



Landlord Portal Frequently Asked Questions

Q1: How can I access the landlord portal?

A1: You must register to access the Landlord Portal. To register go to the **Landlord Portal Home page**, (<http://landlordportal.arlingtonhousing.us/Default.aspx>), click on the link “**Register**”. Enter your tax ID number or social security number, select a password, enter an email address, and select a security question and answer.

Q2: How do I **change my password**?

A2: After you log into the portal at

<http://landlordportal.arlingtonhousing.us/Default.aspx>

- Select the link “User Profile” on the left side of the page.
- From the “User Profile” page, click “Select” next to your account name.
- From the owner page, click on “Change Password”.
- Enter the current password.
- Enter a new password.
- Confirm (re-enter) the new password.
- Click on “Change Password” to complete the action.

Q3: I **forgot my password**. How do I obtain a new one? How long does it take to get a new password?

A3: To obtain a new password, go to the Portal Home page and click on “Login”.

- From the Log in Screen and click on the link, “Forgot Password”.
- You will be prompted to enter your Tax ID and click on “Submit”.
- You will be prompted to answer your security question. Enter your answer and click on “Submit”. A new password will be emailed to you immediately.

Q4: I have **multiple accounts** with the AHA with more than one tax ID number. Can I view all of my tenant information at once on the landlord portal?

A4: Unfortunately, the tenant information is displayed by Owner Tax ID separately. You will need to log in using each Tax ID separately to view tenant information.

Q5: How often is the Landlord Portal **payment information updated**?

A5: The Landlord Portal payment information is updated each week typically on Monday. The Landlord Portal is updated for payments made on the first of each month, by or before the first of the month.

Q6: Where can I find **unit address details** for each of my tenants?

A6: Details for your tenant can be found in the “Tenant Info” section of the landlord portal.

- On the Portal Home page, click on “Tenant Info” on the left hand side of the page.
- From the “Tenant Info” page, select the owner/complex where the tenant resides by clicking on “Select” to the left of the Owner Name. You will be provided with a Tenant Listing which includes the tenant’s street address. Unit numbers are not provided on the tenant listing.
- If there is a unit number associated with the tenant’s address, click the “Select” button next to the tenant’s name.
- Scroll down, and you will see detailed information about the tenant, including the unit number.

Q7: The check I receive includes payment for more than one tenant. How do I determine **how much was paid for each tenant**?

A7: Payment information is displayed for each check issued. To review payment information for individual tenants, after logging on to the portal:

- Click on “Payments” on the left side of the home page.
- If applicable, click on “Select” next to the owner name.
- Click on “Select” next to the check information for which you need additional details.
- Scroll down and you will find the check date, number, tenant name, and amount paid for that tenant. The information is repeated for each tenant paid on the check selected.
- To print this information, to the right of the check amount, click on “Print” and you will be provided with a printable ledger including the same information.

Q8: I received a **payment for a tenant that no longer lives in my unit**. Who should I contact?

A8: Please contact the case worker who was assigned to the tenant to assist with corrective actions. If you do not know who the caseworker is, please contact the AHA main number at 817-275-3351. Staff will be able to direct you to the correct caseworker.

Q9: **I did not receive a payment** for one of my tenants. Who should I contact?

A9: Please contact the case worker assigned to the tenant to assist with corrective actions. Your tenants’ caseworkers can be found on the Landlord Portal.

- On the Portal Home page, click on “Tenant Info” on the left hand side of the page.
- From the “Tenant Info” page, select the owner/complex where the tenant resides by clicking on “Select” to the left of the Owner Name. You will be provided with a Tenant Listing.
- Click the “Select” button next to the tenant’s name.
- Scroll down, and you will see detailed information about the tenant, including the AHA caseworker’s name and email address.

You can also contact the AHA at 817-275-3351 and staff will be able to direct you to the correct caseworker for prompt assistance.

Q10: If I cannot access the Landlord Portal, how do I obtain **historical payment information**?

A10: If you cannot access the Landlord Portal, you can contact the Arlington Housing Authority for details about any check. Because caseworkers are often working directly with numerous assisted tenants or landlords, it is recommended that you submit payment questions / requests via email. A staff directory including telephone numbers and email addresses can be found at <http://www.arlingtontx.gov/housing/directory.html>. You can also contact the Landlord Liaison at 817-276-6703.

Q11: What **changes to owner information** can I submit via the Landlord Portal? What changes need to be submitted in writing?

A11: No changes can be submitted via the Landlord Portal. All changes must be in writing to the AHA's Landlord Liaison. Please consult the staff directory for the Landlord Liaison email and phone number at <http://www.arlingtontx.gov/housing/directory.html>.

Q12: How long should I expect to receive **answers to questions** I've submitted to the AHA?

A12: Your questions will be responded to within two business days.