

Understanding the Landlord Portal

A users guide to understanding the Landlord Portal and all its features

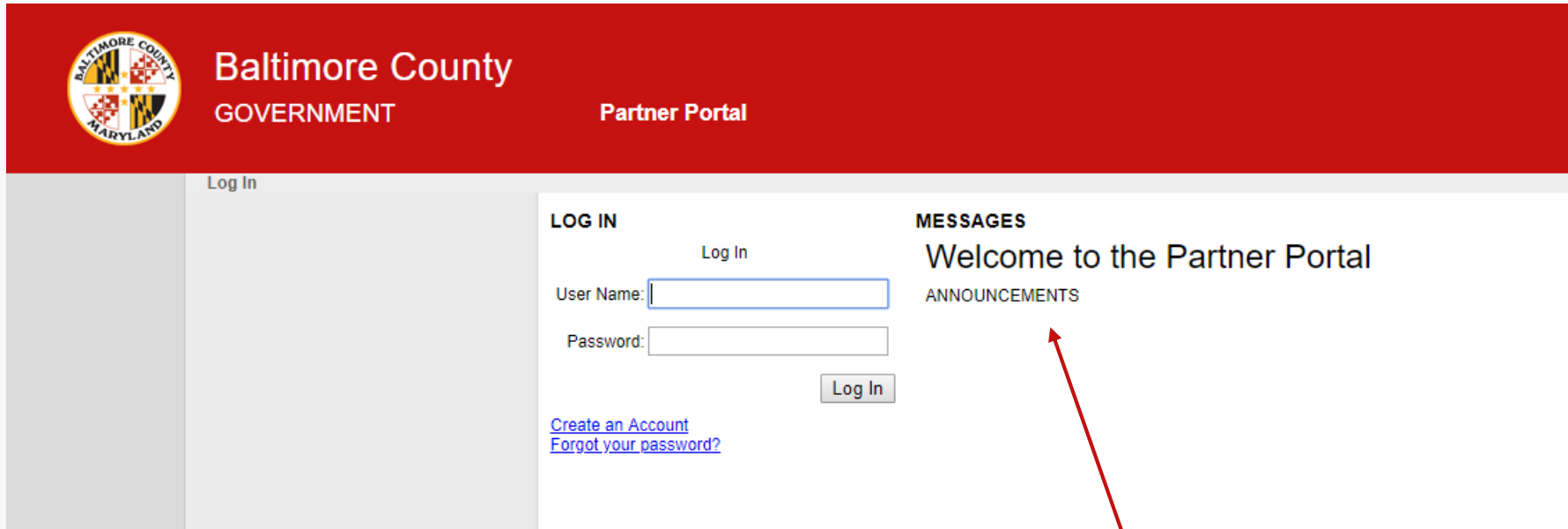
Presented by: Baltimore County Office of Housing, BCOH

Agenda

“What We Will Cover Today”

- ▶ Creating a New User Account
- ▶ Log into the owners portal
- ▶ What You Will See After You Log In
- ▶ Export Icons
- ▶ My Payments
- ▶ View Information About Your Units
- ▶ View Information about Your Families
- ▶ Find information regarding your Holds & Abatements
- ▶ View Inspections
- ▶ How to Download your 1099
- ▶ View your Profile Information
- ▶ View Announcements
- ▶ View and Download Forms
- ▶ Submitting a Request
- ▶ Types of Requests
- ▶ How to Change your Password
- ▶ How to Recover your Password

Visit: <https://baltimorecounty.partnerinhousing.com> to Begin



Baltimore County
GOVERNMENT

Partner Portal

Log In

LOG IN

Log In

User Name:

Password:

Log In

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

MESSAGES

Welcome to the Partner Portal

ANNOUNCEMENTS

Note: Any future news, important notices and/or FAQs will be posted under the messages section on the log-in screen.

