



Landlord RENTCafé User Guide

The purpose of this guide is to assist voucher landlords in their online portal functionality. This is not an all-inclusive guide, as RENTCafé is multi-faceted and ever changing in terms of the features and functionality. For more in-depth questions, please reach out to your local AHFC office.

Landlord RENTCafé Table of Contents

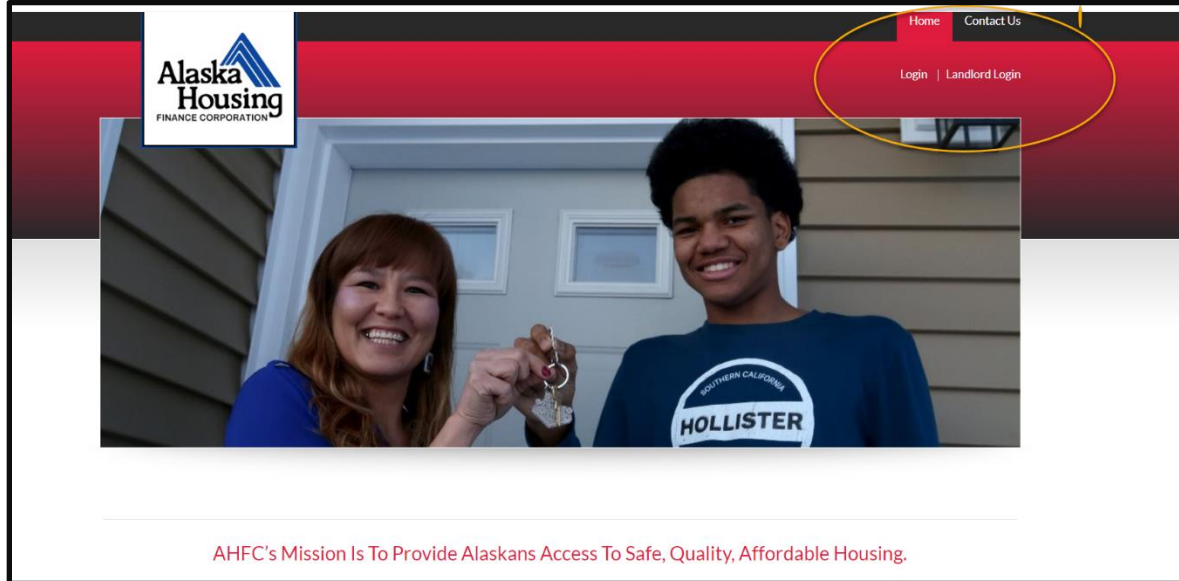
Landlord RENTCafé Login: <https://housing.ahfc.us/>

Select the Landlord Login link at the top right corner of the screen

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Landlord Registration

Registering for the portal is easy! Go to <https://housing.ahfc.us/> *Click the Landlord Login link at the top right corner of the screen.*

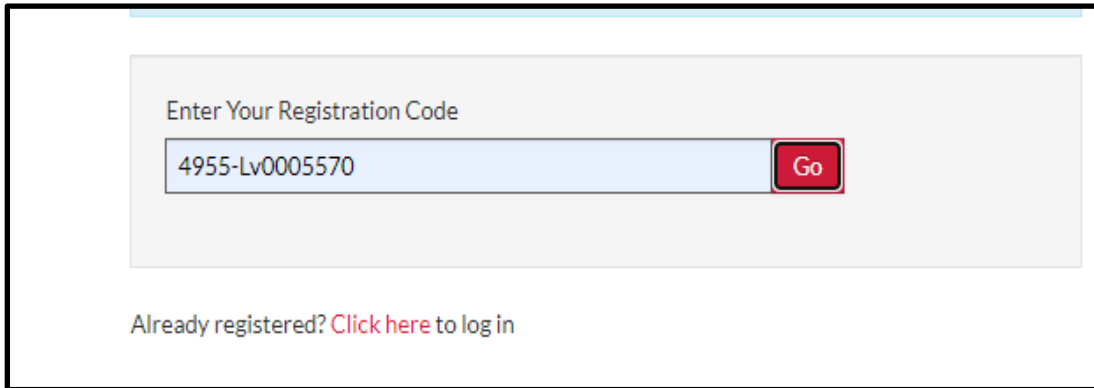


Follow the steps below to get registered for our convenient online portal!

