

Preregistration Tab

Completing the **Preregistration** screen helps to determine if you are eligible to receive rental assistance. All fields are required. Complete each question, then click **Check Eligibility**. If you qualify for rent relief, you will automatically be directed to complete the next steps in the application. ***Note depending on your specific agency, your screen may differ in content from this help center.***

Tenant Application - Registration Screen Reference

Tenant Application

Eligibility Pre-check

* Indicates required fields

Are you renting your primary residence? *

① You must have a valid lease or rental agreement for eligibility.

☐ Yes ☐ No

Are you receiving Section-8 or Rural Development rental assistance? *

☐ Yes ☐ No

Are you currently living in public housing? *

☐ Yes ☐ No

Has your household experienced a loss of income due to COVID-19? *

① Total household income decrease could be due to a layoff, reduction in hours or loss of business. The cause must be related to the COVID-19 pandemic.

☐ Yes ☐ No

Has your household experienced a financial hardship due to COVID-19? *

① A hardship includes any significant costs or other financial hardship incurred due, directly or indirectly, to COVID-19

☐ Yes ☐ No

Do you or any member of your household qualify for unemployment? *

① Does anyone in your household qualify for unemployment benefits?

☐ Yes ☐ No

Preferred Language *

Select your geographical area *

① Select your County or other geographical area. If you do not know your geographical area, please contact (800) 101-4545 before proceeding with your application.

Number of People in Household *

① The number of people in your household includes all adults listed on your lease, any children living in the rental and any Foster adults or children.

Current Total Monthly Gross Household Income *

① Enter the total of all household income sources, including but not limited to: wages, business income, social security or pensions, interest on savings accounts, TANF (welfare), unemployment benefits and any other periodic payments or gifts from any source.

\$0.00

% of Area Median Income

0

Check Eligibility

Are you renting your primary residence?	Select Yes or No to indicate if you are renting your primary residence. You must have a valid lease or rental agreement to be eligible for rental assistance.
Are you receiving Section-8 or Rural Development rental assistance?	<i>Section 8</i> is a common name for the Housing Choice Voucher Program, funded by the U.S. Department of Housing and Urban Development. Applicants who currently receive Section-8 may still be eligible for Rent Relief assistance.
Are you currently living in public housing?	Select Yes if you currently live in a public housing property. While Section 8 deals with private housing, public housing consists of entire developments of government-sponsored dwellings. Applicants who currently live in a PHA development may still be eligible for Rent Relief assistance.
Has your household experienced a loss of income due to COVID-19?	Selecting No to this question will not automatically disqualify you from eligibility. However, if you select Yes you will need to provide documentation of this loss. Income is defined as all income that one receives from any source. This may include employment wages, alimony payments, pension payments, Social Security Disability Income, Social Security Income, gifts, and payments from annuities and IRAs. An exception exists for Covid-19 stimulus checks, which do not count as income, and therefore, have no impact.
Has your Household experienced a financial hardship due to COVID-19?	A hardship includes any significant costs or other financial hardship incurred due directly or indirectly to COVID-19. You must have clear documentation that links your hardship to COVID-19. An example might be school closure for virtual learning.
Is your household experiencing housing instability?	The Rent Relief assistance program is centered around helping renters maintain housing stability. If this is an issue that you do not currently face, then it is unlikely that you would be eligible for this program.
Do you or any member of your household qualify for unemployment benefits?	Select Yes if you have filed for unemployment benefits and have been approved, regardless of whether your first distribution has been received.


Right Column

Preferred Language	If you speak a language that is not included in this list, please contact your landlord or county of residence for assistance with the application process.
County of Primary Residence	If your county of primary residence is not listed, this county may not qualify for federally released Emergency Rental Assistance (ERA). Please contact your local city or county for more information on how to apply for additional funding in your jurisdiction.
Number of People in Household	The number of people in your household includes all adults listed on your lease, any children living in the rental, and any Foster adults or children.

Current Total Monthly Gross Household Income	<p>Include the current income of all adult household members. Income is defined as all income that one receives from any source. This may include employment wages, alimony payments, pension payments, Social Security Disability Income, Social Security Income, gifts, and payments from annuities and IRAs. An exception exists for Covid-19 stimulus checks, which do not count as income, and therefore, have no impact.</p> <p>If you have no income, you will be asked to download, fill-out, and upload the Zero Attestation Document in the Income section.</p>
% of Area Median Income	<p>This field will auto-populate based on the county that you choose.</p>

Address Tab

On the **Address** screen, you can provide your current physical address information and your mailing address information.

