



WILMINGTON HOUSING AUTHORITY

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**LANDLORD PORTAL USER GUIDE**

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## Introduction

**Purpose:** To provide instruction on how to create an account, navigate through the functionality, and review information contained on the Wilmington Housing Authority's Partner Portal website.

**Objective of this instruction:** At the end of this session users will be able to:

- Create a Partner Portal account.
- Navigate the website.
- Understand the information provided on the Partner Portal.

### Frequently Asked Questions:

1. What is the Partner Portal?

The partner portal is a new system designed for WHA to more effectively communicate information to landlords of its Housing Choice Voucher program. The Partner Portal is designed to be available 24 hours a day, 7 days per week.

2. Why do I need to do this?

Access to this new system will allow landlords to view a one year history of payments, inspection results, as well as the occupancy history for all of their listed properties. This implementation is designed to increase the availability of property and payment information for landlords.

3. How does it work?

Transactions and information are completed in our Tenant/Property Management application. Information will be gathered and transferred to the Partner Portal on a daily basis. Approved landlords will be able to login into the Partner Portal via the WHA website and access current information concerning their properties.

4. How often does this process need to be completed?

This account only needs to be created once. Users determine the frequency of their visits to the Partner Portal. The information is updated nightly; so check often.

## Create Account and Login to Partner Portal

1. Access the Partner Portal

Link: <http://wilmington.partnerinhousing.com>

2. Click on “Create an Account” and check confirming that you agree to the “Terms of Service”

Log In

**WHA**  
Wilmington Housing Authority

Partner Portal

MESSAGES

Welcome to  
**Wilmington Housing Authority**  
**Landlord Portal**

**LOG IN**

Log In

User Name:

Password:

Log In

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

**TERMS OF SERVICE**

All information contained at this data center is provided for the exclusive use of participants and invited guests of the Wilmington Housing Authority(PHA) and is to be used in the aid of conducting its' business. WHA reserves the right to deny or cancel accounts, monitor, log, or record any activity on these resources. Misuse of the information contained on the Partner Portal will result in disciplinary or other actions including termination of access and/or prosecution under Federal, State, or Local law.

I agree to the Terms of Service

3. Enter user information – The \* fields are mandatory.



Partner Portal

Landlord OR Other PHA

Tax ID \*

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxxx

\* 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.**



[Get Audio Code](#)

Type the code from the image

4. Enter the TIN/SSN associated with your landlord account. Include the dashes.
5. Confirm the landlord account number.
6. Complete the CAPTCHA section. This ensures that a person, not an automated system is completing the information

7. The landlord account information and email associated will appear on the screen. Create a user name and password (follow instructions). Choose "Create Account".
8. Please be aware that more than one user can be assigned to the same landlord account – simply change the email address when registering.



**Partner Portal**

Add User	
User Name	<input style="width: 100%;" type="text"/> *
Password	<input style="width: 100%;" type="password"/> *
Confirm Password	<input style="width: 100%;" type="password"/> *
Email	<input style="width: 100%;" type="text" value="testvendor@gmail.com"/> *
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	
HCV Landlord	
Business Name	Delaware
File Name As	Delaware
Contact First Name	
Contact Middle Name	
Contact Last Name	
Street	400 N Walnut Street
Suite	
City	Wilmington
State	DE
ZIP	19801
Phone	(302) 429-0000
Tax ID	123400000
<div style="display: flex; justify-content: space-between; align-items: center;"> <span><input type="button" value="Create Account"/></span> <span><input type="button" value="Cancel"/></span> </div>	

9. You will receive an acknowledgement that your user account request has been submitted to WHA for approval.



10. This message informs you that your user account has been created; additionally, you will receive two separate email messages providing your user account information and notification that your user account has been approved. Upon receiving the second email, you may return to the login screen at <http://wilmington.partnerinhousing.com>, login, confirm your email and start using the Partner Portal.

## My Payments

1. Once you login into your user account, you are presented with a listing of your payments by check number, check date and total amount. You can view one year of payment history.

