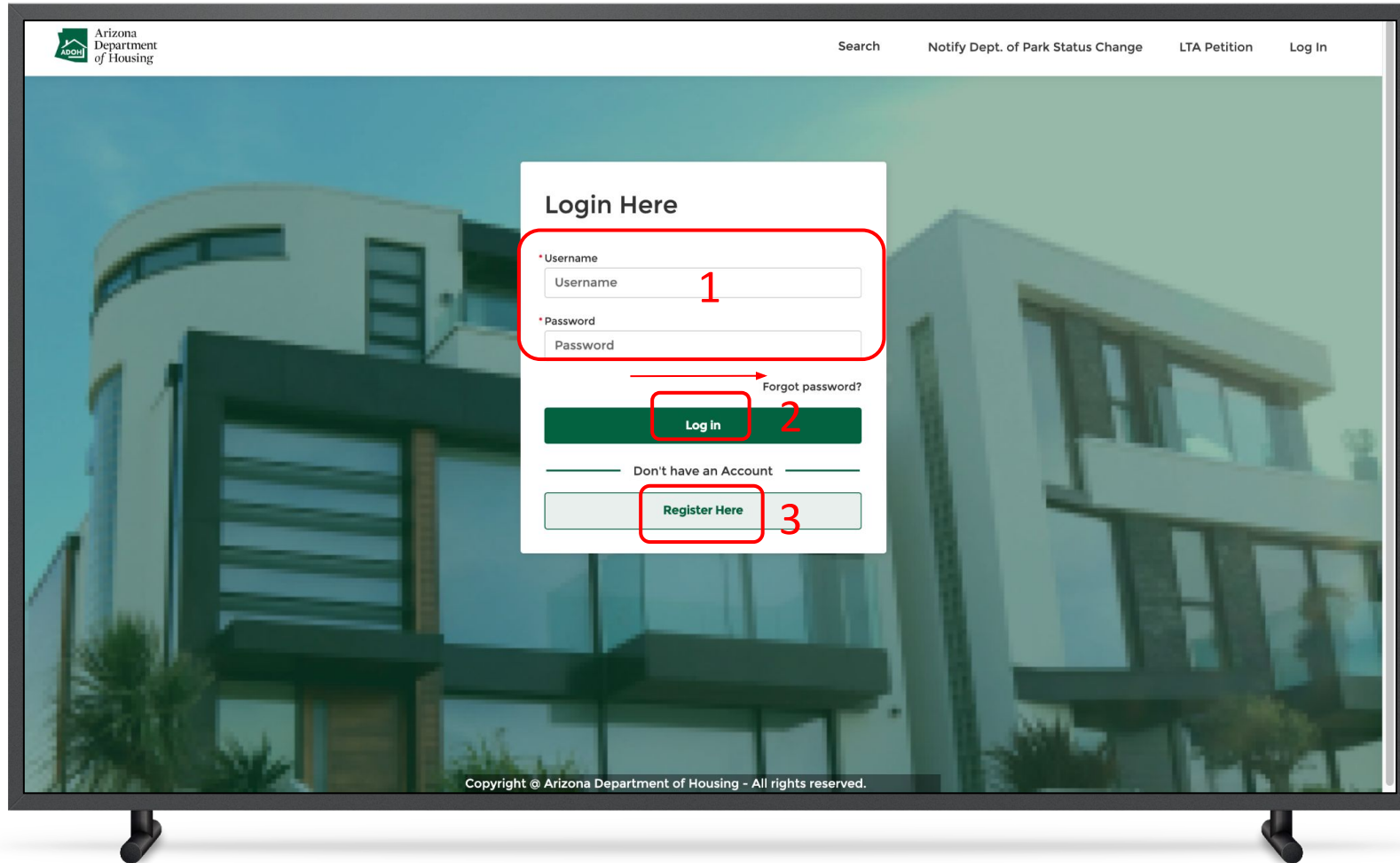AZ MHBD

Tenant – Portal User Guide

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- Login and Registration

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- LTA (Landlord Tenant Act) Petition