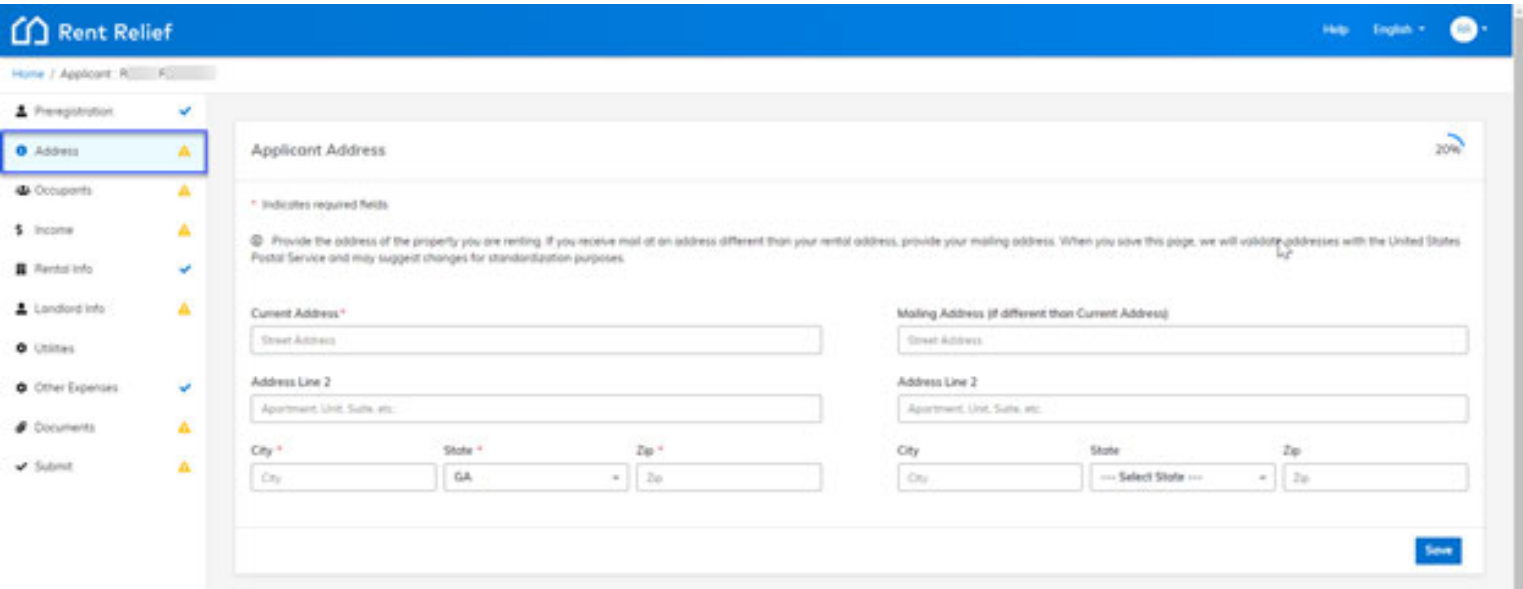


You are only required to enter a mailing address if it differs from your current address.

When you're finished completing the required fields, click **Save**. After the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

For more information about the fields on the **Address** screen, see the **Address Screen Reference** section below.

Address Screen Reference



Current Address	Your current physical street address. Note A P.O. Box is not a valid entry for this field.
Address Line 2	If you have a distinguishing apartment, building, or suite number that is a part of your current address, enter that information in this field.
City, State, and Zip Code	Provide the city, state, and zip code for your physical address.
Mailing Address	Provide the address of where you receive your mail. Note If your mailing address is the same as your current address, you do not need to complete the mailing address fields.

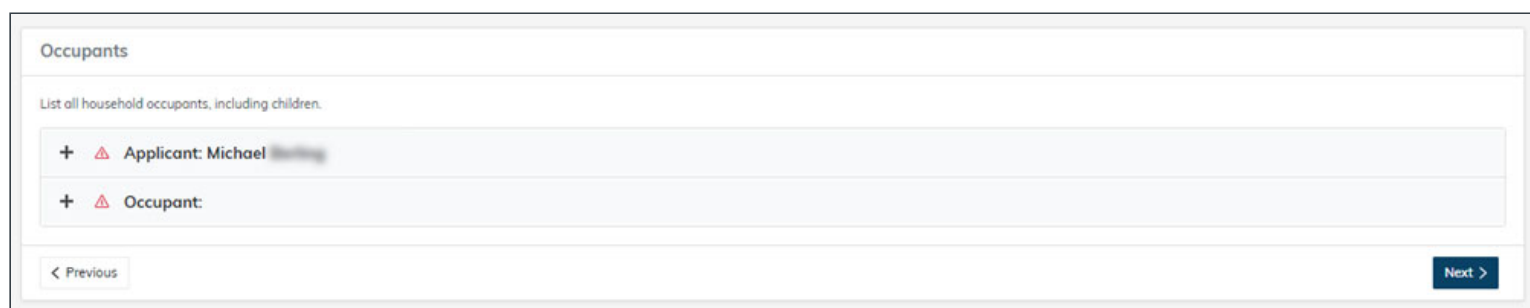
Address Line 2	If you have a distinguishing apartment, building, or suite number that is a part of your mailing address, enter that information in this field.
City, State, and Zip Code	In each corresponding field, provide the city, state, and zip code for your mailing address.

Rent Relief Applicant Portal Help

Occupants Tab

On the **Occupants** screen, a section for each occupant appears based on the number you entered in the **Number of People in**

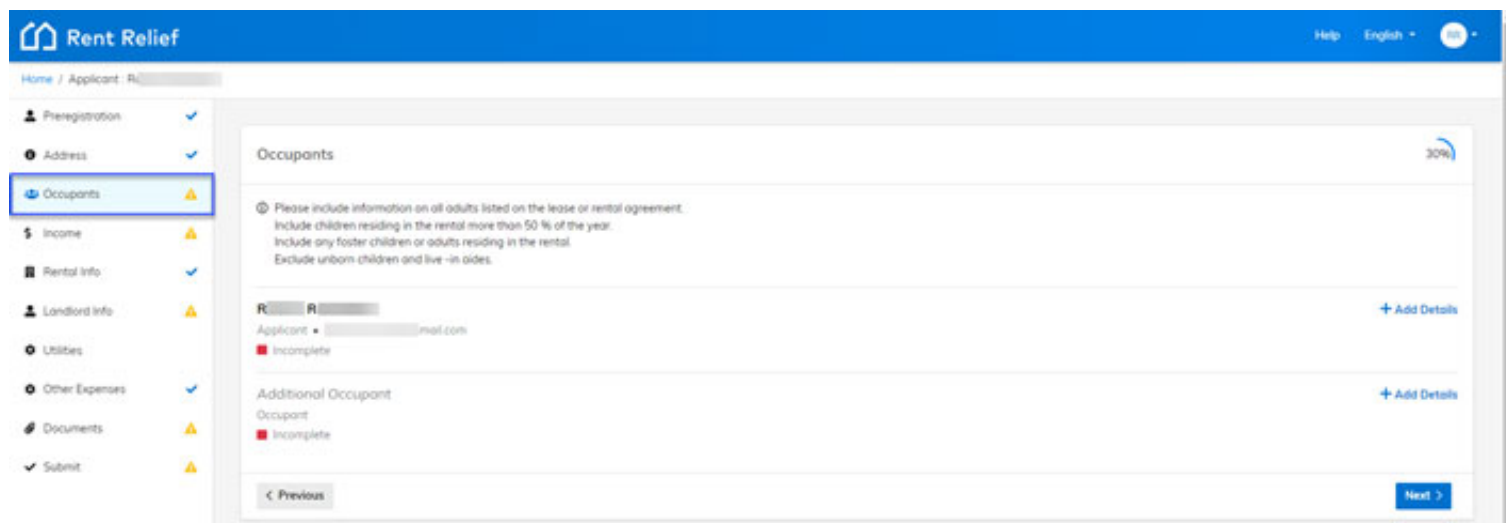
Household field during preregistration. The name of the primary applicant appears in the **Applicant** section. The section for each additional member of the household appears in the **Occupant** section(s).