Welcome Delaware 7578) to Partner Portal

**HCV Landlord** **My Payments**

My Payments  
 Direct Deposit Statements  
 My Units  
 Holds & Abatements  
 My Families  
 My 1099s  
 My Profile  
 Reports  
 Communications  
 - Announcements  
 - Forms  
 - Requests

Checks

Check/DD #:  Go Unit: All

Check/DD #	Check Date	Description	Unit	Resident	Amount
> Check/DD #	Check Date: 02/01/20; Total Amount:				
> Check/DD #	Check Date: 01/01/20; Total Amount:				
> Check/DD #	Check Date: 12/01/19; Total Amount:				
> Check/DD #	Check Date: 11/01/19; Total Amount:				
> Check/DD #	Check Date: 10/01/19; Total Amount:				
> Check/DD #	heck Date: 09/01/19; Total Amount: \$				

2. By clicking on the '>' (arrow) to the left of each check, you can drill down to detailed line items that make up the total. You'll notice at the top of this grid, and every grid in the Partner Portal, you have the ability to export to PDF, Excel, Word, or CSV.

Welcome Delaware 7578) to Partner Portal

**HCV Landlord** **My Payments**

My Payments  
 Direct Deposit Statements  
 My Units  
 Holds & Abatements  
 My Families  
 My 1099s  
 My Profile  
 Reports  
 Communications  
 - Announcements  
 - Forms  
 - Requests

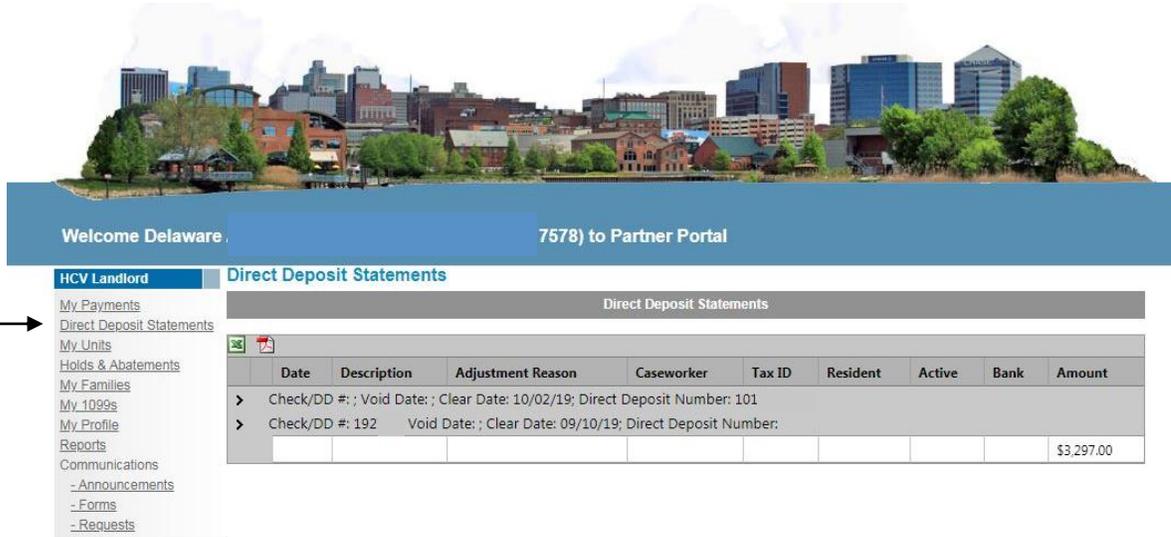
Checks

Check/DD #:  Go Unit: All

Check/DD #	Check Date	Description	Unit	Resident	Amount
✓ Check/DD #: 101	Check Date: 02/01/20; Total Amount: \$489.00				
101	02/01/20	2/2020 HAP for Resident Name	Address	Name	\$489.00
> Check/DD #:	Check Date: 01/01/20; Total Amount:				
> Check/DD #:	Check Date: 12/01/19; Total Amount:				
> Check/DD #:	Check Date: 11/01/19; Total Amount:				
> Check/DD #:	Check Date: 10/01/19; Total Amount:				
> Check/DD #:	heck Date: 09/01/19; Total Amount: \$				

# Direct Deposit Statements

1. Click on the "Direct Deposit Statements" link in the left hand margin menu to view a list of your direct deposit statements.



