

Table of Contents

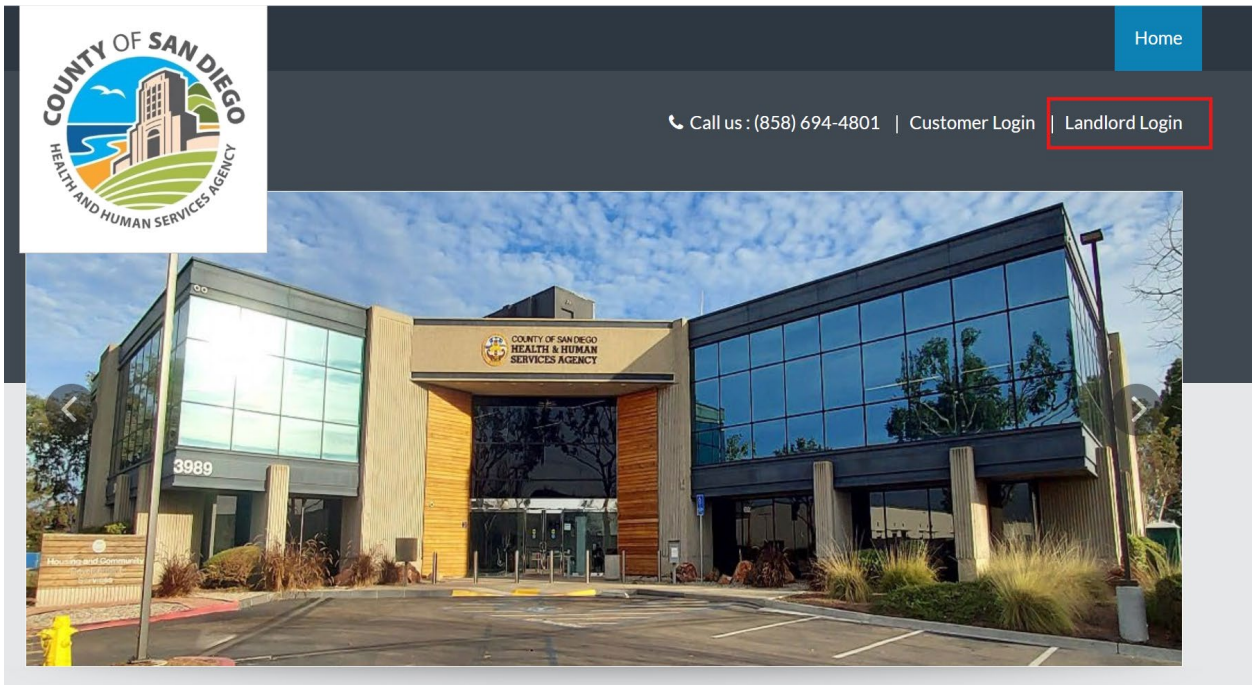
- Purpose.....2
- Accessing the RentCafe Landlord Portal2
- Landlord Login3
 - Log in with Verification Code5
 - Log in with Email Link10
- Creating a Rent Increase Request 12

Purpose

The purpose of this step-by-step guide is to walk registered landlords through the process of submitting a rent increase request to the Housing Authority of the County of San Diego (HACSD) using the RentCafe Landlord Portal. If not a registered landlord, refer to the “*How Landlords Register in the RentCafe Portal*” Desk guide to register using the registration code provided by HACSD.

Accessing the RentCafe Landlord Portal

1. To access the RentCafe Landlord portal, navigate to HACSD RentCafe Landlord Portal.

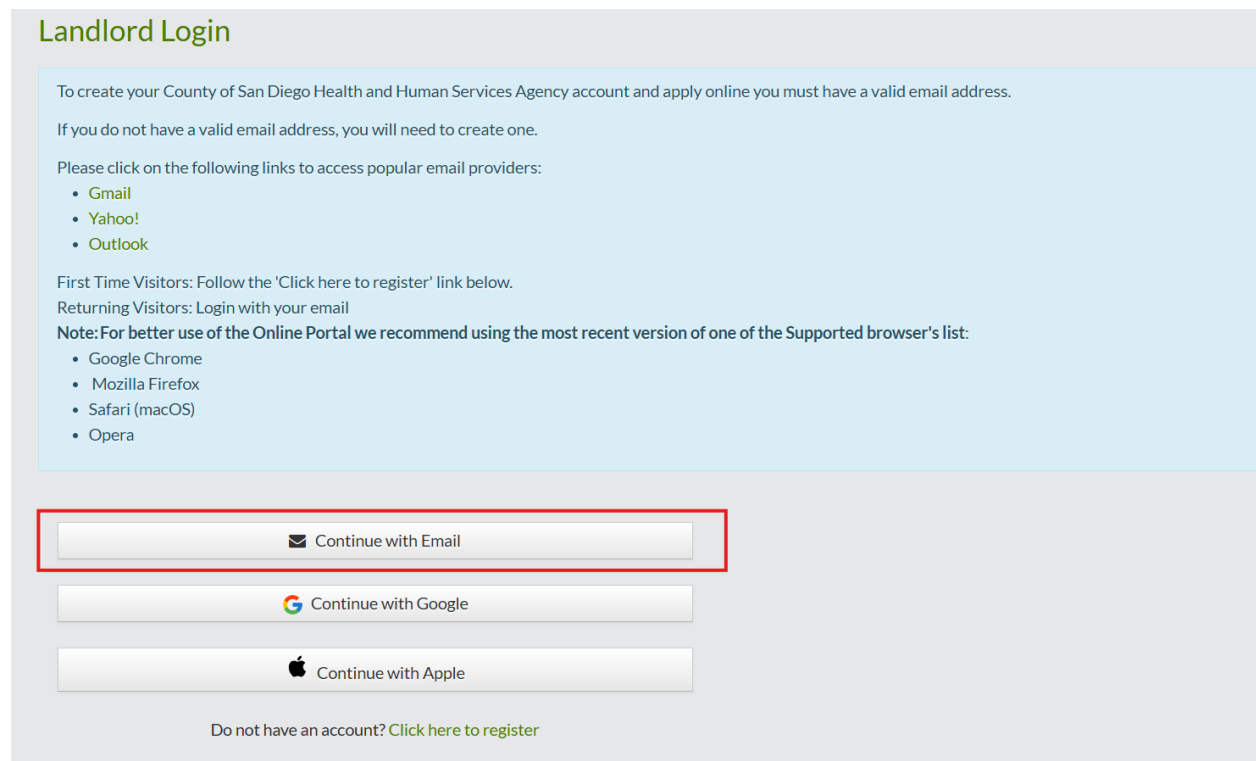


Landlord Login

1. The landlord will be taken to the login screen. Landlords can sign in using Email, Google, or Apple. To continue with email login, the landlord will click **Continue with Email**.

