to CMHA staff for review.

A. If the user has a scanner connected to their computer, the user may see an option to scan

B. If the user is on a mobile device, it may ask to search your photo library for Uploads



C. If the user has recent inspection scheduling letters or inspection results letters from HQS inspections, these will be here saved as pdfs in the Documents file

9. 'Unit Inspections' compiles upcoming and recent inspections and results.

A. Users can filter by passed and failed results from the file.

B. Or, Click on the details button to see information on individual inspection results.

C. You may filter individual inspection results as well by selecting from the ratings drop down.

The screenshot shows the top navigation bar with links for Home, Agency Management, Settings, and Logout. Below this is the 'Unit Inspections' section with a 'My Account' dropdown menu showing 'WILDCAT - 13524-131039405'. There is a 'Result Type' dropdown menu and 'Go' and 'Filter' buttons. At the bottom, there is a table header with columns: Inspection ID, Unit Address, Tenant Name, Tenant Code, Inspection Type, Reinspect ID, Action Date, Due Date, Scheduled Date, Inspected Date, Abatement Date, and Result.

Unit Inspections

If your inspection scheduled time shows as 8:00 AM, your unit will be inspected during our morning inspection window, between **8:00 am – 1:00 pm**. If your inspection scheduled time shows as 1:00 PM, your unit will be inspected during our afternoon inspection window, from **12:00 pm – 5:00 pm**.

Result Type

Go Excel

Search:

Inspection ID	Unit Address	Tenant Name	Tenant Code	Inspection Type	Reinspect ID	Action Date	Due Date	Scheduled Date	Inspected Date	Abatement Date	Result	
7125			0029285	Annual			08/30/2019	08/29/2019 12:00 AM	08/29/2019		Pass	Details
47366			0029285	Annual		09/05/2022	08/11/2022	08/11/2022 08:00 AM	08/11/2022		Fail	Details
49871			0029285	Reinspection	1		08/24/2022	09/05/2022 08:00 AM				Details

Please Note:

In order to continue to make housing assistance payment to you for your unit on behalf of the HCV participant, you must take the necessary steps to resolve the issues listed below.

Ratings

Go

N/A
Pass
Right, Front
Yes

Area	Item	Criteria	Ratings	Responsibility	Observations	Notes
Living Room	Ceiling	Show Criteria	Fail	Landlord		Stress cracked ceiling living room
Kitchen	Ceiling	Show Criteria	Fail	Landlord		Kitchen ceiling fan blades defective
Bathroom 1	Walls	Show Criteria	Fail	Landlord		Bathroom 1 missing towel bar
Bedroom 2	Walls	Show Criteria	Fail	Landlord		Hole behind door Door not latching
Bedroom 3	Walls	Show Criteria	Fail	Landlord		Door not latching
Other Room	Windows	Show Criteria	Fail	Landlord		Damaged screen 3rd floor window
Other Room	Walls	Show Criteria	Fail	Landlord		Side door missing door knob
Other Room	Smoke Detector	Show Criteria	Fail	Landlord		Low battery in smoke detector
Secondary Rooms	Other Hazards	Show Criteria	Fail	Landlord		Finish wall repairs leading to safety

Showing 1 to 9 of 9 entries

10. **‘My Ledger’** displays payments made to the affiliated landlord account out of the CMHA system (October 2021—Present).

A. User can filter by tenant, time period, transaction IDS and can export lists to excel

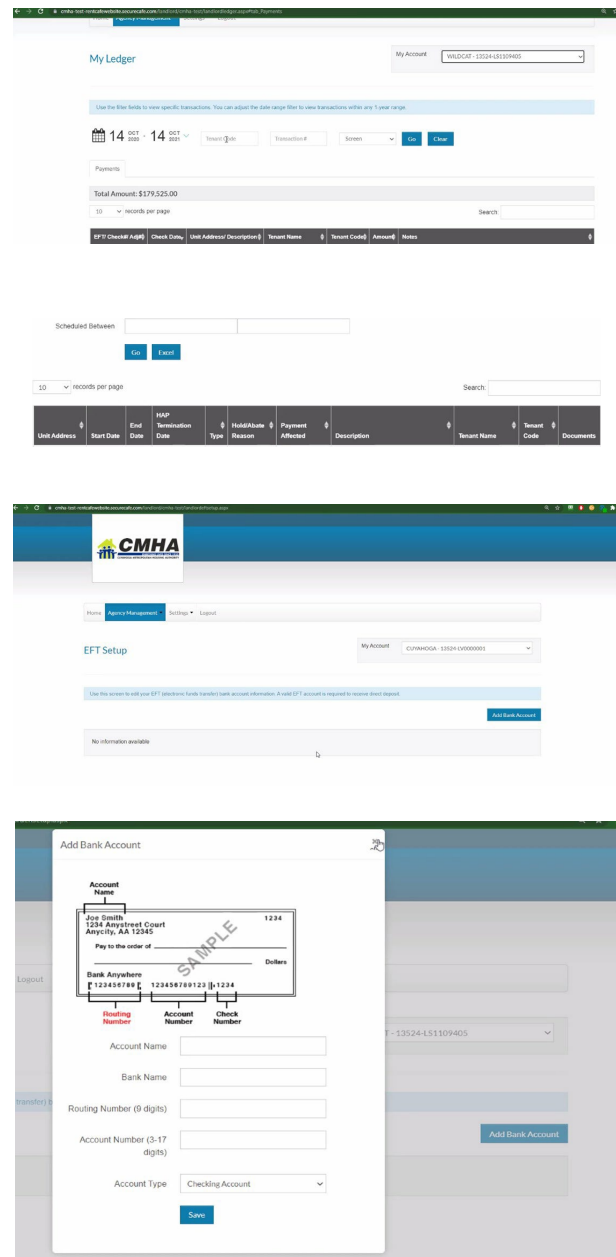
11. **‘Unit Holds and Abatements’** displays information on holds and abatements

12. **‘EFT Setup’**, Electronic Fund Transfer, provides users to connect their bank account to the portal.

A. CMHA will not process EFT account change requests without receiving a copy of a voided check via the Documents page

13. **‘Landlord Forms’**

A. Users can access the form to request rent increases, the Housing Assistance Payment (HAP) calendar and more.



Thank you for being part of CMHA's Housing Choice Voucher Program!

We are appreciative of your support in providing housing for individuals and families in the community. Questions, please contact the Client Information Center at 216.431.1471, option 1.



@CuyahogaHousing



CMHA provides reasonable accommodations to persons with disabilities. If you need an accommodation, including auxiliary aids and/or services, please contact CMHA's Section 504/ADA Coordinator at 216-348-5000 (voice) or 1-800-750-0750 (Ohio Relay Service). Este documento está disponible a petición para interpretación o traducción al Español de gratis.



Cuyahoga Metropolitan Housing Authority
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Phone: 216.348.5000
www.cmha.net