The screenshot shows the 'Occupants' tab in the Rent Relief Applicant Portal. The header 'Occupants' is at the top. Below it, a instruction reads 'List all household occupants, including children.' There are two rows of input fields. The first row is labeled '+ Applicant: Michael' with a red triangle icon. The second row is labeled '+ Occupant:' with a red triangle icon. At the bottom left is a '< Previous' button, and at the bottom right is a 'Next >' button.

Click **+Add details** to reveal the fields you must complete for each occupant. When you are finished completing all required fields in the section, click **Save**.

Applicant/Occupant Field Descriptions



The screenshot shows the Rent Relief Applicant Portal interface. The top navigation bar is blue with the 'Rent Relief' logo and links for 'Help', 'English', and a user profile icon. A sidebar on the left contains navigation links: 'Preregistration' (checked), 'Address' (checked), 'Occupants' (highlighted with a blue box and a yellow warning icon), 'Income' (yellow warning icon), 'Rental Info' (checked), 'Landlord Info' (yellow warning icon), 'Utilities' (yellow warning icon), 'Other Expenses' (checked), 'Documents' (yellow warning icon), and 'Submit' (yellow warning icon). The main content area is titled 'Occupants' and shows a progress indicator of 30%. It includes instructions: 'Please include information on all adults listed on the lease or rental agreement. Include children residing in the rental more than 50 % of the year. Include any foster children or adults residing in the rental. Exclude unborn children and live-in aides.' Below this, there are two sections: 'Applicant' and 'Additional Occupant'. The 'Applicant' section shows a name 'R. R.', an email address, and a red 'Incomplete' status. The 'Additional Occupant' section shows a name 'Occupant' and a red 'Incomplete' status. Both sections have a '+ Add Details' link. At the bottom are '< Previous' and 'Next >' buttons.

* Indicates required fields

Occupant Details

First Name *

Middle Name

Last Name *

Middle Name

Phone Type *

Phone Number *

Email Address *

Cell

Phone Number

☒ SMS Opt In

Social Security Number / ITIN

- -

I am not providing Social Security Number

Date Of Birth *

Gender *

mm/dd/yyyy

Race *

Ethnicity *

Employment Status

Are you currently unemployed? *

Are you disabled?

Have you served in the US Military?

Alternate Contact Information

First Name

Middle Name

Last Name

First Name

Middle Name

Last Name

Phone Type

Phone Number


Email Address

Phone Number

Email Address

Close

Save

First Name, Middle Name, Last Name	The name of the corresponding occupant. Note This information is pre-populated for the main applicant with information entered during registration.
Phone Type, Phone Number	Select Home , Work , or Cell , and then enter a valid number. Input a valid cell to opt into text updates.
Email Address	The occupant's email address.
Are you currently unemployed?	Select Yes only if you are not working at all currently. Note If you are underemployed but still working, you must still select No .
Disability	Select Yes if the corresponding occupant receives disability benefits?
Ethnicity	The ethnicity of the corresponding occupant.
Race	The race of the corresponding occupant.
Date of Birth	Use the calendar link to select your date of birth, or type it in using a MMDDYYYY format.
Social Security Number	The corresponding occupant's Social Security number. If the occupant does not have a Social Security number, select the Do not have Social Security Number/ITIN check box. A social security number is not required for minors.
	Hides/Displays sensitive data

Rent Relief Applicant Portal Help

Income Tab

The **Income** screen requires you to enter and document all sources of income for each occupant of the household.

To complete this step, you will need supporting documentation for each type of income you and the additional occupants receive. It is recommended that you have the following applicable documents ready to upload:

- Employment: Pay Stub or Self Certification
- Unemployment, Assistance, Pension, SSI: Benefit Letter/Eligibility Letter/Check Stubs
- Receiving Child Support & Alimony: Divorce Decree/Court Order/ Paystub or Deposited check

At the top of the **Income** screen, Rent Relief displays the income amount that you entered in the **Current Total Monthly Gross Household Income** field during preregistration.

Rent Relief Help English

Home / Applicant: Robert

Preregistration ✓
Address ✓
Occupants ✓
Income ⚠️
Rental Info ✓
Landlord Info ⚠️
Utilities ✓
Other Expenses ✓
Documents ⚠️
Submit ⚠️

Income

ⓘ If you have zero income please complete the [Zero Attestation document](#) and attach it through the [Add document](#) link.

ⓘ Current Total Monthly Gross Household Income: **\$2,000.00**

ⓘ County: **Cherokee** — % of Area Median Income: **34.78%**

Robert [Add Documents](#)
Total Monthly Amount: \$0.00
Incomplete

Janet [Add Documents](#)
Total Monthly Amount: \$0.00
Incomplete

[Previous](#) [Next](#)

Click **Add Documents** next to each household member to complete details. This screen will display:

① Tell us about all sources of income for the household. All amounts should be monthly. If you do not have a type of income, check the "N/A" checkbox. If you have income that does not match the listed income types, enter it on the "Other Income" line.

① Select N/A wherever not applicable

① Allowed file types: pdf,jpg,jpeg,png,tiff,zip

Wages, Tips & Overtime☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit your last two months of paystubs or a letter from your employer detailing your earnings for the past two months.