Creating a New User Account



Baltimore County
GOVERNMENT

Partner Portal

Log In

LOG IN

Log In

User Name:

Password:

Log In

MESSAGES

Welcome to the Partner Portal

ANNOUNCEMENTS

Click here to create an account.

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

Creating a New User Account

Landlord OR Other PHA


1

Tax ID Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx

2 * Confirm your Tax ID

Please confirm using the same format

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

 3

[Get Audio Code](#)

Type the code from the image

4 Click here to Match the information to a landlord in our system

Enter and Confirm Tax ID Here

If you cannot see the code displayed you can use "Get Audio Code"

Creating a New User Account

Baltimore County GOVERNMENT Partner Portal

Log In

1 Specify a unique username that you will remember →

2 Specify a password using the following rules:

3 Confirm your password →

4 Enter a valid email, Confirmation email will be sent →

5 Verify this is a valid phone number →

6 →

Add User

User Name *

Password *

Confirm Password *

Email *

HCV Landlord

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

Belle Towers
123 Main Street
Baltimore
MD
21236
 *

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

This will populate with information from the database

By creating an account, you are agreeing to enroll into our newsletters

Create Account Cancel

Click here to Create the Account

Creating a New User Account

Email message you will receive from Partner Portal confirming you have successfully created an account

On Wednesday, November 14, 2018, 10:42 AM, donotreply@baltimorecountymd.gov wrote:

This is an automated email from an email account that doesn't accept incoming mail. Please do not reply to this email.

This message is to confirm that you have successfully created a Partner Portal account at <https://baltimorecounty.partnerinhousing.com/>
Access to the Partner Portal is now available.

Thank you.

How to Log into Your New Account

The screenshot shows the Baltimore County Government Partner Portal login interface. At the top left is the Baltimore County Government logo. The page title is "Partner Portal". Below the header, there is a "Log In" link. The main content area is divided into two sections: "LOG IN" and "MESSAGES".

LOG IN

Log In

User Name:

Password:

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

MESSAGES

Welcome to the Partner Portal

ANNOUNCEMENTS

1 Type your new Username

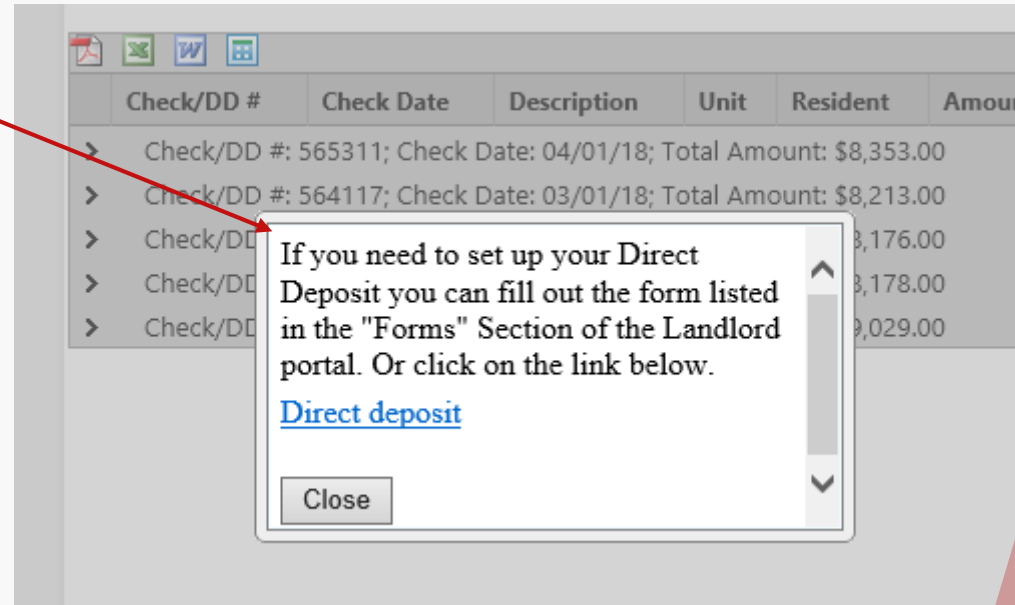
2 Type your new Password

3 Click here to log in

What You Will See After You Log In

If you still need to set up Direct Deposit you will receive the following popup message when you log onto the Landlord Portal

If you have already set up Direct Deposit and want to make changes to your account you will have to download the Direct Deposit form (found under “Forms” on the portal). The new form can be submitted via fax or email, follow the directions on the form.



