



Housing Authority of the County of San Mateo's **Landlord Newsletter**

Welcome to the 2nd Edition of our Landlord Newsletter!

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We are excited to share this second edition with you as we head into the summer months. We hope all is going well and that this season brings you continued success and smooth property operations. We are proud to announce that the Landlord Rent Café Portal is now live! This new tool is designed to make it easier for you to manage your property by accessing your information as it pertains to your tenants under rental subsidy. In addition, we're launching a Landlord Drop-In Clinic for landlords who prefer in-person contact with one of our housing inspectors. We hope these initiatives will better support you and enhance your experience with our rental subsidy program.

New Landlord Drop-In Clinic

Landlords can now meet with an inspector in person on a drop-in basis on the 3rd Wednesday of each month. Our first clinic will be held on Wednesday June 18th between 11:00 a.m. to 4:30 p.m. If you have questions about landlord activities – rent increase requests, Request for Tenancy Approval (RTA), owner changes, direct deposit or how to become a participating landlord, we look forward to meeting with you!

Our office is located at 264 Harbor Blvd, Bldg. A, Belmont, CA 94002. No appointment is necessary.

Upcoming Drop-in Clinic Dates and Time:

*August 20, 2025, between 11:00 a.m. to 4:30 p.m.

Additional dates will be added depending on the interest. New dates will be posted on our website www.smcgov.org/housing.

New Landlord Rent Café Portal

To improve access to information on your landlord account(s), the online portal Rent Café is now live and available 24 hours a day, seven days a week. Available on the portal for your convenience:

- View payment ledgers
- Locate caseworker contact information
- Review inspection appointments and results
- Update your contact information/direct deposit

Email leasingteam@smchousing.org to request your registration code. Include in the subject line "Landlord Portal" for easy identification. In your email provide either the property address of the rental unit or your mailing address.



Timely Reporting of Ownership Changes

If you have sold your property or changed ownership in any way, please make sure you let us know right away. When we don't have updated information, Housing Assistance Payments (HAP) can end up going to the wrong person, which can delay payments and cause tax headaches for both old and new owners. To avoid any mix-ups or IRS issues (like incorrect 1099s), report a change by emailing leasingteam@smchousing.org.

Include the tenant's name(s), full property address, and seller's contact information.

For information on ownership changes, see your copy of the HCV HAP Contract, Part B, Section 14. *Assignment of the HAP Contract*.

Contacts

Leasing Team

If you have questions regarding the HQS inspection, Request for Tenancy Approval, contract rent increase requests - email leasingteam@smchousing.org

General Questions

When you issue your tenant a lease violation notice or notice to vacate, always email a copy to the Housing Authority at csteam@smchousing.org.

Holiday & Office Closures

The Housing Authority is regularly closed on Fridays and will be closed:

- * Every 3rd Wednesday between the hours of 9:00 a.m. and 11:00 a.m.
- * Monday, September 1st (Labor Day Holiday)