Welcome Delaware 7578) to Partner Portal

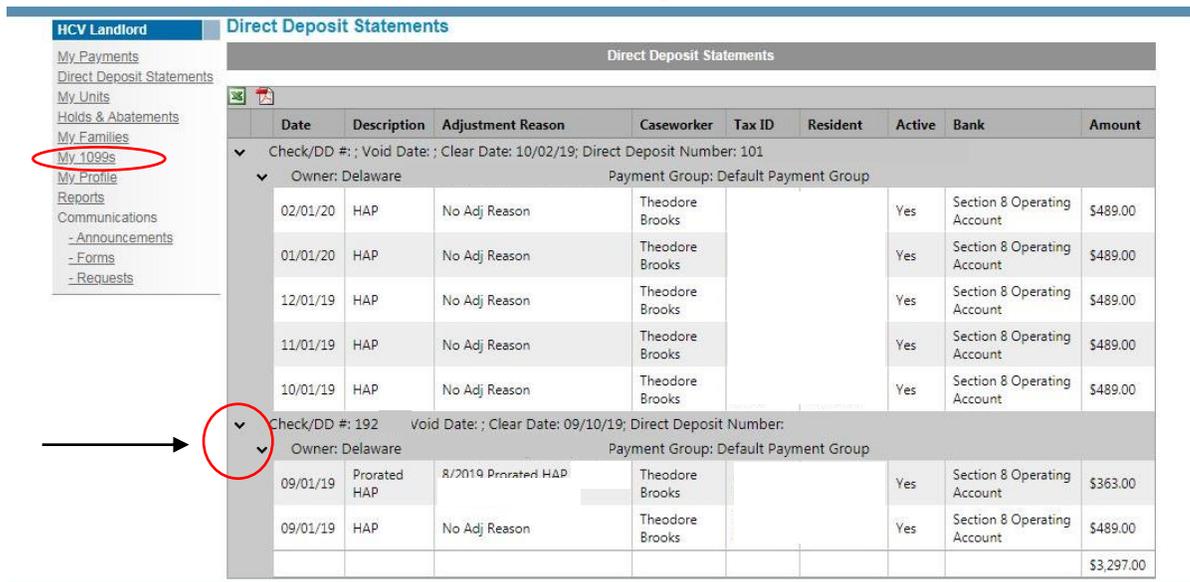
**HCV Landlord** Direct Deposit Statements

- My Payments
- Direct Deposit Statements**
- My Units
- Holds & Abatements
- My Families
- My 1099s
- My Profile
- Reports
- Communications
  - Announcements
  - Forms
  - Requests

**Direct Deposit Statements**

Date	Description	Adjustment Reason	Caseworker	Tax ID	Resident	Active	Bank	Amount
>	Check/DD #: ; Void Date: ; Clear Date: 10/02/19; Direct Deposit Number: 101							
>	Check/DD #: 192 Void Date: ; Clear Date: 09/10/19; Direct Deposit Number:							
								\$3,297.00

2. By clicking on the '>' (arrows) to the left of each check, you can drill down to the detailed line items that make up the total. You can also retrieve any 1099 activity located in the "My 1099s" link in the left hand margin.



**HCV Landlord** Direct Deposit Statements

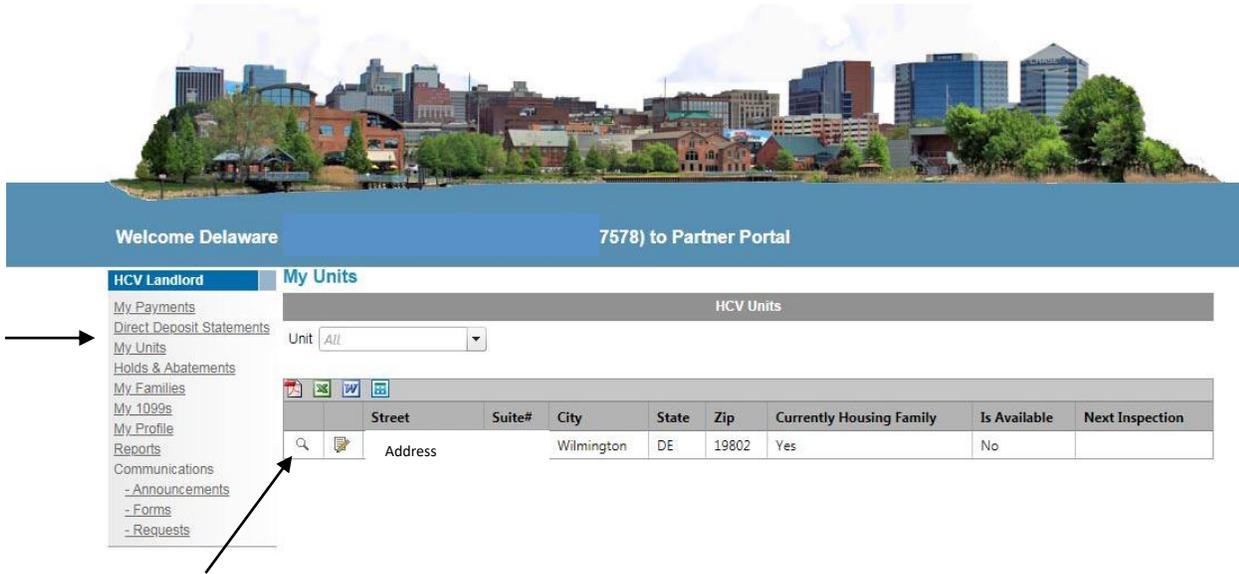
- My Payments
- Direct Deposit Statements
- My Units
- Holds & Abatements
- My Families
- My 1099s**
- My Profile
- Reports
- Communications
  - Announcements
  - Forms
  - Requests

