

**Louisiana's**

# **U.S. Treasury Emergency Rental Assistance Program**

**Renter | User Guide**



# Online Application User Guide

## Overview

### What is Louisiana's U.S. Treasury Emergency Rental Assistance Program?

This application program is funded by the United States Department of Treasury to provide statewide emergency rental assistance to help people who are at risk of experiencing homelessness or housing instability due to the COVID-19 pandemic. Eligible applicants may receive assistance for past-due rent and forward rent payments or forward rent payments only.

**WHO:** Individual tenants and landlords can apply

**WHAT:** Applicants may apply for assistance for past-due rent, forward rent, or a combination of both

- For past-due rent and forward rent (alone or combined), the time span may not exceed 15 months
- Forward rent can only be used for three months at a time

**WHEN:** Past-due rent may not be from before April 1, 2020

### How do I know if I'm eligible for this program?

- You live in a rental unit that is located in one of the parishes that are covered by the program.
- Someone in your household qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly or indirectly to COVID-19.
- You have received a past due rent notice, past due utility notice, or an eviction notice, or you are experiencing housing instability.
- Any funding for outstanding rent that you are requested through the state program has not been paid, reimbursed or duplicated by any other source (e.g., parish, city, federal, non-profit).
- Your household income does not exceed 80% of area median income limit (AMI) for the parish, as defined by the Department of Housing and Urban Development (HUD).

### Need help?

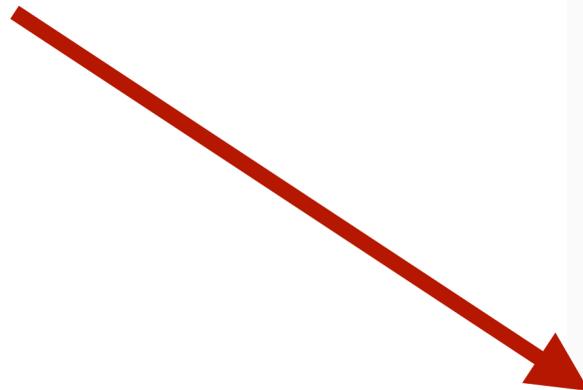
If you have been impacted by COVID-19 and need help with your application, please call our Contact Center at 877-459-6555.

Contact Center  
Hours of Operation:  
Monday-Friday 8 AM- 5 PM

# Application Log In

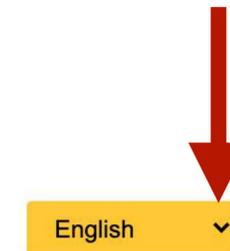
## First time log in

You will need to **Register** to create your username and password.

A screenshot of the Louisiana Housing Corporation login page. The page has a dark teal background. At the top left is a house icon. To its right is the text 'Louisiana Housing Corporation'. Below that is 'State of Louisiana's U.S. Treasury Emergency Rental Assistance Program'. There are two input fields: 'Username' with a person icon and 'Password' with a pencil icon. Below these is a yellow 'Log In' button. At the bottom, there is a link 'Don't have an account?' with a person icon and a link 'Forgot Password?' with a lock icon.

**Language Selection:** Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish

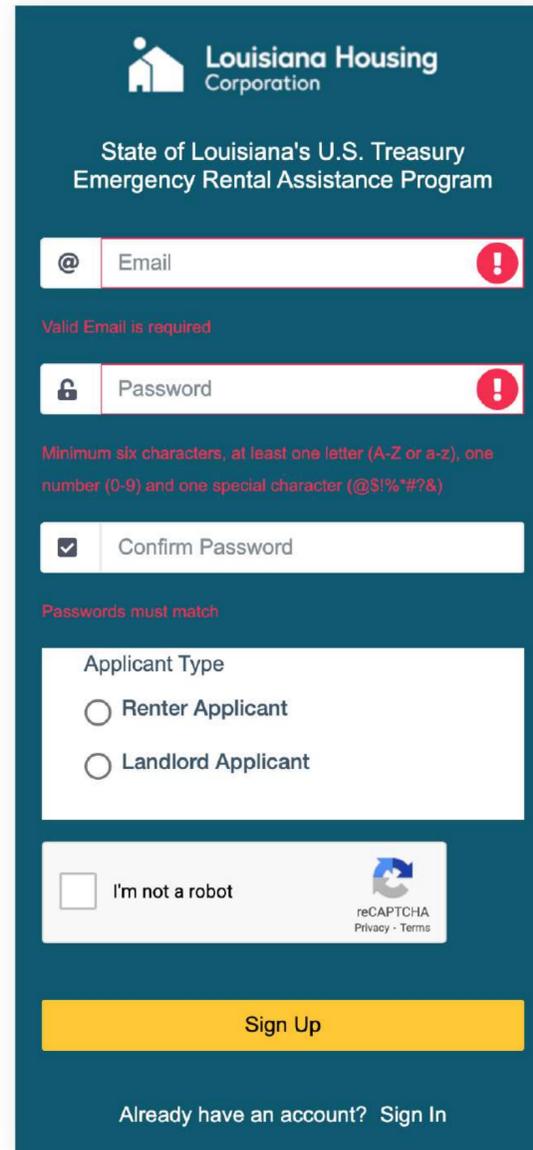


**Note:** If you have already registered, you can log back in with your username and password.

**Have you already registered, but forgotten your password?**  
No problem. You can reset your password where it says Forgot Password?

# Application Registration

1. Enter your email.
2. Create a password.
3. Confirm your password.
4. Are you applying as a renter or a landlord? Choose your application type.
5. Click the box to confirm you are human.
6. Click the **Sign Up** button.



The screenshot shows the registration page for the Louisiana Housing Corporation. At the top, it says "Louisiana Housing Corporation" with a house icon. Below that, it reads "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". The form includes several input fields: "Email" with a red exclamation mark icon and a red error message "Valid Email is required"; "Password" with a red exclamation mark icon and a red error message "Minimum six characters, at least one letter (A-Z or a-z), one number (0-9) and one special character (@!%\*#?&)"; and "Confirm Password" with a checked checkbox and a red error message "Passwords must match". Below these fields is a section for "Applicant Type" with two radio buttons: "Renter Applicant" and "Landlord Applicant". At the bottom of the form is a reCAPTCHA box with the text "I'm not a robot" and a "Sign Up" button. A link "Already have an account? Sign In" is located at the very bottom.

**Language Selection:** Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish



**Note:** If you have already registered, you can log back in with your username and password.

**Have you already registered, but forgotten your password?**  
No problem. You can reset your password where it says Forgot Password?

# Application Log In

Now that you have registered, you can log in.

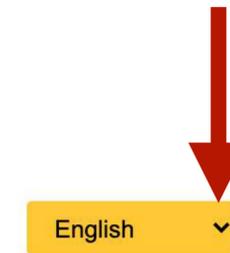
1. Enter your email.
2. Enter your password.
3. Click the **Log In** button.



The screenshot shows the login interface for the Louisiana Housing Corporation. At the top left is a house icon. To its right, the text reads "Louisiana Housing Corporation". Below this, it says "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". There are two input fields: "Username" with a person icon and "Password" with a pencil icon. A yellow "Log In" button is positioned below the fields. At the bottom, there is a link "Don't have an account?" with a plus icon and a link "Forgot Password?" with a lock icon.

**Language Selection:** Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish



**Note:** If you forget your password, you can reset it here.

# Start Creating Your Application

**Louisiana Housing Corporation** State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

The State of Louisiana's U.S. Treasury Emergency Rental Assistance Program is open for applications on March 5, 2021.

Applications can be submitted only through our secure online portal and there is no fee to submit an application.

Our Contact Center will not ask you for your personal information such as social security number, driver license number, or credit card information.

## WELCOME TO THE STATE OF LOUISIANA'S EMERGENCY RENTAL ASSISTANCE PROGRAM

**What is Louisiana's Emergency Rental Assistance Program (LA ERAP)?**

This application program is funded by the United States Department of Treasury (Treasury) to provide statewide emergency rental assistance to help people who are at risk of experiencing homelessness or housing instability due to the COVID-19 pandemic. Eligible applicants may receive assistance for past-due rent or forward rent payments.

**How do I know if I'm eligible for this program?**

- You live in a rental unit that is located in one of the parishes that are covered by the program.
- Someone in your household qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly or indirectly to COVID-19.
- You have received a past due rent notice, past due utility notice, or an eviction notice, or you are experiencing housing instability.
- Any funding for outstanding rent that you are requested through the state program has not been paid, reimbursed or duplicated by any other source (e.g., parish, city, federal, non-profit).
- Your household income does not exceed 80% of area median income limit (AMI) for the parish, as defined by the Department of Housing and Urban Development (HUD).

