Iowa Rent Relief: Landlord User Guide

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About this User Guide

The purpose of this guide is to explain how the Rent Relief application works.

These instructions assume that:

- That you have a basic understanding of Google Chrome or a similar web browser.

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Overview

The application starts with intake forms. These include an eligibility questionnaire, a tenant application, and a landlord application. Once tenants and landlords apply, their cases go to the application's Case Management Dashboard. There, the separate tenant and landlord cases merge to create a single case.

As you move through this guide, you'll learn:

- What the eligibility questionnaire looks like.
- What the application process looks like for landlords.

The Application Process

This section of the guide outlines what landlords see when they sign up for the rent relief program.

To determine if a landlord qualifies for the Rent Relief program, they'll first complete the Eligibility Questionnaire. There are 5 pages to this application.

The Welcome Page serves as the landing page for the Eligibility Questionnaire. Here an applicant gets introduced to the Eligibility Questionnaire and they'll set their preferred language. A landlord can opt to Log In from this screen or begin the questionnaire.

Clicking the **Begin Eligibility Questionnaire** kicks off the process. Moving through the questionnaire takes the landlod through the following pages:

Page Name	Description
Get Started	This section determines who the rent relief application is for. Here an applicant can apply as a renter (tenant), or a landlord, managing agent or owner. Based on the option chosen, the workflow plays out accordingly. As a landlord, they'll select the **I am a Landlord, Managing Agent or Owner** option.
Owner	This page is where a landlord shows their property ownership. Selecting no here ends the process as they're not eligible.
Lease	Here and applicant sets if a formal lease agreement is in place for the period of assistance requested. Selecting no here prompts the landlord to provide written proof of

Page Name	Description
	the agreement with the tenant.
Register	Where the landlord will register for the application process.

Landlord Eligibility Questionnaire Procedure

To complete the Eligibility Questionnaire, the landlord will continue as follows:

1. At the Welcome page, select the **Preferred Language**.
2. Scroll to the end of the page, and click the **Begin Eligibility Questionnaire** button. Alternatively, if the landlord already has an account, they can log into their existing account now. Click the **Log In Here** option and skip to the **Landlord Account Sign** In Procedure for next steps.
3. At the Get Started page, select I am a Landlord, Managing Agent or Owner.
4. Click **Next**.
5. Select if the property is owned or contracted to you as the landlord or managing agent. Remember, selecting no here ends the process.
6. Click **Next**.
7. At the Lease page, set whether a lease is in place for the period of assistance requested. If no, the landlord see a prompt that written proof of agreement is needed with the tenant.
8. Click **Next**.

The process ends at the Register page, where the landlord sees a **Sign Up** button.

Landlord Account Sign Up Procedure

After completing the Eligibility Questionnaire, the process ends with a Sign Up button. On button-press, the landlor sees a modal with 2 options. They can either sign up for a new account, or they can sign in to their existing account.

To sign up for a new account, the landlord must:

1. Click the **Sign Up** link at the bottom of the modal.
2. Enter an **Email** address.
3. Enter a **Password** of at least 12 characters.

   > **NOTE** Passwords must not include any part of the Username, First Name or Last Name.

4. Enter a **First Name**.
5. Enter a **Last Name**.
6. Click **Register**. The application sends an email to the Landlord to confirm their email address.
7. Using the email, the landlord must click the **Activate Account** button to verify their email address and activate their account through Okta. This completes the sign up process.
8. Select the **Language**.
9. Select **Landlord**.

The landlord sees their Landlord Dashboard upon successful sign up.

Landlord Account Sign In Procedure

To access their existing Landlord Dashboard, they must sign in to their existing account. To do this, a landlord must:

1. Enter a **Username** into the modal.
2. Click **Next**.
3. Enter a **Password**.
4. Click **Sign in**.
5. Select the **Language**.
6. Select **Landlord**.

They see their Landlord Dashboard upon successful login.

Landlord New Application Process

For a rent relief case to move forward, the landlord must fill out an application. There are 5 pages in the landlord's application process.

They'll have to fill out basic personal information, banking information, and information about the properties they manage. They'll also need to upload documents to prove their interest in the property.

The following highlights each page of the landlord's application process.

Page Name	Description
Info	This first page is where the landlord will enter

Page Name	Description
	their contact details. To do this, the landlord will click the Add Details button. They'll fill out all the required fields, then click Submit.
Payment	The next page deals with payment information. The landlord can sign up to receive their payment via checking or savings account.
Properties	In this page, the landlord enters information about the properties they own. There are two ways they can do this: Bulk upload or Manual entry. Bulk upload is useful for landlords with multiple properties or multiple units. If a landlord only has one or two units, it's easier to add the property manually. After the landlord adds a property, the property appears in the Landlord Properties grid at the bottom of the page. There they can edit, copy, or delete the property as needed.
Property Documents	The Property Documents page includes a grid with each of the landlord's properties. For each property, the landlord needs to upload a document to prove their ownership interest. Accepted documents can be any one of the following: • Current lease • Rent ledger showing tenant is behind on payments • Notice of past due rent

Page Name	Description
	• Rent eviction notice • W-9 • Landlord registration • Other Once uploaded, documents appear in the Uploaded Documents grid at the bottom of the Property Documents page.
Summary	In this last page, the landlord will review their information. If anything looks wrong, they can go back and make edits. Once they've confirmed the application details, they'll check the checkbox to agree that the information is correct. Then they'll sign their name at the bottom of the page. After that, they can submit their application.

