



Housing Authority of the City of Los Angeles




Autoridad de la Vivienda de la Ciudad de Los Ángeles










Resident Online Portal

Portal de Residente en Línea

Updated 10/18/2022


 [Payments](#) [Maintenance Request](#) [Compliance](#)  

Logged in as: 

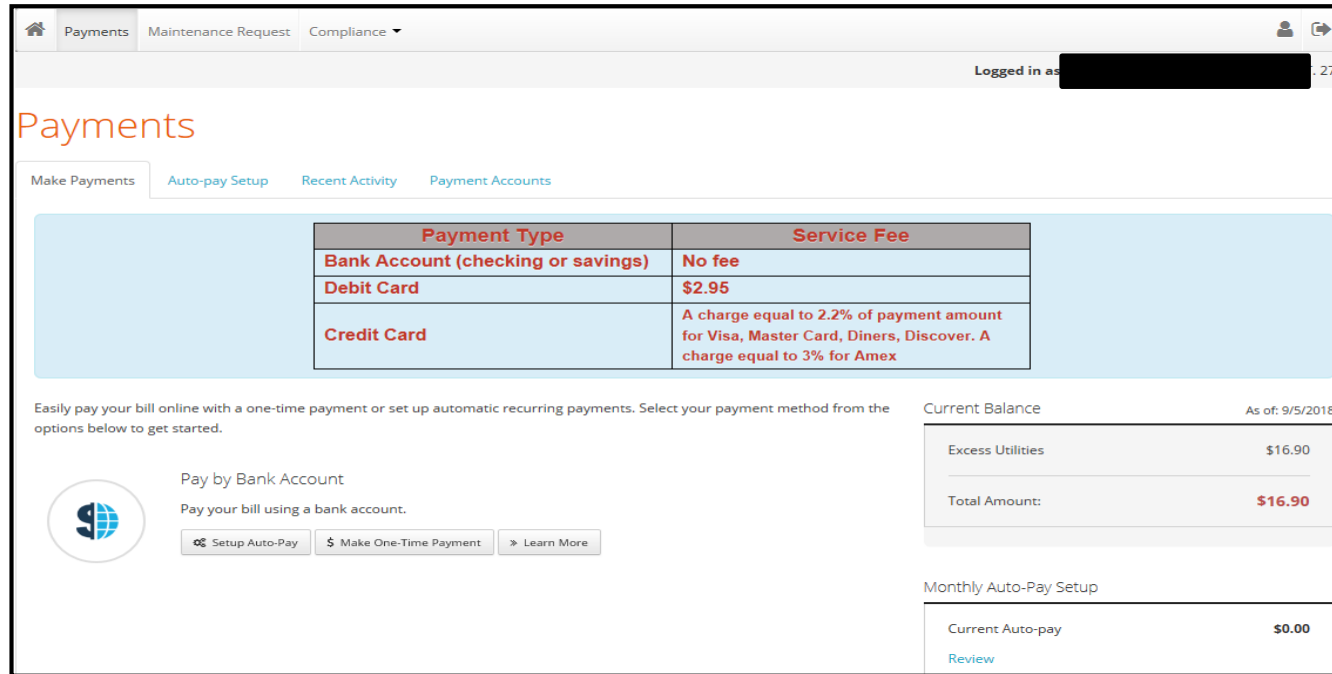
 Basic Information	 Family Information	 My Waiting List Status	 Payments
 Maintenance Request	 Documents		

QUICK LINKS

I want to:



[Go](#)



The screenshot shows the 'Payments' section of the HACLA website. At the top, there are navigation tabs for 'Payments', 'Maintenance Request', and 'Compliance'. The user is logged in as 'as [redacted]'. The main heading is 'Payments' in orange. Below it are sub-tabs: 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. A table lists payment types and their service fees:

Payment Type	Service Fee
Bank Account (checking or savings)	No fee
Debit Card	\$2.95
Credit Card	A charge equal to 2.2% of payment amount for Visa, Master Card, Diners, Discover. A charge equal to 3% for Amex

Below the table, there is a section for 'Pay by Bank Account' with a sub-heading 'Pay your bill using a bank account.' and three buttons: 'Setup Auto-Pay', 'Make One-Time Payment', and 'Learn More'. To the right, the 'Current Balance' is shown as of 9/5/2018, with 'Excess Utilities' at \$16.90 and a 'Total Amount' of \$16.90. Below that, the 'Monthly Auto-Pay Setup' section shows 'Current Auto-pay' at \$0.00 with a 'Review' link.