Unemployment☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit two months of payment information; a benefit letter, bank statements, or other supporting documentation.

Government Assistance☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit two months of payment information; a benefit letter, bank statements, or other supporting documentation.

Child Support and Alimony☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit a divorce decree or court order showing your award amount, a statement from child supportive services, copies of deposited checks, bank statements or other supporting documentation.

Pension/Social Security☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit your benefit letter from the Social Security Administration, a pension statement, bank statements or other supporting documentation.

Other Income☐ N/A

Monthly Amount*

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Submit documentation for all sources of income you receive on an ongoing basis. Do not include one-time gifts. If you do not have documentation, submit a signed statement that includes the date, source, amount, and frequency of the income. Include contact information for the income provider.

Close

Save

Find the type of income that matches your documented income.

Enter the monthly gross amount received in the box and upload copies of your supporting documents by clicking **Choose File**. In your computer's file management system, locate and select the file that you want to use as the supporting documentation for this income source. Click **Open**. You will now notice a link to your selected file on the screen.

Wages, Tips & Overtime

Submit your last two months of paystubs or a letter from your employer detailing your earnings for the past two months.

☐ N/A

Monthly Amount *

\$1,000.00

File: paystubs.pdf

[Download](#)

[Delete](#)

[Choose File](#)

No file chosen

* or drag and drop one or more files to upload



You must complete the **Applicant** and **Occupant** section(s) for each member of the household.

Once you have

finished with this page, click **Save** and then **Close** at the lower right.

For each income source that you do not have, select the **Not applicable** check box (N/A).

If none of the these sources are applicable, select **N/A** for all, **Save** and **Close**. You will need to download, fill-out, and upload the [Zero Attestation Document](#) located on the Income tab.

Income

① If you have zero income please complete the [Zero Attestation document](#) and attach it through the [Add document](#) link.

① Current Total Monthly Gross Household Income :\$2,000.00

① County: **Cherokee** — % of Area Median Income: **39.74%**

Income Source Descriptions

Wages

If you receive any of your income from employment wages, tips, or overtime, indicate the amount you earn from this source on average, per month, and before any taxes or other deductions are taken. This would be your gross monthly income from wages. Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive any income from wages, then select the **Not Applicable** check box.

Unemployment

If you receive any of your income from Unemployment, indicate the amount you receive from this source per month, and before any taxes or other deductions are taken. Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive any income from unemployment, then select the **Not Applicable** check box.

Government Assistance

Indicate any amount of income that comes from a government assistance program (examples include but are not limited to TANF, Temporary Assistance for Needy Families or SSI, Supplemental Security Income). Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive government assistance, then select the **Not Applicable** check box.

Child Support and Alimony	Indicate any amount of the occupant’s income that comes from child support or alimony from a divorce. Upload any supporting documentation you have for this income source. If you do not receive child support or alimony, then select the Not Applicable check box.
Pension/Social Security	Indicate any amount of this occupant’s income that comes from a pension or Social Security. Documentation will need to be uploaded to this page. If you do not receive funds from a pension or from Social Security, then select the Not Applicable check box
Other Income	Enter any remaining income in this line item. You will need to provide documentation of this income source to this line item. If you do not receive income from a source defined as Other , then select the Not Applicable check box.

Rental Info Tab

On the **Rental Info** screen, you can provide details about your lease agreement, along with any information regarding past due amounts owed since March 13, 2020.

All fields on this screen are required. When the screen is complete, click **Save**, and then click **Next** to advance to the next step in the Applicant workflow. For descriptions of each field, see the **Rental Info Screen Reference** section below.

The screenshot shows the 'Rental Info' screen in the Rent Relief Applicant Portal. The sidebar on the left lists various sections: Profile, Address, Occupants, Income, Rental Info (highlighted), Landlord Info, Utilities, Other Expenses, Documents, and Submit. The main content area is titled 'Rental Info' and has a 50% completion indicator. It includes a note: '* Indicates required fields'. There are two checkboxes: 'Future Rent Assistance' and 'Security Deposit Assistance'. The form contains several input fields: 'Number of Bedrooms' with a hint 'For efficiencies, studios, or single room occupancy units, enter zero.'; 'Lease Start Date' with a hint 'Enter the date your lease or rental agreement began even if you are now renting month-to-month.' and a calendar icon; 'Monthly Rent'; 'Past Due Rent' with a hint 'Only enter past due amounts after March 13, 2020.'; and 'Number of months past due' with a hint 'How many months is your rent now past due? Do not count months prior to March 13, 2020.' A 'Save' button is at the bottom right.

Rental Info Screen Reference

Number of Bedrooms	The bedroom count for your unit. A value of zero can be indicated if you are leasing a studio, efficiency, or single room occupancy unit.
Lease Start Date	This is generally the same day as your official move-in day. This date is listed in your lease document.
Monthly Rent	Your monthly rent amount.
Past Due Rent	Only enter the amount in rent that is currently past due and dating back no further than March 12, 2020. Do not include the current month in 'Past Due Rent' amount.
Number of months past due	Enter the number of months that you are past due as of today.

Landlord Info Tab

The **Landlord Info** screen requires you to provide details about your landlord or a contact representing your landlord, including their name, address, email, and phone number. It is recommended that you refer to your lease agreement document if you do not readily know this information.

Complete the required fields on this screen as well as any additional fields as needed. For more information about the fields on the **Landlord Info** screen, see the **Landlord Info Screen Reference** section below.

When you're finished, click **Save**. Then, after the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

Landlord Info Screen Reference

Home / Applicant: Robert F.

Preregistration

Address

Occupants

Income

Rental Info

Landlord Info

Utilities

Other Expenses

Documents

Submit

Landlord Info

50%

* indicates required fields

We need to contact your landlord to invite them to complete their portion of the application. Landlord information may be found on your lease, your rental agreement, or by contacting your leasing office or property management company directly.

Property/Company Name

Landlord Mailing Address *

Landlord/Owner's First Name *

Landlord/Owner's Last Name *

Address Line 2

Property or Landlord's Email *

City *

State *

Zip *

Property or Landlord's Phone Number *

Ext.

