

Landlord Information

City of Mesa Housing Authority
February 2022



Introduction

- Web Page
- Partner Portal
- HQS Inspections
- Fair Housing
- VASH Landlord Outreach

Landlord Webpage

- <https://www.mesaaz.gov/residents/housing/landlords>
- Easily access
 - Forms
 - Resources
- Landlord email (section8landlords@mesaaz.gov)

Partner Portal

The Partner Portal is an online tool for landlords to review their information and tenant data.

- Immediate access to your information (updated nightly)
 - Properties
 - Families
 - Payment information (direct deposit, payment holds, new portions of rent)
- Partner Portal data is refreshed every 24 hours, so you can view payments processed in our system. Actual banking transactions may take additional time.
- Reports can be created from the data
- Inspections – scheduled, results, failed items, abatements
- General announcements, newsletters and forms
- 1099 MISC form for taxes will be provided to you by the City's finance department. 1099 data will **NOT** be found in the Partner Portal

Partner Portal – Log in

- Initial login should be the Owner or Property Manager who receives the HAP payment.
- Additional logins for property managers
 - Same TAX ID
 - New login, password
 - New email
- If you manage more than one property, contact us to create a login that will link all your properties

Partner Portal – My Payments

- Gives you access to all the payments that MHA has made to you.

AnyTownPHA PartnerPortal
Welcome Sam Smith (AG100063) to Partner Portal
Available Housing Change Password Change Email Log Out
HCV Landlord **My Payments**

My Families
My Units
My Payments
Direct Deposit
Statements
My 1099s
My S8 AR Transfers
My Profile
Setup Direct Deposit
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests
- Notifications
Online Video Help

Checks
Check/DD #: Go Unit: All
Check Date: 8/1/2012 to 5/8/2015 Go
Payment Group All

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date
Check/DD #: 0; Check Date: 07/01/13; Total Amount: \$1,408.00						
0	555 Smithson Street	Kaelyn Rose	\$396.00	7/2013 HAP for Kaelyn Rose	Default Payment Group	07/01/13
0	2320 Teel Ave	Donald C Duck	\$234.00	7/2013 HAP for Donald C Duck	Default Payment Group	07/01/13
0	346 Kent Street	Jamie Glenn	\$778.00	7/2013 HAP for Jamie Glenn	Default Payment Group	07/01/13

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Partner Portal – My Units

- Gives you information about all your properties.

AnyTownPHIA Partner Portal

Welcome Sam Smith (AG10063) to Partner Portal

Available Housing Change Password Change Email Log Out

HCV Landlord

My Families
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Units

HCV Units Non HCV Units RFTA Units

HCV Units

Unit All

	Street	Suite#	City	State	Zip	Currently Housing Family	Is Available	Next Inspection
	2320 Teel Ave		Anchorage	AK	99502	Yes	No	
	555 Smithson Street		Anchorage	AK	99502	Yes	No	
	4587 Wayne Road		Petoskey	MI	49770	Yes	No	
	346 Kent Street		Petoskey	MI	49770	Yes	No	
	5644 Swift Street		Petoskey	MI	49770	Yes	No	05/21/15
	146 First Street		Petoskey	MI	49770	No	No	

Housing Change Password Change Email Log Out

HCV Unit

Unit	Most Recent Inspection	Family
Street 2320 Teel Ave	Date 11/19/14	Last Name Duck
Suite	Type Annual	First Name Donald
City Anchorage	Result Pass	HAP \$234.00
State AK	Inspector Name HCV Manager	
ZIP 99502	Notes	
Bedrooms 2		
Abated No		
Abated Date		
Sleeping Rooms		
Full Bathrooms 1		
Half Bathrooms 0		
Contract Rent \$550.00		

Upcoming Inspections

Date	Type	Inspector
04/22/15	Annual	HCV Manager

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Past 6 Months of Inspections

Partner Portal – Payment Holds or Abatements

- Shows you
 - Payment holds that have been placed on your account
 - Abatement of payments due to a final fail inspection.

