

CAMBRIDGE HOUSING AUTHORITY PARTNER PORTAL

STEP-BY-STEP GUIDE

Welcome to the Cambridge Housing Authority's Partner Portal! CHA's Partner Portal will allow CHA landlords to view their payment details for Housing Choice Voucher (HCV) Program/Section 8 and other program clients. In addition to payment details landlords can also view information about units, inspections, authorized tenants, CHA Leasing Officer contact information, end of year statements/1099's, direct deposit information, and much more!

All users will need to create a Partner Portal user account. You will be asked to supply the Owner, Payee or Business Name, Tax ID/SSN along with other identifiable information for account verification purposes.

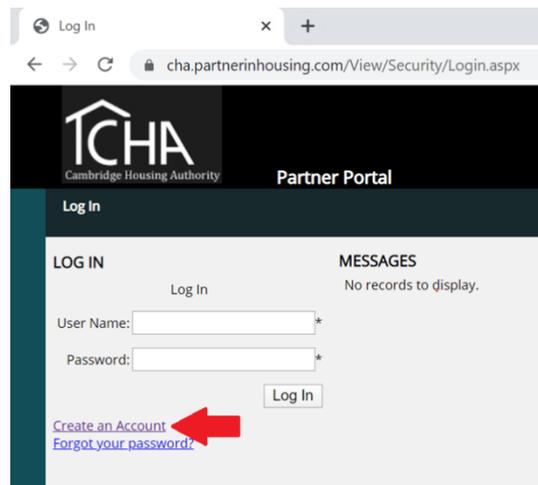
Creating an Account

Note: If you have multiple properties with different tax ID's that contain CHA residents then you must contact any of the following individuals to request account access:

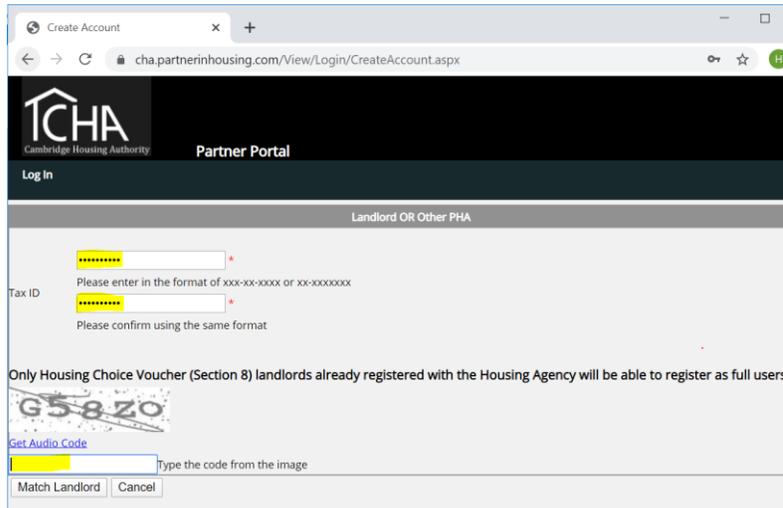
- Mackenzie Gray, mgray@cambridge-housing.org
- Karel Lindor, klindor@cambridge-housing.org
- Kunthea Ly at kly@cambridge-housing.org

If you only have 1 property or all of your units/properties are under the same tax ID # with CHA then you can create your own account by following the instructions below

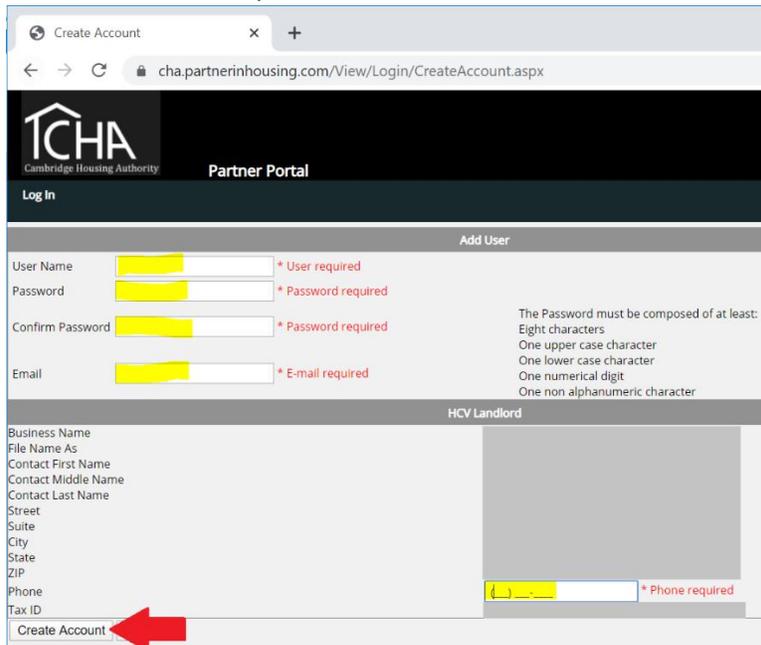
1. Click here to access the Partner Portal website or type the following into your web browser:
<https://cha.partnerinhousing.com/View/Security/Login.aspx>
2. To create an account click on 'create an account'.