**Need help?**

If you have been impacted by COVID-19 and cannot provide the documents listed or need help, please call our Contact Center at 877-459-6555

Contact Center Hours of Operation  
Monday-Friday 8 AM - 5 PM

To create your application, select the 'Create Application' button

 [Create Application](#)

# Pre-Eligibility Contact Details

## 1. Enter your **Contact Details**.

- First name
- Middle initial
- Last name
- Phone number
- Email

## 2. Enter the **Address Details** of the rental unit for which assistance is requested.

- Physical address (number and street name)
- Unit number
- City
- State
- Zip code
- Parish

## 3. **Save**

**Louisiana Housing Corporation** State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

Create Application - Renter

### Contact Details

First Name	MI	Last Name
<input type="text" value="cname"/>	<input type="text"/>	<input type="text" value="lastname"/>

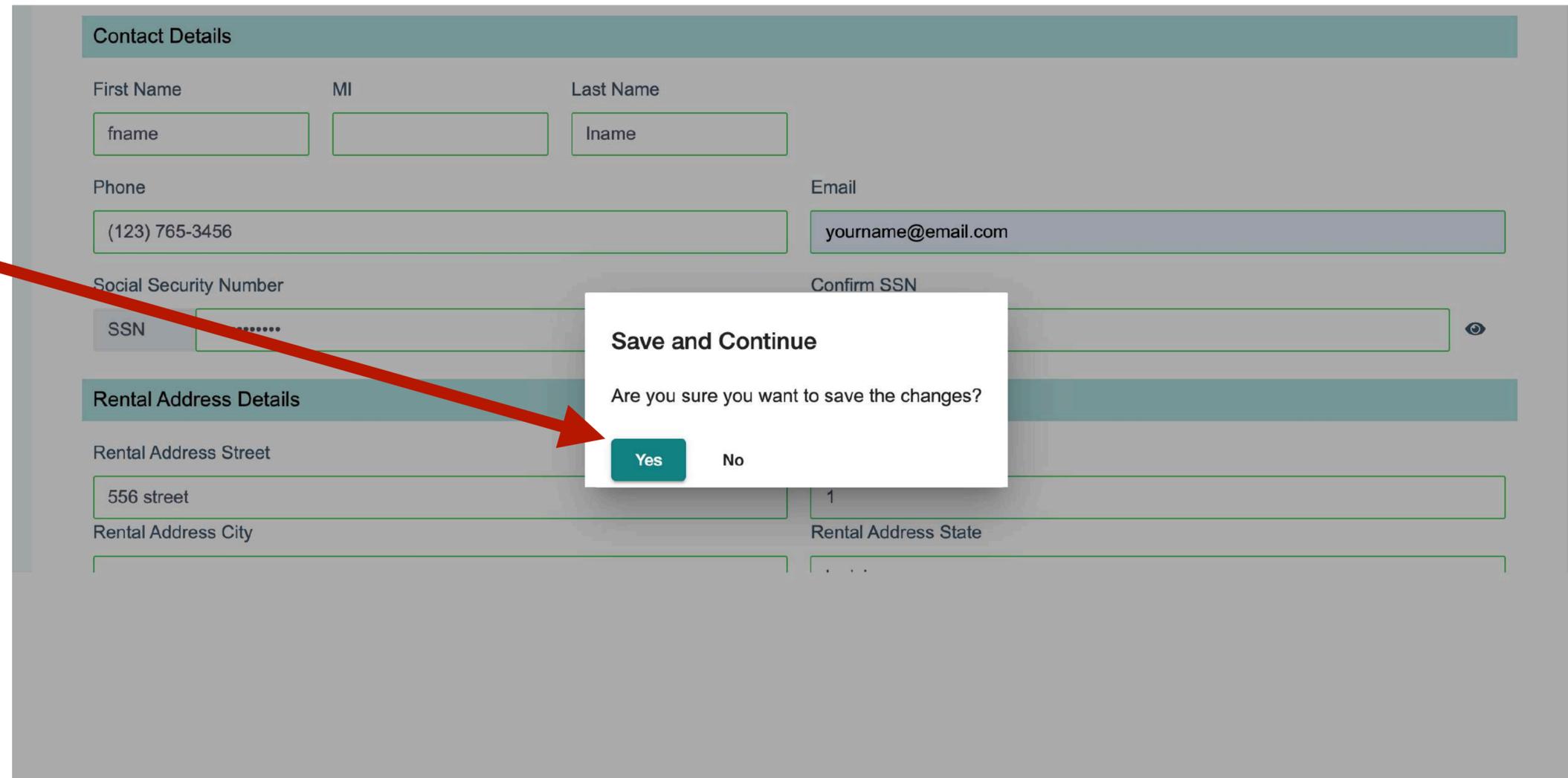
Phone:  Email:

### Rental Address Details

Rental Address Street	Rental Address Street 2
<input type="text" value="345 street"/>	<input type="text" value="1"/>
Rental Address City	Rental Address State
<input type="text" value="rayne"/>	<input type="text" value="louisiana"/>
Rental Address Zip Code	Parish
<input type="text" value="70578"/>	<input type="text" value="Acadia"/>

# Pre-Eligibility Contact Details

To save and continue, choose **Yes**.



The screenshot shows a web form with two main sections: 'Contact Details' and 'Rental Address Details'. The 'Contact Details' section includes fields for First Name (fname), MI, Last Name (lname), Phone ((123) 765-3456), Email (yourname@email.com), Social Security Number (SSN), and Confirm SSN. The 'Rental Address Details' section includes fields for Rental Address Street (556 street), Rental Address City, and Rental Address State (1). A white dialog box titled 'Save and Continue' is overlaid on the form, asking 'Are you sure you want to save the changes?' with 'Yes' and 'No' buttons. A red arrow points from the text 'To save and continue, choose Yes.' to the 'Yes' button in the dialog box.

# Pre-Eligibility Questions

1. Carefully read and answer all questions accurately.
2. **Submit.**

 Louisiana Housing Corporation

State of Louisiana's U.S. Treasury  
Emergency Rental Assistance Program

 English 

Yes  No Have you or any one in your household been unemployed for the last 90 days or greater?

Please Explain:

Yes  No Do you or someone in your household qualify for unemployment benefits?

Please Explain:

Yes  No Have you or someone in your household experienced a reduction in income due to the COVID-19 Outbreak?

Please Explain:

Yes  No Have you or anyone in your household incurred significant costs due to the COVID-19 Outbreak?

Please Explain:

Yes  No Have you or anyone in your household experienced any other financial hardships as a result of the COVID-19 Outbreak?

Please Explain:

Yes  No Are you currently behind on your monthly rental payments?

Please Explain:

Yes  No Have you received an eviction notice or experienced any housing instability due to an inability to meet the monthly rental requirements?

Please Explain:

Yes  No Are you or anyone in your household currently receiving or have you received in the past any additional financial assistance as a result of the COVID-19 Outbreak?

Please Explain:

Yes  No Is your household currently receiving a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance)?

Please Explain:

Yes  No Did you receive non-rental assistance from state or federal programs (such as food stamps or unemployment benefits) in the past 12 months?

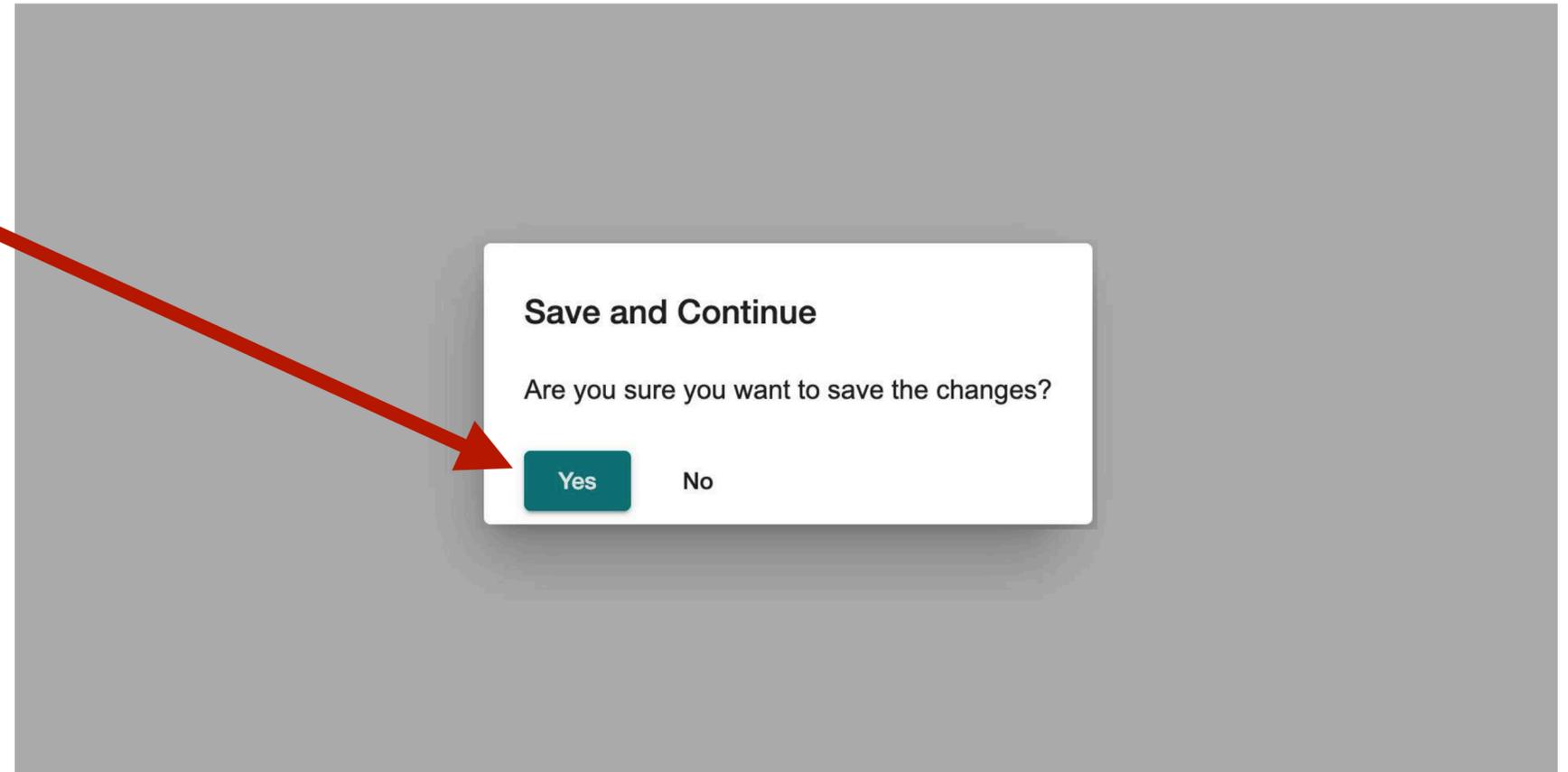
SNAP (Supplemental Nutrition Assistance Program/food stamps)  
LIHEAP (Low Income Home Energy Assistance Program)  
LWC (Unemployment benefits)

Please Explain:

All fields with \* must be entered in order to Submit

# Pre-Eligibility Questions

To save and continue, choose **Yes**.