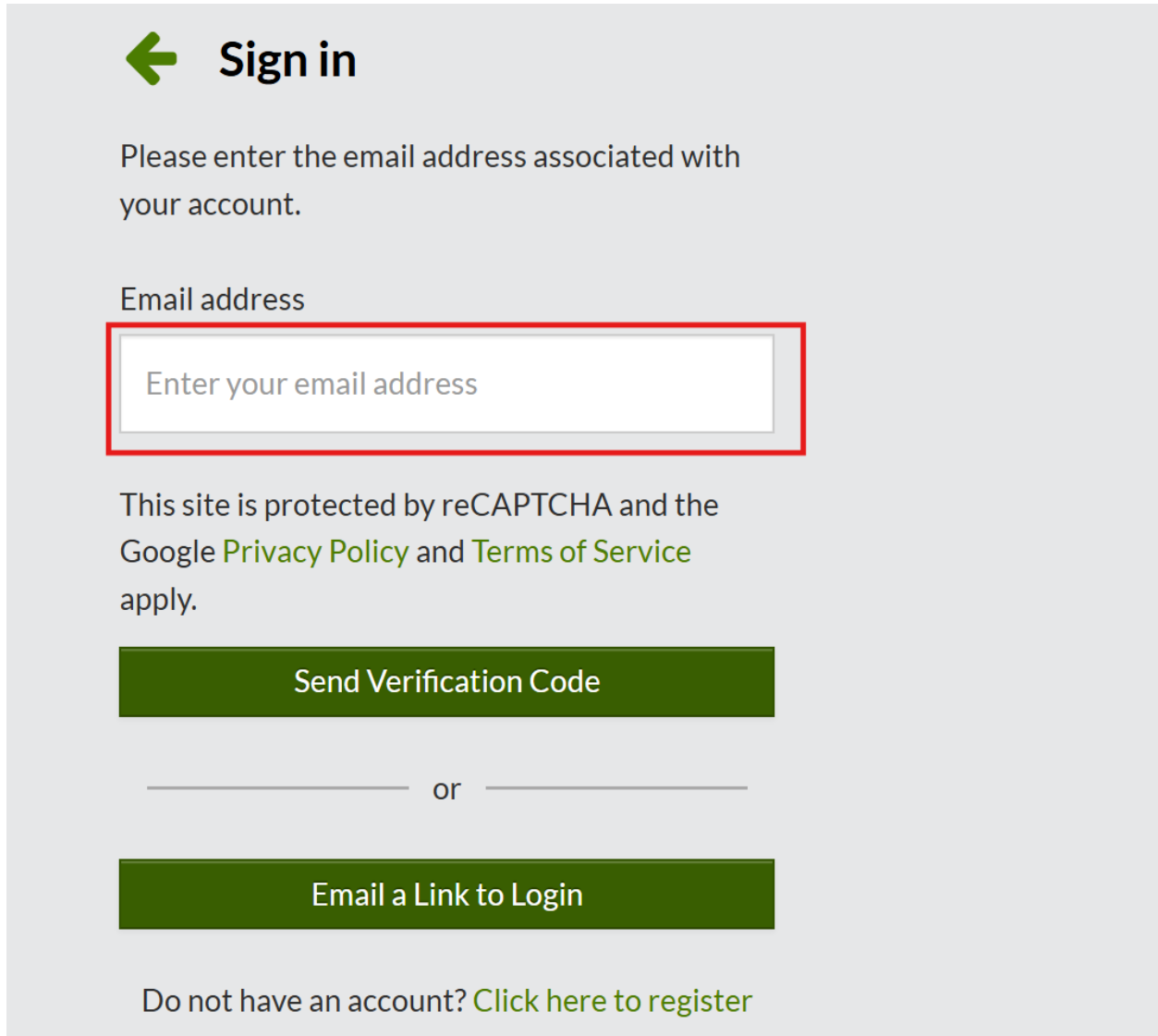
Please Note: If the landlord registered using a Google or Apple email address, they can sign in using the same Google or Apple option. The system will redirect the landlord to the appropriate sign-in page and request permission for securecafe.com to access their information in order to log in to the RentCafe portal.

Important Note: *If a landlord is not registered in RentCafe, they must first complete the registration process. Landlords should refer to the “**How Landlords Register in the RentCafe Portal**” desk guide for step-by-step instructions.*



How Landlords Submit a Rent Increase via RentCafe Portal

2. From the **Landlord Login** screen, the landlord must enter the registered email address.



← Sign in

Please enter the email address associated with your account.

Email address

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

Send Verification Code

_____ or _____

Email a Link to Login

Do not have an account? [Click here to register](#)

Log in with Verification Code

1. Landlords can choose to **Send Verification Code** or **Email a Link to Login**.
 - **Send Verification Code:** Sends a one-time password (OTP) verification code to the landlord's email address or phone number. The OTP is valid for 10 minutes.
 - **Email a Link to Login:** Sends a login link to the landlord's registered email address. Once the landlord clicks the log in link in the email, the landlord is directed to the RentCafe Portal signed in. The secure link is valid for 30 minutes.
2. If the landlord selects to have the verifications code sent to their email address or via text, the landlord will select **Send Verification Code**.

