

OLMSTED COUNTY
MINNESOTA

RentCafe Landlord Portal *Quick Guide*

Housing Choice Vouchers and Rental Assistance

Housing Department

October 2024

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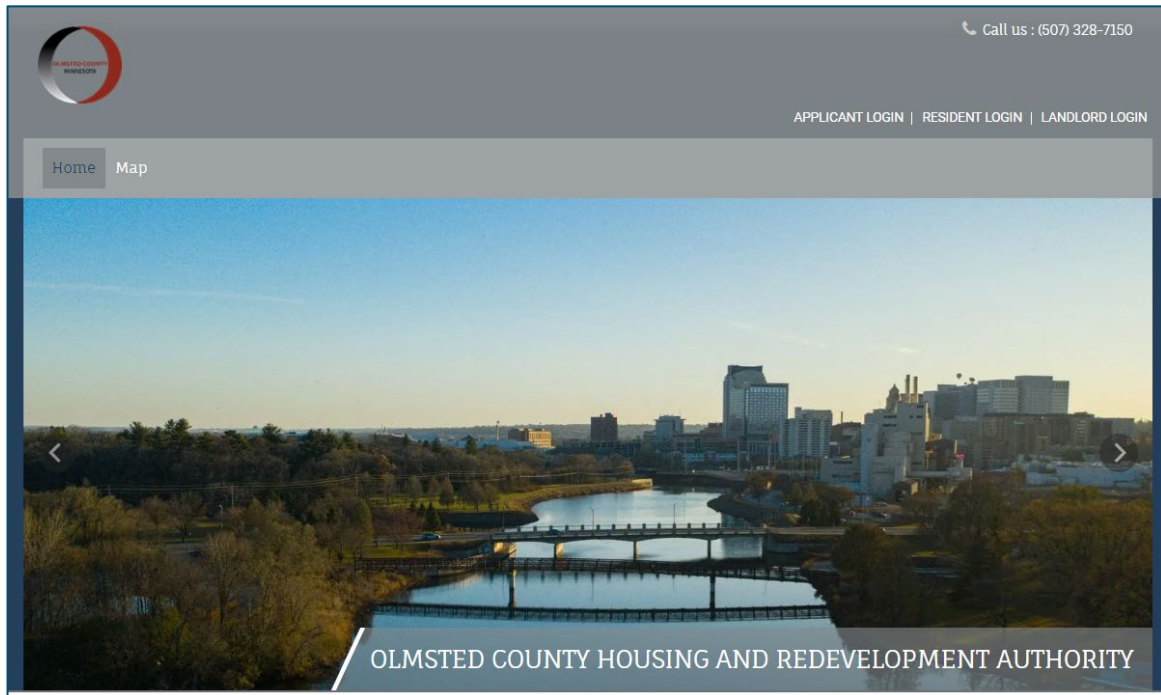
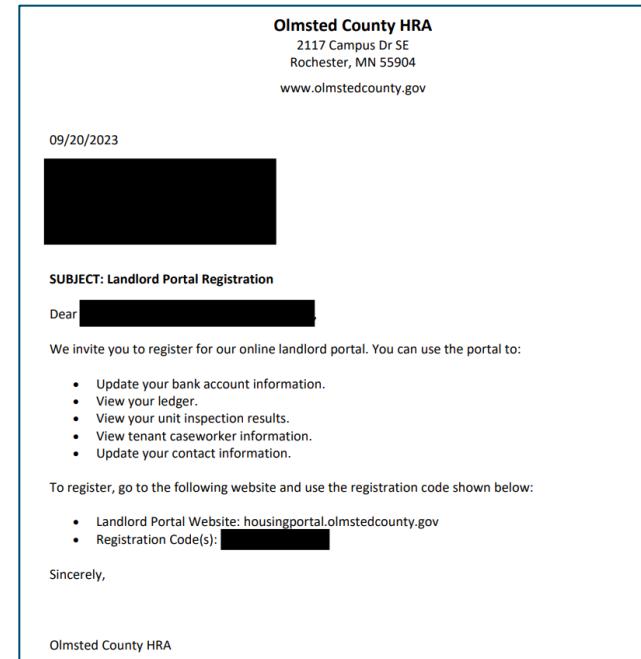
Other Resources

- Visit Olmsted County's webpage for links to other forms and resources:

<https://www.olmstedcounty.gov/residents/services-individuals-families/housing/landlord-and-tenant-resources>

Registering and Logging In

- Olmsted County HRA began using Yardi Voyager to manage our programs in 2023. This system has a secure portal for landlords through RentCafé.
- You should have received an invitation letter containing a registration link and your unique registration code. If you have not received this, please contact the housing worker for your applicant/resident to be sent a new one.
- Enter the URL to the [website](#). Click “LANDLORD LOG IN” located in the upper right corner of the page.



