Property Owners/Landlords

Frequently Asked Questions

Q1: I am interested in leasing my property to an Arlington Housing Authority (AHA) client. What do I need to do?

A1: Property owners interested in leasing to an AHA client should begin first by reading the Owner Information Guide and viewing the Landlord Briefing. Both are located on the AHA's website and provide detailed information regarding the rental housing assistance program and the AHA's policies and procedures.
http://www.arlington-tx.gov/cdp-housing/housing/landlord-services/

Q2: I submitted the required paperwork in order to set up my account, what's next?

A2: After the AHA receives and verifies the required documentation, you will be provided with a PIN number in order to create a unique secure Property Owner account at the AHA's AssistanceCheck website located at https://www.assistancecheck.com.

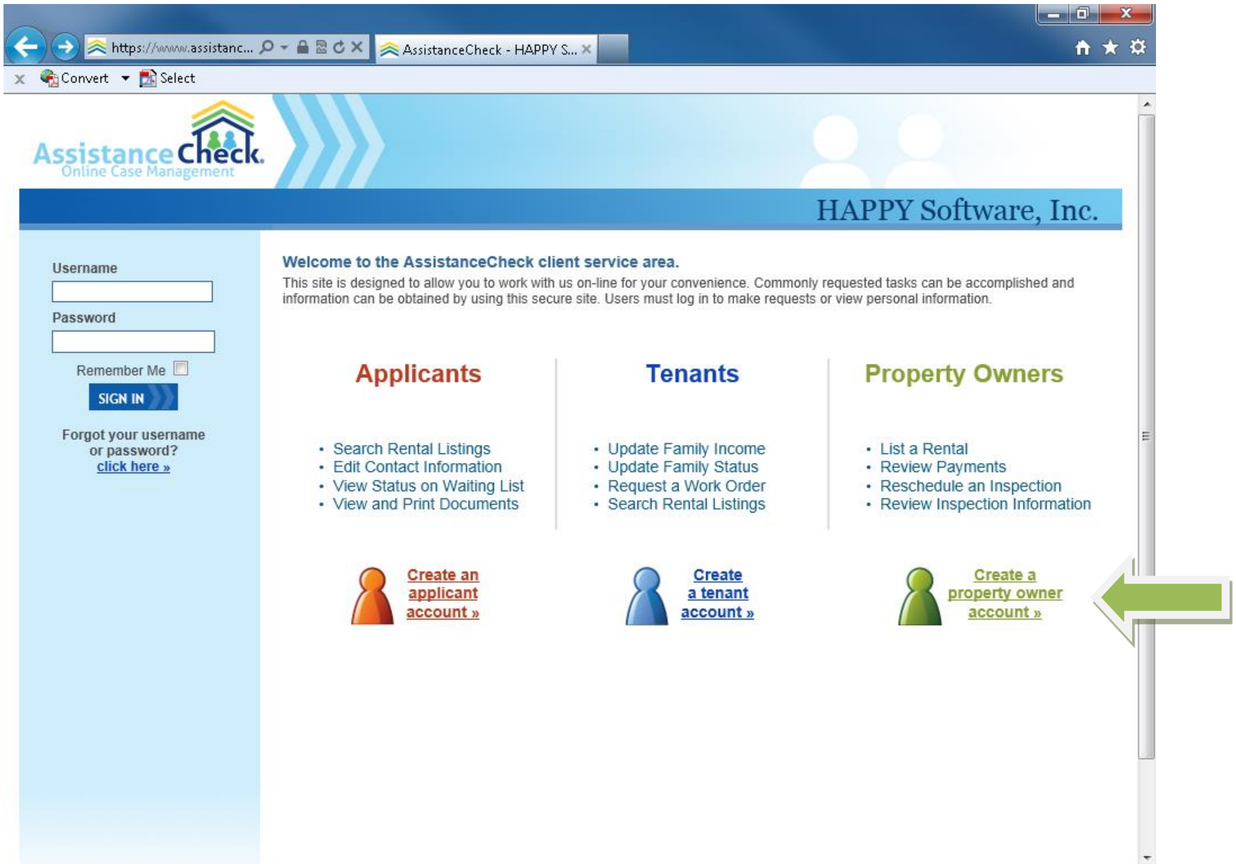
Q3: What is AssistanceCheck?