What You Will See After You Log In

Baltimore County
GOVERNMENT

Welcome Your Company Name Will Be Here Partner Portal

Change Password Change Email Log Out

HCV Landlord

- My Payments
- Direct Deposit Statements
- My Units
- Holdes & Abatements
- My Families
- My 1099s
- My Profile

Communications

- Announcements
- Forms
- Requests
- Setup Direct Deposit

My Payments

Checks

Check/DD #: Go Unit:

Check Date: to Go

Payment Group Unit Relation

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group	Owner/Payee
> Check/DD #: :		; Check Date: 04/01/18; Total Amount:			0		
> Check/DD #: :		; Check Date: 03/01/18; Total Amount:			0		
> Check/DD #: :		; Check Date: 02/01/18; Total Amount:			0		
> Check/DD #: :		; Check Date: 01/01/18; Total Amount:			0		
> Check/DD #: :		; Check Date: 12/01/17; Total Amount:			0		

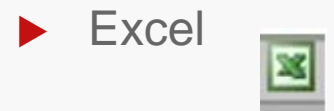
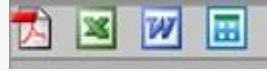
Export Icons

Navigation Links

10

Export Icons

Whenever you see the following icons, you can export the information from that screen into different formats.



Please use the format that works best for your needs

My Payments

Baltimore County GOVERNMENT Welcome Your Company Name Will Be Here Partner Portal

Change Password Change Email Log Out

HCV Landlord

- 1 Click My Payments to see this page. [My Payments](#)
- [Direct Deposit Statements](#)
- [My Units](#)
- [Holds & Abatements](#)
- [My Families](#)
- [My 1099s](#)
- [My Profile](#)

Communications

- [- Announcements](#)
- [- Forms](#)
- [- Requests](#)
- [Setup Direct Deposit](#)

My Payments

Checks

Check/DD #: Go Unit:

Check Date: to Go

Payment Group Unit Relation

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group	Owner/Payee
> Check/DD #:		; Check Date: 04/01/18; Total Amount: \$			10		
> Check/DD #:		; Check Date: 03/01/18; Total Amount: \$			10		
> Check/DD #:		; Check Date: 02/01/18; Total Amount: \$			10		
> Check/DD #:		; Check Date: 01/01/18; Total Amount: \$			10		
> Check/DD #:		; Check Date: 12/01/17; Total Amount: \$			10		

2 Click the black arrow to view a breakdown of a specific check.

The information above will show all checks posted during the last 12 month period.

My Payments

Use search parameters to narrow your search down to the exact check number or even a date range of checks

My Payments

Checks

Check/DD #: Unit:

Check Date: to

Payment Group Unit Relation

Click on the arrow next to the check # and it will expand to show a break down of each check per unit/ tenant and the amount allotted per unit.

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group	Owner/Payee
>	Check/DD #:2211 , Check Date: 04/01/18; Total Amount: \$8,353.00						
▼	Check/DD #: 1111 , Check Date: 03/01/18; Total Amount: \$8,213.00						
1111	03/01/18	3/2018 HAP for Daisy Duck	8700 Main St.	Daisy Duck	\$892.00		Both
1111	03/01/18	3/2018 HAP Jessica Rabbit	8700 Main St	Jessica Rabbit	\$1,002.00		Both

View Information About Your Units

1

Click on "My Units" to see all your units.

