

# MyHousing Landlord Portal Frequently Asked Questions (FAQs)

Section 8 Housing Choice Voucher Program



## 1. What is Landlord Portal

Landlord Portal is a new online tool that allows landlords with tenants on the New York State Homes and Community Renewal (NYSHCR) Section 8 Emergency Housing Voucher (EHV) and Housing Choice Voucher (HCV) programs to review information pertaining to your issued payments, tenants, scheduled and completed inspections, and tax forms at your convenience, without having to call or visit the Local Administrator offices with which you are accustomed to working.

Landlord Portal is located at: <https://section8.hcr.ny.gov/Account/Login>.

## 2. How do I register/create a new account?

You **MUST FIRST** register for an account with NY.gov. Once registered, you will be able to access the Landlord Portal.

For your convenience, a step-by-step Landlord Registration Guide is available at: <https://hcr.ny.gov/section-8-portals>

## 3. Who can register?

Only active landlords can create new accounts.

## 4. How is Landlord Portal useful to me as a landlord?

As a registered landlord, you will be able to use Landlord Portal to review

- Your profile
- A list of your EHV and/or HCV tenants
- Your HAP payments, by tenant, for the prior 24 months
- Reexamination or recertification dates for your tenant(s)
- Year-end tax forms


Additionally, you will be able to access and view:

- Upcoming Housing Quality Standard (HQS) inspections
- View and download Inspection reports



## 5. What do I do if I can't remember my username/password, or I want to change my password?

Logging into Landlord Portal requires you to log into your NY.gov account. If you need to recover your username and/or password, you can do so at the NY.gov site [login site](#). You can also change your password. If you need additional help, you can select the **Get Assistance** link located on the NY.gov login page.

 **NY.GOV ID**  
Secure Access to New York State Services

Username

Password

**Sign In**

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply



### 6. I know my password but still can't log in. What can I do?

The portal uses NY.gov for registration and login. The NY.gov website maintains a list of [Ny.gov Frequently Asked Questions](#).

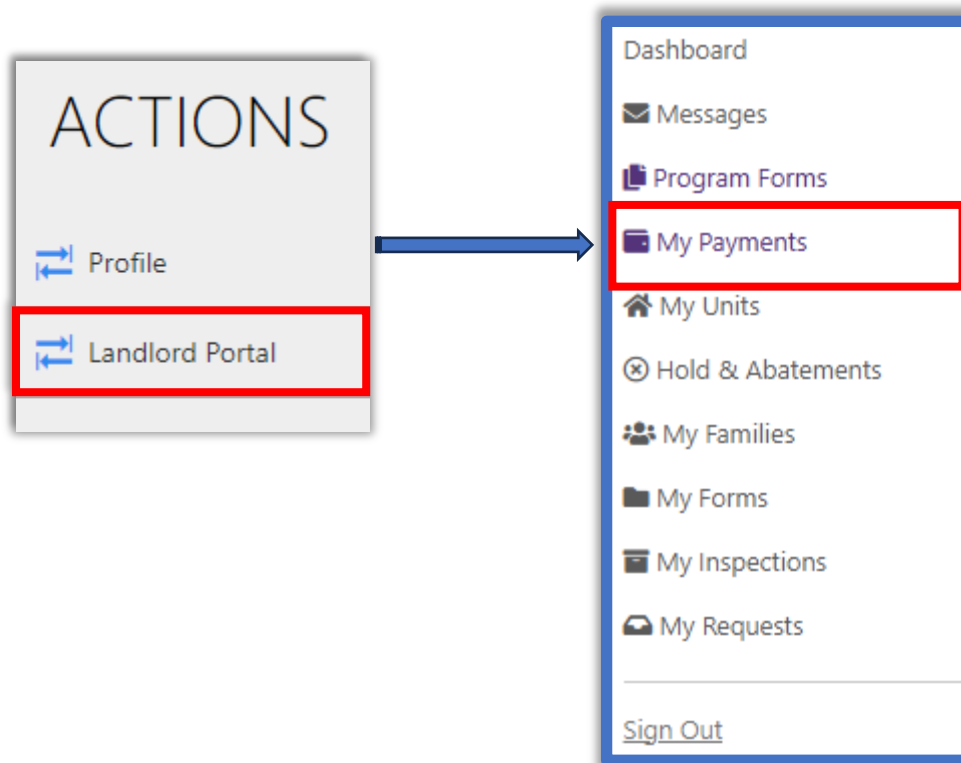
The NY.gov IT Help Desk can be reached by telephone at 844-891-1786.