A3: AssistanceCheck is the software that the AHA uses to allow its clients to manage accounts online. AssistanceCheck provides owner's with access to payment details, payment history, and provides a vehicle for owners to communicate with the AHA. The AssistanceCheck website can be accessed at https://www.assistancecheck.com.

Q4: How do I create an AssistanceCheck Account?

A4: To create an AssistanceCheck account, you must have your PIN number (issued to you by the AHA) and your federal tax ID number. If you do not have a PIN number, or if you forgot your PIN number, please contact the AHA's Landlord Services Representative.

1. When you have the required information, go to the AssistanceCheck website located at https://www.assistancecheck.com.
2. On the main page, click on the "Create a property owner account" link located on the right side of the screen.



3. Click the blue "Begin" button and follow the on-screen instructions to create your account. If you have trouble creating your account, please contact the Landlord Services Representative to assist.

Q5: I set up my AssistanceCheck account, but I forgot my username and/or password. How do I reset it?

A5: From https://www.assistancecheck.com, on the left side of the screen there is a "Forgot your username or password" link – select "click here". An Account Services screen will pull up where you can select the applicable link to gain access to your account as shown below:

Account Services

Forgot my Username - We will send an email containing your Username to the Email Address provided when you created your account.

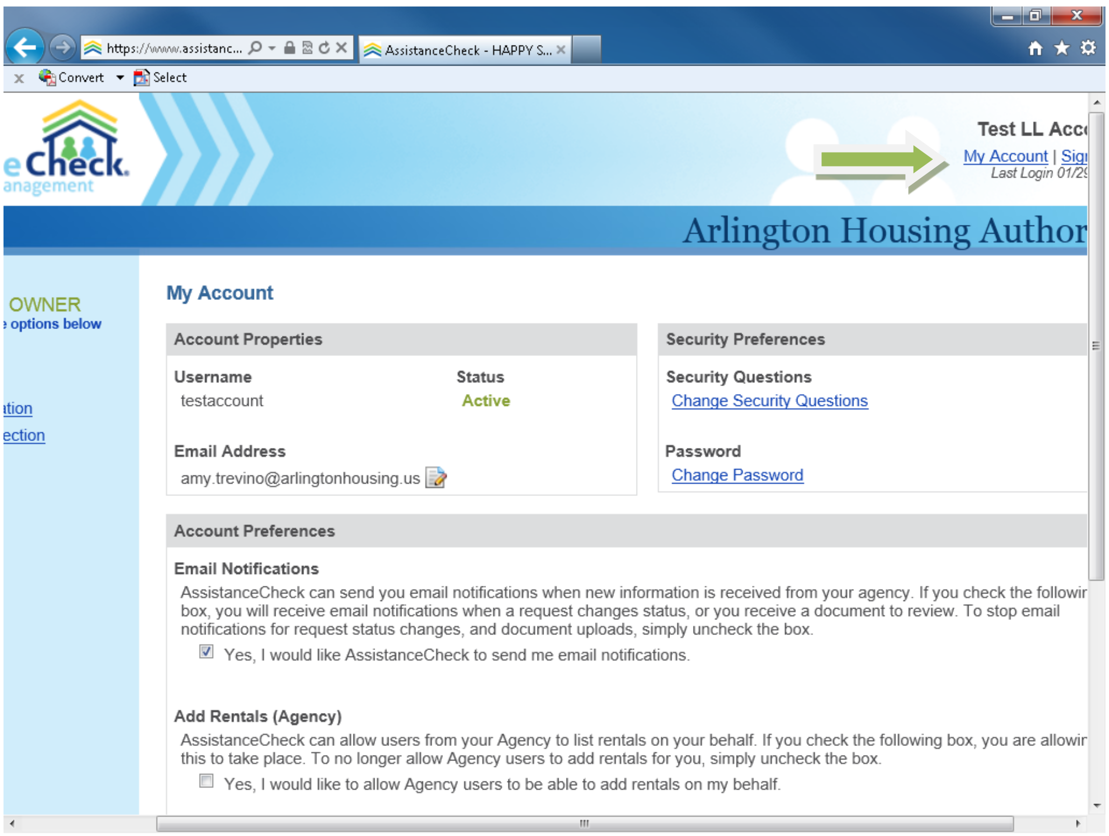
Forgot my Password - We will send an email containing a link to help you reset your Password to the Email Address provided when you created your account.

Did Not Receive Activation Email - We will resend an email containing a link to activate your account to the Email Address provided when you created your account.