**Direct Deposit Statements**

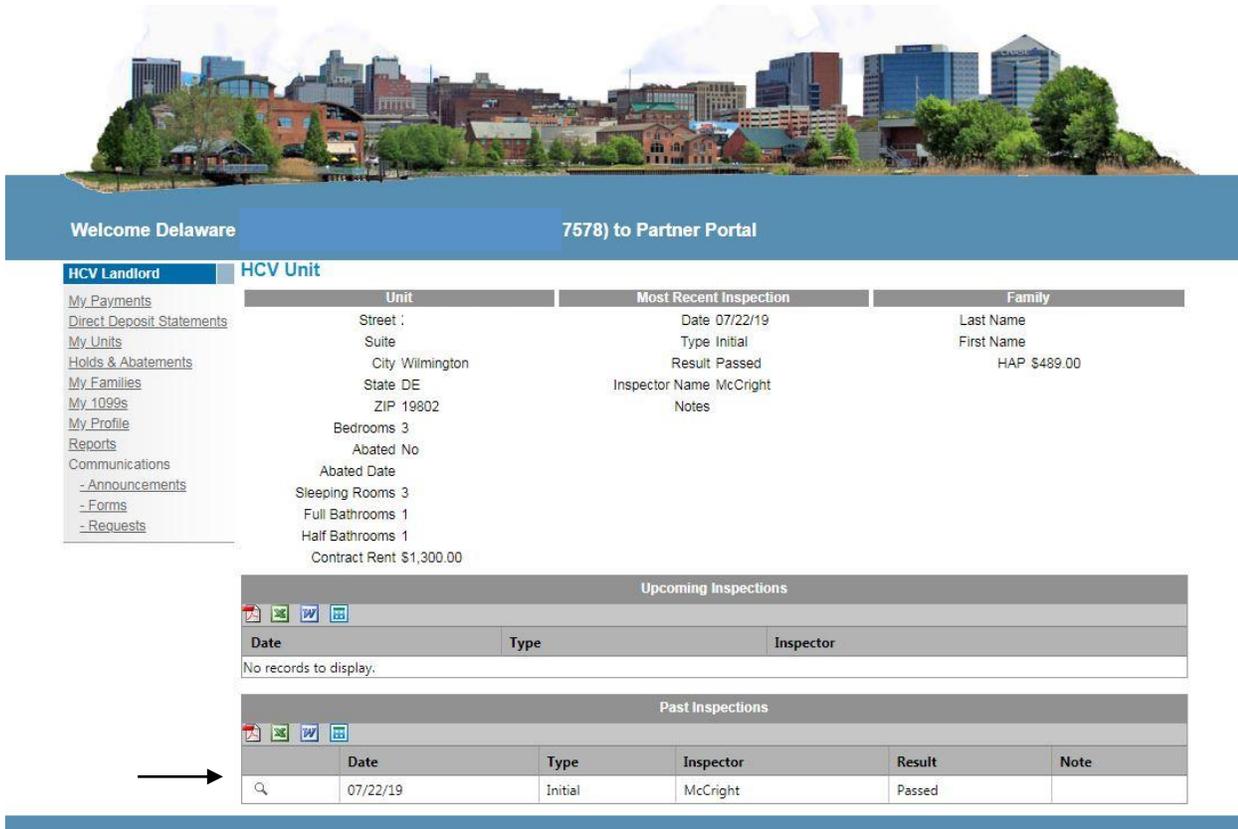
Date	Description	Adjustment Reason	Caseworker	Tax ID	Resident	Active	Bank	Amount
▼	Check/DD #: ; Void Date: ; Clear Date: 10/02/19; Direct Deposit Number: 101							
▼	Owner: Delaware Payment Group: Default Payment Group							
02/01/20	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
01/01/20	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
12/01/19	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
11/01/19	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
10/01/19	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
▼	Check/DD #: 192 Void Date: ; Clear Date: 09/10/19; Direct Deposit Number:							
▼	Owner: Delaware Payment Group: Default Payment Group							
09/01/19	Prorated HAP	8/2019 Prorated HAP	Theodore Brooks			Yes	Section 8 Operating Account	\$363.00
09/01/19	HAP	No Adj Reason	Theodore Brooks			Yes	Section 8 Operating Account	\$489.00
								\$3,297.00