← Sign in

Please enter the email address associated with your account.

Email address

yardi@gmail.com

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

Send Verification Code

or

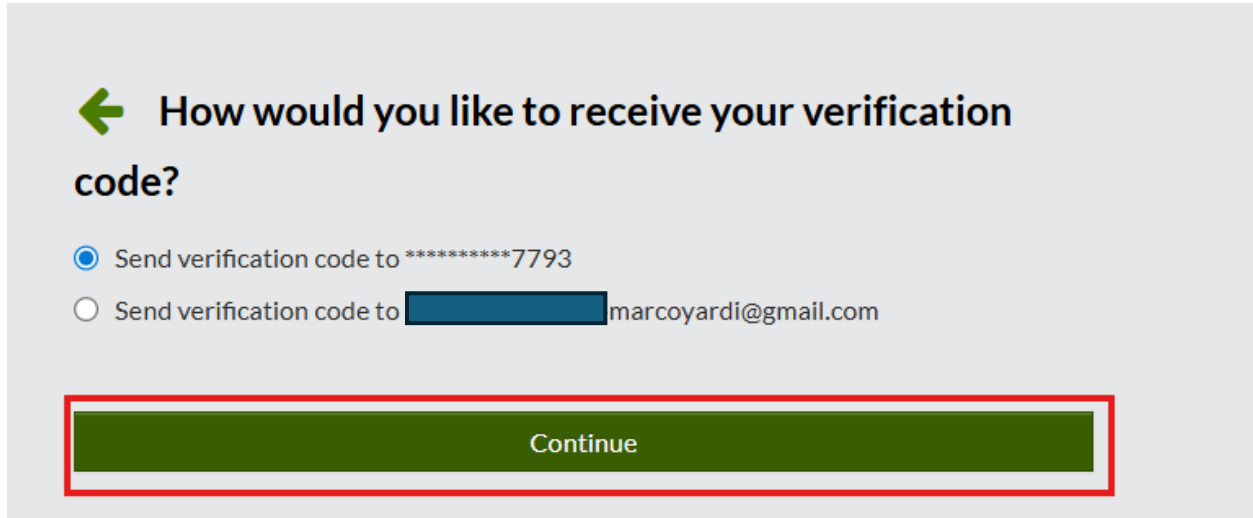
Email a Link to Login

Do not have an account? [Click here to register](#)

[Terms and Conditions](#)
[Manager and Owners](#)

How Landlords Submit a Rent Increase via RentCafe Portal

- The landlord chooses how to receive the verification code; either by phone (last 4 digits displayed) or by email. After selecting an option, click **Continue**.



A screenshot of a web interface titled "How would you like to receive your verification code?". It features a green back arrow icon and two radio button options. The first option, "Send verification code to *****7793", is selected. The second option, "Send verification code to [redacted]@gmail.com", is unselected. A green "Continue" button is highlighted with a red border.

← How would you like to receive your verification code?

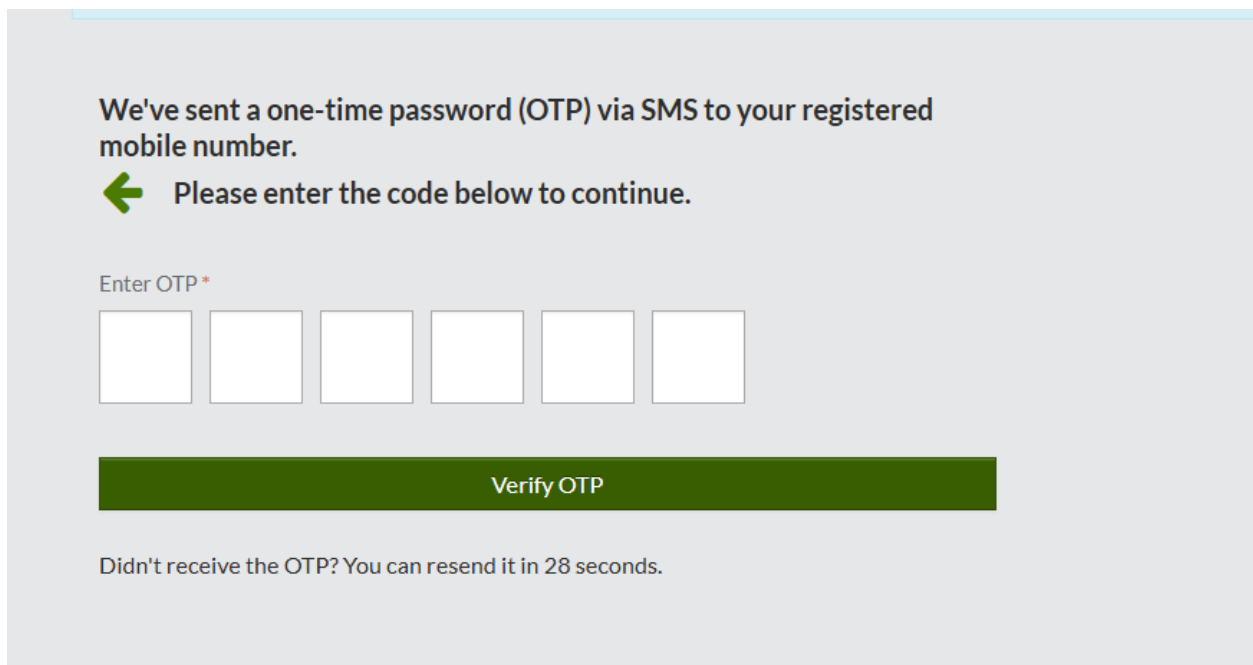
Send verification code to *****7793

Send verification code to [redacted]@gmail.com

Continue

- Landlords will receive a one-time password (OTP) via text message or email, based on the selected option. The OTP will expire in 10 minutes.

Please Note: If the OTP is not received, landlords can click **Resend OTP** to request a new one.