Change Password Change Email Log Out

My Units

HCV Landlord

- My Payments
- Direct Deposit Statements
- My Units**
- Holdings & Abatements
- My Families
- My 1099s
- My Profile

Unit: All

	Street	Suite#	City	State	Zip	Currently Housing Family	Next Inspection
🔍	123 New Street	2	Towson	MD	21204	Yes	
🔍	123 New Street	7	Towson	MD	21204	Yes	06/03/16
🔍	123 New Street	1	Towson	MD	21204	Yes	
🔍	123 New Street	3	Towson	MD	21204		
🔍	123 New Street	4	Towson	MD	21204		
🔍	123 New Street	5	Towson	MD	21204		

K < 1 > X Page size: 20 6 items in 1 pages

2

Click the magnifying glass to view detailed information regarding the specific unit.

Detailed View of Your Units

Detailed information regarding the unit, including the most recent inspection and the family that is currently residing in the unit.

HCV Unit

Unit	Most Recent Inspection	Family
Street 123 Main Street Suite 7 City Towson State MD ZIP 21204 Bedrooms 1 Abated No Abated Date Sleeping Rooms 1 Full Bathrooms 0 Half Bathrooms Contract Rent \$1,055.00	Date 10/10/18 Type Annual Result Owner Fail Inspector Name Gadget Notes	Last Name Darling First Name Mary HAP \$831.00

Upcoming Inspections

Date	Type	Inspector
10/10/19	Annual	Gadget

K < 1 > K Page size: 10 1 items in 1 pages

Past 6 Months of Inspections

Date	Type	Inspector	Result	Note
10/10/18	Annual	Gadget	Owner Fail	

K < 1 > K Page size: 10 1 items in 1 pages

Upcoming inspection information

Previous inspections and their results. Click the magnifying glass to see more info.

Detailed View of Previous Inspections

The information displayed here will either show that the inspection was a pass or fail. If it was a fail it will also come with some information stating why the inspector deemed it a failed inspection.

Past Inspection

Past Inspection	
Date	10/10/18 12:00:00 PM
Inspector	Gadget
Inspection Result	Owner Fail
Inspection Type	Annual
Notes	
<input type="button" value="OK"/>	

Inspection Failed Items			
Item	Result	Failed Reason	Responsible Party
Interior Air Quality	Owner Fail	Install Carbon Monoxide Detector/ In bedroom /heater vents inside.	Owner

K < 1 > | Page size: 10 | 1 items in 1 pages

Note: This identifies the responsible party.

Holds and Abatements

Click "Holds & Abatements" to view any potential holds on your HAP Payment or Abatements on a unit.

Change Password Change Email Log Out

HCV Landlord

- My Payments
- Direct Deposit Statements
- My Units
- Holds & Abatements**
- My Families
- My 1099s
- My Profile

Communications

- Announcements
- Forms
- Requests

Payment Holds & Abatements

Past 12 Months of Payment Holds & Abatements

Unit: Type:

Status:

Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason
	12 Address #201,	11/01/18		Open	Hold/Exclusion	Tenant Notice to Vacate	
	9 Address #301,	09/01/18		Open	Hold/Exclusion	Landlord Non-Renewal	
	4223 Address #201,	07/01/18	10/09/18	Closed	Hold/Exclusion	Landlord Non-Renewal	Tenant Vacated
	9 Address #301,	06/01/18	06/13/18	Closed	Hold/Exclusion	Landlord Non-Renewal	Agreement to Continue the Lease
	9522 Address	04/01/18	05/11/18	Closed	Hold/Exclusion	Tenant Notice to Vacate	Tenant Vacated
	3 Address #301,	03/01/18	04/02/18	Closed	Hold/Exclusion	Tenant Notice to Vacate	Port Out Leased Up
	9504 Address Boulevard #203,	12/01/17	06/25/18	Closed	Hold/Exclusion	Tenant Notice to Vacate	Tenant Vacated

The information will display the unit that has the hold/abatement. This information is limited to only the last 12 months.