- a. At the bottom of the next screen select the "Click Here to Register"

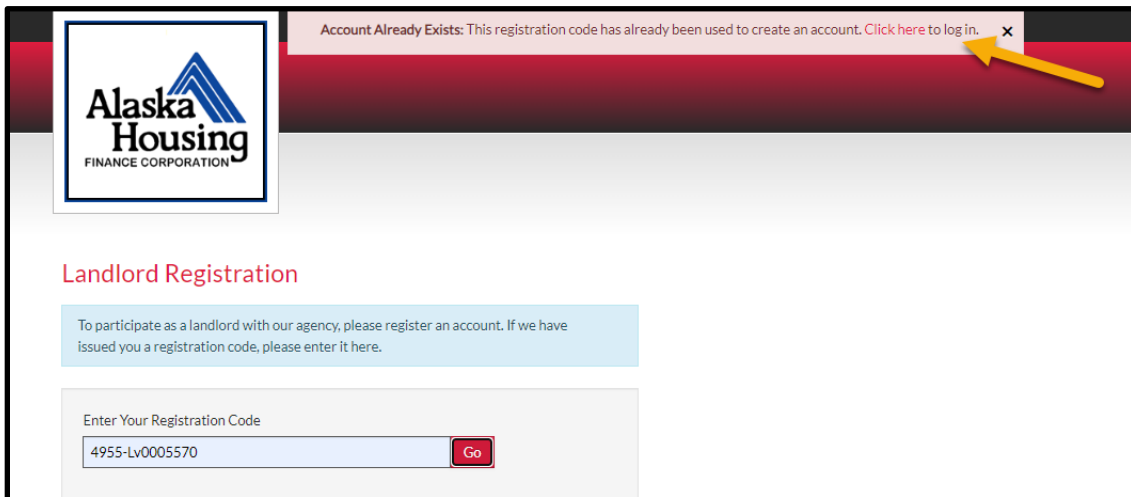
A screenshot of the 'Landlord Login' page. The page has a light blue header with the title 'Landlord Login'. Below the header, there is a light blue box containing instructions: 'Welcome to the RENTCafe PHA Landlord Portal. To create your account must have a valid email address. If you do not have a valid email address, you will need to create one. Please click on the following links to access popular email providers: Gmail, Yahoo, Outlook. Returning Visitors: Login with your email and password. First Time Visitors: Follow the 'Click here to register' link'. Below this is a white login form with fields for 'Email' and 'Password', a 'Remember Me' checkbox, and a red 'Login' button. At the bottom of the form, there are two links: 'Click here to register' and 'Forgot password?'. A large yellow arrow points to the 'Click here to register' link. At the very bottom of the page, there is a link for 'Manager and Owners Terms and Conditions'.

- b. Enter the registration code provided on the AHFC letter. You must enter the dash that is provided in your code. If you do not have a registration code, please contact your local AHFC office for assistance.



A screenshot of a web form titled "Enter Your Registration Code". The form contains a text input field with the value "4955-Lv0005570" and a red "Go" button to its right. Below the input field, there is a link that says "Already registered? Click here to log in".

- c. If you received a prompt that your account already exists, follow the link to log in. You will need the email address used to create the account to log in or reset the password.



A screenshot of the Alaska Housing Finance Corporation website. The top left corner features the logo for "Alaska Housing FINANCE CORPORATION". A red banner at the top right contains the message: "Account Already Exists: This registration code has already been used to create an account. Click here to log in." A yellow arrow points to the "Click here to log in" link. Below the banner, the page title is "Landlord Registration". A light blue box contains the text: "To participate as a landlord with our agency, please register an account. If we have issued you a registration code, please enter it here." Below this is a form with the title "Enter Your Registration Code", an input field containing "4955-Lv0005570", and a red "Go" button.

- d. The next prompt will allow you to enter your Personal Details and Account Info. The EIN or SSN must match AHFC records.

Personal Details

First Name*

Last Name*

Tax ID or SSN**

Phone (Primary)*

Account Information

Account Nickname

Email Address*

Confirm Email Address*

Password*

Weak

Confirm Password*

Account Nicknames are used to easily navigate the portal if you have multiple property locations or apartment complexes.

Password Requirements:
10 or more characters
One Upper Case letter
One lower case letter
One Number
One symbol (ex. !@#%\$)