Save

Company Name	If your landlord is a property management company or is a company entity, enter the name here.
Contact Name (First and Last)	This field refers to a specific person who represents your landlord.
Email Address	Enter the Landlord's email address
Phone Number	Phone number where the landlord contact can be reached.
Landlord Mailing Address	Enter the Landlord's physical mailing address.

Rent Relief Applicant Portal Help

Utilities Tab

Utilities are an area or expense that can be considered under the Rent Relief program. Please provide the information requested on the **Utilities** screen as it relates to any utility expenses that you currently paying for. Before completing this step, it is recommended that you have a utility bill showing past due balances and number of months past due saved to your computer and ready to upload for each utility that you want to add to Rent Relief.

Then, on the **Utility** screen, complete the fields as needed. For descriptions of the different fields, see the **Utility Screen Reference** section below.

To upload a utility bill, click **Choose File**. In your computer's file management system, locate, select, and then open the copy of your saved utility bill.



Rent Relief accepts the following file types: .pdf, .jpg, and .tiff.

After you've completed the necessary fields, click **Save**. If you need to add an additional utility, click **+Add Utility** and then complete and save the fields in the new **Utility** section.

The screenshot displays the Rent Relief Applicant Portal interface. The top navigation bar is blue with the 'Rent Relief' logo and a 'Help' link. Below the navigation bar, a breadcrumb trail shows 'Home / Applicant: Robert'. A sidebar on the left lists various steps in the application process, each with a status icon (checkmark for completed, warning triangle for pending, and a plus sign for active). The 'Utilities' step is currently active and highlighted with a blue border. The main content area shows the 'Utilities' form, which includes a radio button to 'List all utilities you pay for' and a checkbox for 'I do not need utility assistance'. Below this, there is a text prompt: 'If you do not have all the information, please enter Utility information on the Rental Information Attestation form and submit under the Documents section.' At the bottom of the form, there are 'Previous' and 'Next' buttons.

When you're ready to advance to the next step of the Applicant workflow, click **Next**.

Utility Screen Reference

① Allowed file types: pdf,jpg,jpeg,png,tiff,zip

Utility Details

Utility Type *

Gas

Total Amount *

① List the total amount you owe for this utility including any past due amounts, do not include amounts prior to March 13, 2020.

\$200.00

Past Due Amount

① Enter only the amount past due. Do not include amounts prior to March 13, 2020.

\$100.00

Months Past Due

① Enter the number of months your utility bill is past due. Do not count months prior to March 12, 2020.

2

Current Amount Due

\$100.00

Invoice Date

Invoice Date

Due Date

Due Date

Vendor Information

Vendor Name

Atlanta Gas

Account Number

Street Address

100 Atlanta Street

Address Line 2

Address Line 2

Address Line 3

Address Line 3

Address Line 4

Address Line 4

City

Atlanta

State

GA

Zip

30039

Utility Invoices

Document required.

Choose File

No file chosen

or drag and drop one or more Invoices

Delete

Close

Save

+Add Utility

Adds an additional **Utility** section.

Utility Type

Select the first utility type for which you are providing information. Utilities include **Water, Electricity, Parking, Cable**, Internet, **Sewage, Gas, Oil, Coal**, or **Other**.

Total Amount

This is the total amount that you currently owe for this utility. Please include past due charges along with any current charges not yet past due

Past Due Amount

Enter the amount that is currently past due. Omit anything that you owe, but that is not currently late

Months Past Due

If the current month is June, and you owe money dating back to February, then you are past due 4 months and would enter a 4 in this field.

Invoice Number

The invoice number should be located on your monthly statement or bill.

Current Amount Number

This field will populate for you by subtracting the past due amount from the total amount due.

Invoice Date

The invoice date will be located on your statement or bill.

Vendor Name	This is the name of the company that your send your payments to for this utility. Examples might include City of New York Water Authority, or XYZ Gas Company
Account #	This is the account number assigned to you by the vendor that will appear on every monthly statement.
Address Fields	This will be the address of the vendor for this utility company.
Choose File	<p>Opens your computer's file management system. Locate, select, and open the file you want to upload that represents your utility bill.</p> <p>Note Rent Relief accepts the following file types: .pdf, .jpg, . and .tiff.</p>

Rent Relief Applicant Portal Help

Documents Tab

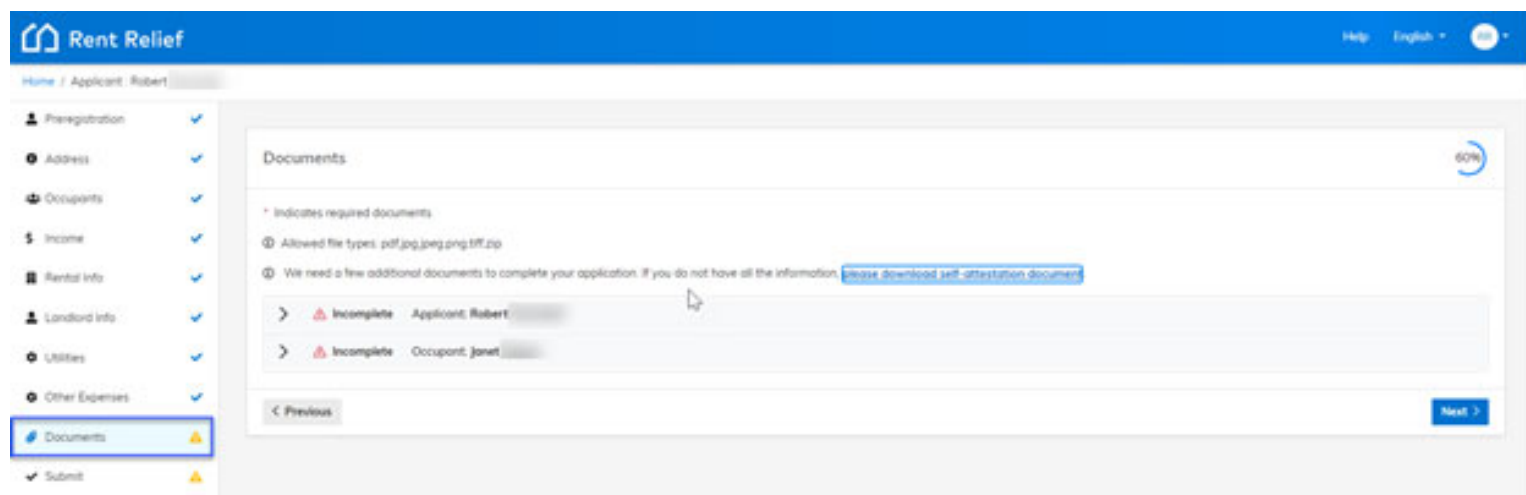
On the **Documents** screen, you can upload the final documentation required for each occupant of the household. In addition to photo

