

Housing Provider Portal Frequently Asked Questions

General Housing Provider Information

Most information for housing providers can be found in the [Landlords section](#) of Home Forward's website, along with general information about the Housing Choice Voucher (Section 8) program, including:

- Housing Assistance Payments Contract ([HUD-52641](#)) ([PDF](#))
- Inspection Checklists for [Initial](#) and [Scheduled](#) (Annual or Biennial) Inspections
- Ownership change forms for [Change in Payment](#), [Form W9](#), and [FAQs](#) about the Housing Choice Voucher Program.

There is additional information about the section 8 program at the [Housing and Urban Development](#) (HUD) website.

General Portal Use

Q. What features are available in Home Forward's Housing Provider Portal?

A. In this initial phase, several features will be made available to housing providers, including:

- **Accounting Ledger** for the past three years
- **Inspections Information** including a list of upcoming inspections and past inspections information
- **Inspection Photographs** for the past two years
- **Basic Unit Information** for each unit under contract with Home Forward

Q. What upcoming features can I expect in the Housing Provider Portal?

- Coming soon: Using the portal to complete an RFTA (Request for Tenancy Approval) and request an inspection via the portal

Q. My company manages other properties. How can I access information for multiple properties through the Housing Provider Portal?

A. During this initial phase, Home Forward staff will work with you to modify your access to the landlord accounts for additional properties. Please contact Alec Nys at Alec.Nys@homeforward.org, or Russ Baker at Russ.Baker@homeforward.org for assistance.

Q. Who should I contact if I have issues while using the Housing Provider Portal?

A. If you are having technical difficulties interacting with the Housing Provider Portal, please contact Alec Nys at Alec.Nys@homeforward.org, or Russ Baker at Russ.Baker@homeforward.org. If you have specific questions related to a tenant, your rent payments, or an inspection, please contact Home Forward's Landlord Services team by email at LandlordServices@homeforward.org or by phone at 503.802.8333 (choose option 5).

Q. How can I leave feedback or request additional features for the Housing Provider Portal?

A. Please contact Russ.Baker@homeforward.org

Accounts and Portfolios (for Property Management Companies)

Q. What is a **Portfolio**?

A. A Portfolio is equivalent to a Home Forward "vendor code" and is used to group properties for ease of management and/or banking.

Q. What if some of my portfolios do not show up when I log in?

A. It is possible that your email address was not assigned to the portfolio. Please call Home Forward's Landlord Services team at 503.802.8333 (choose option 5) to have them add the other portfolios to your account.

Q. How do I handle staff change in the Housing Provider Portal?

A. In the **Manage Portfolio Users** section, you can add and remove accounts, as necessary.

Inspections

Q. What should I do if the inspector shows up for my appointment but I miss them?

A. Please call Home Forward's Landlord Services team at 503.802.8333 (choose option 5) to reschedule your inspection.

Q. Where can I find information about an upcoming inspection?

A. You can find information in the Housing Provider Portal about an upcoming inspection, including the time and date of the inspection, and the inspector assigned to complete the inspection.

Q. Where can I find information about a past inspection?

A. You can find information about past inspections in the Housing Provider Portal, including the notes the inspector made. Also, in the near future, Home Forward will make available photos taken during the inspection.

Q. Who is my inspector?

You can find the name and contact information of the inspector assigned to inspect your unit in the Housing Provider Portal.

Q. How do I request an inspection?

A. You can request an inspection by contacting Home Forward's Landlord Services team by phone at 503.802.8333 (choose option 5) or email at LandlordServices@homeforward.org. This service is not yet available through the Housing Provider Portal.

Request for Tenancy Approval (RFTA)

Q. I have a new tenant with an RFTA. How do I get the form to Home Forward?

A. Please submit it by:

- Mail or in person: 135 SW Ash Street Portland OR 97204
- Fax: 503-802-8330, Attn: Leasing Team
- Email to: LeasingTeam@homeforward.org

This service is not yet available through the Housing Provider Portal.

Ledger / Housing Assistance Payments

Q. Where can I find instructions for using the ledger?

A. Download a guide to the Housing Provider Portal Ledger [here](#)

Q. What do I do if there is a mistake in my ledger?

A. Please call Home Forward's Landlord Services team at 503.802.8333 (choose option 5) for more assistance with your ledger.

Automatic Deposit

Home Forward does not house any of your banking information. Please do not send us copies of blank checks.

If you need to change banking information, contact Paymode directly; information and phone number are included in the instructions you receive