A screenshot of a web interface for OTP verification. It displays a message: "We've sent a one-time password (OTP) via SMS to your registered mobile number." followed by a green back arrow icon and the text "Please enter the code below to continue." Below this is a label "Enter OTP*" and six empty input boxes for the code. A green "Verify OTP" button is at the bottom. A link "Didn't receive the OTP? You can resend it in 28 seconds." is at the very bottom.

We've sent a one-time password (OTP) via SMS to your registered mobile number.

← Please enter the code below to continue.

Enter OTP*

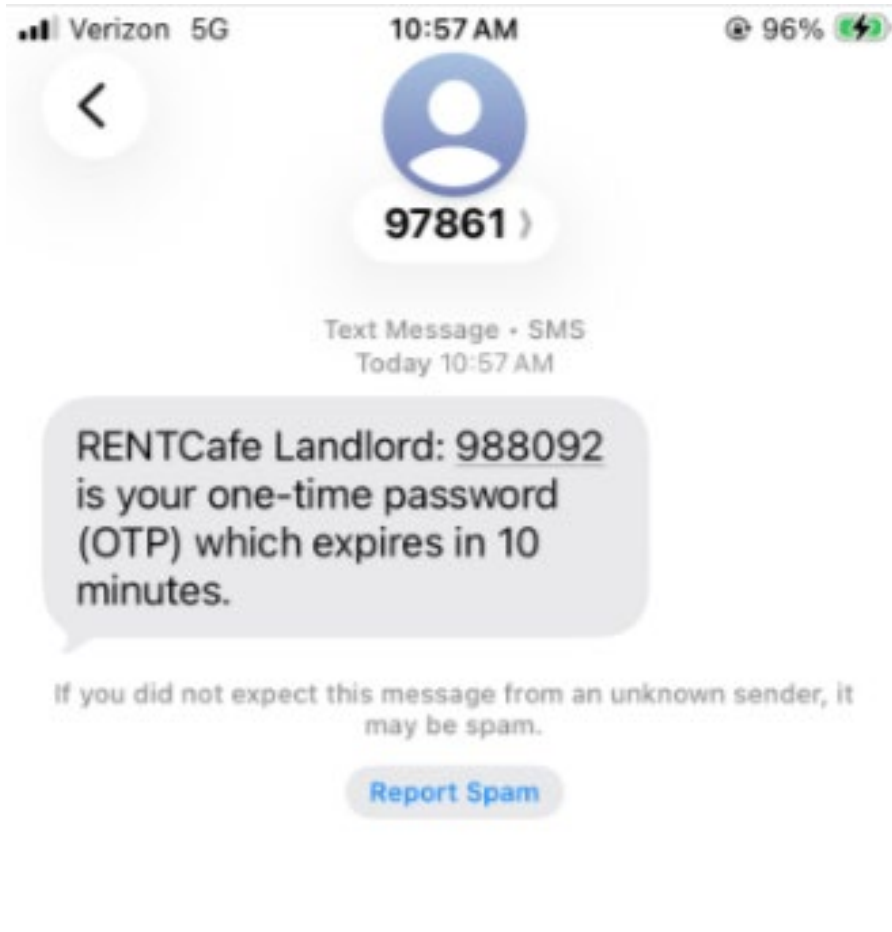
[] [] [] [] [] []

Verify OTP

Didn't receive the OTP? You can resend it in 28 seconds.

How Landlords Submit a Rent Increase via RentCafe Portal

5. If sent via text, the message will read: **“RENTCafe Landlord: [6-digit code]”** and will inform the landlord that the OTP expires in 10 minutes.



How Landlords Submit a Rent Increase via RentCafe Portal

6. If sent via email, the message will include the 6-digit code and will indicate that the OTP is valid for 10 minutes.



County of San Diego Health and Human Services Agency <no-reply@rentcafe.com>

to [REDACTED]



Dear John,

511363 is your one-time password (OTP) for login. It is valid for 10 minutes. Please do not share OTP with others.

Thank you,

The Housing Authority of the County of San Diego
3989 Ruffin Road
San Diego, CA 92123

This is an auto-generated email. Please do not reply to this email.

How Landlords Submit a Rent Increase via RentCafe Portal

7. Landlords will enter the OTP received by email or text and click **Verify OTP**.

Please note: Entering the OTP code incorrectly will cause an error, and after multiple failed attempts, the account will be temporarily locked. Once the account is locked, the landlord will receive an email notification informing them that the portal has been locked due to multiple failed login attempts. The email will also explain that the account will be automatically reactivated after 30 minutes and will include a link to access the RentCafe Portal once the account is unlocked.

The screenshot displays the OTP verification interface. At the top, a red error banner reads "Invalid OTP" with a close icon. Below it, a pink notification bar states: "For your security, your account has been temporarily locked due to multiple unsuccessful login attempts. You'll be able to try again shortly." The main content area has a grey background and contains the text: "We've sent a one-time password (OTP) via SMS to your registered mobile number." followed by a green arrow icon and "Please enter the code below to continue." Below this is a label "Enter OTP*" and a row of six input boxes containing the digits 5, 3, 9, 4, 5, and 6. A green "Verify OTP" button is highlighted with a red border. Below the button is a horizontal line with "or" in the center, and a green "Resend OTP" link underneath.

8. Once the landlord clicks Verify OTP, will be able to access to the Landlord RentCafe Portal.

Log in with Email Link

1. If the landlord selects the **'Email a Link to Login' option**, an email link will be sent to the registered email address.

The screenshot shows a 'Sign in' page with a green arrow icon and the text 'Sign in'. Below this is a prompt: 'Please enter the email address associated with your account.' An input field contains the email address 'markyardi@gmail.com'. Below the input field is a disclaimer: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.' There are two green buttons: 'Send Verification Code' and 'Email a Link to Login'. The 'Email a Link to Login' button is highlighted with a red rectangular border. Below the buttons is the text 'Do not have an account? Click here to register' and links for 'Terms and Conditions' and 'Manager and Owners'.