identification for each occupant in your household that has been added to your Rent Relief portal, it is recommended that you also have the following documents saved to your computer before beginning the upload process:

- Lease Document/Self Certification
- Past Due Rent Statement
- Eviction Notice

Rent Relief supports the following file types: .pdf, .jpg, jpeg and .tiff.

The **Documents** screen includes a section for the primary applicant as well as each additional household occupant. Initially, each tenant listed includes an **Incomplete** status. After all required documentation has been uploaded for a tenant, Rent Relief updates their status to Complete. To complete the **Tenant Documents** step in the Tenant Workflow, all tenants must include a **Complete** status.

The screenshot shows the 'Rent Relief' portal interface. On the left is a sidebar with a list of steps: Pre-registration, Address, Occupants, Income, Rental Info, Landlord Info, Utilities, Other Expenses, Documents, and Submit. The 'Documents' step is highlighted with a blue box and a yellow warning icon. The main content area is titled 'Documents' and shows a progress indicator of 60%. It includes instructions on allowed file types (pdf, jpg, jpeg, png, tiff, zip) and a message stating that additional documents are needed to complete the application. A link 'Please download self-attestation document' is provided. Below this, there are two rows for 'Applicant: Robert' and 'Occupant: Janet', both marked as 'Incomplete'. Each row has an expand button (a plus sign in a square) to the left of the status. At the bottom of the main area are 'Previous' and 'Next' navigation buttons.

To upload documents for a particular occupant, click the **Expand** button **+** in the **Applicant** or **Occupant** row to view the list of required documents.

Rent Relief Help English 60%

Home / Applicant: Robert

- Registration ✓
- Address ✓
- Occupants ✓
- Income ✓
- Rental Info ✓
- Landlord Info ✓
- Utilities ✓
- Other Expenses ✓
- Documents** ⚠
- Submit ⚠

Documents

* Indicates required documents

Allowed file types: pdf,png,jpeg,png,tiff,zip

We need a few additional documents to complete your application. If you do not have all the information, please download self-attestation document.

Incomplete Applicant: Robert

Applicant Info*

Provide a copy of a valid government photo ID. Expired documents are acceptable.

[Choose File](#) No file chosen
or drag and drop one or more files to upload

Lease Document*

Provide a copy of your lease or rental agreement. If you do not have a lease or rental agreement, upload a statement that says: "I do not have this document".

[Choose File](#) No file chosen
or drag and drop one or more files to upload

Eviction Notice

If you have one, provide a copy of your eviction notice. If you do not have an eviction notice, upload a statement that says: "I do not have this document".

[Choose File](#) No file chosen
or drag and drop one or more files to upload

COVID hardship document:

All applications must submit a self-attestation document detailing their Covid Hardship and Housing Instability. Please download the document from the blue link at the top of this page. Complete and upload the document in this section. Your application cannot be processed without this.

[Choose File](#) No file chosen
or drag and drop one or more files to upload

Incomplete Occupant: Janet

For each document listed, click **Choose File**. In your computer's file management system, locate, select, and open the file that you want to provide as your documentation.



Rent Relief accepts the following file types: .pdf, .jpg, and .tiff.

Incomplete Applicant: Michael

Applicant Info*

Please provide valid government photo identification, such as a drivers license or other state or federally issued identification.

[photo_identificat...](#)

Uploaded by on Feb 18, 2021

[Choose File](#) No file chosen
or drag and drop file to upload


If you want to download the document, click the document name. If you want to delete the document, click the **Delete** button .

After you've uploaded the required documents for each applicant and occupant, click **Next** to advance to the next step in the Applicant workflow.