My Families Information

1

Click "My Families"
to view My Families

Change Password Change Email Log Out

HCV Landlord

My Payments

Direct Deposit Statements

My Units

Holds & Abatements

My Families

My 1099s

My Profile

My Families

Families								
	Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date	Lease End Date
🔍	Bell	Tinker	876 Pan Dr.	1	\$859.00	11/15/18	06/20/10	
🔍	Darling	Mary	123 New Street	2	\$761.00	12/03/18	9/18/11	

2

Click the magnifying glass to see
more details about the tenant

Tenants, the units they live in, next HAP Payment, next inspection date, and their Move-in Date are displayed on this screen.

Detailed View of Your Tenant

This displays information regarding the tenant and the unit they are living in.

Family

Family	Unit Address	Unit Characteristics
Last Name Darling	Street 4217 Address Road	Bedrooms 2
First Name Mary	Suite #304,	Sleeping Rooms
HAP \$1,317.00	City Baltimore	Full Bathrooms 0
Next Re-exam Date 8/1/2018	State MD	Half Bathrooms 0
Move-in Date 8/1/2010	ZIP 21236	
HoH EntityID 100043907		

Family

Last Name	First Name	Age	Relation
Darling	Wendy	17	Other Youth Under 18
Darling	Mary	46	Head
Darling	Michael	21	Other Adult


This section will have all occupants who are living in this unit and are on the lease.

How to Download Your 1099

1

Click "My 1099s" to view your 1099

The screenshot shows a web portal interface. At the top, there are links for 'Change Password', 'Change Email', and 'Log Out'. Below these is the user's name 'HCV Landlord'. The main content area is titled 'My 1099s' and includes a 'Submission 1099s' section with a 'Payment Year' dropdown menu set to 'All'. Below this is a table with columns for 'Account Number', 'Payee', and 'Amount'. The table contains two rows of data. The first row is expanded, showing details for 'Name: Baltimore County Office of Housing; Year: 2017; Address:'. The second row shows 'Name: Baltimore County Office of Housing; Year: 2016; Address:'. A green download arrow is visible in the rightmost column of the second row. A red box highlights the 'My 1099s' link in the left sidebar and the green download arrow in the table.

Account Number	Payee	Amount	
117000	Hotel Transylvania	\$679,766.00	
> Name: Baltimore County Office of Housing; Year: 2016; Address:			

3

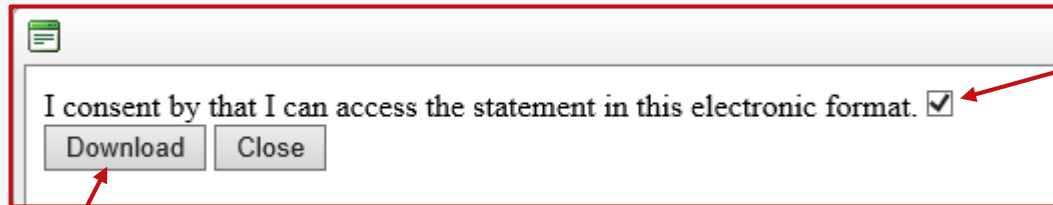
Click on Green arrow to download your 1099

2

Click on the arrow ">" to open the 1099 you wish to download.

How to Download Your 1099

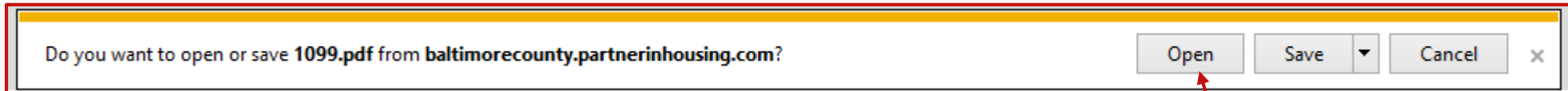
After clicking on the green arrow a consent screen window will open.



1

You must click in the box to add the check mark, this verifies you consent to the electronic format.