# Application Dashboard

Here you can see your application progress and which sections still need to be completed. You don't have to complete the application all at once. It is divided into small sections making it easy to update and save as you go.

**Tracking Progress:** You will be able to monitor your application progress as you complete and save each section, it will be updated on the tracker.

To **Edit & Add Your Details** for each section, look for these buttons:



**Success indicators** next to each section make it easy to see which are complete.

 Saved and complete

 Something is missing

**Louisiana Housing Corporation** | State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

**Renter, Test**  
6 street 6  
kaplin, la 70548  
APP ID : 667  
[Exit Application](#)

**Application Completion Percentage**  
Complete application by adding details  
14%

**Need help?**  
If you have been impacted by COVID-19 and cannot provide the documents listed or need help, please call our Contact Center at 877-459-6555  
Contact Center Hours of Operation  
Monday-Friday 8 AM - 5 PM

**Contact Details** ✓  
Click on Edit button to manage input data  
Name : Test Renter  
Email : testrenter4.6@email.com  
Phone Number : (234) 987-2341  
[Edit](#)

**Address Details** ! i  
Click on Edit button to manage input data  
Rental Address : 6 street 6  
kaplin, la 70548  
Parish : Vermilion  
Bedrooms - Unit Size : -1 - Not Selected  
[Edit](#)

**Landlord Details** ! i  
Click on Edit button to manage input data  
Landlord Name :  
Landlord Email : -  
Landlord Phone : -  
Property Name : -  
Property Type : -  
Landlord Request Status : Request Not Sent  
Confirmation Number : -  
[Edit](#)

**Rental Documentation** ! i  
Click on Edit button to manage input data  
Lease Agreement Uploaded : No  
Past Due Rent Notice(s) Uploaded : No  
Eviction Notice(s) Uploaded : No  
Past Due Utility Bill(s) Uploaded : No  
Other File(s) Uploaded : No  
[Edit](#)

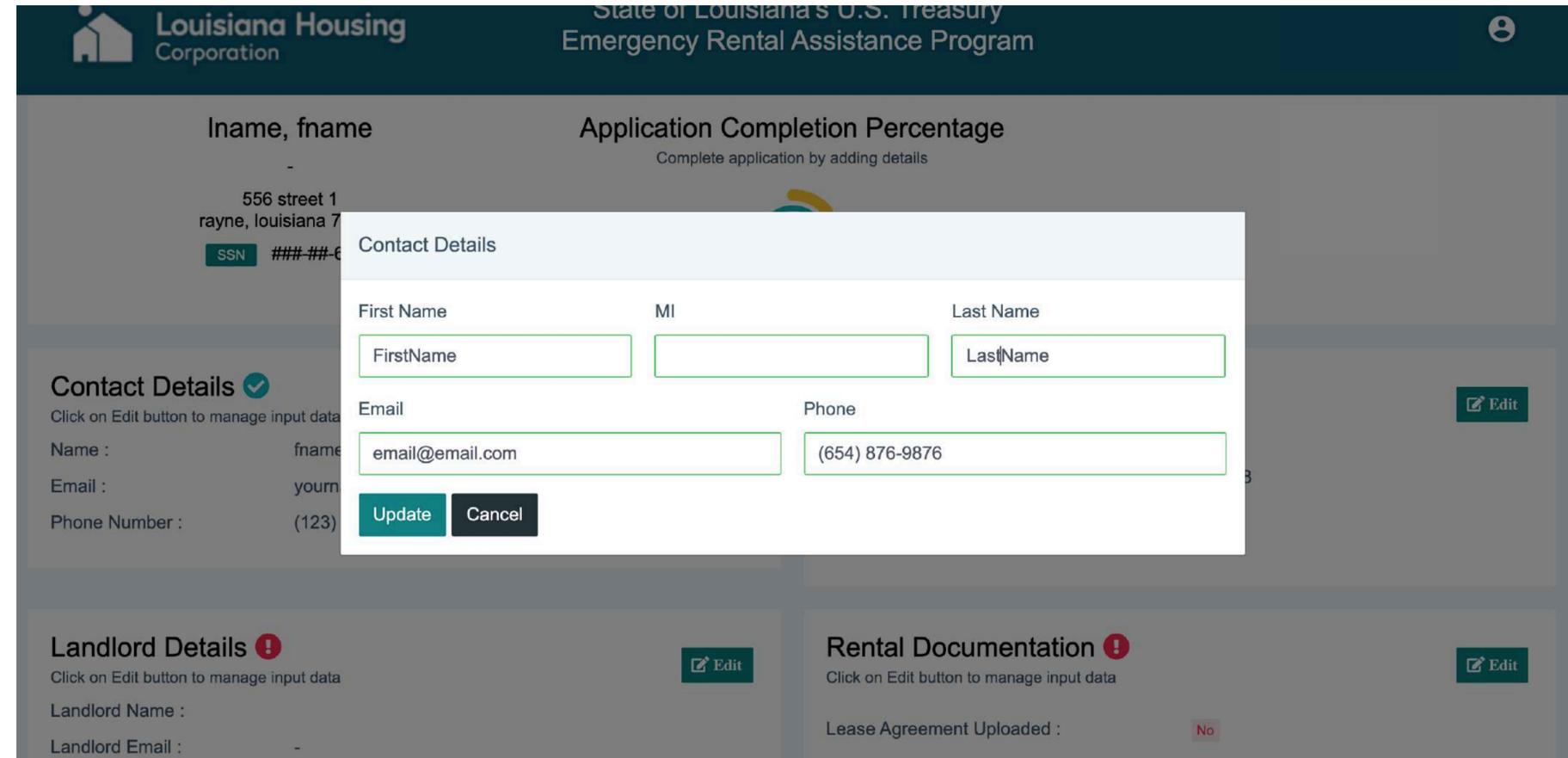
**Household Details** ! i  
Click on Add button to create new record  
+ Add  
All Household members must have required information  
Click on Edit button to manage input data  
! Test Renter Applicant  
No Gender  
[Edit](#)

**Expenses** ! i  
Click on Add button to create new record  
+ Add  
\* Eligible applicants could receive up to 100% of all rental arrears dating back to April 1, 2020 (capped at 12 months), and up to an additional 3 months of future rent to help ensure housing stability.  
\* Eligible applicants could receive up to 100% of utility arrears dating back to April 1, 2020 (capped at 12 months). Additional and separate utility expenses can be added for any utility type past-due by clicking 'Add.'  
\* These amounts will be subject to a cap based on the U.S. Housing and Urban Development's (HUD) fair market rents.  
Monthly Rent Amount : \$0.00 | Months Past-Due : 0 | Past Due Amount : \$0.00

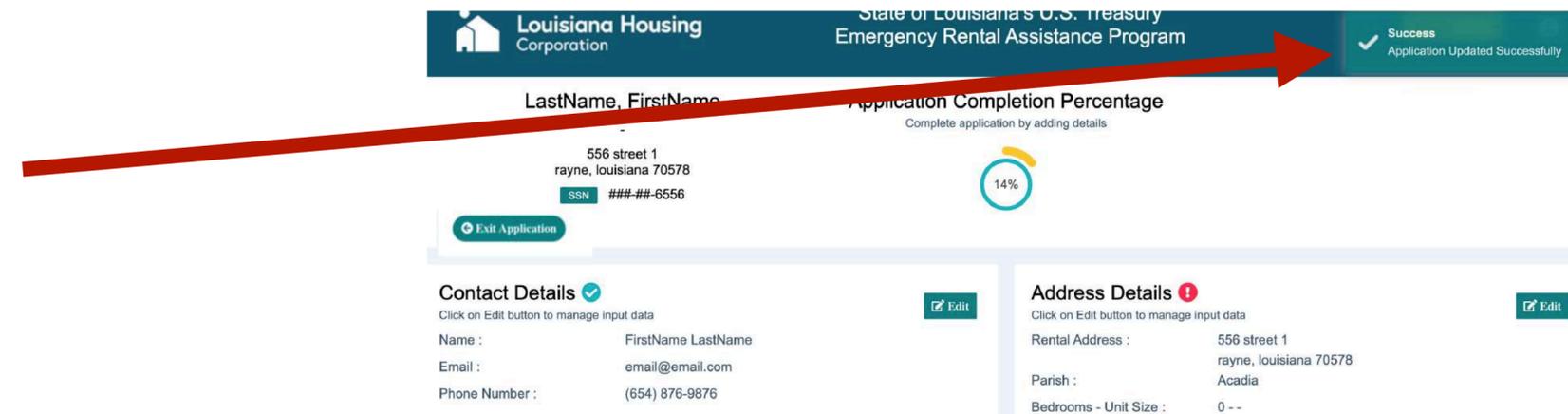
**Acknowledgements** ! i  
Click on Edit button to manage input data  
Certified : No  
Certifier Name : -  
Government ID Image : -  
[Edit](#)

# Renter Contact Details

1. Enter any missing **Contact Details**.
  - First name
  - Last name
  - Phone number
  - Email
2. Click **Update** to save and continue.