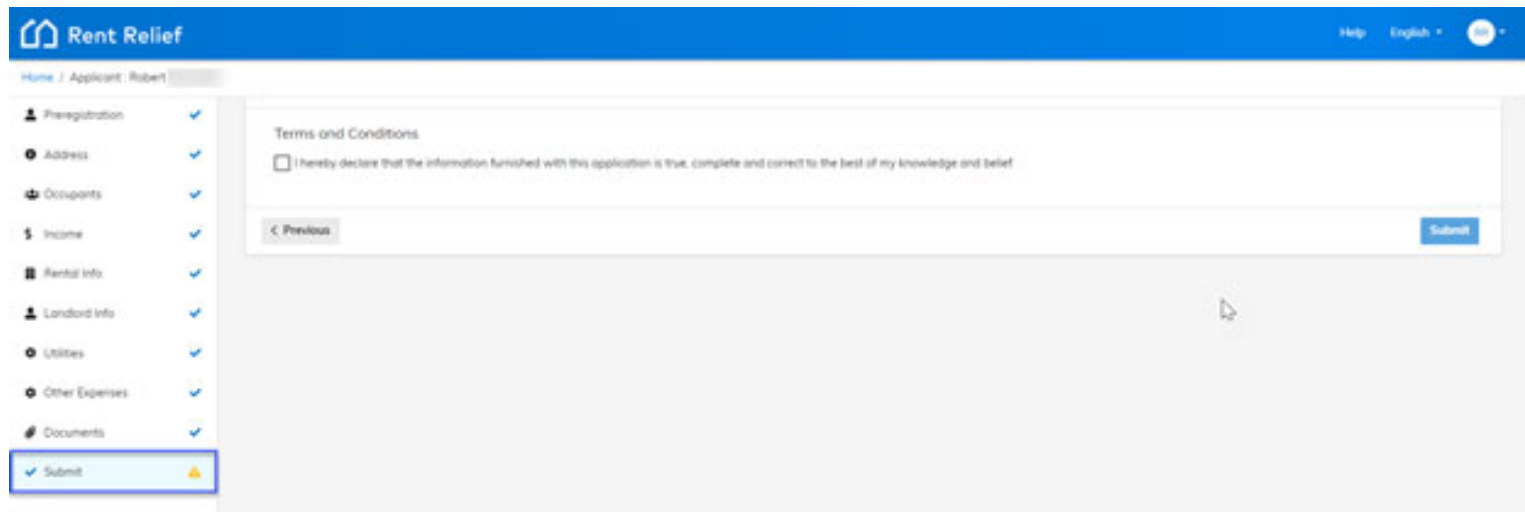
Rent Relief Applicant Portal Help

Submit Tab

After you have completed each of the steps listed on the Rent Relief side menu, you can submit your information for further review and validation.

Before completing this final step of the Applicant workflow, make sure to review the information you've already entered to confirm that each previous step is accurate and complete. If a step listed on the side menu includes a **Warning** icon , you must return to that step and complete any pending or incomplete requests.

When you're ready to submit your full application, click **Submit** on the Rent Relief side menu.



Rent Relief

Home / Applicant: Robert

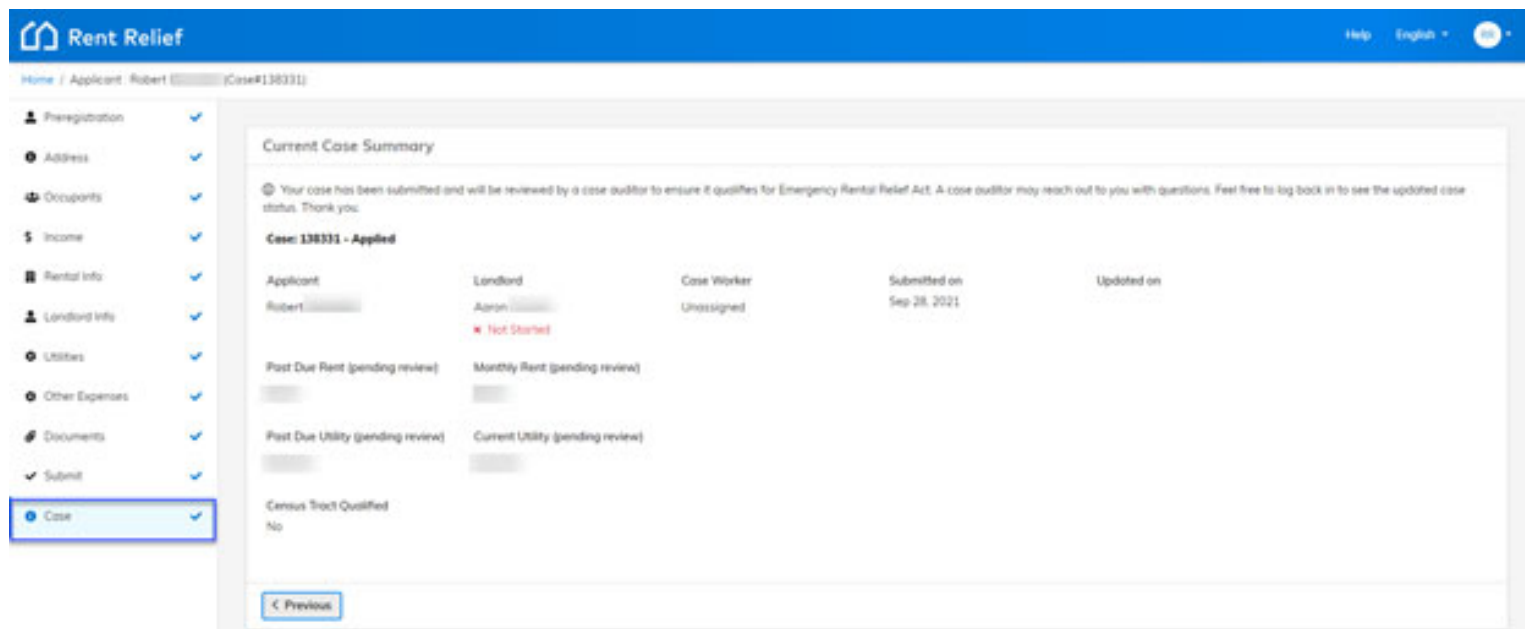
- Preregistration
- Address
- Occupants
- Income
- Rental Info
- Landlord Info
- Utilities
- Other Expenses
- Documents
- Submit**

Terms and Conditions

☐ I hereby declare that the information furnished with this application is true, complete and correct to the best of my knowledge and belief

[< Previous](#) [Submit](#)

The **Review & Submit** screen requires you to declare that the information that you provided in this application is true, complete, and correct to the best of your knowledge, belief, and ability. If this is a statement that you can agree with, and you are ready to submit this application, then select the check box next to the statement. Then, click **Submit**. The **Case Summary** screen appears.



Rent Relief

Home / Applicant: Robert (Case#138331)

- Preregistration
- Address
- Occupants
- Income
- Rental Info
- Landlord Info
- Utilities
- Other Expenses
- Documents
- Submit
- Case**

Current Case Summary

Your case has been submitted and will be reviewed by a case auditor to ensure it qualifies for Emergency Rental Relief Act. A case auditor may reach out to you with questions. Feel free to log back in to see the updated case status. Thank you.