If you have a portal-related issue you can call our Call Center at 833-791-2748 open daily Monday through Friday 8:30 am – 4:30 pm.

### 7. How can I find information about my HAP payments?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "My Payments".

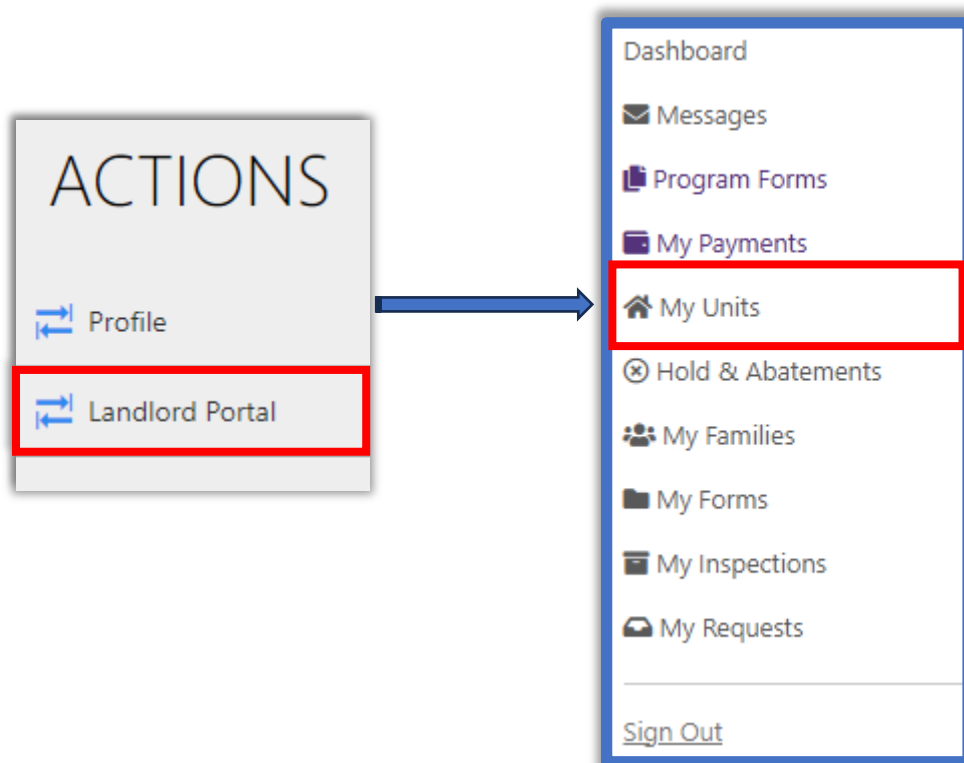
Clicking on the View Details button will provide you with detailed payment information.



## 8. How can I find information about my rented units?

Log in first, and then click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Units](#)".