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

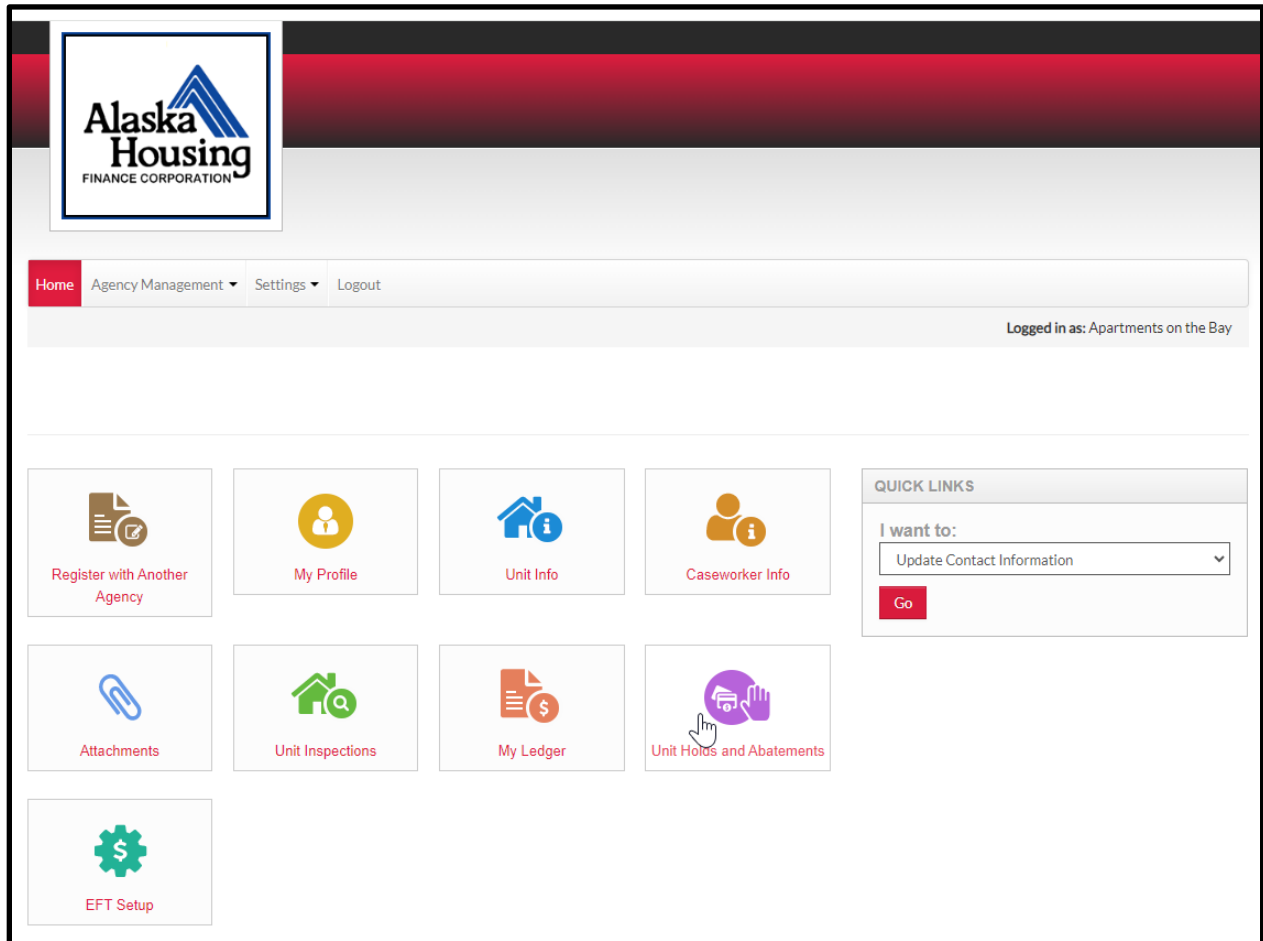
I have read and accept the [Terms and Conditions](#)

Register

Once you have entered all the data. Review the terms and conditions. Check the acknowledgement box and click register.

Landlord Home Screen

Upon successful registration or login you will arrive at the landlord home screen.



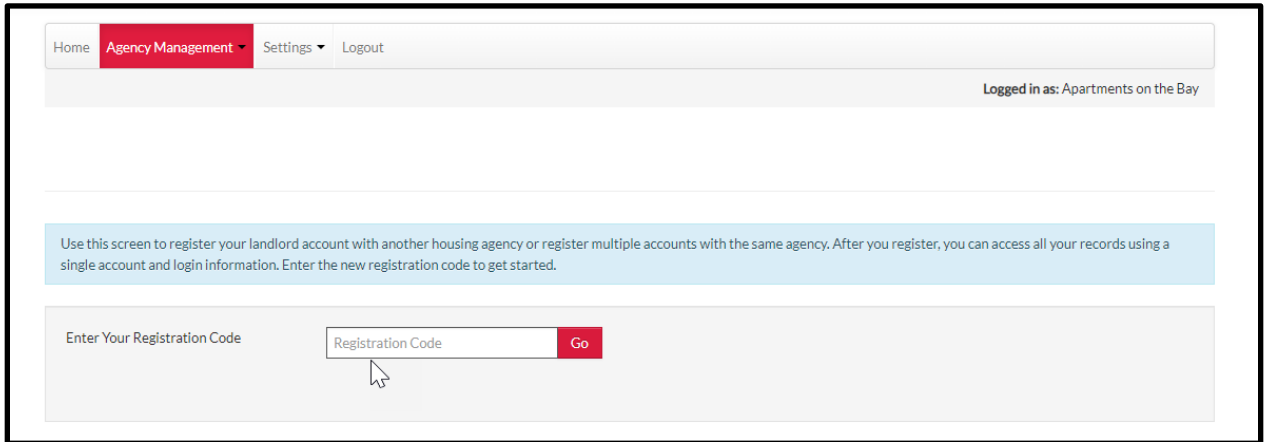
Navigating the Home Screen: Each icon is called a “Tile”. Once you click on a tile you can return to the home screen by clicking the Home Icon in the top left corner of the screen.