**Note:** After you click Update to save and continue, you will see a success pop-up on your dashboard.



# Renter Landlord Details

**Note:** It is important that your Landlord's information is correct and complete before you submit your application. They will need to complete a section to initiate the processing of your application.

## 1. Enter all **Landlord Details**.

- Landlord's first name
- Landlord's last name
- Landlord's email
- Important:** Your Landlord's email must be current and correct.
- Landlord's phone number
- Property / Business Name
- Property Type

2. Click **Update** to save.

3. Click **Request Landlord Confirmation** even if you do not have the correct email address. It can be updated later.

Application Completion Percentage  
Complete application by adding details  
29%

Landlord Details

Landlord First Name:

Landlord Last Name:

Landlord Email:

Landlord Phone:

Property / Business Name:

Property Type:

Update Cancel

Eviction Notice(s) Uploaded: No

Past Due Utility Bill(s) Uploaded: No

Other File(s) Uploaded: No

Landlord Details ✓

Click on Edit button to manage input data

Landlord Name: Landlord Landlord

Landlord Email: cstokesdc.9@gmail.com

Landlord Phone: (111) 111-1111

Property Name: Landlord Properties

Property Type: Single Family Detached

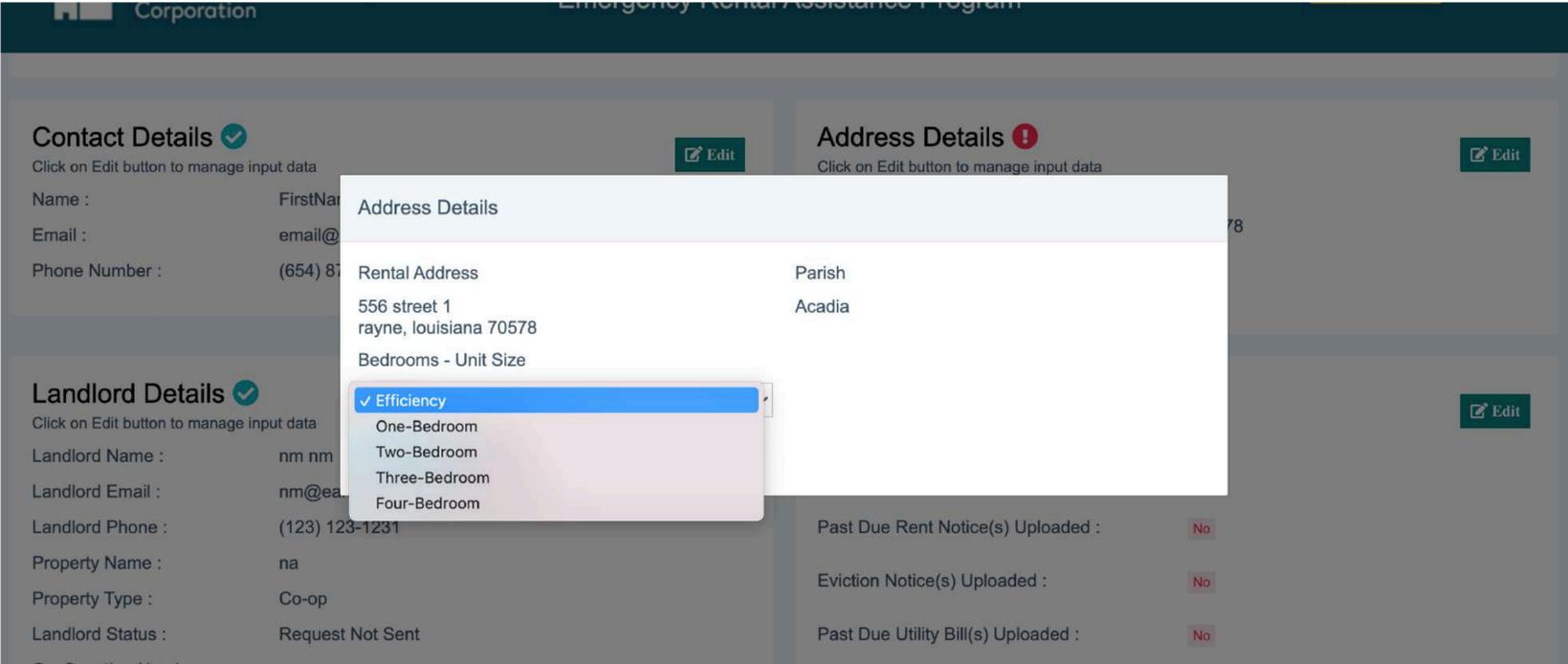
Request Landlord Confirmation

Landlord Request Status: Request Not Sent

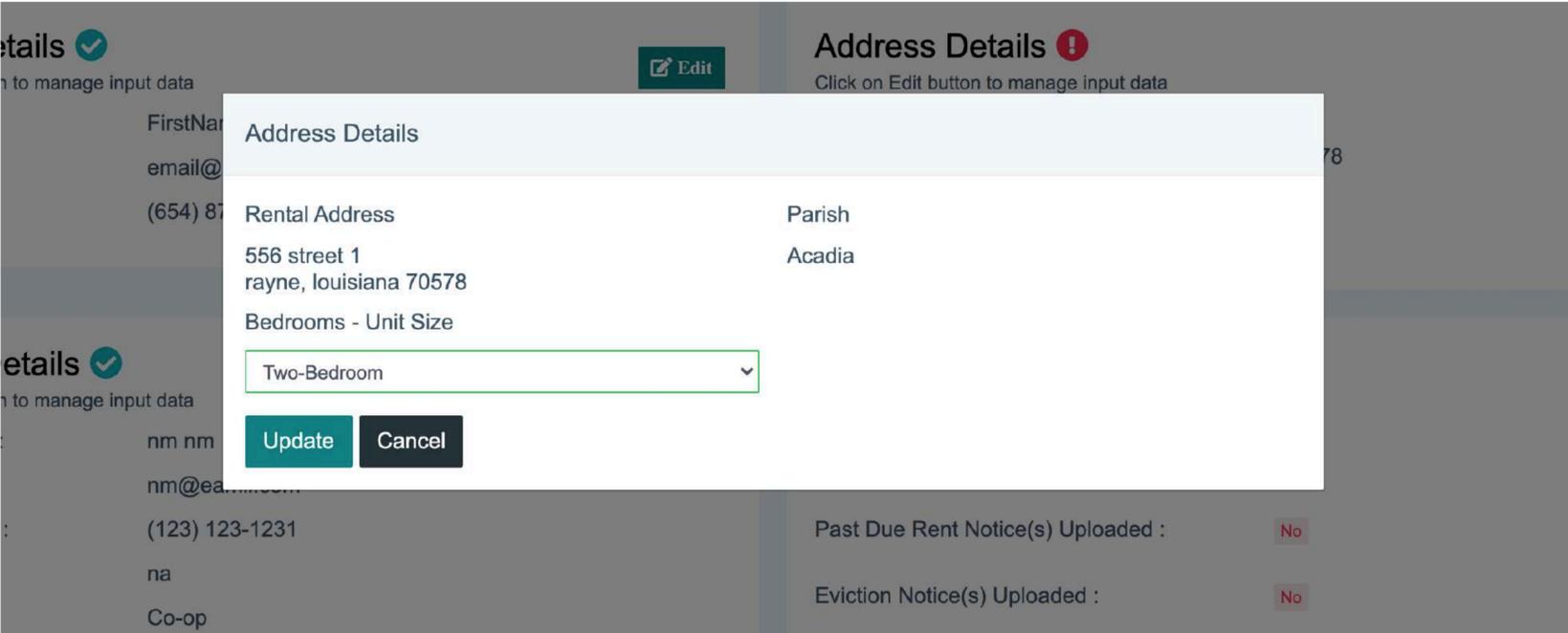
Confirmation Number: -

# Renter Address Details

1. Choose your rental unit size (number of bedrooms) from the dropdown.

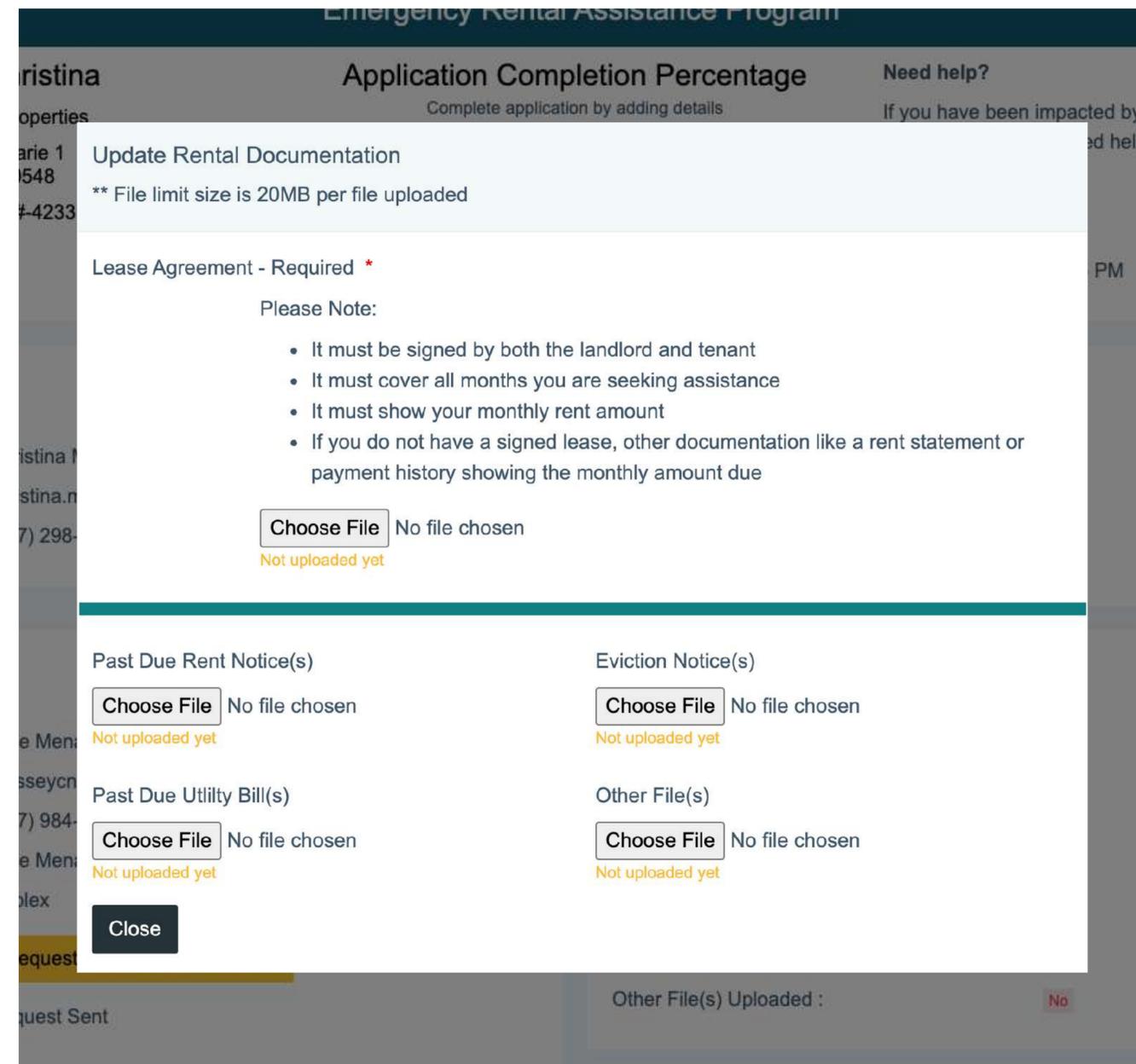


2. Click **Update** to save and continue.

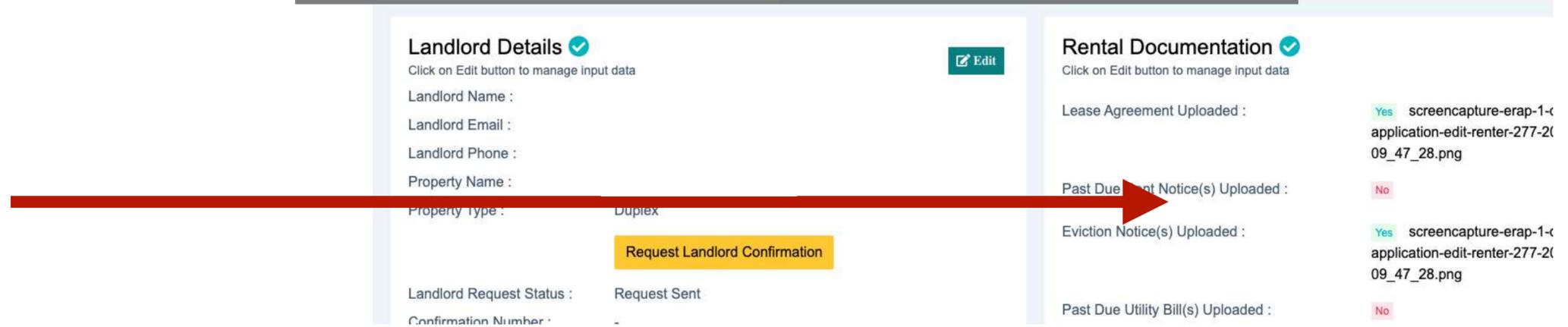


# Rental Documentation

1. Upload your **Lease or Rental Agreement**.
2. Upload All documents that apply to your situation.
3. Click **Update** to save and continue.



**Note:** Before submitting, you can come back to add more documents if needed.



# Renter Household Details

This section of your application will capture basic information about you and other household members. You will need to **Edit** your details and **Add** all other members of your household.

- 1. **Edit** your household details first.
- 2. Click the **Add** button to add additional members of your household.

**Louisiana Housing Corporation** State of Louisiana's U.S. Treasury  
Emergency Rental Assistance Program

**Household Details** ! i + Add  
Click on Add button to create new record

All Household members must have required information

Click on Edit button to manage input data

! Test Renter	Applicant	Edit
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No Gender

**Expenses** ! i + Add  
Click on Add button to create new record

- \* Eligible applicants could receive up to 100% of all rental arrears dating back to April 1, 2020 (capped at 12 months), and up to an additional 3 months of future rent to help ensure housing stability.
- \* Eligible applicants could receive up to 100% of utility arrears dating back to April 1, 2020 (capped at 12 months). Additional and separate utility expenses can be added for any utility type past-due by clicking 'Add.'