Login & Registration

Login

Instructions

1. Enter Username and Password
2. Click 'Log in' button
3. If you want to register, click the 'Register Here' button

Key Points

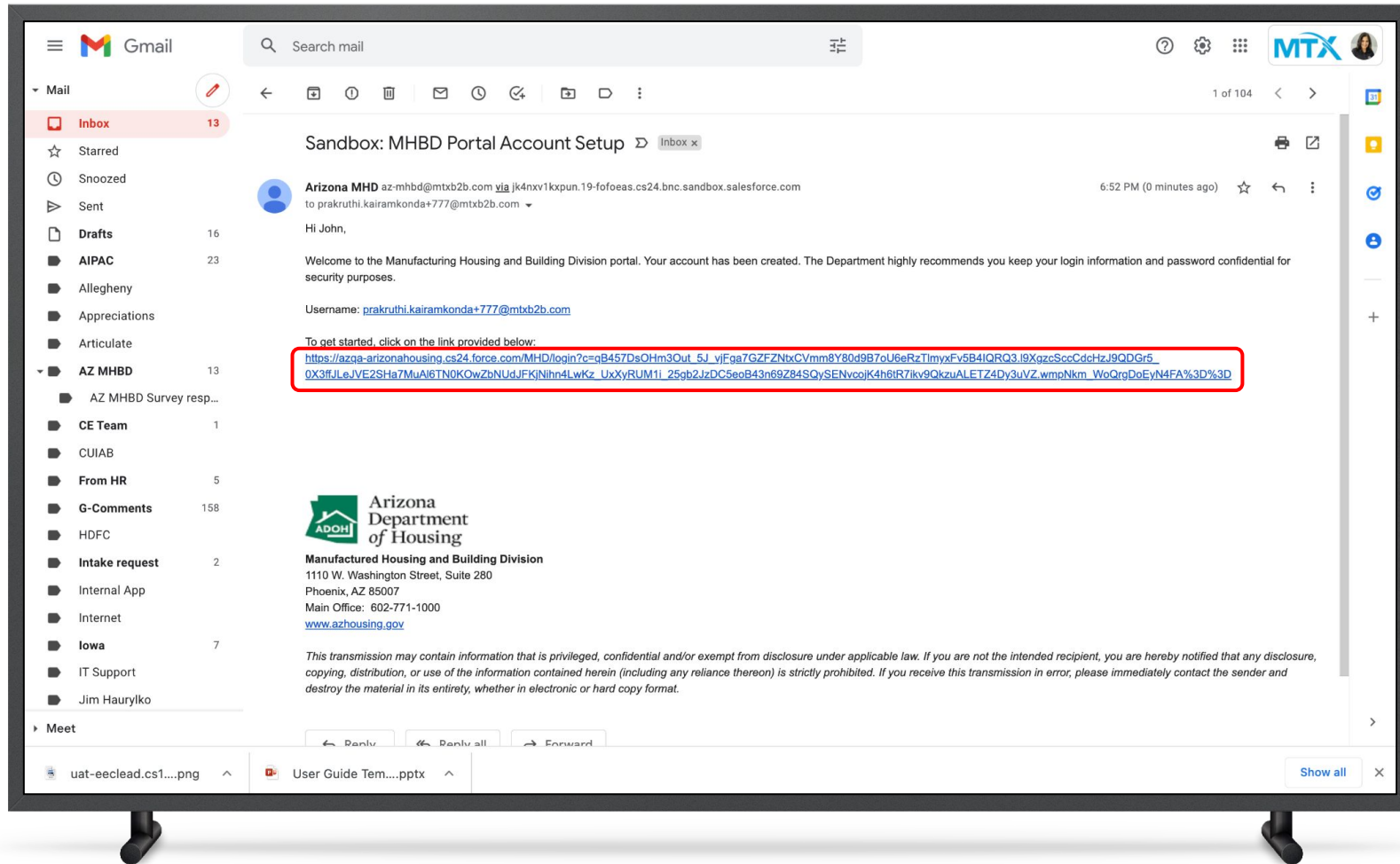If you can't remember your password, click 'Forget password?'

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Registration

1. Select the 'Relocation Tenant' Registration Type from the dropdown list
2. Populate required details
3. Check the attestation box
4. Click Submit

Key Points

Upon clicking Submit button, the system will display a success message on the screen.
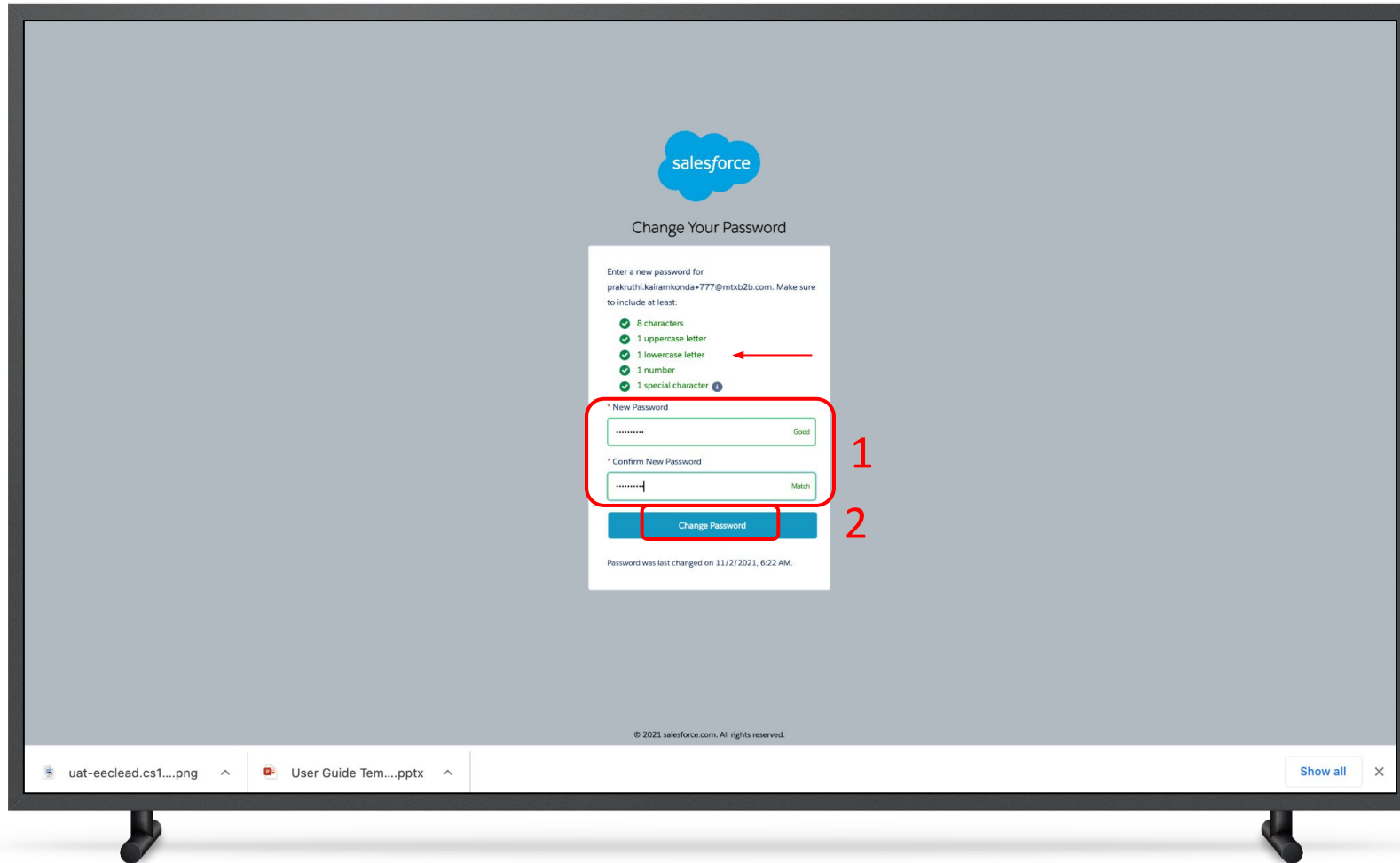
Registration