Payments can be made with a bank account, debit or credit card. The account must be set-up prior to setting up auto-pay or making a one –time payment.


Los pagos se pueden hacer con una cuenta bancaria, tarjeta de débito o crédito. La cuenta debe configurarse antes de configurar el pago automático o realizar un pago único.

Payments

[Make Payments](#)
[Auto-pay Setup](#)
[Recent Activity](#)
[Payment Accounts](#)

BANK ACCOUNTS [Add Bank Account](#)

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

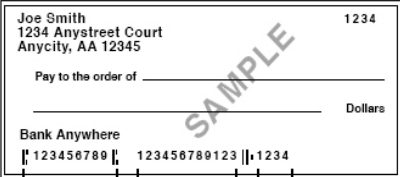
Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
b of a	121000358	**** 	Checking	Edit	Delete

Add a bank account, debit card or credit card in the payment accounts menu.

Agregue una cuenta bancaria, una tarjeta de débito o una tarjeta de crédito en el menú de cuentas de pago.

Add a Bank Account

[Back to Payment Accounts](#)



Joe Smith
1234 Anystreet Court
Anycity, AA 12345 1234

Pay to the order of _____ Dollars

Bank Anywhere
⑆ 123456789 ⑆ 123456789123 ⑆ 1234

Routing Number Account Number Check Number

Account Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (3-17 digits)

Confirm Account Number

Account Type

Enter the information requested to set-up a bank account.

Ingrese la información solicitada para configurar una cuenta bancaria.

See check sample to locate the information.

Vea la muestra de verificación para ubicar la información.

Payments

[Make Payments](#)
Auto-pay Setup
[Recent Activity](#)
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Variable Monthly Charges

Description	Auto-Pay Account	Start Date	End Date	Pay On	Payment Percent	Max Payment Amount
Tenant Rent	Select Payment Account <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>

[Next](#)

Auto-Pay is for rent charges only

1. Select the payment account
2. Start date – this date determines the month when the rent will be withdrawn
3. Pay on – the only option is the 5th of the month
4. Payment Percent – enter 100%

Auto-Pay es solo para cargos de alquiler

1. **Seleccione la cuenta de pago**
2. **Fecha de inicio – esta fecha determina el mes cuándo se retirará el alquiler**
3. **Fecha de Pago - la única opción es el 5 del mes**
4. **Porcentaje de pago: ingrese el 100%**

One-Time Bank Account Payment

[Payment Options](#) » [Payment Details](#) » [Review Payment](#) » Confirmation

Description	Total Amount	Paid	Unpaid	Payment Amount
Tenant Rent	\$206.00	\$0.00	\$206.00	<input type="text" value="206.00"/>
Tenant Rent	\$206.00	\$0.00	\$206.00	<input type="text" value="206.00"/>
			Total	\$412.00

Enter Payment Details

Select Payment Account:


Payment Amount: \$412.00

Extra Payment Amount:

Total Amount: \$412.00

All charges are displayed, and the payer can override the payment amount.

Se muestran todos los cargos y el inquilino puede cambiar el monto del pago.



Housing Authority of the City of Los Angeles Work Order Center

For Emergencies call 1-833-HACLA-4-U (1-833-422-5248)

The following are considered emergencies:

Broken Windows with Exposed Sharp Edges and or Broken Locks	Burst Water Heater	Main Line Stoppage
Broken Downstairs Windows and or Bars (Unit not secure and or windows broken)	No Power and or Electricity (Entire unit)	No Gas (Entire Unit)
Broken Front and or Back Door (Door will not lock, lock or door is damaged)	Water Leaks and or Flooding (Interior)	Gas Leaks (Interior)
Missing Smoke Detectors (damaged smoke detectors)	Exposed Wires (Interior)	
Toilet Stoppage (If only one toilet in the unit or both are plugged)	No Water (Entire Unit)	

***Please indicate in the notes below how many bathrooms are in your unit.**

****Non-emergency work orders are completed within 25 days of request, depending on priority****

Category*

Sub Category

Location

Full Description*

The Maintenance Request is to submit non-emergency work orders.

La Petición de Orden de Mantenimiento es para solicitar órdenes de trabajo que no sean de emergencia.

Select the Category and subcategory that best describes the problem.

Seleccione la categoría y la subcategoría que mejor describe el problema.