Partner Portal – Families

- Displays all the families that are currently renting from you.

AnyTownPHA PartnerPortal

Welcome Sam Smith (AG100063) to Partner Portal

Available Housing Change Password Change Email Log Out

HCV Landlord Family

My Families
My Units
My Payments
Direct Deposit
Statements
My 1099s
My S8 AR Transfers
My Profile
Setup Direct Deposit
Holds & Abatements
Reports
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Online Video Help

Family	Unit Address	Unit Characteristics
Last Name Smith First Name Sally HAP \$300.00 Next Re-exam Date 4/1/2014 Move-in Date 4/20/2013 HoH EntityID AG100108	Street 5644 Swift Street Suite City Petoskey State MI ZIP 49770	Bedrooms 1 Sleeping Rooms Full Bathrooms 1 Half Bathrooms 0

Tenant Advisor

Full Name Suzie Queu
Email
Phone

Family			
Last Name	First Name	Age	Relation
Smith	Sally	29	Head
Smith	Susan	10	Other Youth Under 18

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Partner Portal – Other Screens

- My Profile is the detail of who you are
- Communications is an area where Mesa Housing can advise you of upcoming meetings or any other announcements.

The screenshot displays the 'Partner Portal' interface. At the top, there is a navigation bar with the 'mesa-az' logo and links for 'Landlords', 'Communications', 'Change Password', 'Change Email', and 'Log Out'. Below this, a 'Communication' sidebar lists options: 'Announcements', 'Alerts', 'Forms', 'Newsletter', and 'Welcome Messages'. The main content area is titled 'Announcements' and features a table with the following data:

Announcements					
			Title	Text	Timestamp
			April Newsletter	The Apr...	4/19/2021 9:53:00 AM

Partner Portal – Forms

- Landlord Handbook
- W-9
- Landlord FAQs
- Landlord Property Change Form
- Direct Deposit
- Newsletters
- Rent Increase Request

The screenshot displays the Partner Portal interface. At the top, there is a navigation bar with the 'mesa.az' logo and links for 'Landlords', 'Communications', 'Change Password', 'Change Email', and 'Log Out'. Below the navigation bar, there is a 'Forms' section with a table listing various forms. The table has columns for search, document type, status, description, and download form. The forms listed are: Landlord Handbook, W-9, FAQ Landlords, Landlord/Property Change Form, Direct Deposit Authorization Form, April 2021 Newsletter, and Rent Increase Request.

Forms				
			Description	Download Form
🔍	📄	✖	Landlord Handbook	📄
🔍	📄	✖	W-9	📄
🔍	📄	✖	FAQ Landlords	📄
🔍	📄	✖	Landlord/Property Change Form	📄
🔍	📄	✖	Direct Deposit Authorization Form	📄
🔍	📄	✖	April 2021 Newsletter	📄
🔍	📄	✖	Rent Increase Request	📄

HQS Inspections

- Freddy Hernandez, HQS Inspector
 - 480-644-5591 or Freddy.Hernandez@mesaaz.gov
- We contract with HOM Inc. for some inspections
- We conduct biennial inspections
- Landlord is responsible for the unit
- Initial inspections
 - All utilities MUST be on
 - Vacant unit
 - Inspection will be scheduled with the landlord/owner, not the tenant unless leasing in place
 - Read Good Place to Live (available online)

HQS Inspections – Common Fail Items

- Smoke Alarm – no battery
- Electric Outlets – wired backwards, non-working, non-grounded
- Hot Water Heater – T&P valve
- Appliances not working
- Windows should open, close and lock.
- Complete **your** inspection before the HQS inspection.