My Email Address could be incorrect - If you haven't gotten any emails from us and you want to specify a different email address for your account, you will need to verify your identity again, which includes entering the Personal Identification Number (PIN) already sent to you by your Housing Authority.

Q6: I did not forget my password, but how do I edit my password, email address, or security questions?

A6: Log into your account at https://www.assistancecheck.com. From the main screen, select the "My Account" link located at the top right hand corner of the screen. You can update your security questions and password under the Security Preferences heading. Your email address can be updated by clicking the icon.



Q7: I have multiple accounts with more than one tax ID number. Can I view all of my tenant information under one account?

A7: No. AssistanceCheck is set up to have one account for each tax ID number. You will need to create an account for each **tax ID** in order to view payment information.

Q8: I have multiple properties with one tax ID number. Can I set up separate accounts for each property?

A8: No. AssistanceCheck is set up to have one account for each **tax ID** number. Only one account can be created for each tax ID. However; payments can be sorted by payment number, which groups tenants by property.

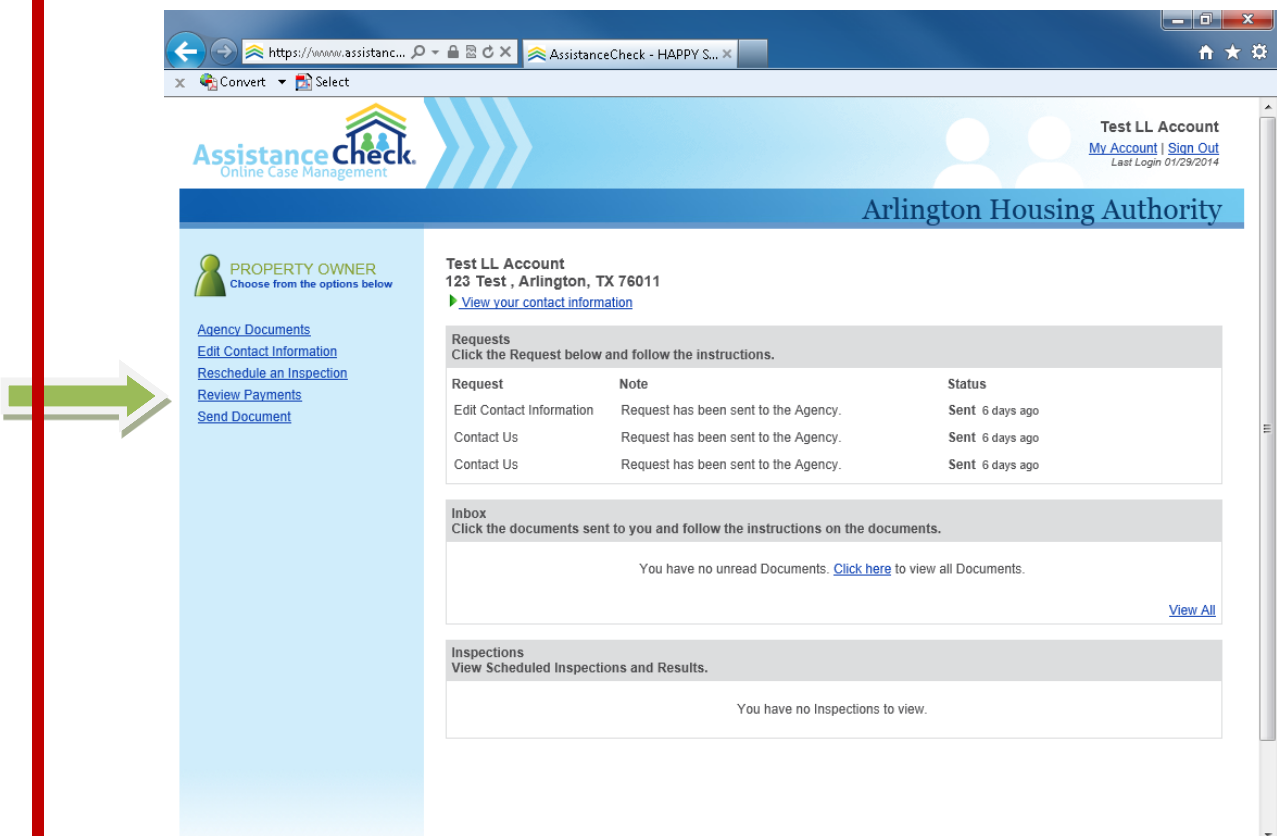
Q9: Can I view historical payments on AssistanceCheck?