How Landlords Submit a Rent Increase via RentCafe Portal

2. It will then require the landlord to check the registered email inbox for the one-time sign-in link.

Note: If the email is not received, landlords can request to have the link resent.

Check your inbox.

If the information you entered matches our records, you'll soon receive an email containing a one-time sign-in link.

miromarco2021+markyardi@gmail.com

Don't see your email?

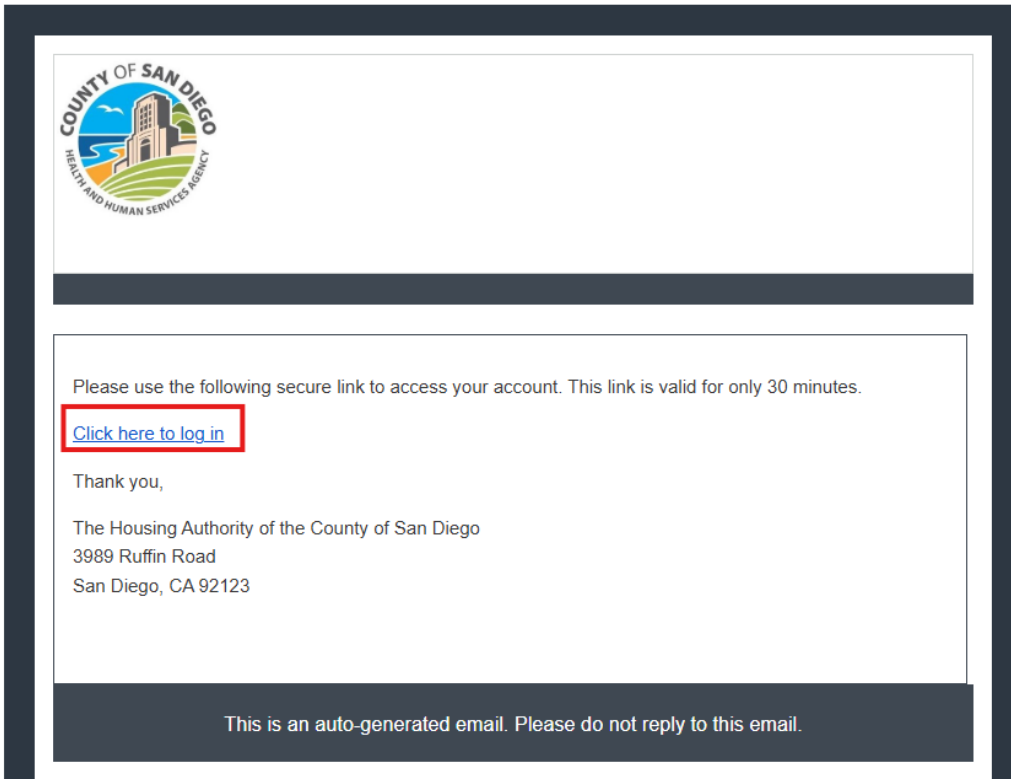
Check your spam folder or [resend](#) the link.

3. From the email inbox, the landlord will receive the email with the secure link to access their RentCafe account. Click '**Click Here to log in**'.



County of San Diego Health and Human Services Agency <no-reply@rentcafe.com>

to [redacted] markyardi



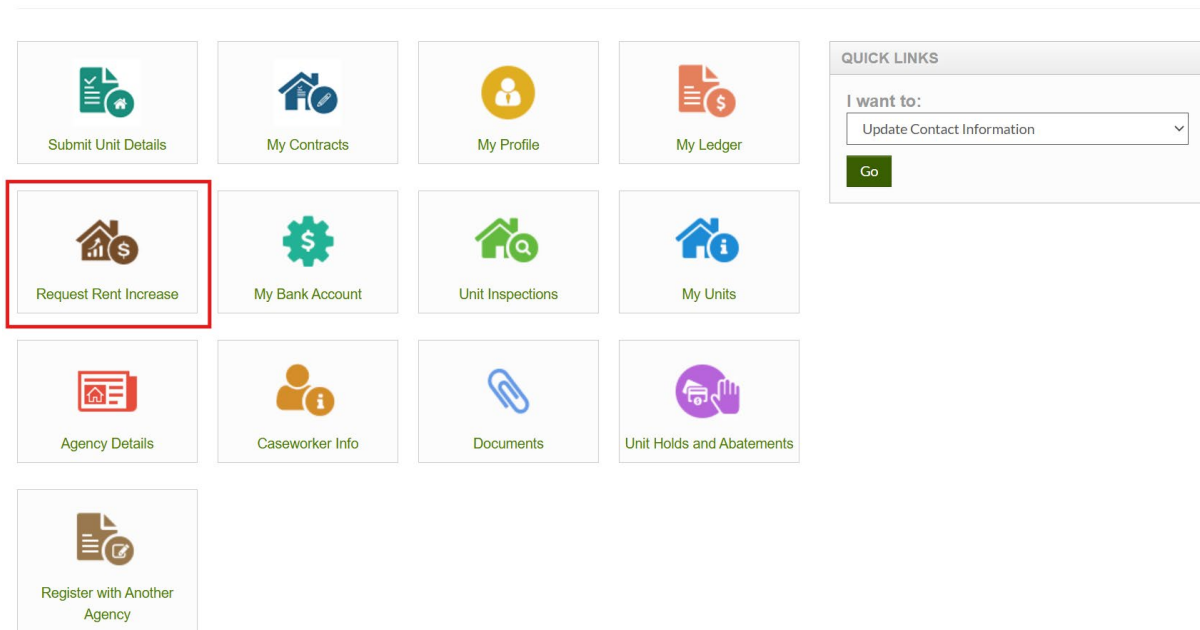
Landlord Login:

How Landlords Submit a Rent Increase via RentCafe Portal

4. Once the landlord clicks the link, they will be able to access to the Landlord RentCafe Portal.

Creating a Rent Increase Request

1. From the dashboard, the landlord will select the **Request Rent Increase** tile.



How Landlords Submit a Rent Increase via RentCafe Portal

2. The landlord will be taken to the Rent Increase Request screen.
3. On this screen, the landlord can also view other rent increases submitted to HACSD through the Portal, as well as any rent increase requests that were started but not yet submitted.