Fair Housing Overview

- Fair Housing is a right – not a privilege
- Fair Housing is the law – not just an idea
- Fair Housing is no longer only an issue of color or race; it also includes issues such as the presence of children in a household, disability, gender, sexual orientation.
- Fair housing law bans communities from denying housing to anyone – or discriminating against them in the terms, conditions, or privileges of residency – based on any of these protected characteristics:
 - Race, color, religion, sex, familial status, national origin, disability

Fair Housing Overview

- There are several laws concerning discrimination in housing. While the Fair Housing Act is the law most frequently cited, the federal government has several laws and executive orders addressing the issue.
- There are four basic components to any complaint of illegal housing discrimination:
 1. A protected class that is covered by the law, and
 2. A discriminatory act or practice that is covered by the law, and
 3. The most recent discriminatory act occurred within one year that the formal complaint was initiated, and
 4. The complaint involves a kind of housing covered by the law(s)

Fair Housing Overview – Examples of Discrimination

- Application denials
- Rejecting an applicant because he or she has a disability, even though the disability would not keep him or her from following the lease
- Saying “no kids” but it is not a senior-only building or another exempted property
- A consumer's mortgage application is never processed because of religion
- Maintenance makes repairs for white tenants before tenants of color
- The manager punishes lease violations more strictly if they are caused by children.
- Denying a request to make a simple change in the rules to let a person with a disability live there successfully – allowing a companion animal
- A real estate agent who only shows condos in certain neighborhoods based on the buyer's race or ethnicity when there are other units available

Fair Housing Overview – But I didn't mean to discriminate

- Housing discrimination does not need to be intentional to be illegal
 - If the effect of your words, advertisements or actions has a discriminatory effect based on a protected class, they may be illegal
- If the effect of a rule, practice or procedure of yours disproportionately impacts one or more protected classes, it is illegal

Fair Housing Overview – Possible Remedies

- Victims of discrimination may be compensated in several ways. They may be able to get the housing they wanted or similar housing may be made available. In some cases, a cash payment can be made to reimburse for expenses caused by having to find other housing and for damages such as pain and distress.
- If you win a federal civil court lawsuit, the law may also allow you to receive punitive damages.
- Those found guilty of discrimination may be assigned penalties and given direction on how to change their way of doing business.

Fair Housing Overview – Advertising

- With few exceptions, advertisements for sale or rental housing may not express preferences or limitations even if the property is exempt from housing discrimination laws. In general, advertisements which use explicit words which refer or relate to protected classes in connection with describing the dwelling, landlord, tenants, or neighborhood will be found to violate the law.
- The three most common exemptions involve qualified 1) senior housing, 2) shared housing, and 3) affirmative marketing.
- Advertisements for the sale or rental of dwellings qualifying as housing for older persons (55 or 62 depending on the designation) may indicate a limitation based on age only.

Fair Housing Overview – Accommodations/Modifications

- The Federal Fair Housing Act (FHA) require that housing providers make reasonable changes to the property (modification) or change in rules, policies, practices or services (accommodations).
- The goal is to enable a person with a disability to have an equal opportunity to use and enjoy a dwelling unit and the common areas in a housing complex.
- When asking for a reasonable accommodation/modification there should be a link or “nexus” between the disability and the request. The person requesting the accommodation should be prepared to independently demonstrate that he or she has a disability but need not disclose a diagnosis or provide a full medical history.

Fair Housing Overview – Is Anyone Exempt?

- He or she owns 3 or less single-family houses.
- The dwelling is sold or rented without the use of a real estate broker or agent.
- There has been no violation of Section 804 of the Act (discriminatory statement/advertising).

Veterans Affairs Supportive Housing (VASH)

- What is HUD-VASH?
 - Federal Partnership between the VA and HUD
 - Housing Assistance (Voucher) + VA Case Management
- Ending Veteran Homelessness
 - 13% homeless population have served in the military
 - Rental units are limited and in great demand
- Benefits for Landlords
 - Guaranteed income
 - Set your own security deposits
 - Annual property inspections
 - Benefits of VA services
 - Honor those who have served