



SOUTHERN NEVADA REGIONAL  
HOUSING AUTHORITY

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Dear SNRHA Participant,

The Southern Nevada Regional Housing Authority (SNRHA) implemented the rent cafe online portal and all recertifications must be completed using the online portal.

You must create and register an account to access the online portal using the registration code sent to you in previous correspondence.

#### RENT CAFÉ:

What are the options available on rent café:

- \* Complete annual and interims recertifications
- \* Report changes in income or family composition
- \* Upload documents
- \* Waitlist application (if a currently waitlist is open within SNRHA.)

#### Annual/Interim recertifications:

Annual recertification: You will receive a recertification notice which will contain your registration code. You must create an account before you may begin the recertification process.

Interim recertification: You will initiate the interim recertification by logging into your Rent Café account.

To log in, navigate to the rent café website using the link below. Once your logged in, click the appropriate tile (example: annual or interim recertification) and follow the instructions on the screen. You will be guided through the process with the option to review the information prior to completing the transaction.

Please note your annual/interim recertification will **not** be marked as complete until ALL required fields and documents are uploaded to the portal. **SNRHA will not accept paper forms of documents.**

#### Interim recertifications:

All income/family composition changes must be reported within 10 calendar days of the change. Submitted interim changes are date and time stamped by the portal and is the system of records to determine when a change has been reported. **SNRHA will not accept report of household changes via paper, emails, telephone or voicemail. The only acceptable form to report a change is through the rent café portal at <https://onlineportal.snrha.org>**

If you have any questions or need assistance to obtain your registration code, please contact our SNRHA Customer Service Center at 702-477-3100.