

Rent Café Landlord Portal

Frequently Asked Questions (FAQs)

What is the Rent Café Landlord Portal?

Rent Café Landlord Portal is an online site where you can access on demand information about your account with the Housing Authority. From this site you can update the following:

1. Agency Details
2. Register with another code (link additional properties)
3. Update your profile
4. Review your unit info
5. Update your Housing Representative information
6. Review attachments
7. Review unit inspection information
8. Review your ledger
9. Review unit holds and abatements
10. Set up EFT payments
11. Change/update email address

Why is it important to keep my email address up to date?

By January of 2024, the Housing Authority will be moving to a paperless environment and will begin communicating with our owners exclusively through the Rent Café Landlord Portal and via email. In order to ensure that you receive timely communications, you will need to keep your contact information up-to-date. To update your email account do the following:

1. Log into your Rent Café Landlord Portal Account.
2. Click on “Settings”
3. Select “Change Email”
4. Enter in your new email then click “Update Email Address”

[See the Rent Café Landlord Portal User Guide for detailed instructions.](#)

Why is the application portal asking for a registration code?

When an owner who is already registered in our system attempts to log in for the first time,

it will request a registration code. The code will include 4 numerals, a dash, 1 letter and will look like this: 4792-L, followed by 8 additional digits.

How do I register for an account on the Rent Café Landlord Portal?

To register for an account:

1. Visit kernha.org and click on “Landlord” then click on “Landlord Portal” and finally click on “Register”. You can also visit kernhousing.com directly.
2. Click “Landlord Login” (upper right-hand corner)
3. Click on the “Click Here to Register” link at the bottom of the page
4. Enter your Registration Code. If you do not have this code email portal.info@kernha.org to obtain it.
5. Enter your personal details
6. Click “Register”

You will receive an email when your registration is received. [See the Rent Café Landlord Portal User Guide for detailed instructions.](#)

What should I do if I cannot access my applicant portal?

If you are having trouble logging into or creating a new account on the applicant portal, it’s likely that you are already registered in our system. You will need to:

1. Click “Forgot Password”
2. Access the email account you previously provided to us
3. Follow the prompt in the email that is sent to you to reset your password