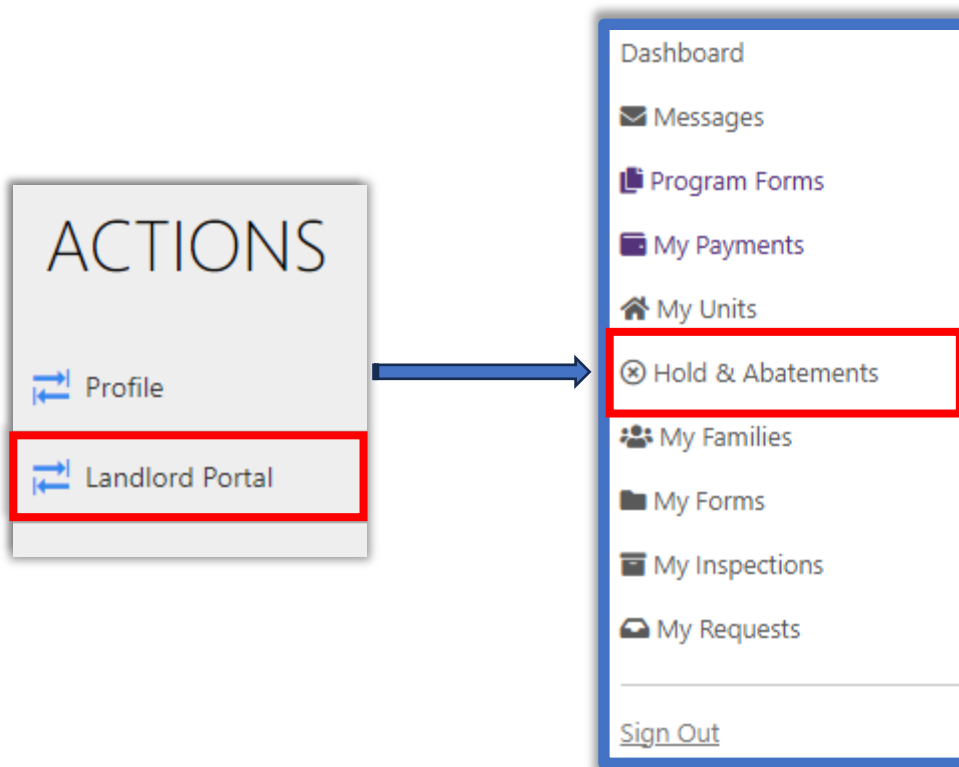
Clicking on the View Details button will provide you with additional information such as Resident and Unit Demographics.



## 9. How can I find information about my tenant's payment holds or abatements?

Log in first, and then click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[Holds and Abatements](#)".

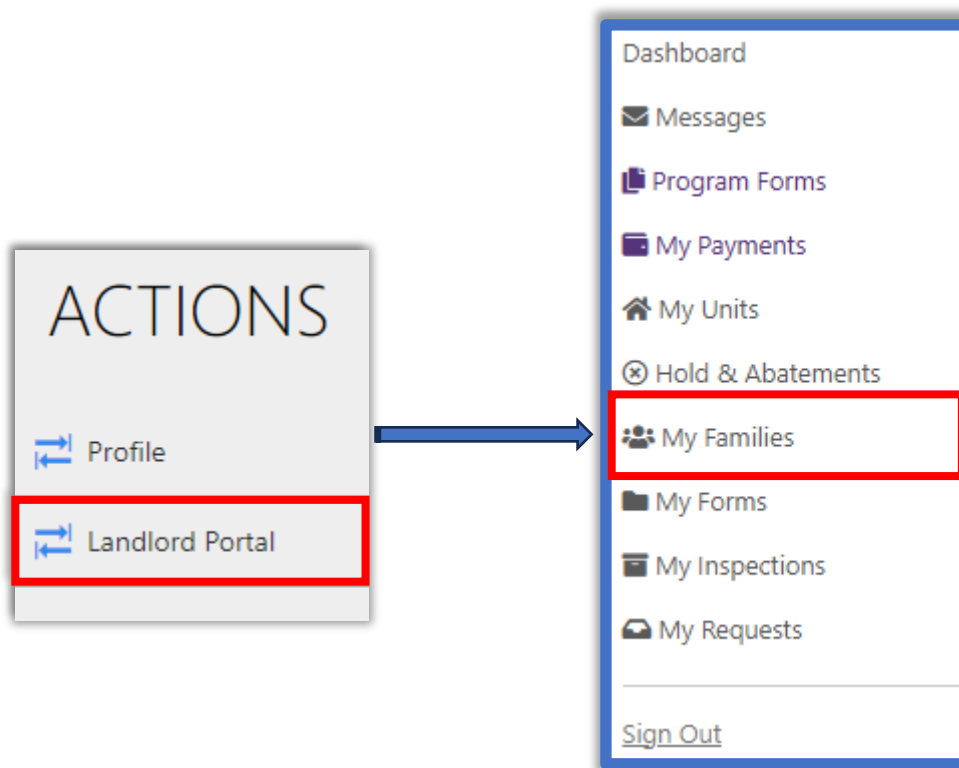
The list can be sorted by unit address, type (Unit or Abatement) or status (Open or Closed) by clicking on the down arrow of the drop-down menus.