Instructions

You will receive an account set up email to your registered email address. Click on the link; you will be navigated to the Change Your Password page

Key Points

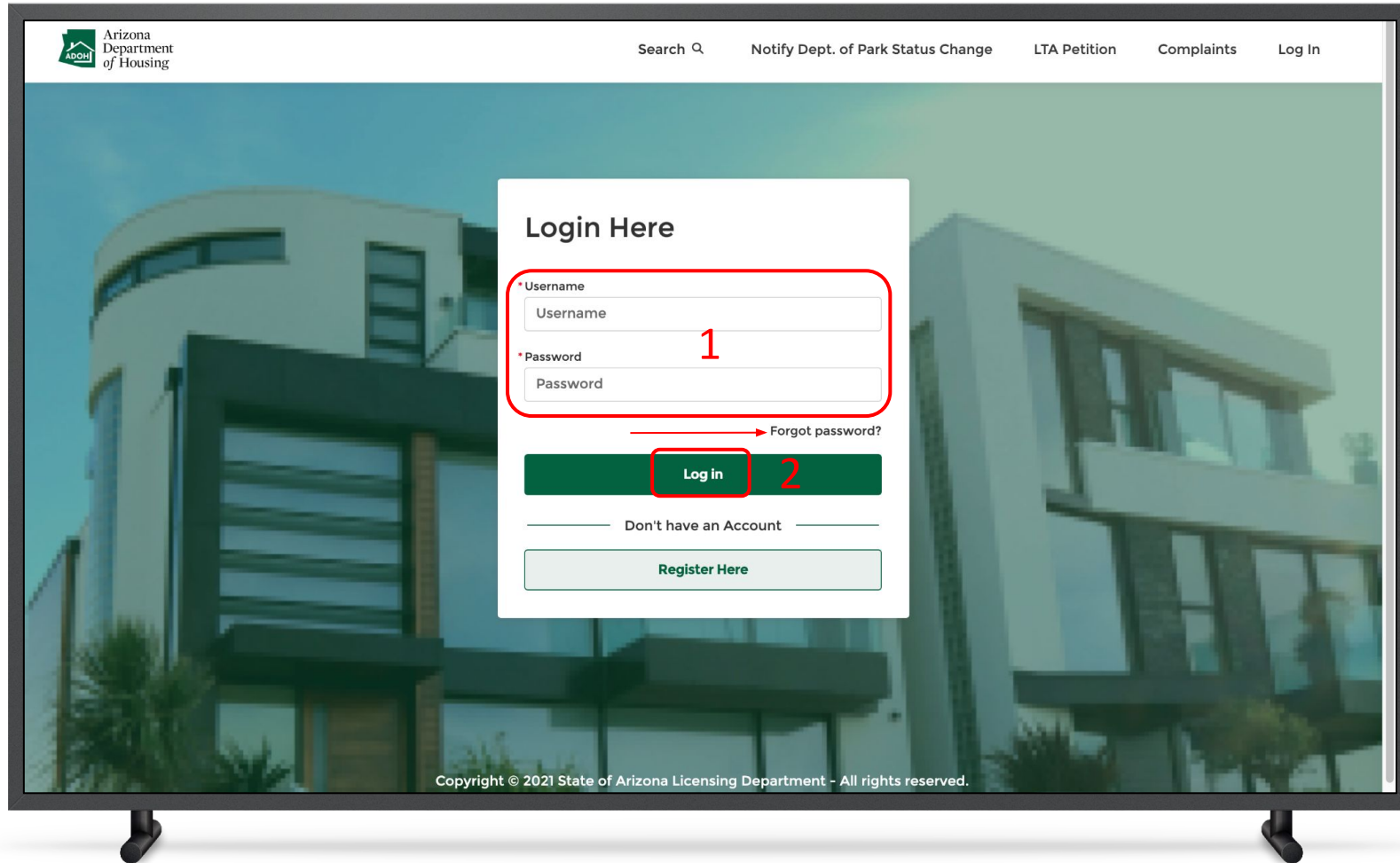No key points

Registration

Instructions

1. Enter New Password and confirm
2. Click 'Change Password' button

Key Points

Make sure that the password meets the given criteria.