- \* These amounts will be subject to a cap based on the U.S. Housing and Urban Development's (HUD) fair market rents.

Monthly Rent Amount : \$0.00      Months Past-Due : 0      Past Due Amount : \$0.00

**Acknowledgements** ! i  
Click on Edit button to manage input data

Certified No

Certifier Name -

Government ID Image

# Renter Household Details

1. Enter name, date of birth, Social Security Number, gender, race / ethnicity, employment status, and date of last day worked.
2. Chose your Income Type from the dropdown menu.

**Note:** If you choose Monthly Income, be careful to only enter your Amount of Monthly Income.



Update Household  
 \*\* File limit size is 20MB per file uploaded and all selected expenses must have related amount and document

### Household Member

First Name *	MI	Last Name *	SSN or ITIN	Date of Birth *
Test	MI	Renter		mm/dd/yyyy
Relation to Applicant *	Gender *	Race / Ethnicity *	Employment Status *	Last Date Worked
Applicant	- Select -	- Select -	- Select -	mm/dd/yyyy

### Wages Income

Gross income before taxes and deductions (including commissions, tips, bonuses, fees)

\* Do not include income from government agencies designated for shelter, utilities, WIC, food stamps, and childcare \*

\* March and December 2020 stimulus payments are not considered income \*

Income Type *	Provide at least one of the following forms of documentation:	Choose File
<input checked="" type="checkbox"/> Annual <input type="checkbox"/> Monthly	1. Form Series 1040 2. W-2 Wage statements (if no 1040) 3. Interest Statements (if no 1040) 4. Unemployment compensation statements (if unemployed) 5. Notification of termination or furlough (if unemployed)	No file chosen Not uploaded yet
\$ 0		Choose File No file chosen Not uploaded yet

I elect to not upload income documentation at this time and allow LHC to obtain my income information from LA workforce Commission (LWC) and DCFS (SNAP), where applicable.

### Other Forms of Income - Provide Monthly Amounts

Payments in lieu of earnings such as unemployment, disability compensation, social security income, social security disability insurance, and worker's compensation	\$ 0 per Month	Choose File
Payments from annuities, retirement funds, pensions, disability, and other similar types of periodic payments	\$ 0 per Month	Choose File
Monthly income from government agencies EXCLUDING amounts designated for shelter, utilities, WIC, food stamps, and childcare	\$ 0 per Month	Choose File
Alimony, child support, and foster care payments	\$ 0 per Month	Choose File
Any other forms of income	\$ 0 per Month	Choose File

Update Cancel All fields with \* must be entered in order to Update



# Renter Household Details

It is important that each household member's personal income is accurate and complete.

1. **Verify** that the income amount corresponds with your total annual household income. The income amount shown will be cumulative as you add new household members.
2. If you need to make a correction, just press cancel.
3. When you are sure that the household member's income is correct, click save to continue.