# My Units

1. Click on the “My Units” link in the left hand margin menu to view all of the unit data for your active properties.



2. Click on the magnifying glass to see details about each unit including the address, Contract Rent, inspection and family information.



- You can also get details about inspections by clicking on the magnifying glass (see screen above).

Welcome Delaware 7578) to Partner Portal

**HCV Landlord**

- [My Payments](#)
- [Direct Deposit Statements](#)
- [My Units](#)
- [Holds & Abatements](#)
- [My Families](#)
- [My 1099s](#)
- [My Profile](#)
- [Reports](#)
- Communications
  - [- Announcements](#)
  - [- Forms](#)
  - [- Requests](#)

**Past Inspection**

Past Inspection

Date 7/22/2019 12:00:00 PM  
 Inspector McCright  
 Inspection Result Passed  
 Inspection Type Initial  
 Notes

Inspection Failed Items

Item	Result	Failed Reason	Responsible Party
No records to display.			

## Holds & Abatements

- Click on the “Holds and Abatements” link in the left hand margin menu to view one year of payment holds and abatements for any of your units.

Welcome Delaware 7578) to Partner Portal

**HCV Landlord**

- [My Payments](#)
- [Direct Deposit Statements](#)
- [My Units](#)
- [Holds & Abatements](#)
- [My Families](#)
- [My 1099s](#)
- [My Profile](#)
- [Reports](#)
- Communications
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  - [- Requests](#)

**Payment Holds & Abatements**

Payment Holds & Abatements

Unit  Type

Status

Resident	Unit	Start Date	End Date	Status	Type	Reason	End Reason
No records to display.							

## My Families

1. Click on the “My Families” link in the left hand margin menu to view household information for your tenants located in each of your active units.

Welcome Delaware 7578) to Partner Portal

**HCV Landlord** | **My Families**

- My Payments
- Direct Deposit Statements
- My Units
- Holds & Abatements
- My Families**
- My 1099s
- My Profile
- Reports
- Communications
  - Announcements
  - Forms
  - Requests

Families							
Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date	Lease End Date
🔍				\$489.00	08/01/20	08/09/19	07/31/20

2. Click on the magnifying glass to see more detail about the family including members, unit characteristics and case manager contact information.

Welcome Delaware 7578) to Partner Portal

**HCV Landlord** | **Family**

- My Payments
- Direct Deposit Statements
- My Units
- Holds & Abatements
- My Families**
- My 1099s
- My Profile
- Reports
- Communications
  - Announcements
  - Forms
  - Requests

Family	Unit Address	Unit Characteristics
Last Name	Street	Bedrooms 3
First Name	Suite	Sleeping Rooms 3
HAP \$489.00	City Wilmington	Full Bathrooms 1
Next Re-exam Date 8/1/2020	State DE	Half Bathrooms 1
Move-in Date 8/9/2019	ZIP 19802	
HoH EntityID		

**Tenant Advisor**

Full Name Theodore Brooks  
 Email tbrook@whadelaware.org  
 Phone (302) 429-6701

Family			
Last Name	First Name	Age	Relation
			Head
			Full-Time Student 18+
			Other Youth Under 18
			Other Youth Under 18

## My Profile

1. This will allow you to view the setup information for your system profile.



Welcome Delaware

7578) to Partner Portal

HCV Landlord

Landlord

- [My Payments](#)
- [Direct Deposit Statements](#)
- [My Units](#)
- [Holds & Abatements](#)
- [My Families](#)
- [My 1099s](#)
- [My Profile](#)
- [Reports](#)
- Communications
  - Announcements
  - Forms
  - Requests

Landlord

User Name TEST  
Name Delaware  
Street 400 N Walnut Street  
Suite  
City Wilmington  
State DE  
ZIP 19801  
Phone  
E-mail

