

Terms of Service

The FH Online Application is a tool for applicants to access secure information about pre-applications they have completed for housing assistance. Each applicant is required to create an account with a user name and password. By activating the user account, applicants agree to abide by and support the terms of use set forth herein. Each applicant will be responsible for protecting the confidentiality of their passwords.

This access is a free service offered to all applicants that have applied for any Fresno Housing Authority (FH) Program. Information accuracy is the sole responsibility of the applicant. Reported changes will appear in the portal after the change is approved by FH staff. The approval process may take up to 5 business days.

FH reserves the right to add, modify or delete Online Application functions at any time without notice to maintain the efficiency and stability of the portal.

Each applicant must agree to be bound by this Agreement. FH in its sole discretion, reserves the right to request that an applicant bring photo identification in order to verify his/her identity should any question arise concerning the validity of the acceptance of this Agreement.

Applicants are required to adhere to the following guidelines:

1. Applicants agree to log into the Rent Café Applicant Portal to report any change of address within 10 days of the occurrence.
2. Applicants agree to act in a responsible, ethical, and legal manner.
3. Applicants will not share their password or allow anyone other than themselves to use their Portal account.
4. Applicants will not attempt to access information concerning any applicant or any account assigned to another person other than their own.
5. Applicants will not intentionally attempt to harm or destroy the data on the portal.
6. Applicants will not use the Portal for any illegal activity, including, but not limited to violation of Federal and State Data Privacy laws. Anyone found to be in violation of these laws will be subject to civil and/or criminal prosecution.
7. Applicants who identify a security problem within the Portal must notify FH as soon as the security issue is observed by emailing FH staff at applicantportal@fresnohousing.org within 24 hours of the observation.
8. Applicants will not set any computer to automatically log into the Portal.
9. Applicants will log out of their Portal user account when they are not at their computer.
10. Applicants identified as a security risk will be denied access to the site.

FH will use reasonable measures to protect applicant information from unauthorized viewing. **FH WILL NOT BE LIABLE FOR UNAUTHORIZED USE OF THE SYSTEM OR INTERNET.** FH will not be responsible for actions taken by applicants that compromise their information. FH reserves the right to limit or terminate access to Portal information without notice. All applicants who use the portal consent to

electronic monitoring and understand that they are granted access to a private network used by FH employees. Account activity is electronically recorded and monitored to ensure that the portal is being used for legitimate purposes.

FH does not discriminate on the basis of race, sex, color, religion, marital status, familial status, national origin, age, pregnancy, disability, ancestry, sexual orientation, or gender identity in the access to, admission into, or employment in, housing programs or activities.