**Note:** If you choose Monthly Income, be careful to only enter your Amount of Monthly Income.

The screenshot shows the 'Update Household' form with the following details:

- Household Member:** First Name: Renter, MI: MI, Last Name: Test, SSN or ITIN: [Redacted], Date of Birth: 03/16/1960
- Relation to Applicant:** Applicant, **Gender:** Female, **Race / Ethnicity:** American Indian or Alaskan Native, **Employment Status:** Unemployed, **Last Date Worked:** 03/16/2020
- Wages Income:** Gross income before taxes and deductions (including commissions, tips, bonuses, fees) is \$0.
- Income Type:** Annual, **Amount:** \$0
- Other Forms of Income:** A table with five rows, each showing a category, a \$0 per month amount, and a 'Choose File' button with 'No file chosen' and 'Not uploaded yet' status.

The 'Save and Exit' dialog box is overlaid on the form, displaying:

- Save and Exit**
- Verify Annual Income**
- \$ 0**
- \*\* If the Annual / Monthly income totals are not correct for this household member, make the necessary modifications.
- Save** and **Cancel** buttons.

A red arrow points from the first step of the instructions to the 'Save' button in the dialog box.

# Renter Household Details

Remember to **Add** all other members of your household.

Click the **Add** button to add additional members of your household.



**Louisiana Housing Corporation** State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

Confirmation Number : [Redacted]

Other File(s) Uploaded : No

**Household Details** ✓  
Click on Add button to create new record

Click on Edit button to manage input data

✓	Test Renter	Applicant	Other	Edit
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**Expenses** ! i  
Click on Add button to create new record

- \* Eligible applicants could receive up to 100% of all rental arrears dating back to April 1, 2020 (capped at 12 months), and up to an additional 3 months of future rent to help ensure housing stability.
- \* Eligible applicants could receive up to 100% of utility arrears dating back to April 1, 2020 (capped at 12 months). Additional and separate utility expenses can be added for any utility type past-due by clicking 'Add.'
- \* These amounts will be subject to a cap based on the U.S. Housing and Urban Development's (HUD) fair market rents.

Monthly Rent Amount : \$0.00      Months Past-Due : 0      Past Due Amount : \$0.00

**Acknowledgements** ! i  
Click on Edit button to manage input data

Certified : No

Certifier Name : -

Government ID Image : [Redacted]

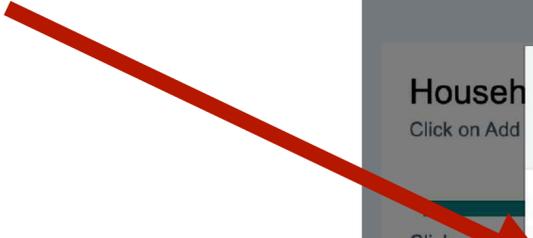
# Expenses

Click the **Add** a household expense.



A screenshot of a web application interface. It features three main sections: 'Household Details' with an 'Add' button, 'Expenses' with an 'Add' button and a list of utility-related notes, and 'Acknowledgements' with an 'Edit' button. A red arrow points from the 'Add' button in the 'Expenses' section to the left.

Choose the **Type of Assistance Requested** from the dropdown menu.



A screenshot of the 'Add Expense' form in the application. The 'Expense Type' dropdown menu is open, showing options: '- Select -', 'Rent', 'Utility - Electricity', 'Utility - Gas/Propane', 'Utility - Trash', 'Utility - Wastewater/Sewer', 'Utility - Water', and 'Utility - Water/Sewer/Trash'. A red arrow points from the text to this dropdown menu.

# Expense Type: Rent

1. Enter your monthly rent amount, lease start date, and lease end date.
2. Choose the **Type of Assistance Requested** from the dropdown menu. (This is required)
3. Document **Previously Received Funds**.
4. Click **Save** to continue.

SSN ###-##-4233 72% Contact Center Hours of Operation Monday-Friday 8 AM- 5 PM

Exit Application

Add Expense  
\*\* File limit size is 20MB per file uploaded and all selected expenses must have related amount and document

Monthly Rent Amount	Lease Start Date	Lease End Date	Type of Assistance Requested	Months Past-Due	Total Past-Due
\$ 560	02/04/2020	02/04/2022	<input checked="" type="checkbox"/> - Select - <input type="checkbox"/> Past-Due Rental and Rental Advance <input type="checkbox"/> Rental Advance Only	0	\$ 0

Previously Received Funds - Please include any Federal Funding previously received for rental assistance on/after March 01, 2020

\$ 0

Save Cancel

**Note:** If you are requesting assistance with rent that is past-due, you will need to complete the itemized statement and enter the past-due amount for each month that applies.

Add Expense  
\*\* File limit size is 20MB per file uploaded and all selected expenses must have related amount and document

Monthly Rent Amount	Lease Start Date	Lease End Date	Type of Assistance Requested	Months Past-Due	Total Past-Due
\$ 560	02/04/2020	02/04/2022	Past-Due Rental and Rental Advance	0	\$ 0

Previously Received Funds - Please include any Federal Funding previously received for rental assistance on/after March 01, 2020

\$ 0

Itemized Statement of Past-Due Rent

Past due rent amount CANNOT include: Penalties or Other Fees

Month	Past Due Amount
April 2020	\$ 0
May 2020	\$ 0
June 2020	\$ 0
June 2020	\$ 0
July 2020	\$ 0
August 2020	\$ 0
September 2020	\$ 0
October 2020	\$ 0
November 2020	\$ 0

# Expense Type: Utility- Electricity

1. Choose the **Expense Type** from the dropdown menu.
2. Choose the **Utility Provider** from the dropdown menu.
3. Enter your utility account details:
  - Full name on the utility account
  - Utility account number.
  - Total Amount Due
4. If the account holder for the utility is NOT a household member, check the box. Otherwise, leave it blank.
5. Upload your past due utility notice.
6. Click **Save** to continue.
7. Repeat steps for each separate type of utility expense that is past-due.

Add Expense  
\*\* File limit size is 20MB per file uploaded and all selected expenses must have related amount and document

Expense Type  
Utility - Electricity

Utility Provider \*      Full Name on Account \*      Account Number \*      Total Amount Due \*      Past Due Utility Notice \*

✓ - Select -  
Cleco Power  
Entergy  
Other  
Southwestern Electric Power Company

0

Save      Cancel      All fields with \* must be entered in order to Save

Choose File      No file chosen  
\* Examples of acceptable documents include a bill, invoice or other evidence of payment.

**Note:** Some utility providers may be able to verify your past-due information directly, so some fields may not be editable.

# Acknowledgements

This is the last step before submitting your application.

**Note:** You need to complete all of the other application sections before you are able to edit the Acknowledgements section.

In this section you will:

1. Acknowledge and certify to the terms and conditions of your application.
2. Upload a clear copy or picture of your government ID.
3. Click **Update** to save.

Update Acknowledgements  
\*\* File limit size is 20MB per file uploaded

The following Acknowledgements and Certifications are applicable to Tenants receiving funds through the United States Treasury Emergency Rental Assistance Program (USTERAP), as funded by the United States Department of Treasury (Treasury) for the State of Louisiana. These funds are provided pursuant to Section 501 ("Section 501") of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260 (Dec. 27, 2020) authorizing rental assistance funds ("Funds") through the U.S. Department of the Treasury. The provisions of Section 501 and related guidance issued by the Department of the Treasury and LHC shall govern the use of these Funds. Such guidance shall be deemed to be incorporated as part of these Acknowledgements and Certifications.:

Certifications:

- I certify that any lease or rental agreement provided is a true and accurate statement of tenancy in the State of Louisiana and that if approved to receive Funds, this award will be used to make direct rental payments for the months specified in the application.
- I certify that the rental property for which I am applying for assistance is my primary residence.
- I certify that all information relating to my eligibility for this assistance is true and accurate, including my eligibility under the following requirements:
  - a. I have experienced a loss or reduction of income due to the COVID-19 pandemic due to unemployment of myself or a member of my household, a reduction in income, incurring significant costs, or other financial hardship.
  - b. I am at risk of housing instability and/or homelessness.
  - c. I have accurately reported my income.
- I certify that the gross household income indicated on my application and verified through the provided documentation is true and accounts for all sources of income by members of my household.
- I certify that I have not received and am not aware of any duplicative benefit from another funding source, including but not limited to federal, county, or city government, non-profit organizations, or other entity providing rental assistance, nor shall I receive any duplicative benefits for months of rent paid for by LHC from these or any other organizations.
- I attest that, to the best of my knowledge, there is no conflict of interest or identity of interest in receiving federal Funds by way of a financial or familial relationship to any personnel of the State or its designated agents, member of the LHC Board of Directors, or any other party with an oversight or management interest in Program Funds.
- If this application is completed by an Authorized Agent on behalf of the Tenant, the Authorized Agent hereby certifies that it is duly authorized to act on behalf of the Tenant as its agent with respect to this application.

Acknowledgements:

- I understand that any Funds provided will exclusively be used to pay for rent and arrears payments for the identified rental property. All payments will be applied to the month as defined by LHC when providing Funds.
- I understand these Funds may be repaid if the Landlord, Tenant, or any part of the application are later found to be knowingly inaccurate and ineligible.
- I understand and acknowledge that LHC is required to share certain information about me in order to ensure the Agency's compliance with all rules and requirements associated with the Funds from LHC.
- I acknowledge and agree that the information provided herein may be used to access other government records that, along with the information in this application, may be redisclosed to other government entities and contractors of Louisiana's Office of Community Development and the Louisiana Housing Corporation in order to determine eligibility for the program, verify the accuracy of statements made on this application, and for audit and statistical purposes.
- By submitting this application, you acknowledge and agree that the information provided herein may be used to access other government records that, along with the information in this application, may be redisclosed to other government entities and contractors of Louisiana's Office of Community Development and the Louisiana Housing Corporation in order to determine eligibility for the program, verify the accuracy of statements made on this application, and for audit and statistical purposes.