Follow the instructions to log in or register for the first time.

Landlord Login

To create your Olmsted County Housing and Redevelopment Authority account you 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

First Time Visitors: Follow the 'Click here to register' link below.

Returning Visitors: Login with your email and password.

Note: Passwords must be a minimum of 10 characters long and must contain all of the following: One lowercase letter, One uppercase letter, One number and One symbol

Email

Password

Remember Me

[Click here to register](#)

Home Screen & Quick Links

The image displays a user interface for a portal. On the left, there is a grid of 12 icons, each with a corresponding label below it:

- Agency Details (Red house icon)
- Register Multiple Accounts (Brown document icon)
- My Profile (Yellow person icon)
- Unit Info (Blue house with 'i' icon)
- Caseworker Info (Orange person with 'i' icon)
- Documents (Blue paperclip icon)
- Upload Documents (Teal document with up arrow icon)
- Unit Inspections (Green house with magnifying glass icon)
- My Ledger (Orange document with '\$' icon)
- Unit Holds and Abatements (Purple house with hand icon)
- EFT Setup (Green gear with '\$' icon)

On the right side, there is a 'QUICK LINKS' dropdown menu. The menu is titled 'QUICK LINKS' and contains a search bar labeled 'I want to:'. Below the search bar, there is a list of options:

- Update Contact Information (Selected and highlighted in blue)
- Upload Documents
- View Caseworker Info
- View My Ledger

While the Portal has many features, you can use the quick links to:
Update your contact information, upload documents to OCHRA, view Caseworker's contact information or View your ledger.

View and Manage Account & Unit Information



Agency Details

View our contact info and send an email to Finance.

Agency Details

Agency Name: Olmsted County HRA
 Agency Address: 2117 Campus Dr SE
 Rochester, MN 55904
 E-mail: hrafinance@olmstedcounty.gov
 Phone: (507) 328-7150
 Fax: (507) 328-7150

Send Email



My Profile

Change the contact info for your company.

My Profile

Company: [Redacted]
 Name: [Redacted]
 Tax ID#: [Redacted]
 Account Nickname: [Redacted]
 Contact: [Redacted]
 Mailing Address: [Redacted]
 City - State - Zip: [Redacted]
 E-mail: [Redacted]
 Home: [Redacted]
 Mobile: [Redacted]
 Office: [Redacted]
 Receives 1099: [Redacted]
 Payable Method: [Redacted]

Edit Profile



Unit Info

View the information we currently have for each client associated with your property.



Register Multiple Accounts

Work with another HRA that uses RentCafé? Register all under one account.

Register Multiple Accounts

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.

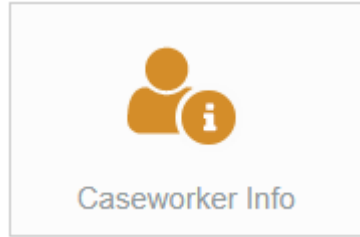
Enter Your Registration Code

Registration Code

Go

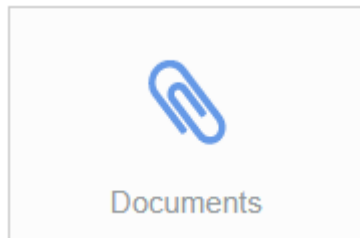
Unit Address	# of Bedrooms	Effective Date
Contract Rent	HAP	Tenant Rent
Legal Owner	HAP Recipient	
Tenant Name	Tenant Code	Re-exam Date

Communication with the Caseworkers



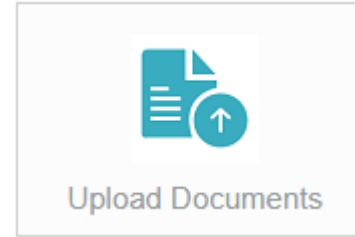
Caseworker Name	Caseworker Phone	Caseworker Email
Tenant Name	Tenant Code	Tenant Status
Re-exam Date	Unit Address	

View the caseworker's contact information by tenant.