The screenshot shows the 'Request Rent Increase' page. At the top, there is a navigation bar with 'Home', 'Agency Management', 'Settings', and 'Logout'. A 'Logged in as:' field is visible on the right. The main heading is 'Request Rent Increase'. A green 'Add Request' button is highlighted with a red box. Below this, there is a card for the 'County of San Diego Health and Human Services Agency' with the address '3989 Ruffin Rd, San Diego, CA 92123'. To the right, 'Request Details' are shown: Status: Waiting for Agency Review, Unit: 1234 Fake Street #46, El Cajon, CA 92019, Last Update Date: 11/21/2025, Created Date: 11/19/2025, Proposed Effective Date: 3/1/2026, and Proposed Contract Rent: \$2,800.00. At the bottom right of the card are 'View', 'Upload Documents', and 'Delete' buttons.

4. To create a new request, the landlord will click the **Add Request** button.

The screenshot shows the 'Request Rent Increase' page with a 'My Account' dropdown menu set to 'HACSD TEST ACCOUNT - 25553-LV0010431'. The 'Add Request' button is highlighted with a red box. The card below shows the agency information and 'Request Details' with a status of 'Incomplete'. The details include: Last Update Date: 9/22/2025 and Created Date: 9/22/2025. At the bottom right of the card are 'Continue' and 'Delete' buttons.

How Landlords Submit a Rent Increase via RentCafe Portal

5. The 'Add Request' button starts the Rent Increase Request workflow.
6. The landlord will select their preferred language.
7. After selecting the language, the landlord will click the **Next** button to continue.

Home Agency Management Settings Logout

Logged in as: John Smith

Rent Increase

Application Progress 0%

*Denotes a required field

Please select your preferred language

Preferred Language*

- English
- Español (Spanish)
- العربية (Arabic)

Next

How Landlords Submit a Rent Increase via RentCafe Portal

- At the unit selection screen, the landlord will see a list of units.
- Some landlords may have multiple units receiving Housing Assistance Payments (HAP) assistance.
- To find their unit, landlords can scroll through the list of units or search using the tenant's name or unit address in the search field.

Rent Increase

Application Progress **14%**

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Unit Selection

Select the unit for this rent increase request.

10 records per page Search:

Select	Unit Address	# of Bedrooms	Last Rent Effective Date	Contract Rent	Tenant Rent	Tenant Name	Last Inspected Date
<input type="checkbox"/>	1234 Fake Street #46 El Cajon, CA 92019	2	11/18/2025	\$2,500.00	\$119.00	Yardi, Oscar	02/16/2025
<input type="checkbox"/>	1234 Fake Street #47 El Cajon, CA 92019	2	11/17/2025	\$2,500.00	\$119.00	Yardi, Rachel	02/16/2025
<input type="checkbox"/>	1234 Fake Street #48 El Cajon, CA 92019	2	11/17/2025	\$2,500.00	\$119.00	Yardi, Tania	02/16/2025

Showing 1 to 3 of 3 entries

← Previous 1 Next →

Back Next

How Landlords Submit a Rent Increase via RentCafe Portal

11. Once the landlord finds the unit, they will select the unit using the checkbox and click **Next** to continue.

Please Note: Landlords may NOT select multiple units at a time, only ONE rent increase request can be submitted at a time.

Rent Increase

Application Progress 14%

Language Selection

- Unit Selection
- Unit Details
- Proposed Rent Increase
- Comparable Unit Details
- Documents
- Sign and Submit

*Denotes a required field

Unit Selection

Select the unit for this rent increase request.

10 records per page Search:

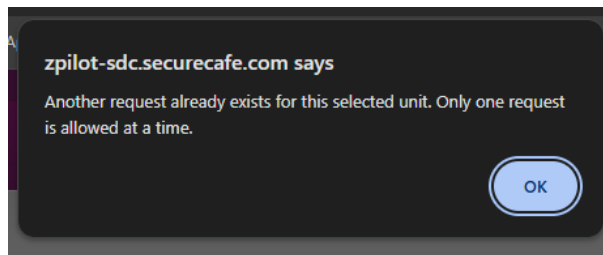
Select	Unit Address	# of Bedrooms	Last Rent Effective Date	Contract Rent	Tenant Rent	Tenant Name	Last Inspected Date
<input type="checkbox"/>	1234 Fake Street #46 El Cajon, CA 92019	2	11/18/2025	\$2,500.00	\$119.00	Yardi, Oscar	02/16/2025
<input checked="" type="checkbox"/>	1234 Fake Street #47 El Cajon, CA 92019	2	11/17/2025	\$2,500.00	\$119.00	Yardi, Rachel	02/16/2025
<input type="checkbox"/>	1234 Fake Street #48 El Cajon, CA 92019	2	11/17/2025	\$2,500.00	\$119.00	Yardi, Tania	02/16/2025

Showing 1 to 3 of 3 entries

← Previous 1 Next →

Back Next

***If a landlord has already submitted a rent increase for the unit, an error message will appear. If the landlord believes this is an error, they will need to contact their assigned Housing Specialist for clarification. ***



How Landlords Submit a Rent Increase via RentCafe Portal

12. Next, the landlord will review the unit details HACSD has on file, including:

- Unit address
- Square footage
- Number of bedrooms
- Number of bathrooms
- Structure type
- Year built

Please Note: No modifications can be made on this screen. If the landlord believes the unit details are incorrect, the landlord must contact their assigned Housing Specialist (HS).

13. The landlord will click **Next** to continue.

Rent Increase

Application Progress **29%**

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Unit Details

Review the selected unit's details.