By submitting this application, I certify that all information provided herein, to the best of my knowledge, is true and adheres to the guidelines set by the State of Louisiana's United States Treasury Emergency Rental Assistance Program for COVID-19. I understand this is a legally binding document and I may be subject to civil and criminal penalties if I knowingly provide false or misleading information related to this application and that any attempt to defraud the State of Louisiana or misuse these Funds will result in prosecution to the fullest extent of the law.

Certifier Name

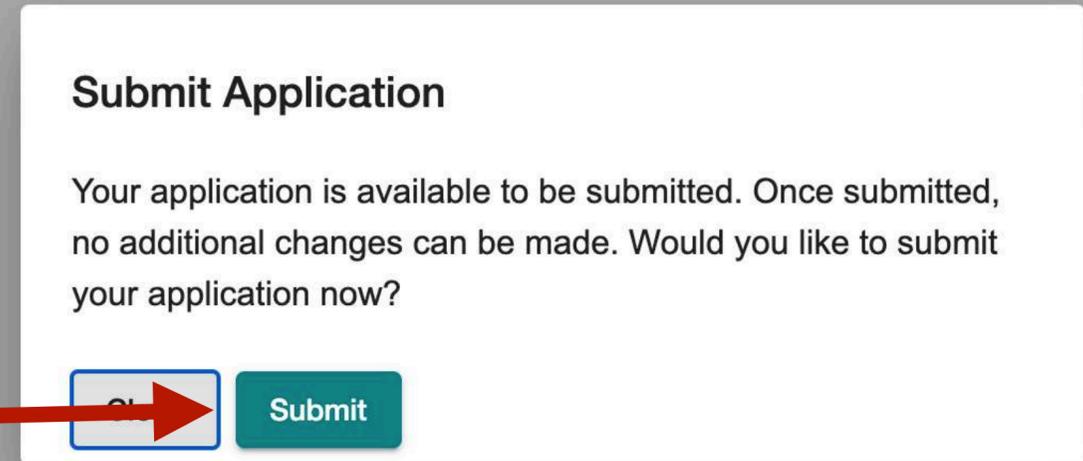
Government ID Image  
 No file chosen  
File is Required

# Submit Application

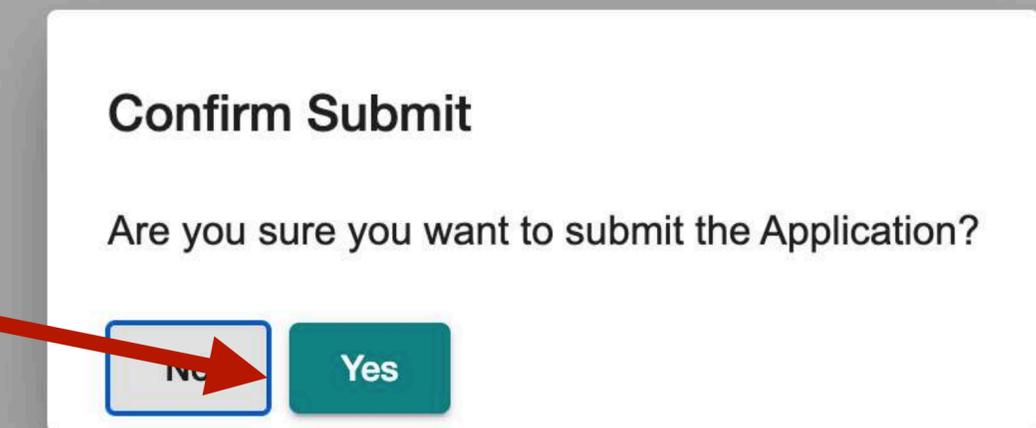
A pop-up will notify you when all of your sections are complete and your application is ready to submit.

To submit your application:

1. Click **Submit**.



2. Click **Yes** to confirm submit.



---

**Note:** Once your application is submitted, NO additional changes can be made. So, you want to be sure your application is **complete and accurate** before submitting.

If you need assistance before submitting, please call the Contact Center at (877) 459-6555.

# Option to Review Before Submitting Application

A pop-up will notify you when all of your sections are complete and your application is ready to submit.

If you want to review your application before submitting:

1. Click **Close**.
2. Review and edit your application if needed.
3. Click the **Home** button when you are done reviewing.

The screenshot displays the Louisiana Housing Corporation's application portal. A white pop-up window titled "Submit Application" is overlaid on the main interface. The pop-up contains the text: "Your application is available to be submitted. Once submitted, no additional changes can be made. Would you like to submit your application now?" Below this text are two buttons: "Close" (outlined) and "Submit" (solid green). A red arrow points from the "Close" button in the pop-up to the "Close" button in the main application form. Another red arrow points from the "Submit" button in the pop-up to the "Submit" button in the main application form.

The main application form is titled "Louisiana Housing Corporation" and "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". It shows the user's name "Evans, Jack" and address "123 Street Apt. 1, Kaplin, LA 70548". The "Application Completion Percentage" is shown as 100%. The form is divided into several sections, each with a "View" button:

- Contact Details:** Name: Jack Evans, Email: myeamil@myemail.com, Phone Number: 337-098-4567.
- Address Details:** Rental Address: 123 Street Apt. 1, Kaplin, LA 70548, Parish: Vermillion, Bedrooms - Unit Size: 1 - 1 Bedroom.
- Landlord Details:** Landlord Name: Stacy Menard, Landlord Email: myeamil@myemail.com, Landlord Phone: 337-098-4567, Property Name: Billie Menard Property, Property Type: Duplex. A "Request Landlord Confirmation" button is visible. Landlord Request Status: Request Sent, Confirmation Number: -.
- Rental Documentation:** Lease Agreement Uploaded: Yes (screenshot-erap-1-dev-herokuapp-application-edit-renter-277-2021-03-04-09\_47\_28.png), Past Due Rent Notice(s) Uploaded: No, Eviction Notice(s) Uploaded: Yes (screenshot-erap-1-dev-herokuapp-application-edit-renter-277-2021-03-04-09\_47\_28.png), Past Due Utility Bill(s) Uploaded: No, Other File(s) Uploaded: No.
- Household Details:** Jack Evans, Applicant, Unemployed.
- Expenses:** Monthly Rent Amount: \$550.00, Months Past-Due: 7, Past Due Amount: \$3,920.00. Rent: \$560.00 / month.
- Acknowledgements:** Certified: Yes, Certifier Name: Jack Evans, Government ID Image: [Image Placeholder].

**Note:** Once your application is submitted, NO additional changes can be made. So, please be sure your application is **complete and accurate** before submitting. If you need assistance before submitting, please call the Contact Center at (877) 459-6555.

# Submit Application After Reviewing

Click **Submit Application**.

The screenshot shows the Louisiana Housing Corporation website for the State of Louisiana's U.S. Treasury Emergency Rental Assistance Program. The header includes the logo and program name. The main content area contains informational text about the application process and contact information. Below this, there is a summary of application details including the applicant's name, address, landlord information, and application status. Two buttons are visible: 'Update Application' and 'Submit Application'. A red arrow points from the text 'Click Submit Application.' to the 'Submit Application' button.

**Louisiana Housing Corporation** State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

The State of Louisiana's U.S. Treasury Emergency Rental Assistance Program is open for applications on March 1, 2021. Applications can be submitted only through our secure online portal and there is no fee to submit an application.

For assistance, please contact our call center at 1-888-###-#### between 7:00 a.m. – 7:00 p.m. (central) Monday – Friday. For assistance on the weekend, our call center will be open noon - 5:00 p.m. (central).

Our call center will not ask you for your personal information such as social security number, driver license number, or credit card information.

**name lastname** Landlord Name : name lastname Application Status : Open  
456 street 1 Landlord Email : landlord@eamil.com Completed : 100%  
rayne, louisiana 70578 Confirmation Number : s83N836N **+ Update Application**  
landlord Landlord Status : Request Sent **✓ Submit Application**  
SSN ###-##-6456 APP ID 142

**Note:** Once your application is submitted, NO additional changes can be made. So, please be sure your application is **complete and accurate** before submitting. If you need assistance before submitting, please call the Contact Center at (877) 459-6555.

# How do I know my application was submitted?

Your application status will change from Open to **Submitted**.

The screenshot shows the Louisiana Housing Corporation website for the State of Louisiana's U.S. Treasury Emergency Rental Assistance Program. The header includes the logo and name of the corporation, the program title, a language dropdown set to English, and a user profile icon. The main content area contains introductory text about the application process, contact information for a call center, and a disclaimer. Below this is a summary of the user's application details, including personal information, landlord details, and the current status of the application. A red arrow points from the text on the left to the 'Submitted' status in the application summary.

<b>firstname lastname</b> 789 street 1 rayne, louisiana 70578 Ifirst SSN ###-##-9789 APP ID 143	Landlord Name : Ifirst llast Landlord Email : Ifirst@landlordemail.com Confirmation Number : Not Requested Landlord Status : Request Not Sent	Application Status : Submitted Completed : 100% <a href="#">View Application</a>
---	--	--

**Note:** Even though your application is submitted, you will need to notify your landlord. They need to complete a required landlord review of your application before it can be processed.

