HOUSING
AUTHORITY
OF COVINGTON

<u>NEW Online Portal – Frequently Asked Questions (FAQ)</u>

1. **When does the online portal become available?**
Monday, February 16, 2026

2. **Who can use the online portal?**
The online portal is available to Housing Authority of Covington (HAC) residents that are located **at Golden Tower, Latonia Terrace, NSP and applicants**.

3. **Is the online portal safe to use?**
Yes. The online portal is a **secure, encrypted system** that protects your personal and financial information.

4. **How do I access the online portal?**
You can access the portal using a **smartphone, tablet, or computer** with internet access. The online portal is available through:
   - HAC's website at **www.hacov.org**
   - Community kiosks located at HAC properties

5. **Do I need an email address to use the online portal?**
Yes. An **active email address** is required to create an account and receive important notifications.

6. **Is use of the online portal required?**
No. At this time, use of the online portal is optional. However, residents are strongly encouraged to learn and use the portal for faster and more convenient service, as **it will become required in the future.**

7. **Is there a fee to use the online portal?**
No. There is **no fee** to create an account, submit maintenance requests, or upload documents.

8. **Is there a fee to pay rent online?**
   - **ACH (bank account) payments are free.**
   - Other payment options (such as debit or credit cards) may include a **processing fee**, which will be clearly displayed before you submit payment.

9. **Can I still pay my rent in person?**
   Yes. The online portal is an **additional convenience option**. All current payment methods will continue to be accepted.

10. **Can I submit maintenance requests through the portal?**
    Yes. Residents can **submit and track maintenance requests** online at any time.

11. **Can I submit my annual or interim recertification documents online?**
    Yes. The online portal allows residents to **complete and submit required recertifications and documents electronically**, helping speed up processing.

12. **What if I forget my username or password?**
    You can reset your password directly through the online portal. If you need additional help, **HAC staff are available to assist you**.

13. **What if I do not have internet access at home?**
    Residents may use:
    - **Community kiosks** located at HAC properties
    - **Public libraries** or other locations that offer free internet access

14. **Who should I contact if I need help?**
    If you have questions or need assistance, please contact your **Housing Authority of Covington office** or speak with **your property manager.**