Login

1. Return to the login page and enter Username and Password
2. Click 'Log in' button

Key Points

No key points
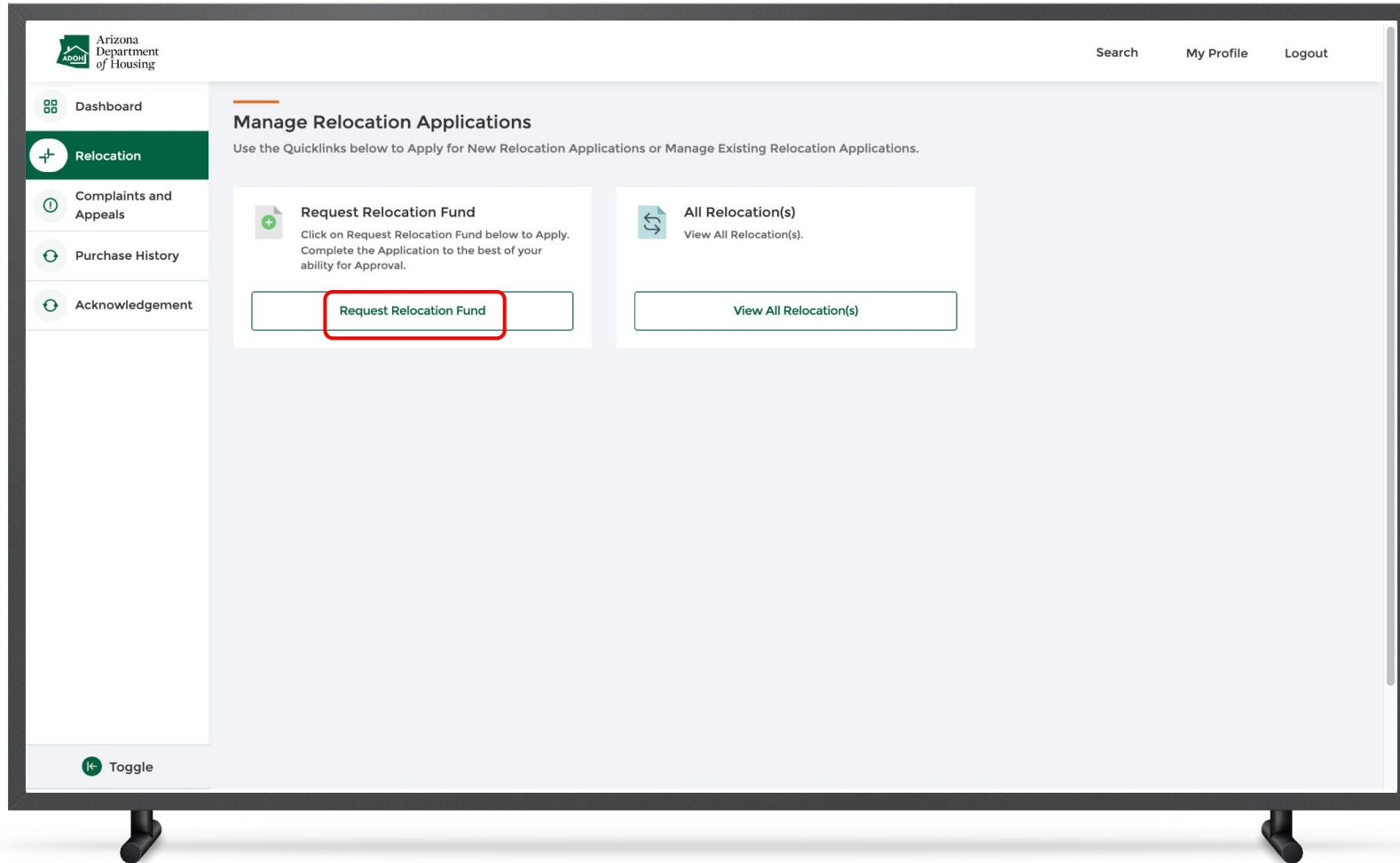
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Relocation

Dashboard

Instructions

1. Once you have logged in as a Tenant, you will land on the Relocations Dashboard that displays the number of application that are Approved, Rejected and Submitted, etc.

2. Click on Relocation tab from the toggle Menu bar

Key Points

No key points

Relocation

Instructions

Navigate to Relocation tab and click on Request Relocation Fund button.

Key Points

No key points

Relocation

Instructions

A New Relocation Application (prerequisite) form will open.

1. Select the Type of Home from the drop-down

Key Points

Fields will * are mandatory fields

Relocation

Select Relocation Fund Type from the drop-down.

Key Points

Relocation Fund Types:

1. Change in the Use Redevelopment of Land or Park Closure
2. Rent Increase
3. Change in Age Restricted Community

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Relocation

Instructions

Select a Sub-Type from the drop down

Key Points

Sub-type field will appear only when you select "Change in the Use Redevelopment of Land or Park Closure" or "Rent Increase" Relocation Fund Types.