- **Menu Ribbon** at the top of the screen provides navigation and common options
 - **Home:** Returns you to the home screen
 - **Agency Management:** Lists all your tiles seen on the home screen
 - **Settings:** Allows you to change email and password for RENTCafé
 - **Logout:** Securely logs you out of the system
- There are 9 landlord tiles to navigate your housing information
- **Quick Links:** Allows you to jump to Update Contact Information, View Caseworker Info or View Ledger

Accessing RENTCafé: <https://housing.ahfc.us/>

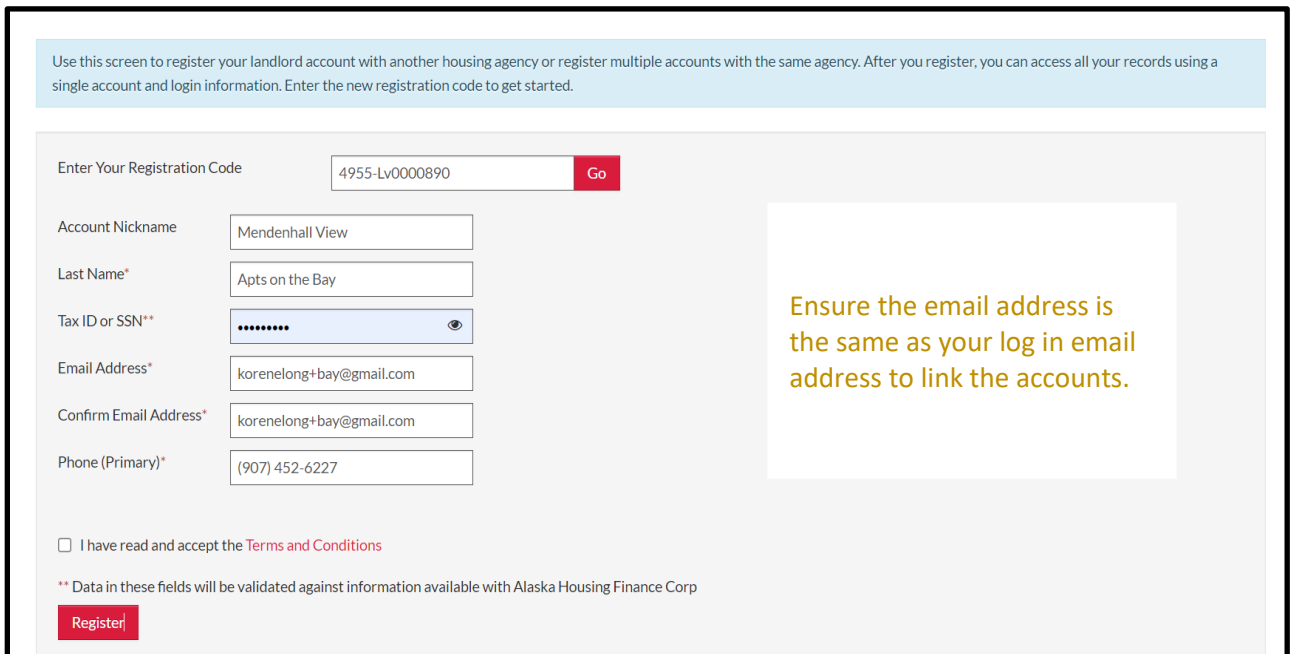
- Logging In: For all future logins please remember to click the Landlord Login link in the top right corner of the screen. *Or save that page as a favorite.*
- Logging Out: Always log out of the system by clicking log out on the top ribbon.

1. Register with Another Agency Tile: Allows you to register multiple properties with the convenience of one log in credential. Utilize this tile if you received separate registration letters and would like to link the accounts to one log in. Enter the registration code provided. This tile can also be used if you already have a RENTCafé account with a different agency and do not want to create and use a new email address.



The screenshot shows the top navigation bar with 'Home', 'Agency Management', 'Settings', and 'Logout'. A user is logged in as 'Apartments on the Bay'. A blue instruction box reads: 'Use this screen to register your landlord account with another housing agency or register multiple accounts with the same agency. After you register, you can access all your records using a single account and login information. Enter the new registration code to get started.' Below this is a form with the label 'Enter Your Registration Code', a text input field containing 'Registration Code', and a red 'Go' button.