OK



## Communications

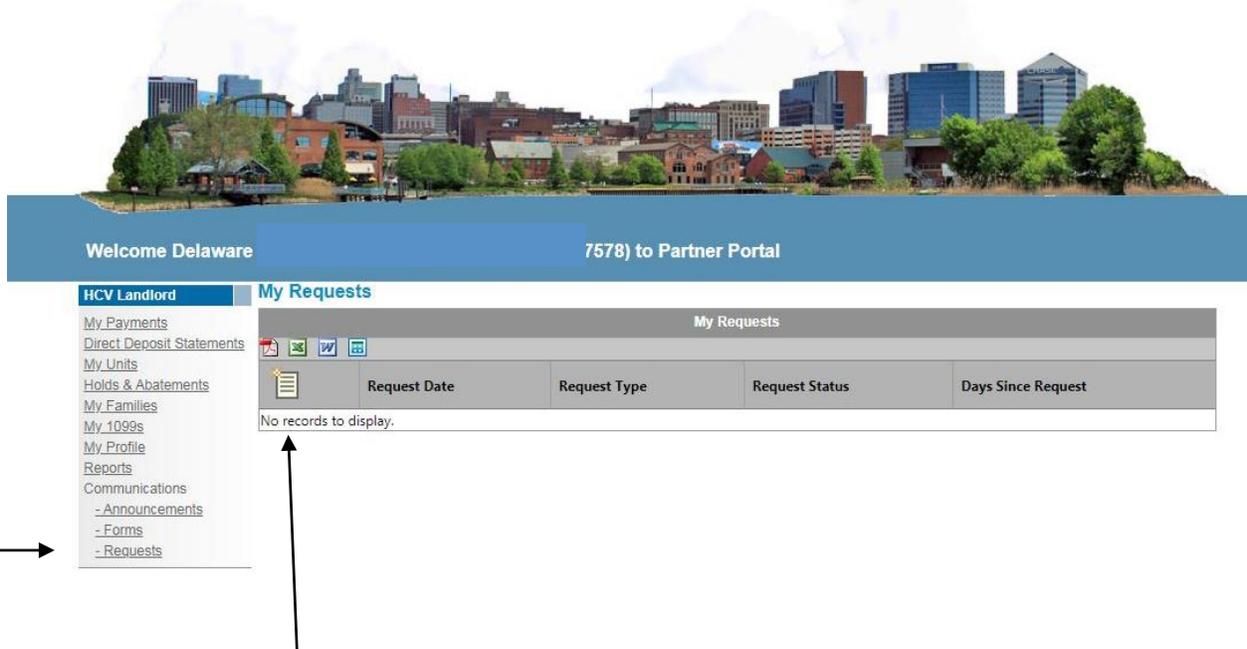
1. There are three (3) types of communication available for the landlord:
  - a. Announcements
  - b. Forms
  - c. Requests
2. Please review the announcements on a regular basis to see what has been posted.
3. There are many forms available for your use. To download a form click on the green arrow located on the right hand side of the screen.



HCV Landlord		Forms	
		Description	Download Form
<a href="#">My Payments</a>		Direct Deposit Form	
<a href="#">Direct Deposit Statements</a>		IRS W-9	
<a href="#">My Units</a>		Procedure for Requesting Extension HQS Repairs	
<a href="#">Holds &amp; Abatements</a>		Property Owner Extension Request Form	
<a href="#">My Families</a>		HQS Inspection Checklist	
<a href="#">My 1099s</a>		LL Lead Paint Notice Below DeMinimus	
<a href="#">My Profile</a>		LL Lead Paint Above DeMinimus	
<a href="#">Reports</a>		Landlord Change of Name/Address Form	
<a href="#">Communications</a>		Change in Ownership	
<a href="#">- Announcements</a>		Change in Management	
<a href="#">- Forms</a>			
<a href="#">- Requests</a>			

K < 1 2 > X Page size: 10 14 items in 2 pages

- Requests can be created by the landlord by clicking on the requests link.



- Click on the new button to send specific requests to WHA. Types of requests include:
  - Change Business Name
  - Change Personal Information
  - Change Tax ID
  - Miscellaneous Request
  - Rent Issues
- Follow the prompts on the screen for your request and provide as much detail as possible so we can best assist you.
- Once you have completed entering your request, all requests will be displayed on the screen and you will be able to view the status of your requests.
- After WHA has approved or denied your request, the status will change from "active" to "approved" or "denied".