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Partner Portal: FAQ

What is the Partner Portal?

Partner Portal is an online tool for Housing Choice Voucher (Section 8) landlords to review their information and tenant data.

How do I get access?

Go to <https://mesa.partnerinhousing.com> and create a login and password. You will have access to rental units that are connected to your tax ID in our system.

Who can access the Partner Portal?

Only Housing Choice Voucher (Section 8) landlords, and Portability PHAs who have tenants assisted by Mesa Housing Authority's (MHA) voucher program will have access to the Partner Portal.

Owners who wish to grant access to their Management Company or Agent may login and contact us to connect their units with their manager, so they may also login with access to information regarding your units. Note: For units with HAP payments reported to a Management Company tax ID, the manager should login directly.

How is the Partner Portal useful to me?

As a user, you will be able to review your profile, your tenant's information, upcoming re-certifications, scheduled inspections, failed inspection items, your HAP payments by resident, holds or abatements, assigned housing specialist name/contact information, download forms and read current announcements regarding MHA's voucher program.

How can I change my password?

In the portal, click on the "Change Password" link on the bar at the top of the page. Enter your current password, then your new password; click on "Change Password" to submit your request.

If you forgot your password, just click on the "Forgot your Password?" link on the log in page. Enter your user name and then click on the "Send password" button. A new password will be sent to the email you used to register.

How do I find information about my tenants, units, and HAP payments?

Links to all the pertinent information are listed on a menu on the left. Click each to see more details. The Communications section includes announcements, newsletters, and forms to download.

Payments are posted on the website, but a deposit has not been made in my account. Why?

Partner Portal data is refreshed every 24 hours, so you can view payments processed in our system. Actual banking transactions may take additional time.

For other questions, email: Section8Landlords@MesaAz.gov or fax: (480) 644-2923.

For accommodations, such as braille, large print, or translation, please contact City of Mesa Housing and Community Development at (480) 644-3536, or AzRelay 7-1-1 for those who are deaf or hard of hearing.
Si necesita información en español por favor de llamar al 480-644-3536.

