

Application Statuses

Submitted (Waiting for Match)	<p>If your application says “Submitted (Waiting for Match),” your landlord has not yet submitted an application or the two applications did not properly match in our system.</p> <p>If your landlord has not submitted their portion of the required application, please encourage them to do so right away. Applications requesting rental assistance without a completed landlord verification cannot be processed.</p> <p>If you believe your landlord has submitted their portion of the application but your status says “Submitted (Waiting for Match),” please contact us at: 855.300.5885 or 515.348.8813.</p> <p>Please have your Case ID number available when you call the Housing Recovery Support Team. For applicants that have already reported this concern to us, we will be researching each of these applications and ask for your continued patience.</p>
Ready for Review	<p>The tenant and landlord applications have been successfully matched in our system, and the application is ready to be reviewed by a case manager. Applications only requesting utility assistance will have this status after submission.</p> <p>Complete applications that both include a household member that has been unemployed for 90 days or more at the time of application and with an annual household income at or below 50% of the Area Median Income will be prioritized.</p>
In Case Manager Review	<p>A case manager has been assigned your application and is actively reviewing.</p>
Landlord or Tenant needs More Info	<p>The tenant and/or landlord will receive an email instructing you to login to add documentation to your application.</p> <p>Please note that if documentation is not uploaded in a timely manner in response to this request, your application may be denied.</p>

Ready for Supervisor Review	The application has been processed by a case manager and is ready for review by a supervisor.
In Final Review	The application is under review by a supervisor.
Duplication Check	The application is undergoing a duplication of benefits check for other rent and utility assistance.
Requested Grant Signature	<p>The application has been approved, pending tenant electronic signature on a grant agreement.</p> <p>Tenant applicants will receive an email asking you to login to review and agree to the award amount through a grant agreement. You will need to electronically sign and submit the agreement in order to be approved for assistance.</p> <p>Applicants will be expected to sign this agreement before a payment can be made. The approved assistance amount will include past due amounts only and may differ from the amount requested.</p>
Denied	The application has been denied.
Closed – Submitted to Payments	The application is undergoing the payment process. The electronic payment will take approximately three business days to process.
Close	The application has been closed due to being a duplicate application, being withdrawn by the applicant or closed by the case manager without proceeding to approved or denial status.
Closed (Merged to Landlord)	Tenant applications that have been manually merged by a program administrator. The tenant's application will now appear under the landlord's Case ID number as a matched application.