A9: Yes. Assistance Check provides the last six (6) months worth of data for review. If you need older payment information, please contact the Landlord Services Representative.

Q10: I set up my AssistanceCheck account, how do I check my payments?

A10: Go the AssistanceCheck website at https://www.assistancecheck.com and enter your username and password. Click "Sign In".

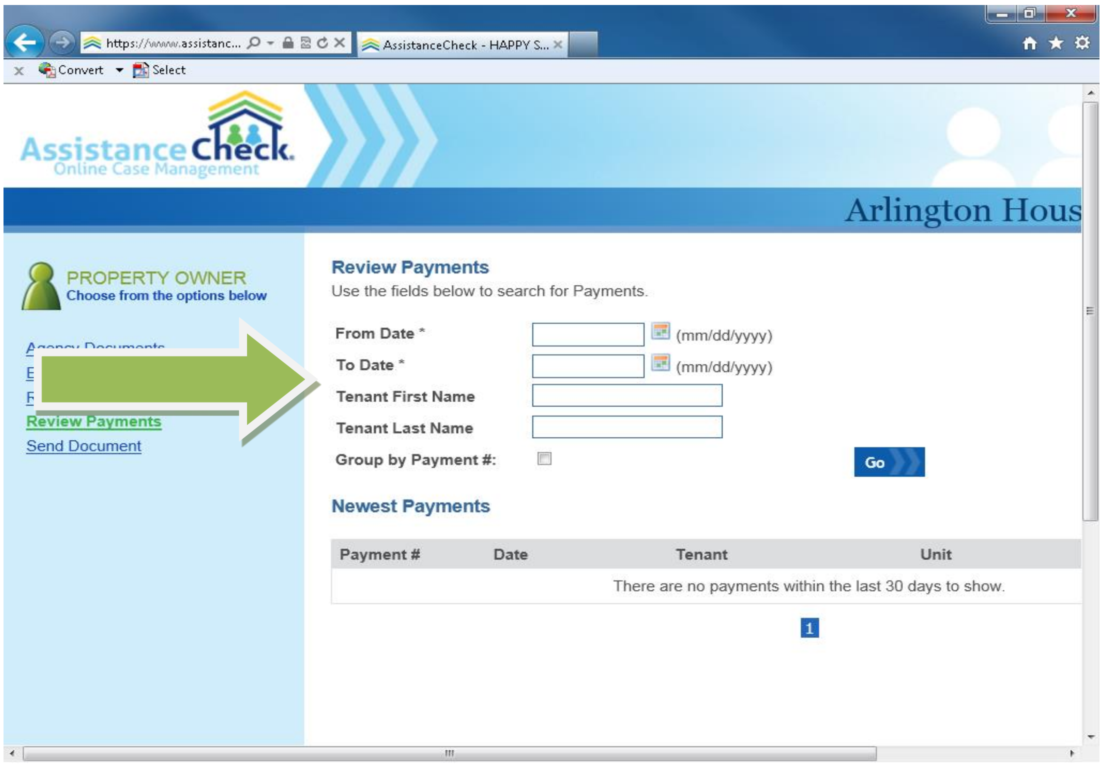
1. From your main log in page, click the "Review Payments" link on the right hand side of the screen.



2. Most recent payments are listed on the bottom half of the screen.
3. You can query payments by filling in specific information in the fields located at the top of the screen. Data can be sorted by payment number, date, tenant, unit, and amount.
   a. To query by a date range, select the icon located next to each the "From Date" and "To Date" and select the dates from the calendar. Click Go. Data can then be sorted.
   b. To group payments by property/payment number, check the "Group by Payment #" box. Click Go.

c. To search for payments by a specific tenant, enter the "Tenant First Name" or "Tenant Last Name" or both. Click Go.

d. Data can be copied into an Excel spreadsheet by selecting data, right clicking the mouse, selecting copy, and pasting into Excel.



Q11: When is payment data available in AssistanceCheck?

A11: Payment data is updated nightly and is available for viewing in AssistanceCheck the day after a check run has been processed. Note: Check runs are completed prior to the effective/deposit date of funds, so payment information will be available on the day the funds are received in the property owner's bank account.

Q12: I received a payment for a tenant that no longer lives in my unit. Who should I contact?

A12: Contact the Landlord Services Representative. He/she will be able to assist you to promptly address this matter.