Relocation

Arizona Department of Housing

Search   My Profile   Logout

New Relocation Application

* means required fields

* Type of home

Mobile Home

* Relocation Fund Type

Rent Increase

* Sub-Type

Relocation

Back   Next

Click on Next

Key Points

No key points

Relocation

Instructions

You will land on the Identification and Address Information page

1. Fill the required information

Key Points

Parks that are approved will only appear in the Park Name list

Relocation

Instructions

1. Associate the Contracted Installer (you can find the lists all the Installer Licenses that are issued by the department)
2. If the Installer is not found in the list, check the "Contracted Installer found" box

Key Points

No key points

Relocation

1. Enter the License Number and Contractor's Name

2. Click Next

Key Points

No key points

Relocation

Instructions

1. Click Upload files and upload all the required documents. (First three documents and either fourth or fifth document are mandatory.)
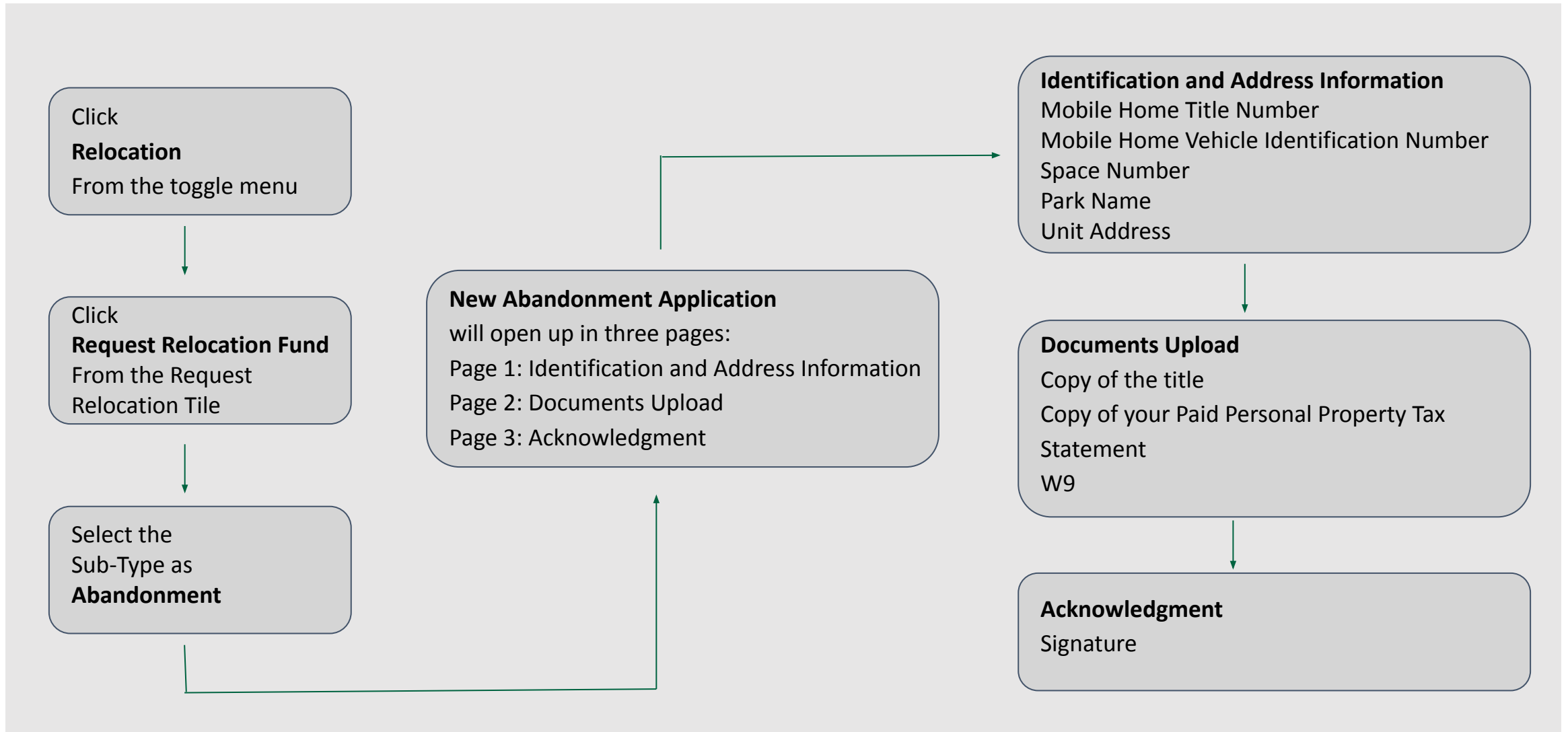2. Click Next

