

RECERTIFICATION PROCESS

Applicants who were previously deemed eligible by the Louisiana Emergency Rental Assistance Program and have already received rental payments may recertify their need for program assistance and receive up to an additional three months of rental payments.

To get started, applicants can login to their application and submit a **Recertification Ticket** [here](#). Please **DO NOT** submit a new application. Recertification is through the Recertification Ticket and only ONE Ticket will be accepted.

RECERTIFICATION PROCESS STEPS

- 1 To enter the recertification process, applicants must submit a **Recertification Ticket** from their original ERAP application ID/username confirming their eligibility. The applicant should NOT create a new program application. The applicant will complete the information requested in the ticket and confirm their accurate monthly rent amount and current residence, as well as reaffirming the self-attestations and household income as within compliance with required federal guidance.
 - If an applicant's monthly rent increased, or the applicant has relocated to a new address within the program eligible area, the applicant will be required to provide their updated lease or proof of rental obligation and confirm the current monthly rent obligation and valid landlord.
- 2 Once an applicant has submitted their **Recertification Ticket**, the program will review the information to confirm the applicant attestation is complete, and that the information is unchanged. If there are any changes to personal information, income, or lease, the applicant's case manager will confirm the applicant has submitted the required additional documentation.
- 3 Once an applicant is recertified to receive rental assistance, payments will be made directly to cooperative landlords on behalf of the tenant, if the applicant confirms their continued residence at the same location with the original landlord payee. The payment will be made as a Tenant Direct Payment, if that was the payment method in the original application or if an applicant's location has changed.
 - Renter will be notified upon recertification approval through the AMS.
 - Notification or payment receipt will be sent via email to the landlord of record and the tenant upon approval of payment.

ELIGIBILITY REQUIREMENTS

RECERTIFICATION IS ONLY OPEN TO APPLICANTS WHO WERE APPROVED INITIAL RENTAL ASSISTANCE AND REMAIN IN GOOD STANDING WITH THE PROGRAM.

- Applicants must continue to meet program [eligibility criteria](#) to receive the additional assistance, including:
 - Household income must not exceed 80% of area median income limit (AMI) for the parish
 - Demonstrate continued risk of homelessness or housing instability
 - Experienced financial hardship due to or during the coronavirus pandemic
 - Have an obligation to pay rent
 - Live in one of the 57 parishes covered by the program
- Recipients will be eligible to receive the same monthly rental amount as previously received, and the additional payments will be made to the previously approved landlord or as a Tenant Direct Payment based on prior approval.
- Tenants whose rent amount has changed or who have moved and are still residing in an eligible area will be required to submit a new lease or proof of rental obligation to be considered for program eligibility and rent award.
- Recertification will be approved as long as funds remain.

Please note: Utilities are not eligible for Recertification. No additional utility payments will be issued under the Recertification program.

HOW TO SUBMIT A RECERTIFICATION TICKET

- 1 Log into the application portal at <https://lastaterent-portal.com/>
- 2 Select the Communications Envelope (grey circle to the far right).
- 3 Select RECERTIFICATION from the Ticket Type dropdown.
- 4 Review pre-populated Application information.
- 5 Edit (if necessary) the application information if changed (current residence, contact information, monthly rent amount, etc.) and provide a lease as required if there is a change in information.
- 6 Type in your Signature.
- 7 Click Submit.

If you have any questions or would like assistance with recertification, please call the program call center at **887-459-6555**, open **8 a.m. - 5 p.m., Monday through Friday**.

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The Louisiana Emergency Rental Assistance Program is administered by the Louisiana Office of Community Development and Louisiana Housing Corporation