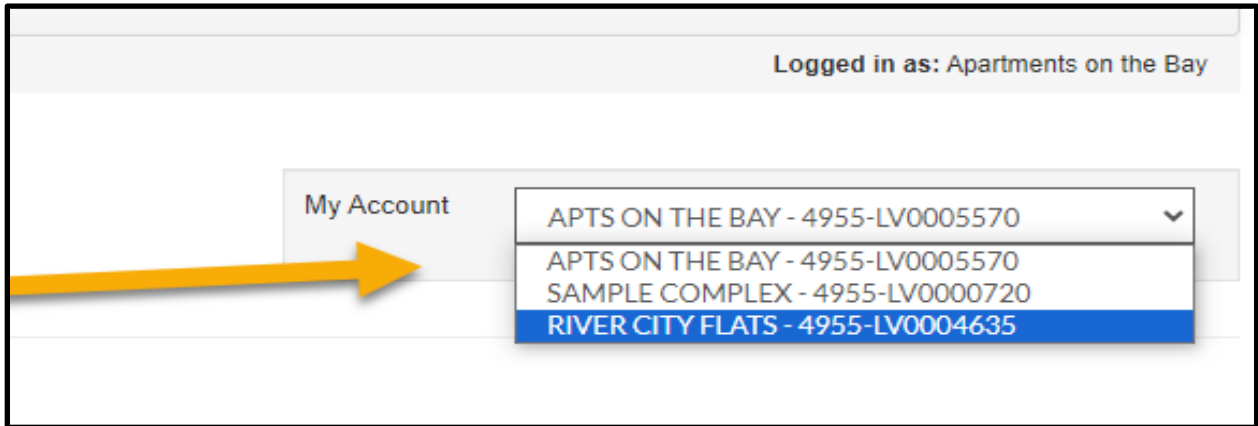
Once you select go, the table below will generate to create an account nickname. This should be an easily identifiable name to distinguish accounts like the complex name or owner’s name. Enter the Tax ID or SSN that matches AHFC records.



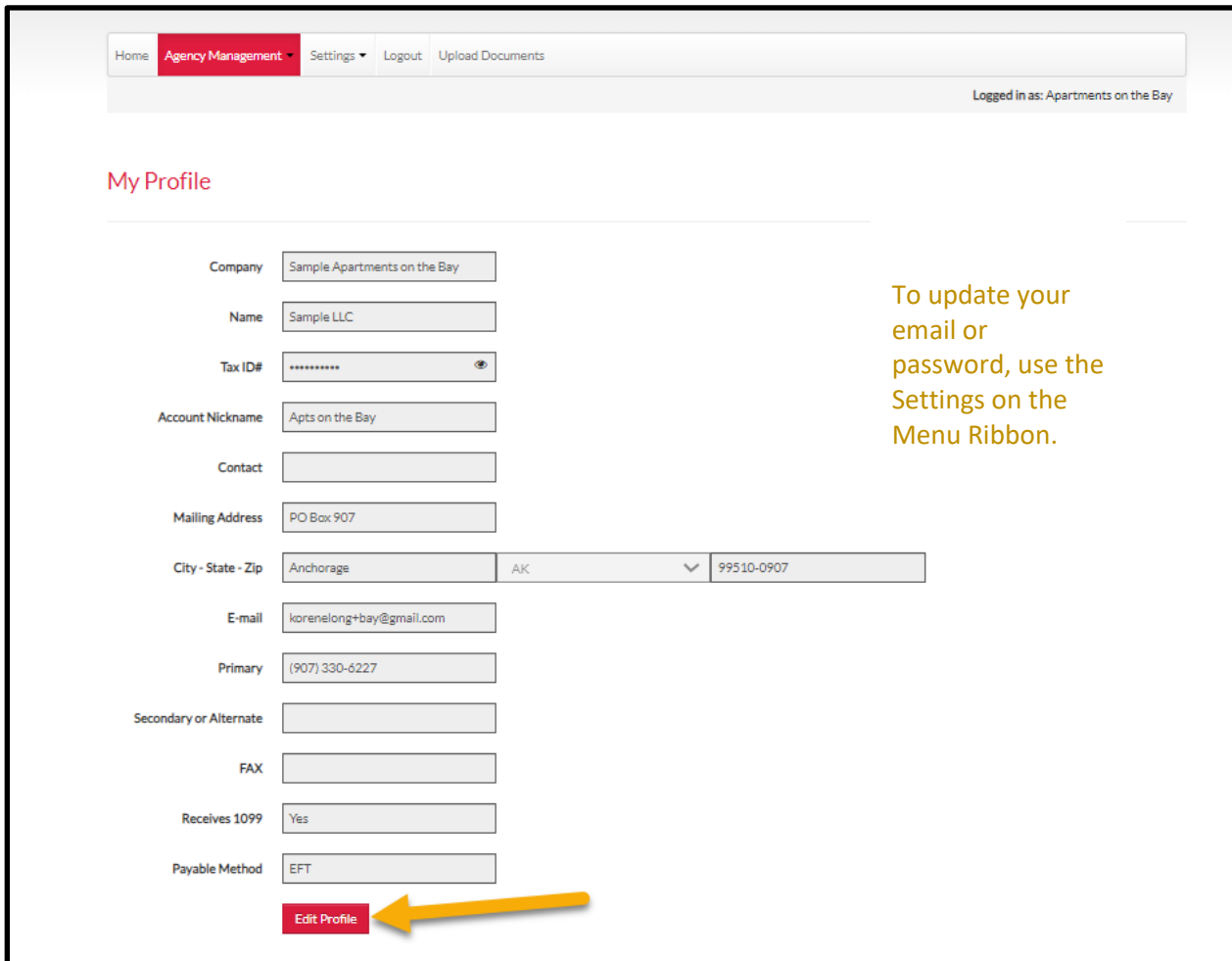
The screenshot shows the registration form with the following fields: 'Enter Your Registration Code' (4955-Lv0000890), 'Account Nickname' (Mendenhall View), 'Last Name*' (Apts on the Bay), 'Tax ID or SSN**' (masked with dots), 'Email Address*' (korenelong+bay@gmail.com), 'Confirm Email Address*' (korenelong+bay@gmail.com), and 'Phone (Primary)*' ((907) 452-6227). A red 'Go' button is next to the registration code field. A yellow callout box on the right says: 'Ensure the email address is the same as your log in email address to link the accounts.' At the bottom, there is a checkbox for 'I have read and accept the Terms and Conditions' and a red 'Register' button. A note states: '** Data in these fields will be validated against information available with Alaska Housing Finance Corp'.