Key Points

No key points

Relocation

Relocation

Once you have submitted the application, the Relocations Dashboard will get updated and the no.of submitted Applications can be seen on the Submitted tile.
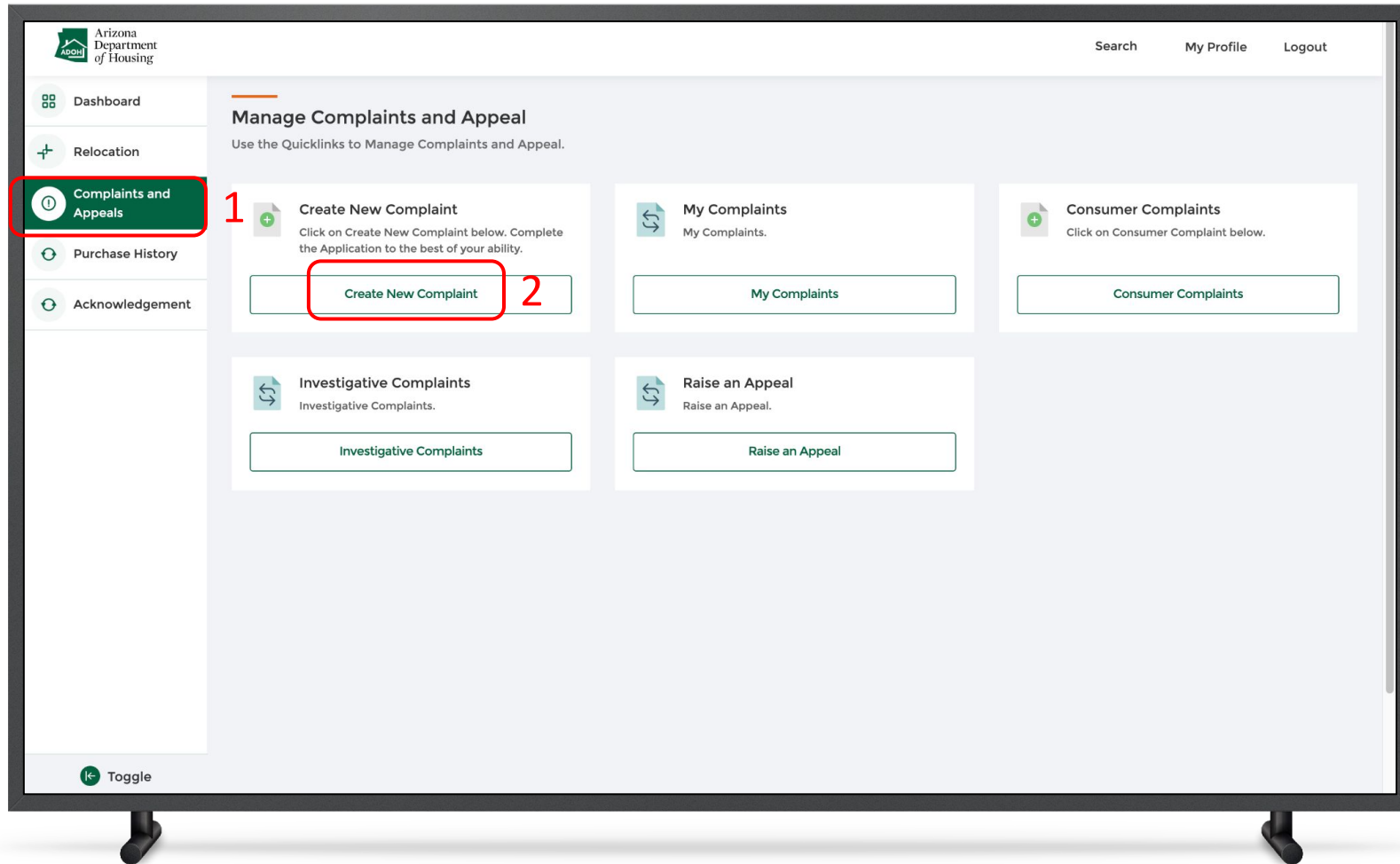
Key Points

No key points

Abandonment

Click
Relocation
From the toggle menu

↓

Click
Request Relocation Fund
From the Request Relocation Tile

↓

Select the
Sub-Type as
Abandonment

New Abandonment Application
will open up in three pages:
Page 1: Identification and Address Information
Page 2: Documents Upload
Page 3: Acknowledgment

Identification and Address Information
Mobile Home Title Number
Mobile Home Vehicle Identification Number
Space Number
Park Name
Unit Address

↓

Documents Upload
Copy of the title
Copy of your Paid Personal Property Tax
Statement
W9

↓

Acknowledgment
Signature

Complaints and Appeals

Complaints and Appeals

1. Click Complaints and Appeals tab from the toggle menu bar
2. Click Create new Complaint

Key Points

No key points

Complaints and Appeals

Complaints and Appeals

1. Check the 'Same as Mailing address' box if the Unit Address is same as Mailing Address (If not, you need to enter Unit address as well)
2. Click Next

Key Points

No key points

Complaints and Appeals

Search for Manufacturer License, Dealer License and/or Installer Licenses using the respective search fields.

Key Points

- You can associate either of three or all the three Licenses to the complaint
- You can search by the License number or by the Name

Complaints and Appeals

Scroll down and click Next to continue.

Key Points

No key points

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Complaints and Appeals

Instructions

1. Populate Unit Information
2. Select Unit Type from the dropdown list

Key Points

- If you have selected a Unit Type that is not eligible to file a complaint, you will see a note: 'This department does not regulate. If you have made an error please go back and select the correct Unit Type'
- Consumer will be eligible raise a complaint after 1 year from the Unit's date of Purchase or Installation (whichever date is later)

Complaints and Appeals

Complaints and Appeals

Complaints and Appeals

1. Describe your issue in the Issue Description field
2. Click Add Issue if you want to register another complaint/issue individually
3. Click Next

Key Points

No key points

Complaints and Appeals

Complaints and Appeals

1. Navigate to Complaints and Appeals on the Dashboard
2. You will find the filed complaint under the Submitted tile

Key Points

No key points

Consumer Complaints

Consumer Complaints

1. Click the **Complaints and Appeals ta**b from the toggle menu bar
2. Click **Consumer Complaint**

Key Points

No key points.