2 Then click the download button



3 Once you have clicked the Download button this banner will appear at the bottom of your screen. Click "Open" to open your 1099 in a PDF format. Once you have opened your 1099 you can go to File then Save to save the 1099 to your PC.

Profile Information

Change Password Change Email Log Out

HCV Landlord

- > My Payments
- > Direct Deposit Statements
- > My Units
- > Holds & Abatements
- > My Families
- > My 1099s
- > My Profile

Landlord

Landlord

User Name Ella
Name Ella Manor
Street 4100 Main Street
Suite
City Baltimore
State MD
ZIP 21201
Phone 410-555-2222
E-mail test@ttgmail.com

OK

Click here to view your profile

Announcements

BCOH will post general announcements here

Change Password Change Email Log Out

HCV Landlord

- > My Payments
- > Direct Deposit Statements
- > My Units
- > Holds & Abatements
- > My Families
- > My 1099s
- > My Profile

Communications

- > - Announcements
- > - Forms
- > - Requests

Announcements

	Title	Text	Timestamp
	Test	1099 Wi...	10/2/2017 3:03:00 PM
	2018 1099 forms	The 201...	10/24/2018 11:29:00 AM

Announcement

Title 2018 1099 forms

Text The 2018 1099 forms will be available on the Portal on January 31, 2018.

Timestamp 10/24/2018 11:29:00 AM

OK

1

Click
"Announcements"
to view

2

To see detailed information about the announcement
click on the magnifying glass.

Forms

BCOH will post forms for Landlords to download here

Change Password Change Email Log Out

HCV Landlord

- > My Payments
- > Direct Deposit Statements
- > My Units
- > Holds & Abatements
- > My Families
- > My 1099s
- > My Profile

Communications

- > - Announcements
- > - Forms
- > - Requests
- > Setup Direct Deposit

Forms

	Description	Download Form
	Direct Deposit Form	
	RFTA	
	W-9	
	CO-Before Sale	
	CO-After Sale	

1 Click "Forms" to view.

2 To see detailed information about forms click on the magnifying glass.

To download the form click on the green arrow

3 Once you have clicked the Download button this banner will appear at the bottom of your screen. Click "Open" to open your form in a PDF format.

Do you want to open or save W-9 form 10.9.18.pdf from baltimorecounty.partnerinhousing.com? Open Save Cancel

Submitting a Landlord Request

1 Click on “Requests” to create, send or review past requests.

2 Click on the “sticky note” to make your request

Change Password Change Email Log Out

HCV Landlord

- > My Payments
- > Direct Deposit Statements
- > My Units
- > Holds & Abatements
- > My Families
- > My 1099s
- > My Profile

Communications

- > - Announcements
- > - Forms
- > - Requests
- > Setup Direct Deposit

My Requests

My Requests				
	Request Date	Request Type	Request Status	Days Since Request
	6/1/2018 11:14:26 AM	Change Tax ID	Active	172
	6/1/2018 11:12:05 AM	Change Personal Information	Approved	172
	6/1/2018 11:10:58 AM	Change Business Name	Approved	172
	6/1/2018 11:04:10 AM	Reschedule an Inspection	Approved	172

All requests you have previously submitted will be listed here showing the request date, type, status and days since request.

Submitting a Landlord Request

After clicking on the “sticky note” the “Send Request” window will open

Change Password Change Email Log Out

HCV Landlord

- > My Payments
- > Direct Deposit Statements
- > My Units
- > Holds & Abatements
- > My Families
- > My 1099s
- > My Profile

Communications

- > - Announcements
- > - Forms
- > - Requests

Send Request

Request Type **Please Select** ▼

* Denotes a Required field

Cancel

- Please Select
- Change Business Name
- Change Personal Information
- Change Tax ID
- Miscellaneous Request
- Rent Increase
- Rent Issues
- Repairs Completed

Click the down arrow next to “Request Type” to select the type of request you wish to submit.