Case: 138331 - Applied


Applicant	Landlord	Case Worker	Submitted on	Updated on
Robert	Aaron	Unassigned	Sep 28, 2021	
Not Started				
Past Due Rent (pending review)	Monthly Rent (pending review)			
Past Due Utility (pending review)	Current Utility (pending review)			
Census Tract Qualified	No			

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If you feel that you may have missed something in the application, or that you have any additional documentation to provide that might help with the decision, you can use the side menu or click the **Previous** button to navigate back to a previous screen in the Applicant workflow.


Case Summary Tab


Once your application is fully submitted you will notice an additional tab to the left labeled 'Case'. This screen will display your case number and a summary of your application. Please make note of your case number. You will need this if you have specific issues regarding your case.





[Home](#) / [Applicant: Robert \[redacted\]](#) (Case#138331)


 Preregistration


 Address


 Occupants


 Income


 Rental Info


 Landlord Info


 Utilities


 Other Expenses


 Documents


 Submit


 Case





























Current Case Summary

🔒 Your case has been submitted and will be reviewed by a case auditor to ensure it qualifies for Emergency Rental Relief Act. A case auditor may reach out to you with questions. Feel free to log back in to see the updated case status. Thank you.

Case: 138331 - Applied

Applicant	Landlord	Case Worker	Submitted on	Updated on
Robert [redacted]	Aaron [redacted]	Unassigned	Sep 28, 2021	
✖ Not Started				
Past Due Rent (pending review)	Monthly Rent (pending review)			
[redacted]	[redacted]			
Past Due Utility (pending review)	Current Utility (pending review)			
[redacted]	[redacted]			
Census Tract Qualified				
No				

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Recertify Using the Same Landlord

① If your landlord is the SAME as you original application, click Recertify (SAME Landlord).
If you have a NEW landlord, click Add New Case (New Landlord) to recertify with new landlord

[+ Recertify \(Current Landlord\)](#) [+ Add New Case \(New Landlord\)](#)

1. Login to your original application.
2. On the “Case” tab, click “+Recertify (Current landlord)” This creates a new application that will be linked to your original application. If any information has changed, please edit that in your new application before you submit.
3. Update your income, upload new supporting documents as necessary.
4. Review the entire application to ensure all information is still accurate, true and correct. Once you submit, you will be given a new case number. Your landlord does NOT need to submit a new application. Their information will be gathered from their original application.
5. An auditor will review your file and reach out to you directly if they need any additional information.

Tenant Recertification and Appeal

- When a tenant logs into the portal, they will arrive on the pre-registration screen of their most recent application.
- If the case is in a status of approved, denied, denied-no appeal, paid, or any funding status then the application will be locked, and they will not be able to edit any information within the current application.

The screenshot shows the 'Pre-Eligibility Screen' of the Iowa Finance Authority's Rent Relief Dashboard. The left sidebar contains a navigation menu with items: Preregistration (checked), Address (checked), Occupants (checked), Income (warning icon), Rental Info (checked), Landlord Info (warning icon), Utilities, Documents (warning icon), Submit (checked), and Case (checked). The main content area is titled 'Pre-Eligibility Screen' and includes a note: '* Indicates required fields'. The screen contains several questions with radio button options: 'Are you renting your primary residence?' (Yes/No), 'Are you receiving Section-8 or Rural Development rental assistance?' (Yes/No), 'Are you currently living in public housing?' (Yes/No), and 'Has your household experienced a loss of income due to COVID-19?' (Yes/No). There are also sections for 'Preferred Language' (English) and 'Select your geographical area' (Scott County). At the bottom right, it says 'Number of People in Household' with a note about including all adults and children.


- If they want to add a new case, recertify, or appeal then they will go to the Case section of the application.
- If the case is in a status of “denied”. Then they can appeal by adding their appeal notes and clicking the appeal button.
 - Any case that has been appealed will remain with the same case number as before and it will be labeled as “Appeal”

The screenshot shows the 'Current Case Summary' section of the Iowa Finance Authority's Rent Relief Dashboard. The left sidebar is the same as in the previous screenshot, but the 'Case' item is now highlighted. The main content area is titled 'Current Case Summary' and shows the case status as 'Denied'. It includes a table with the following information:

Applicant	Landlord	Case Worker	Submitted on
[Redacted]	[Redacted]	Unassigned	Mar 29, 2021

Below the table, it shows 'Past Due Rent (pending review)' as \$3,100.00 and 'Monthly Rent (pending review)' as \$620.00. There is a section for 'Appeal Notes' with a text input field and an 'Appeal' button. At the bottom, there is a 'Previous' button.

- If the case is in a status of “approved”, “denied-no appeal”, “paid”, or any funding status then they will have the option to recertify or add a new case.
 - When a tenant clicks the Recertify button, the system will pull over a majority of the information from their previous application and the applicant will only need to provide verification for most info.
 - When a tenant clicks the Add New Case button, the system will only pull over basic information from the previous application. They will need to re-submit most of their info. This function allows for the applicant to change their landlord should that person have changed, or they entered it incorrectly on their previous application.
 - When either of these options are selected, the system will generate a new case number. This new case will be linked will be linked to all other cases that have been submitted by this applicant.


IOWA FINANCE AUTHORITY

[Cases](#)
[Report](#)
[Management Report](#)
[Rent Relief Dashboard](#)

[Home](#) / Applicant :

Preregistration ✓

Address ✓

Occupants ✓

Income ⚠️

Rental Info ✓

Landlord Info ✓

Utilities

Documents ⚠️

Submit ✓

Case ✓

Current Case Summary

Case: - Paid

Applicant	Landlord	Case Worker	Submitted on
	✓ Submitted	Unassigned	Apr 7, 2021

Past Due Rent	Past Due Rent Approved	Monthly Rent
\$125.59	\$2,181.81	\$0.00

ⓘ If your landlord is the SAME as you original application, click Recertify (Current Landlord).
 If you have a NEW landlord, click Add New Case (New Landlord).

[+ Recertify \(Current Landlord\)](#)
[+ Add New Case \(New Landlord\)](#)

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