Consumer Complaints

Click on the **Action icon** and select **View** from the list.

Key Points

The consumer can perform following Actions from this page:

- View
- Respond
- Request 5-day extension

Consumer Complaints

1. You will be navigated to the complaint application that was filed
2. To review the details for all the fields you will need to be in view mode
3. You can switch between the sections by clicking on the page title
4. Click **Next**

Key Points

No key points.

Consumer Complaints

1. Enter any **Additional Information**
2. Enter the **Document Name**
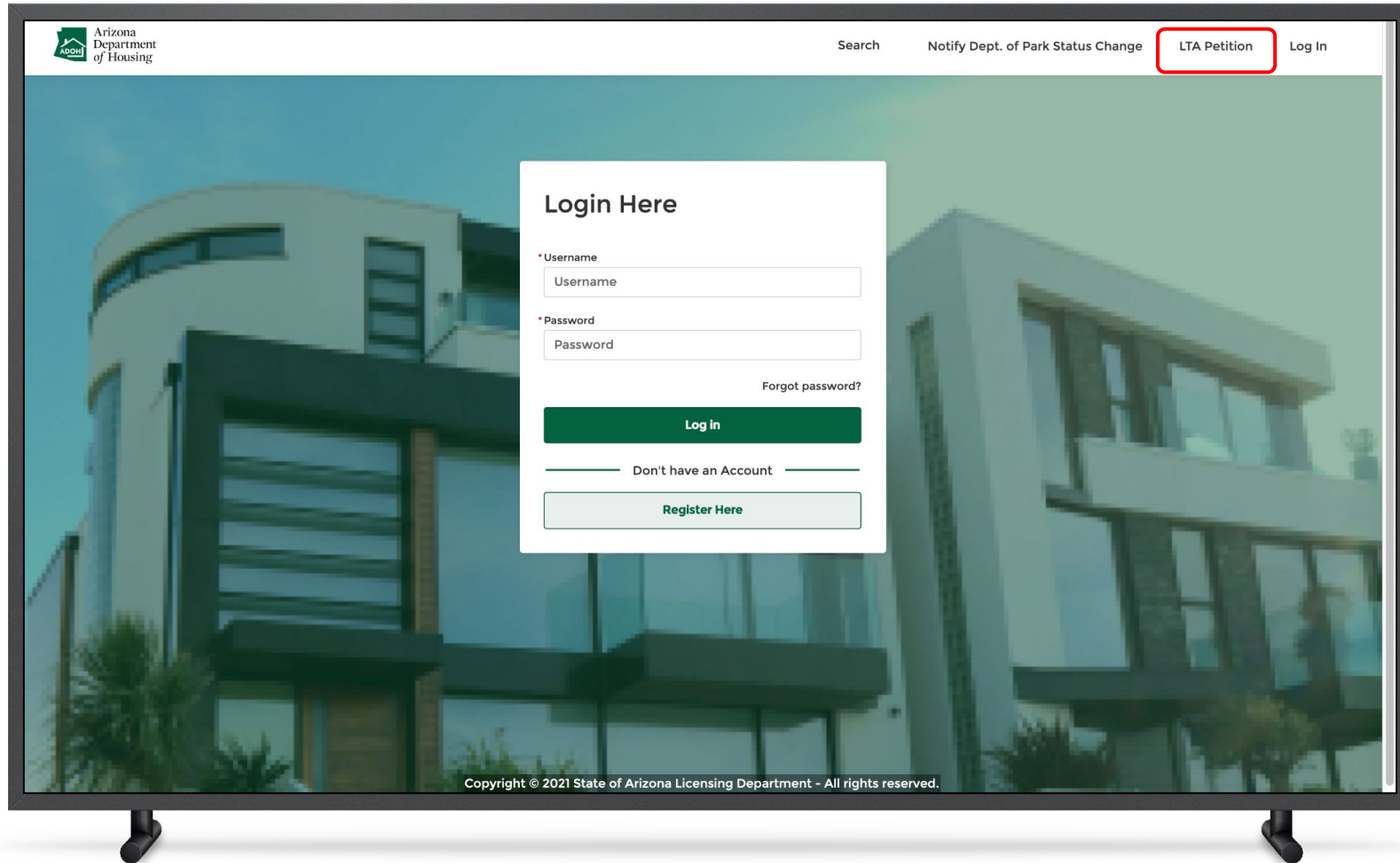3. Click **Upload Files**
4. Click the **Submit button**

Key Points

You can add fields by clicking **Add Mor**e.

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LTA (Landlord Tenant Act) Petition

LTA Petition

Instructions

Click LTA Petition on the top navigation bar.

Key Points

LTA Petition is an authenticated process. Both Landlords and Tenants file an LTA petition.

Identification and Address Information

Instructions

Populate Identification and Address Information.

Key Points

Fields with * are mandatory

LTA Petition

1. Scroll down and fill Respondent Information
2. Click Next

Key Points

No key points

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LTA Petition

1. Enter Arizona Revised Statute (ARS) Number
2. Click the calendar icon and pick the Date of Occurrence
3. Specify Violation, Act, and/or Condition
4. You can add more fields by clicking Add More
5. Remove the fields by clicking the Delete icon
6. Click Next

Key Points

Users can give the details of LTA complaint on this page.