Q13: I did not receive a payment for one of my tenants. Who should I contact?

A13: Contact the Landlord Services Representative. He/she will be able to assist you and connect you with the appropriate staff person.

Q14: What documents/forms are available in AssistanceCheck?

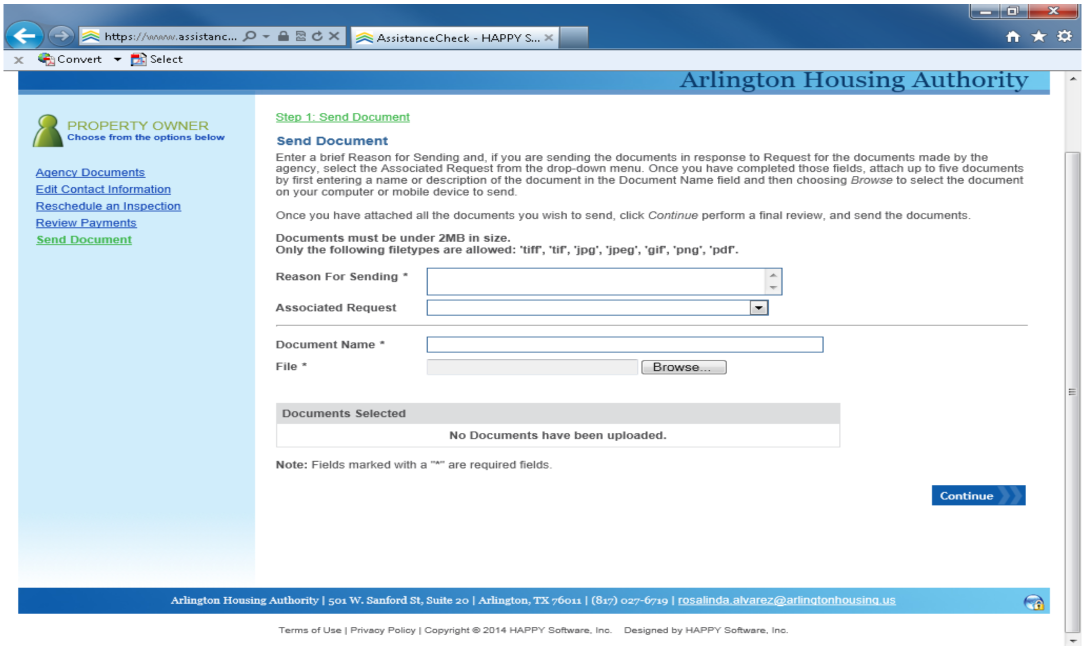
A14: Several property owner documents and forms are available in AssistanceCheck by clicking the "Agency Documents" link on the left side of the screen including the following:

- W-9 form
- Assignment of Management/Leasing Agent
- Change of Ownership Packet
- Owner Information Guide
- Rental Increase Request/Change in Utility Form
- Direct Deposit Form
- New Account Packet
- Owner/Property Management Information
- Property Certification Form
- Property Listing Form
- Transfer of Property Ownership – New Owner
- Transfer of Property Ownership - Previous

Q15: What else can I do on AssistanceCheck?

A15: In addition to reviewing payments and accessing documents and forms, AssistanceCheck also allows property owners to:

1. **Edit Contact Information** – This feature allows you to edit your contact information online. Please note that the AHA must review required documentation for requested changes before they are approved in AssistanceCheck. After logging into your account, click the "Edit Contact Information" link on the left hand side of the screen. Click the blue "Begin" button and follow the online instructions.
2. **Reschedule an Inspection** – This feature allows you to request to reschedule an inspection. The Housing Authority is responsible to inspect assisted dwelling units annually. The Housing Authority notifies the tenant and owner in advance of the dates that units are scheduled for inspection. AssistanceCheck offers you the ability to reschedule an inspection. After logging into your account, click the "Reschedule an Inspection" link on the left hand side of the screen. Click the blue "Begin" button and follow the online instructions.
3. **Send Document** – This feature allows you to submit documents through AssistanceCheck. After logging into your account, click the "Send Document" link on the left hand side of the screen. Click the blue "Begin" button and follow the online instructions. Please note document size restrictions and file type requirements.



Q16: How long should I expect to receive answers to questions submitted to AHA or requests sent through AssistanceCheck?

A16: You should receive a response within 2 business days.