Your accounts are now linked. You will briefly see a confirmation banner in green.

You may now navigate multiple properties by the Nicknames: From any tile, on the right side there is a My Account drop down menu. Use the drop-down menu to select the property nickname to view that account.



1. **My Profile Tile:** Allows you to update your contact information, account nickname, email address, mailing address, fax and phone numbers.



- Click Edit Profile at the bottom of the page
- Enter updated information
- Click Update Profile at the bottom of the page

Primary: (907) 330-6227

Secondary or Alternate: [Empty]

FAX: 9073304124

Update Profile

2. **Unit Information Tile:** This tile displays each unit receiving voucher assistance including address, bedroom size, effective date, Contract rent, HAP, Tenant rent, Legal Owner, Hap Payee, Tenant Name, Tenant Code, Status, and tenant’s AHFC re-exam date.

Unit Info

of Bedrooms: Select options

Unit Status: [Dropdown]

Go Excel

Search: [Input]

Unit Address	# of Bedrooms	Effective Date	Contract Rent	HAP	Tenant Rent	Legal Owner	HAP Payee	Tenant Name	Tenant Code	Unit Status	Re-exam Date
1305 Bay Street Anchorage, AK 99508-2357	4	12/01/2023	\$1,850.00	\$421.00	\$859.00	Sample Apartments on the Bay, Sample LLC	Sample Apartments on the Bay, Sample LLC	Joe, Jane	a0371173	Occupied	02/01/2026

Sorting on this Tile can be done by unit status or bedroom size if you have multiple voucher tenants.

Within the grey header the units can be sorted in ascending or descending order by each data field.

- Caseworker Info Tile:** Displays the case manager’s contact information for each tenant that has received assistance and the unit address. This tile does include past voucher tenants so select Current from Tenant Status and then click on Go to view active tenants.

Caseworker Info

Tenant Status: (Dropdown menu with options: Current, Past, Future)

Search:

Caseworker Name	Caseworker Phone	Caseworker Email	Tenant Name	Tenant Code	Tenant Status	Re-exam Date	Unit Address
Oetzel, Adriana	(907) 330-3105	84112@yardi.scrub	Joe, Jane	a0371173	Current	02/01/2026	1305 Bay Street Anchorage, AK 99508-2357


- Attachments Tile:** Allows you to view new documents from AHFC such as Rent Change notices. Use the search bar to filter down to a specific tenant. RENTCafé is a newer technology to AHFC and previous rent change letters may not be available. You can always view the Unit Tile to see the current HAP payment vs tenant rent.