Unit Address
1234 Fake Street #47
El Cajon, CA 92019

Structure Type
Low rise

Square Feet
0.00

Number of Bedrooms
2

Number of Bathrooms
2.00

Year Built
1998

Back **Next**

How Landlords Submit a Rent Increase via RentCafe Portal

- The landlord will enter the proposed new rent amount and the effective date of the rent increase.
- The landlord will indicate if the increase is due to an Area Price Increased or a Lease Renewal.

Rent Increase

Application Progress **43%**

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Proposed Rent Increase

Enter the proposed new contract rent for this unit. Our agency must approve any rent increase. No rent increase is permitted during the initial term of the lease (24 CFR 982.309(a)(3)).

Important Note:

- HACSD will not approve a rent increase without a proper 60-day advance notice from the effective date of the rent increase.
- If the rent increase is more than 10%, a 90-day advance notice is required from the effective date of the rent increase (California Civil Code §827(b)(3)).
- All rent increases take effect on the first day of the month.

Proposed New Rent*
\$2,600.00

Proposed Effective Date of Rent Increase*
3/1/2026

Reason for Rent Increase*
▼
Area price increased
Lease renewal

- Landlords will click **Next** to continue.

Rent Increase

Application Progress **43%**

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Proposed Rent Increase

Enter the proposed new contract rent for this unit. Our agency must approve any rent increase. No rent increase is permitted during the initial term of the lease (24 CFR 982.309(a)(3)).

Important Note:

- HACSD will not approve a rent increase without a proper 60-day advance notice from the effective date of the rent increase.
- If the rent increase is more than 10%, a 90-day advance notice is required from the effective date of the rent increase (California Civil Code §827(b)(3)).
- All rent increases take effect on the first day of the month.

Proposed New Rent*
\$2,600.00

Proposed Effective Date of Rent Increase*
3/1/2026

Reason for Rent Increase*
Area price increased ▼

Back **Next**

How Landlords Submit a Rent Increase via RentCafe Portal

17. The landlord can choose to add up to three comparable units by selecting **Yes** from the dropdown.
18. If the landlord chooses not to add the comparable units, the landlord will select **No** and click **Next** to continue.

The screenshot shows the 'Rent Increase' application progress at 57%. The 'Comparable Unit Details' section is active. A dropdown menu is set to 'No' for the question 'Would you like to submit details on unassisted comparable units?'. The 'Next' button is highlighted with a red box.

Application Progress: 57%

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Comparable Unit Details

To support your request for a rent increase on this subsidized unit, you may submit the details of up to three unassisted comparable units (similar units that are not subsidized).

Would you like to submit details on unassisted comparable units?*

No

Back Next

19. The landlord can upload any documents required to submit the rent increase, by clicking **Upload**.

The screenshot shows the 'Rent Increase' application progress at 71%. The 'Documents' section is active. A table lists 'Upload documents.' with an 'Upload' button highlighted in red. Below the table, the 'Next' button is visible.

Application Progress: 71%

Language Selection
Unit Selection
Unit Details
Proposed Rent Increase
Comparable Unit Details
Documents
Sign and Submit

*Denotes a required field

Documents

You must provide the following documents for the Rent Increase Request to be considered:

- A Completed Landlord Self-Certification form - download the form [HERE](#). You can submit the document on this page using the 'Upload Document'

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

Showing 1 to 1 of 1 entries

Back Next

How Landlords Submit a Rent Increase via RentCafe Portal

20. After the landlords upload the document(s), the landlord will click **Next** to continue.

Rent Increase

Application Progress **71%**

*Denotes a required field

Documents

You must provide the following documents for the Rent Increase Request to be considered:

- A Completed Landlord Self-Certification form - download the form [HERE](#). You can submit the document on this page using the 'Upload Document'

Document	Description	Upload	Scan	View	Delete	Uploaded Date
Upload documents.		Upload	Scan			
Landlord self document.pdf	Completed landlord self certification			View	Delete	11/21/2025

Showing 1 to 2 of 2 entries

[Back](#) [Next](#)

21. The landlord can review the documents before signing by clicking **View Document (Unsigned)**. They will digitally sign the rent increase request by clicking **Click Here to Sign**.

Rent Increase

Application Progress **86%**

*Denotes a required field

Sign and Submit

You must sign the signature document to submit your request.

[Upload Documents](#)

Document	View	Sign
Signature Document	View Document (Unsigned)	Click Here to Sign

Showing 1 to 1 of 1 entries

[Back](#)

22. Yardi **Disclosures & Consent** term appears, the landlord will review, then click **Agree & Continue to proceed.**

TERMS > SIGN > DOCUMENT

Disclosures & Consent

These Terms of Service apply to Yardi's ySign and/or ySignature services. By clicking "Agree & Continue" or clicking to submit, I consent to the use of my electronic signature instead of a physical signature to execute the applicable agreement or document, including (as appropriate) a rental application, rental property lease, and/or any corresponding documents (collectively, "Document(s)") for which I have initiated or applied, and agree to be bound by the terms of such Document(s) as if I had signed it with my physical signature. I understand that by using my electronic signature, I hereby give my permission to receive notices in electronic form and consent to the use of my electronic signature instead of a physical signature to execute any corresponding documents and agree to be bound by the terms of such corresponding documents. To the extent I am using my electronic signature to execute a rental application or rental property lease, I hereby give permission to the property owner or manager from whom I am renting to provide notices under the lease to me in electronic form and consent to the use of my electronic signature instead of a physical signature to execute renewals or extensions of the lease and any corresponding documents and agree to be bound by the terms of such a renewal or extension as if I had signed it with my physical signature. I have received and reviewed this consent before providing my electronic signature and I have no difficulty accessing this information that has been provided to me electronically.

I understand that I am not required to sign the Document(s) or receive any notices under it electronically. If I prefer to sign with my physical signature, I understand that I may obtain a physical copy of the executable Document(s), complete it, physically sign it, and return it. I understand that, prior to my execution of the Document(s), I may withdraw my consent to use the electronic signature functionality and/or my consent to receive notice in electronic form. I further understand that, after my execution of the Document(s) or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to receive notice in electronic form by providing written notice. I acknowledge and understand that executing the Document(s) by a physical signature may result in, among other things, a delay in the process.