Landlord New Application Procedure

To reach their Landlord Dashboard and to start a new application, a landlord will continue as follows:

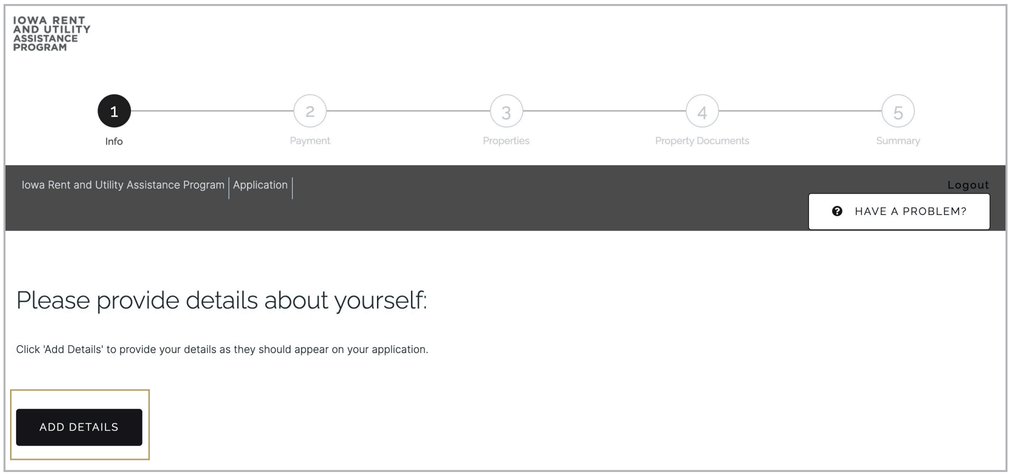
1. Select the **Language**.
2. Select **Landlord**.

From their Landlord Dashboard, they can view details of their past applications if they've made these. Or they can start a new application. To start a new application, they'll continue as follows:

3. Click **+ Start New Application**.

Info Page

1. Click **Add Details**.



2. In the modal, the landlord must at a minimum complete their **First Name**, **Last Name**, **Relationship to Property Owner or Landlord**, **Email**, **Phone** and **Address**. All other fields are voluntary.

> **TIP** If an applicant's address doesn't auto populate, use the **Cannot Find My Address** option to continue.

3. Click **Submit**.

> **TIP** Landlords can **Edit** or **Delete** their details if needed.

4. Click **Save and Next**.

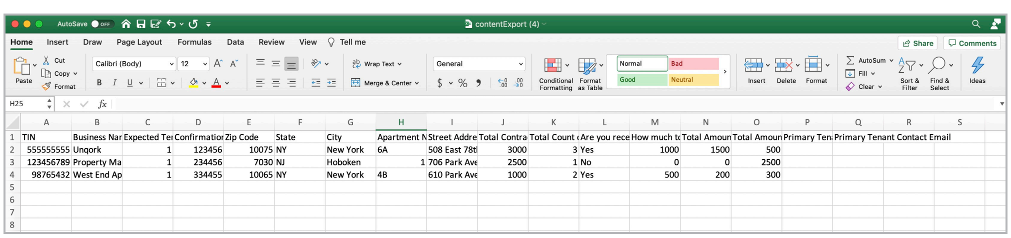
Payment Page

1. Enter **Account Owner First Name**.
2. Enter **Account Owner Last Name**.

3. Select the Account Type. Options include **Checking** or **Savings**.
4. Select the Consumer Type. Options include **Personal** or **Business**.
5. Enter a **Routing Number**.
6. Enter a **Bank Name**.
7. Enter an **Account Number**.
8. Enter the account number again in confirmation. Once a match is established, the landlord can proceed to the next step.
9. Click **Save and Next**.

Properties Page

1. To add a property manually, click **Add Property Manually**.
2. Using the modal, the Property Address.
3. Enter the Property Validation details.
4. Enter the Expected Number of Tenant Applications.
5. Enter the Assistance Amount details.
6. Click Add.
7. To bulk upload properties, the landlord must upload a formatted Excel sheet with their property information. To do this, they'll click the **Download Template** button. An Excel file will download to their desktop. Here's what that Excel file might look like:



TIN	Business Nar	Expected Te	Confirmatior	Zip Code	State	City	Apartment N	Street Addre	Total Contra	Total Count (	Are you rece	How much to	Total Amoun	Total Amoun	Primary Ten	Primary Tenant Contact Email
555555555	Unqork	1	123456	10075	NY	New York	6A	508 East 78tl	3000	3	Yes	1000	1500	500		
123456789	Property Ma	1	234456	7030	NJ	Hoboken	1	706 Park Ave	2500	1	No	0	0	2500		
98765432	West End Ap	1	334455	10065	NY	New York	4B	610 Park Ave	1000	2	Yes	500	200	300		

8. The landlord will replace the information in this file with their own property information, adding a row for each unit they manage. Once they've completed and saved the sheet, they'll upload the file to their application using the Browse option.

> **TIP** After adding a property, the property appears in the Landlord Properties grid at the bottom of the page. Here they can edit, copy, or delete the property.

Property Documents Page

This page includes a grid with each of the landlord's properties. For each property, the landlord must upload a document to prove their ownership interest. To do this, they'll:

1. Click **Upload** for each property listed.
2. Using the modal, click **Add** alongside the document Type being uploaded.
3. Click **Upload** to attach the file.
4. Click **Save**.
5. Click **Save and Next**.

Summary Page

1. Here the landlord must review all the details that they've captured. If they must make an change, they'll use the **Previous** button to return to an earlier page.
2. The landlord must read and select each checkbox on the page, certifying that all information is true and correct.
3. Enter a signature in the **Sign Above** field, or in **Type Your Signature Below**.

4. Click **Submit Application**.
5. At the warning, click **Yes, Submit**.

The application process ends with a confirmation screen showing that the application successfully submitted. The landlord receives an email shortly thereafter confirming their submission and showing the next steps.