Attachments

Documents [Upload Documents](#)

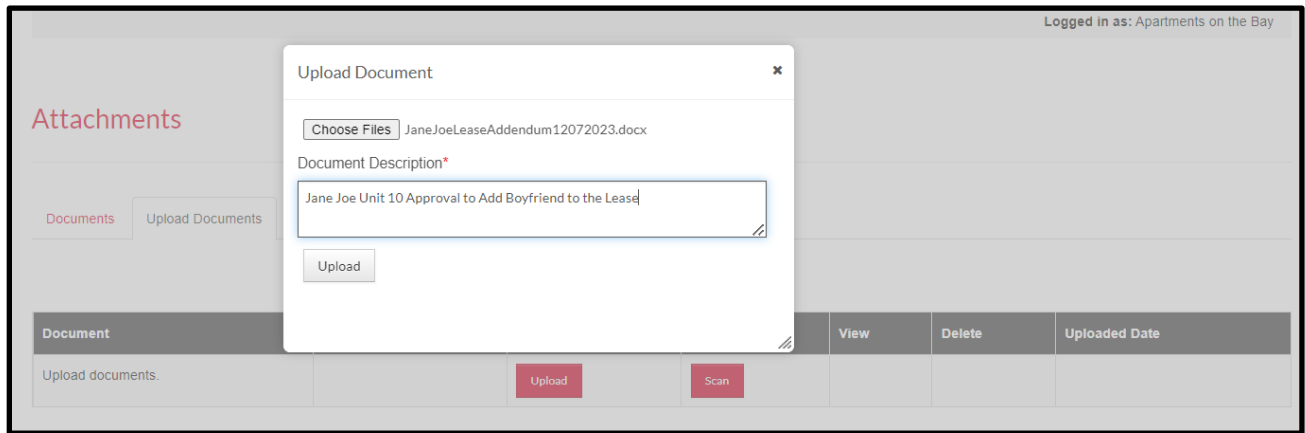
Document Types:

Search:

Document Type	Description	Uploaded Date
N/A	JaneJoe_RentChange_120122.pdf 	12/08/2023

Showing 1 to 1 of 1 entries

Uploading Documents: To send AHFC documents, toggle to the upload documents link from the menu ribbon or tile. Once you have chosen the file, add a detailed document description. Then click upload to transmit.



5. **Unit Inspections Tile:** Coming soon. This tile lists the unit address, tenant name, inspection type, future inspection due date, previously scheduled date, the inspection date and the results of the inspection.

Unit Inspections

My Account: RIVER CITY FLATS - 4955-LV0004635

Result Type:

Go Excel


Search:

Inspection ID	Unit Address	Tenant Name	Tenant Code	Inspection Type	Reinspect ID	Action Date	Due Date	Scheduled Date	Inspected Date	Abatement Date	Result	
119817	321 Sand Beach Rd Homer, AK 99556	Benton, Jerriea	t0039183	Initial			11/30/2023	11/17/2023 02:30 PM	11/17/2023		Pass	Details
120262	325 Sand Beach Rd Homer, AK 99556	Leith, Aja	t0044653	Initial			12/31/2023	12/06/2023 03:30 PM	12/06/2023		Pass	Details

6. **My Ledger Tile:** This is a ledger of Housing Assistance Payments. This screen defaults to the trailing 12 months. Use the calendar dates to select a shorter period. You can also sort by a specific tenant.

My Ledger

Use the filter fields to view specific transactions. You can adjust the date range filter to view transactions within any 1-year range.


13 DEC 2022 - 13 DEC 2023

Screen v

Total Amount: \$179,508.00

records per page
 Search:

You will still receive the automatic email at the beginning of each month

The ledger will show EFT#, payment date, amount of Housing Assistance Payment, unit, tenant and notes. See the sample ledger below.

EFT/ Check#/ Adj#	Check Date	Unit Address/ Description	Tenant Name	Tenant Code	Amount	Notes
ACH-205217	12/04/2023	1305 Bay St Condo 3 Anchorage, AK 99708	Leith, Aja	t0036748	\$378.00	:HAP 12/23 Leith, Aja 1305 Bay St Condo 3 Anchorage , AK 99708
ACH-205217	12/04/2023	1305 Bay St Condo 3 Anchorage , AK 99708	Benton, Jerrica	t0027341	\$213.00	:HAP 12/23 Benton, Jerrica 1305 Bay St Condo 11 Anchorage , AK 99708
ACH-205217	12/04/2023	1305 Bay St Condo 28 Anchorage , AK 99708	Alonso, Carmen	t0053840	\$337.00	:HAP 12/23 Alonso, Carmen 1305 Bay St Condo 28 Anchorage , AK 99708

Within the header the fields can be sorted in ascending or descending order by each data field.

7. **Unit Holds and Abatements Tile:** Provides a list of units that have payments on hold or deducted. Please follow up on any correspondence from AHFC to remedy these items.

Unit Holds And Abatements

Hold/Abate Between

[Go](#) [Excel](#)

Search:

Unit Address	Start Date	End Date	HAP Termination Date	Type	Hold/Abate Reason	Payment Affected	Description	Tenant Name	Tenant Code	Documents
1305 Bay Street Anchorage, AK 99508-2357	02/01/2024			Hold	Landlord	Housing Assistance Payment	Property Sale scheduled to record 1/6/2024	Joe, Jane	a0371173	<input type="text"/>

8. **EFT Setup Tile:** Use this tile to edit/update your Electronic Funds Transfer (EFT) account. This tile defaults to the EFT on record.