To utilize the electronic signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies will be needed (e.g., including but not limited to, current versions of Chrome, Firefox, Internet Explorer, or Safari). Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

I understand that I should contact the other party to request paper copies of documents, withdraw consent to conduct business electronically, and/or update my contact information.

DISAGREE **AGREE & CONTINUE**

How Landlords Submit a Rent Increase via RentCafe Portal

23. In the Create Your Signature screen, the landlord can sign their signature with their mouse or finger.
24. The Landlord can also use a scripted style by clicking, ***You Can Choose a Scripted Signature instead.***

TERMS > SIGN > DOCUMENT

Create Your Signature

Use your mouse or finger to create your signature [You can choose a script signature instead.](#)

Your Signature

[Clear Signature](#)

Your Initials

[Clear Initials](#)

SAVE & CONTINUE

How Landlords Submit a Rent Increase via RentCafe Portal

25. landlord will choose one of the three script options and click **Save & Continue**.

Choose a Script

Choose a script font for your signature. [Or create your own.](#)

- HACSD Rentals HR
- HACSD Rentals HR
- HACSD Rentals HR

SAVE & CONTINUE

Sign Document:

26. The landlord can either scroll to the bottom of the document to sign or click the blue **Jump to Next** button to go directly to the signature page.

Sign Document

(Document 1 of 1) Page 1 of 2

Actions

NEXT

Page 2 (2 actions)

Save Progress

JUMP TO NEXT

Landlord Information	
Company	016 HACSD Rental Company
Vendor Code	v000844

Unit Information	
Unit Address	1234 Main Street #12 El Cajon, CA 92029
Contract Rent	\$2,500.00
Square Feet	0.00
Number of Bedrooms	2
Structure Type	Low Rise
Number of Bathrooms	2.00
Year Built	1998
Current Contract Rent	\$2,500.00
Amenities	

Rent Increase Request Information	
Proposed New Rent	\$2,600.00
Proposed Effective Date of Rent Increase	09/01/2024
Reason for Rent Increase	Area price increased

Comparable Units Information	
Unit 1 Address	
Square Feet	
Number of Bedrooms	
Number of Bathrooms	
Amenities	
Monthly Rent	

How Landlords Submit a Rent Increase via RentCafe Portal

27. The landlord will click the yellow **Sign & Date** fields to populate the signature and date.

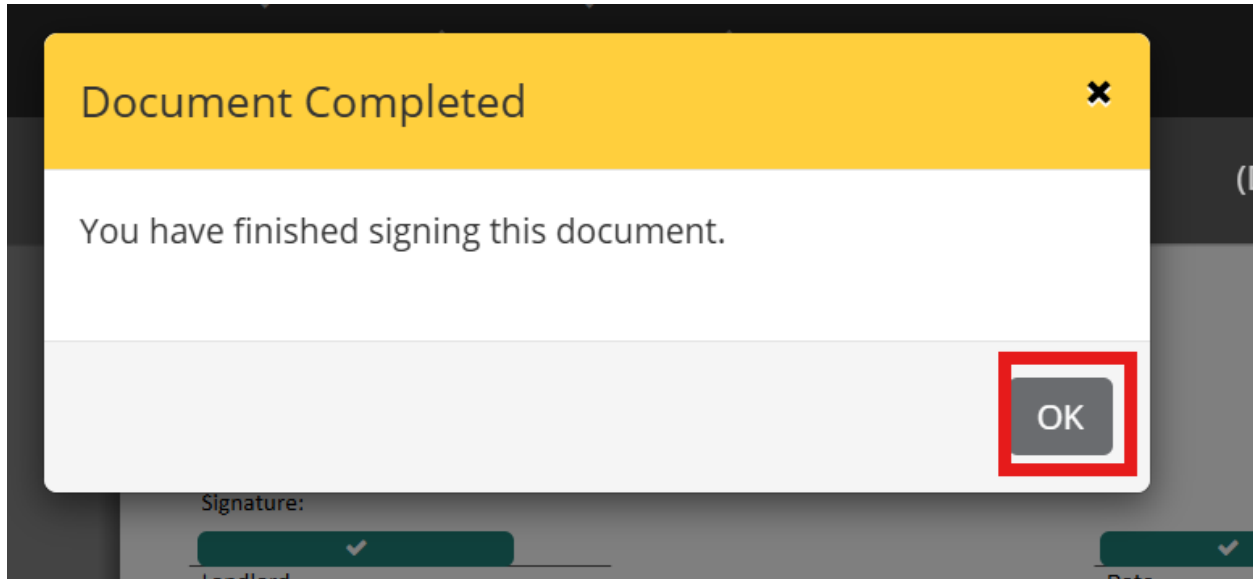
The screenshot shows a web form with a table at the top. Below the table, there are two fields labeled "Signature:" and "Date:". The "Signature:" field has a yellow "Sign" button and a text input field. The "Date:" field has a yellow "Date" button and a text input field. A red box highlights both the "Sign" and "Date" buttons and their respective input fields. At the bottom of the form, there are two buttons: "Save Progress" and "JUMP TO NEXT".

28. A green box with a white checkmark will appear once signed and dated. The landlord will click **Sign and Complete**.

The screenshot shows the same web form as in the previous image, but now the "Sign" and "Date" buttons are green with white checkmarks. A red box highlights the "SIGN & COMPLETE" button at the bottom of the form. The interface also shows a navigation bar at the top with "TERMS", "SIGN", and "DOCUMENT" tabs, and a sidebar on the left with "Actions" and "NEXT" buttons. The page number "Page 2 of 2" is visible in the top right corner.

How Landlords Submit a Rent Increase via RentCafe Portal

29. The Document Completed pop-up screen will appear, the landlord will click **OK** to continue.



30. After signing the rent increase request, the application progress will show 100% on the top bar. The landlord can log out or return to the dashboard to submit additional requests.