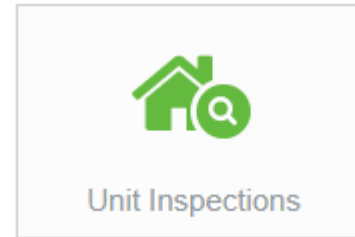
Description	Uploaded Date
VenLeaseAmendmnt_6949_14.pdf	06/29/2023
VenLeaseAmendmnt_7250_14.pdf	07/11/2023
VenLeaseAmendmnt_7257_14.pdf	07/11/2023
VenLeaseAmendmnt_7278_16.pdf	07/12/2023
VenLeaseAmendmnt_7363_16.pdf	07/19/2023
VenLeaseAmendmnt_7223_12.pdf	07/21/2023
INSPPHALetterLL_2158_14.pdf	07/26/2023

View Lease Amendments and Inspection letters that were emailed to you (the address on file). Sorted by sent date, oldest to newest. Click the Description link to view the document.



Document	Description	Upload	Scan	View	Delete	Uploaded Date
Upload documents		Upload	Scan			

Need to send us a document or photo? Upload or scan in, here.



Inspection ID	Unit Address	Tenant Name	Tenant Code	Inspection Type	Reinspect ID	Action Date	Due Date	Scheduled Date	Inspected Date	Abatement Date	Result	
				Annual			10/31/2023	10/25/2023 01:00 PM	10/25/2023		Fail	Details
				Annual			11/28/2023	11/28/2023 02:30 PM	11/28/2023		Pass	Details

View scheduled and completed inspections with the ability to filter by Result. View the details by clicking the "Details" button.

Use the Ratings Filter to view items that need to be corrected.

Area	Item	Criteria	Rating#	Responsibility	Observations	Notes	Documents
Kitchen	Storage and Prep	Show Criteria	Fail			FAIL: black like substance under kitchen sink	View (1)
Bathroom 1	Ceiling	Show Criteria	Fail		Holes or cracks	FAIL: ceiling in bathroom 1 has signs of water damage	View (1)

Managing and Viewing Financials



My Ledger

View your HAP payment history. Filter by check date, tenant code (OCHRA's), or transaction number. *Tip! Parentheses surrounding an amount indicate an amount that was recouped (deducted from the payment). The Notes section tells you what **month** the payment is for & the corresponding **tenant's name and address**.*

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.

Payments

Total Amount: \$512,867.00

10 records per page Search:

EFT/ Check#/ Adj#	Check Date	Unit Address/ Description	Tenant Name	Tenant Code	Amount	Notes
ACH	10/10/2024				\$(611.00)	:HAP 10/24
ACH	10/10/2024				\$611.00	:HAP 10/24
ACH	10/03/2024				\$(632.00)	:HAP 10/24
ACH	10/03/2024				\$719.00	:HAP 10/24
ACH	10/03/2024				\$(1,020.00)	:HAP 10/24



Unit Holds and Abatements

Have a unit in abatement?
View the status here.

Unit Address	Start Date	End Date	HAP Termination Date	Type	Hold/Abate Reason	Payment Affected	Description	Tenant Name	Tenant Code	Documents
	11/01/2024			Abate	HQS Inspection	Housing Assistance Payment	reinspection has not passed			



EFT Setup

Want your HAP payments through direct deposit or need to change your bank account information? Manage that here.

EFT Setup

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

Account Name	Bank Name	Routing Number	Account Number	Account Type	Edit
	BankName			Checking	Edit

*Thank you for being
a vital part of this
program and
community!*

More questions? Feel free to reach out!

Name	Title	Caseload (<i>Letter of last name</i>)	Phone	Email
Megan Dahling	Program Manager		507-328-6265	megan.dahling@olmstedcounty.gov =
Emily Nicklay	Housing Specialist	If your last name is A-D or you are a Gage tenant	507-328-7119	emily.nicklay@olmstedcounty.gov =
Sandra Nelson	Housing Specialist	If your last name is E-K or you are a FUP or FYI tenant	507-328-7155	sandra.nelson@olmstedcounty.gov =
Amanda Speedling	Housing Specialist	If your last name is M-T	507-328-6227	amanda.speedling@olmstedcounty.gov =
Tasha Graham	Housing Specialist	If your last name is L, U-Z or you are a VASH, Mainstream, or Jeremiah tenant	507-328-7156	tasha.graham@olmstedcounty.gov =

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