Logged in as: Apartments on the Bay

EFT Setup

My Account

Use this screen to edit your EFT (electronic funds transfer) bank account information. A valid EFT account is required to receive direct deposit.

Before editing, always ensure you are in the correct account by looking at the nickname selected.

Account Name	Bank Name	Routing Number	Account Number	Account Type	Edit
River City Flats	Northrim Bank	125200934	****6227	Checking	Edit

To edit, click the red Edit hyperlink in the lower right corner.

Edit Bank Account

Account Name

Joe Smith 1234
1234 Anystreet Court
Anycity, AA 12345 1234

Pay to the order of _____ Dollars

Bank Anywhere
|| 123456789 || 123456789123 || 1234

Routing Number **Account Number** **Check Number**

Account Name

Bank Name

Routing Number (9 digits)

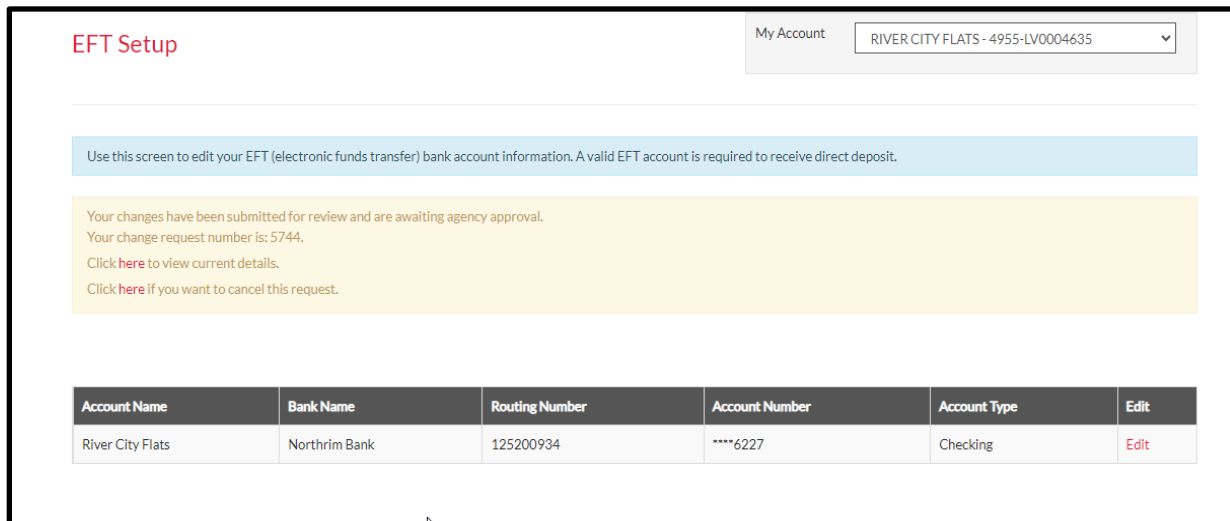
Account Number (3-17 digits)

Account Type

Ensure all changes match the information on your check or confirm it with your financial institution. All the fields are required to make any changes. Click save.

**** AHFC only pays to checking accounts. Any request to a savings account will be denied.****

You have successfully submitted a request for review. AHFC will follow up with this request and you will receive a follow up notification.



The screenshot shows the 'EFT Setup' page. At the top right, there is a 'My Account' dropdown menu with the selected account 'RIVER CITY FLATS - 4955-LV0004635'. Below this, a blue banner states: 'Use this screen to edit your EFT (electronic funds transfer) bank account information. A valid EFT account is required to receive direct deposit.' A yellow banner below that says: 'Your changes have been submitted for review and are awaiting agency approval. Your change request number is: 5744. Click [here](#) to view current details. Click [here](#) if you want to cancel this request.' At the bottom, there is a table with the following data:

Account Name	Bank Name	Routing Number	Account Number	Account Type	Edit
River City Flats	Northrim Bank	125200934	****6227	Checking	Edit

If you have made an error in the entry, please cancel the request and submit a new one.

Troubleshooting:

- Account Already Exists when registering
 - Use your email address and password to log in.
 - Click forget password if needed. The email address on file will be sent a link to reset the password.
 - If you no longer have access to the email address used to register, contact AHFC at 1-877-330-8415. AHFC will need to delete the account in order for you to create a new one with a different email address.
- Unable to Log into existing account
 - Look at the banner to confirm it says Landlord. If you attempt to sign in from the main link, which is the AHFC tenant portal, your credentials will not be recognized. Use the Landlord Login in the top right corner of the <https://housing.ahfc.us> homepage. If issue is unresolved, continue the steps below.
 - From the landlord login, click forgot password. The email address on file will be sent a link to reset the password.
 - If you no longer have access to the email address used to register, contact AHFC at 1-877-330-8415. AHFC will need to delete the account in order for you to create a new with a different email address.