## 10. How can I find information about my tenants?

Log in first, and then click on the "Landlord Portal" link to the left. Select the action button entitled "My Families".

Clicking on the View Details button will provide you with additional information, such as the assigned Caseworker.



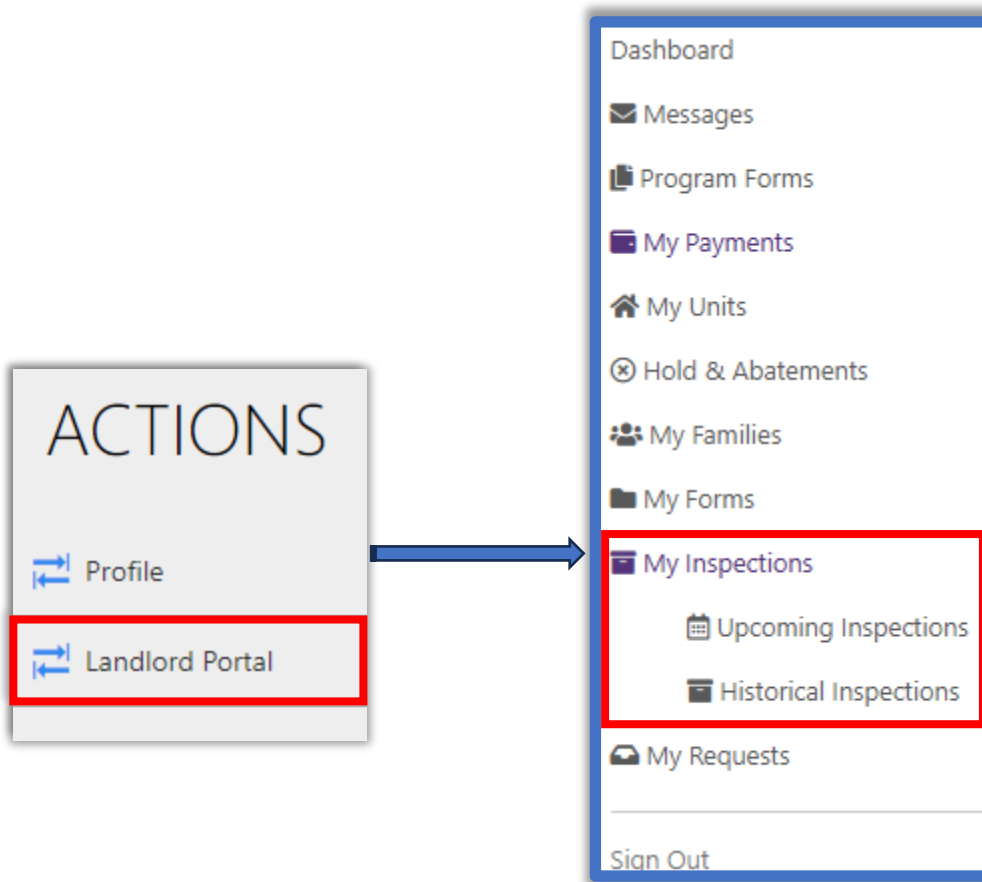
## 11. What inspection information is available in Landlord Portal?

With Landlord Portal, you can view both [Historical](#) and [Upcoming](#) inspections.

Log in first and click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Inspections](#)".

Select Historical Inspections to view past inspections. To download the Inspections report, select the "[Download Results](#)" link.

To view scheduled [Upcoming](#) inspections, select "[Upcoming Inspections](#)".