3. This will bring you to a page will ask you for your tax ID for the property, or, if you use your Social Security number for payment from CHA then you will need to enter your SSN. Enter the tax ID of SSN twice and enter the code showing at the bottom of the page.



4. Next you will be prompted you to create your username and password and provide an e-mail address and phone number. When finished, click 'create account'.
 - Your password must contain a special character (!, \$, #, etc), a number, an upper case and lower case letter in order to be accepted.



5. Next it will inform you that the account has been created and you need a CHA staff to confirm the creation of your account. Staff at CHA will be notified and will approve the account you requested. You will get an email alert once the account is created and approved by CHA.



Navigating the Partner Portal

Once you have successfully logged into the Partner Portal you will see a variety of options available on the left sidebar.

*Note: if you are a multi-property owner then your options may be slightly different than what is shown below.

1. **My Payments (single property owners) / My Checks (multi-property owners):** This section will allow you to view details about your payments for a given date range.
 - The search function at the top of the page can be used to search by a specific date range, check/direct deposit or search by unit. If you search by unit you can pull a report for just one person.
 - Select the black arrow next to the direct deposit list to see more details about your payments. If you have multiple tenants with CHA it will list each tenant and their payment in a list so you can see what amount is paid for which participant.
 - At the top of each page you will also see a Word, Excel, and Pdf icon. Clicking these icons will download the report to the selected format
 - If you have multiple properties you should make sure the filters at the top say all and then hit enter, which will bring you to a list of your separate properties you own/manage. In order to get more details you would select the magnifying glass next to the property you wish to view.

Check/DD #	Check Date	Description	Unit	Resident	Amount	Payment Group
>	Check/DD #: 120037; Check Date: 04/01/20; Total Amount: \$103,502.00					
>	Check/DD #: 118942; Check Date: 03/01/20; Total Amount: \$105,187.00					
>	Check/DD #: 117852; Check Date: 02/01/20; Total Amount: \$102,971.00					
>	Check/DD #: 116781; Check Date: 01/01/20; Total Amount: \$100,065.00					
>	Check/DD #: 115654; Check Date: 12/01/19; Total Amount: \$92,311.00					
>	Check/DD #: 114600; Check Date: 11/01/19; Total Amount: \$102,211.00					
>	Check/DD #: 113614; Check Date: 10/01/19; Total Amount: \$98,443.00					
>	Check/DD #: 112548; Check Date: 09/01/19; Total Amount: \$99,308.00					
>	Check/DD #: 111481; Check Date: 08/01/19; Total Amount: \$99,137.00					
>	Check/DD #: 110385; Check Date: 07/01/19; Total Amount: \$98,625.00					
>	Check/DD #: 109317; Check Date: 06/01/19; Total Amount: \$99,624.00					
>	Check/DD #: 108237; Check Date: 05/01/19; Total Amount: \$98,325.00					
>	Check/DD #: 107171; Check Date: 04/01/19; Total Amount: \$102,907.00					

2. **Direct Deposit Statements:** click here to review your Direct Deposit statements
3. **My Units:** Go to 'my units' or 'units' to see more details for your CHA units
 - Click on the magnifying glass or select the unit that you want to see the details from the drop down at top.
 - This will bring you to a more detailed information page for your unit. You can see the full address, the bedroom size that CHA has input, the family who resides in the unit, the most recent inspection information, if the unit is abated, and the current contract rent applied to the unit, etc.
4. **Hold & Abatements**
 - If there is a current hold or abatement on the subsidy portion then it will show here.

- An abatement or hold means you are currently not receiving rent due to an issue that you need to rectify, for example, the unit has failed inspection.
- You can contact the assigned leasing officer if you need more information on a hold or abatement.

5. **My Families**

- Select the magnifying glass next to the participant you would like to view you and you will see the participants details, the assigned leasing officer and their contact information, the current rent, the participant's next recertification date, the family members in the unit, etc.

6. **My 1099s**

- If you are a single property owner/ manager you can go to 'My 1099's' to view your past 1099's with CHA.
- You can also download these 1099's by clicking on the black arrow for more details and then clicking the green arrow to download.

7. **My Profile**

- Go to 'My Profile' or 'profile' this will provide you the current information that CHA has on file for you. If you need any of this information updated please contact Karel Lindor at klindor@cambridge-housing.org

8. **Communications (Announcements, Forms, Requests):**

- The communications features are not currently enabled in the Portal. You will need to make requests directly to the Leasing Officer assigned to your tenants and/or the appropriate CHA staff person.
- To request a rent increase you may do so using the form available at: http://www.cambridge-housing.org/section8/landlords/rent_increase_faq.asp