Choices of Request Types

NOTE: Forms cannot be attached to any requests. Please note that if a form is required for your request you have to download it and fax or email it to BCOH

Submitting a Landlord Request

- ▶ **Change Business Name** – You will need one or all of these forms:
 - W-9 form
 - Proof of Ownership
 - Assignment of Housing Assistance Payment Contract to New Owner (after sale) or Assignment with Consent (before sale)
 - Copy of Management Agreement (if applicable) and Articles of Organization.
 - Articles of Organization for LLC (if needed)
 - In the notes field please make a note that you will be submitting the appropriate forms.
- ▶ **Change Personal Information** – Fill in required fields. You will need:
 - a W-9 form is needed only if you are changing your address
 - Written Statement of the change being requested. This can be added in the notes field.
- ▶ **Change Tax ID** – A W-9 form is needed. In the notes field state that you will be submitting the W-9 form.

Submitting a Landlord Request

- ▶ **Miscellaneous Request** – This request is for anything not listed. Use this for any request or question you have. Detail your request or question in the notes field.
- ▶ **Rent Increase** – All required fields must be filled out. You will be notified of the effective date after approval. Rent increases can **ONLY** be effective at time of recertification which is annually.
 - Private Landlords must check “I don’t have a comparable unit” box.
 - Landlords of Complexes must complete fields for 3 comparable units.
- ▶ **Rent Issues** – All required fields must be filled out. Select Unit, Current rent amount for unit is automatically filled in. In note portion describe your rent issue.
- ▶ **Repairs Completed** – If you have a failed inspection and repairs are completed, use this request to alert Inspections that the repairs are complete and you would like to schedule a re-inspection. Someone will contact you to schedule.

NOTE: This is only a request. Once you submit your request and housing receives it through the portal the status changes to approved in “Request Status”.

It does **NOT MEAN** it is automatically approved, it means that BCOH is working on your request. You will be notified by BCOH if this has been approved, denied or next action to be taken.

Submitting a Landlord Request

Additional information for you Request

- ▶ Inquiries in reference to **Repairs Completed** have to be forwarded to the Housing Inspection Unit. You will be contacted within 48 hours business hours.
- ▶ For all **Miscellaneous** or **Rent Issues** requests a caseworker will contact you within 48 business hours
- ▶ All Housing forms can be downloaded from the Forms Section of the Partner Portal. Email or fax the above information to 410-887-8804 or Housingrequests@baltimorecountymd.gov.
- ▶ Forms cannot be attached to any requests. Please note that if a form is required for your request you have to download it and fax or email it to BCOH

How to Change Your Password



- 1 Click on "Change Password" located on the top left of the screen

A screenshot of the "Change Password" form. The form is titled "Change Password" and has a sub-header "Change your password". It contains three input fields: "Current Password:", "New Password:", and "Confirm New Password:". Below the input fields are two buttons: "Change Password" and "Cancel". A red arrow points to the "Change Password" button. The form is overlaid on a sidebar menu with links for "My Payments", "Direct Deposit Statements", "My Units", "Holds & Abatements", and "My Families".

- 2 Type your current Password
- 3 Type your NEW Password
- 4 Type your NEW Password again to confirm.
- 5 Click "Change Password" to finish and confirm your new password.

How to Recover Your Password



Baltimore County
GOVERNMENT

Partner Portal

Log In

LOG IN

Log In

User Name:

Password:

Log In

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

MESSAGES

Welcome to the Partner Portal

ANNOUNCEMENTS

Click Here to Recover Your Password

How to Recover Your Password



Baltimore County
GOVERNMENT

Partner Portal

Log In

Forgot your Username and/or Password

Forgot your Username and/or Password

Enter your Username

or

Enter your Email



Type the code from the image

2 Type the code here that you see when you access this screen. This will be a randomized code.

1 Enter your Current Username

1 If you can't remember your Username, use your email account that is associated with your account

3 Click here to complete your request

Questions and Answers

Baltimore County Office of Housing – Landlord Portal