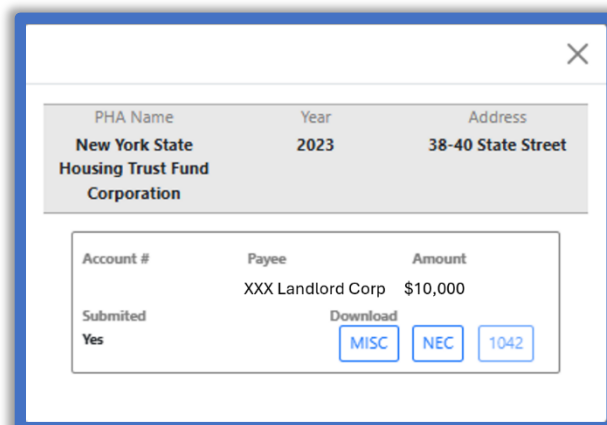
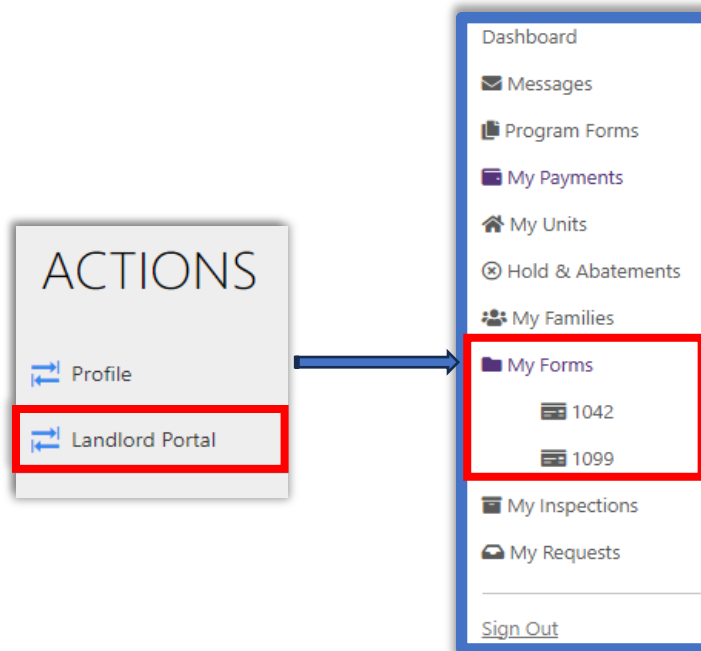
Street	Suite #	City	State	Zip	Inspection Date ↓	Result	Inspection Report
123 Main St	Apt 2A	New Rochelle	NY	12345	01/1/2024	Pass	<a href="#">Download Report</a>

## 12. Can I access my 1099 or 1042 documents?

Yes. You can view/print current and historical 1099 or 1042 documents.

Log in first and click on the "[Landlord Portal](#)" link to the left. Select the action button entitled "[My Forms](#)".

Click 1099 or 1042 to retrieve the selected tax document and a new window will appear. Select the tax form NESC or MISC.



The screenshot shows a window with a close button (X) in the top right corner. It displays the following information:

PHA Name	Year	Address
New York State Housing Trust Fund Corporation	2023	38-40 State Street

Account #	Payee	Amount
	XXX Landlord Corp	\$10,000

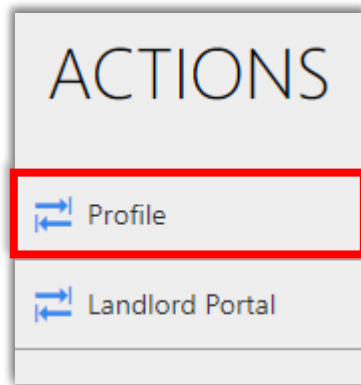
Submitted: Yes

Download: [MISC](#) [NEC](#) [1042](#)



### 13. How can I review my own profile information?

Log in first, and then click on the "My Profile" link to the left. You will see general contact information associated with your user profile on Landlord Portal. For your protection, changes to your information cannot be made online.



### 14. Some of my tenants are missing. Why can't I see all of them?

This occurs if you are a Management Company or a landlord with multiple properties. To link you to all your properties please email us at [S8PortalSupport@hcr.ny.gov](mailto:S8PortalSupport@hcr.ny.gov) so we may assist you.

### 15. I have other questions. Who can I contact for support?

For Landlord Portal support, you may call our Call Center at 833-791-2748 open daily Monday through Friday 8:30 am – 4:30 pm.

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