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LTA Petition

1. Select the Park Contacts from the Available box and move it to the Selected box using right arrow
2. Populate Park Contact Details (in this scenario, Park Owner and Tenant are selected)

Key Points

Add at least two park contact details to proceed with the application.

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LTA Petition

1. Click Add a Tenant, if Tenant details are not available in the system
2. Click Next

Key Points

No key points

LTA Petition

LTA Petition

Instructions

1. Total Fee to be paid will be displayed on the screen
2. Click Pay button, you will be directed to State of Arizona Checkout Utility page

Key Points

No key points

LTA Petition

Instructions

1. You will be directed to Payment Information page
2. Populate Payment information
3. Select the Card Type by checking the radio button
4. Provide Card Details
5. Click Continue

Key Points

Credit cards issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit card issued by a US entity or bank.

LTA Petition

Instructions

Review the order details.

Key Points

No key points

LTA Petition
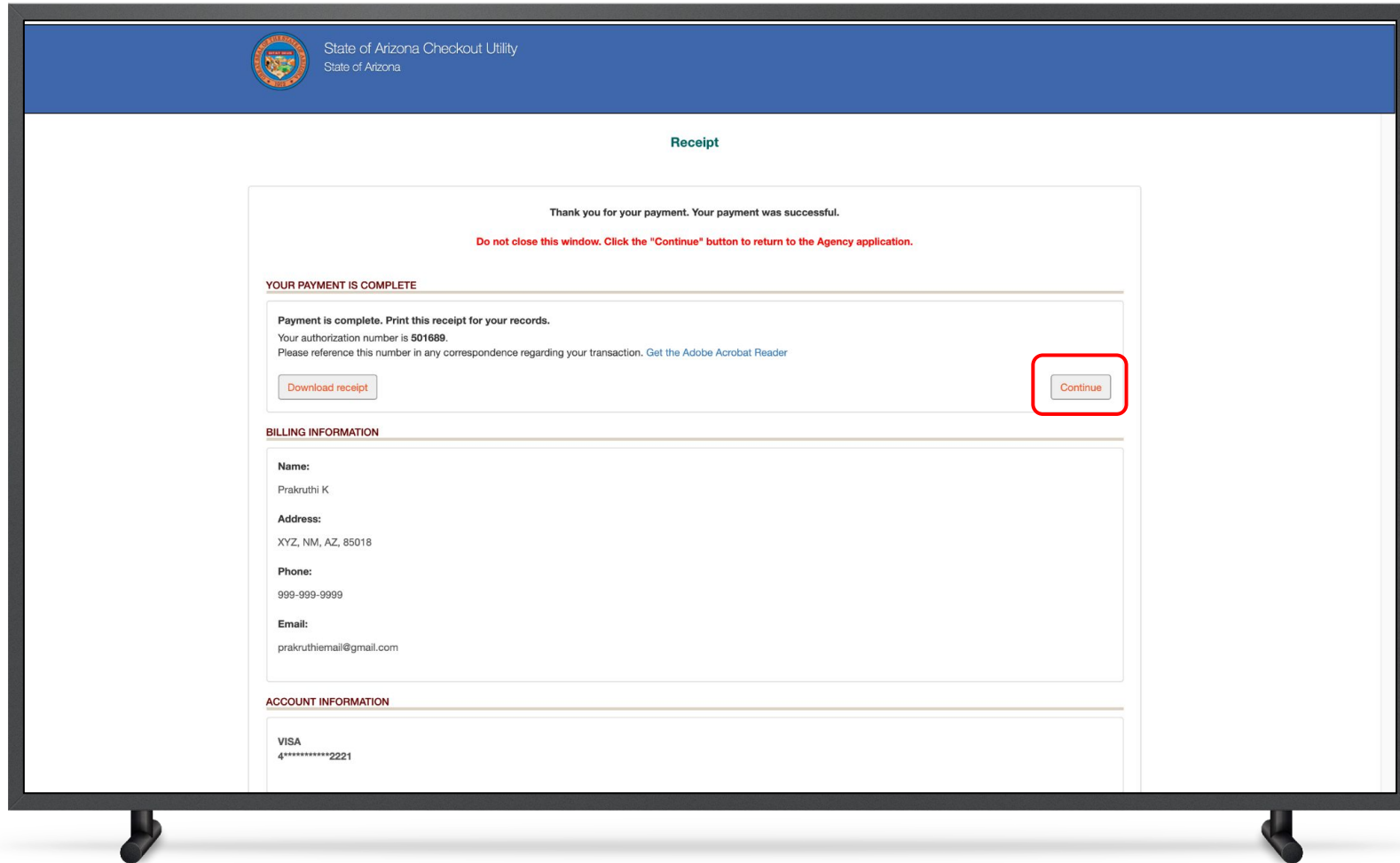
Scroll down and click Authorize.

Key Points

No key points

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LTA Petition

You will land on the Receipt page

1. Click Continue

Key Points

You can download the receipt by clicking the Download receipt button.

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LTA Petition

1. Click View Receipt to view the payment receipt
2. Click Submit to submit the application

Key Points

No key points

This Concludes AZ MHBD Tenant - Portal User Guide

THANK YOU