# Request For Additional Information

After submitting your application, a program Case Worker might call or email you to request additional documents or clarify information provided.



## How To Respond:

- 1. **Login** to the application portal.
- 2. Select the **Communications Envelope**.

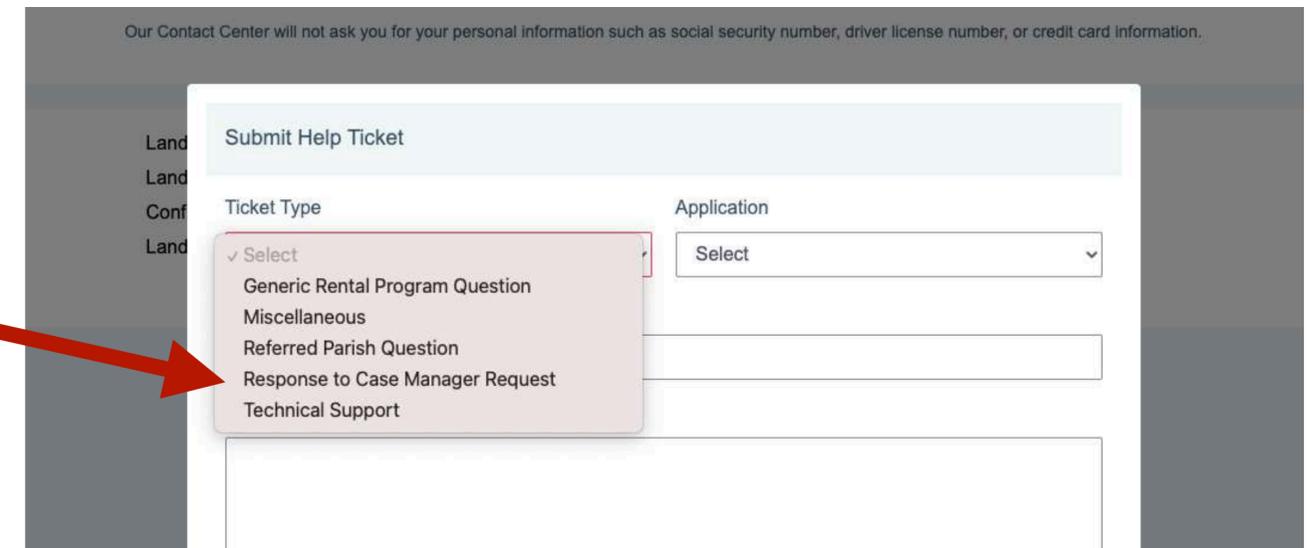
The login page features the Louisiana Housing Corporation logo at the top. Below it, the text reads "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". There are two input fields: "Username" and "Password". A yellow "Log In" button is positioned below the password field. At the bottom, there are links for "Register" and "Forgot Password?".

The dashboard header includes the Louisiana Housing Corporation logo and the program name: "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". On the right side of the header, there is a language dropdown menu set to "English" and a user profile icon. Below the header, a message states: "The State of Louisiana's U.S. Treasury Emergency Rental Assistance Program is open for applications on March 5, 2021. Applications can be submitted only through our secure online portal and there is no fee to submit an application. For assistance, please call our Contact Center at 877-459-6555 between 8:00 AM – 5:00 PM CST, Monday – Friday. Our Contact Center will not ask you for your personal information such as social security number, driver license number, or credit card information." Below this message, there is a table of application details. A red arrow points from the envelope icon in the top right of the dashboard to the "Communications Envelope" icon in the top right of the application details section.

<b>name lastname</b> 456 street 1 rayne, louisiana 70578 <b>landlord</b> APP ID 142	Landlord Name : <a href="#">name lastname</a> Landlord Email : <a href="mailto:landlord@eamil.com">landlord@eamil.com</a> Confirmation Number : <a href="#">s83N836N</a> Landlord Request Status : <a href="#">Request Sent</a>	Application Status : <a href="#">Submitted</a> Completed : 100% <a href="#">View Application</a>
---	--	--

# How do I respond to a request for more information?

3. Select **Response to Case Manager Request** from the Ticket Type dropdown.



Our Contact Center will not ask you for your personal information such as social security number, driver license number, or credit card information.

Submit Help Ticket

Ticket Type: **Response to Case Manager Request** (selected from dropdown)

Application: Select

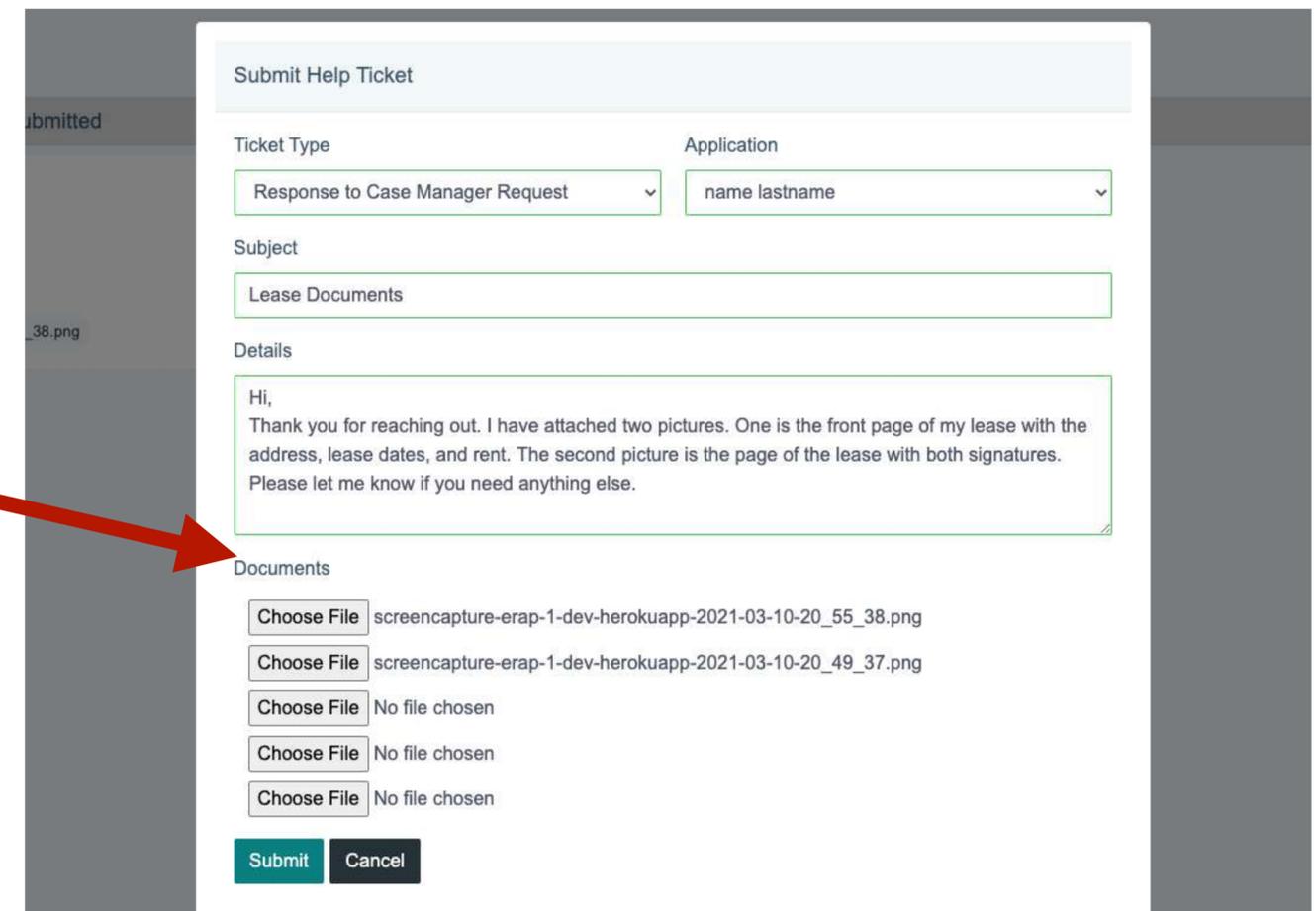
Subject: [Empty text box]

Details: [Empty text box]

Documents: [Empty list]

Submit Cancel

4. Select your corresponding **Application**.
5. Type a **Subject**.
6. Type a note for the Case Manager and include any relevant **Details**.
7. Upload all requested **Documents**.
8. Click **Submit**.



Submitted

Submit Help Ticket

Ticket Type: Response to Case Manager Request

Application: name lastname

Subject: Lease Documents

Details: Hi, Thank you for reaching out. I have attached two pictures. One is the front page of my lease with the address, lease dates, and rent. The second picture is the page of the lease with both signatures. Please let me know if you need anything else.

Documents:

- Choose File: screencapture-erap-1-dev-herokuapp-2021-03-10-20\_55\_38.png
- Choose File: screencapture-erap-1-dev-herokuapp-2021-03-10-20\_49\_37.png
- Choose File: No file chosen
- Choose File: No file chosen
- Choose File: No file chosen

Submit Cancel

# Request Assistance With Past-Due Utility Bills

The State of Louisiana's Treasury Emergency Rental Assistance Program is now accepting claims for past-due utility bills including for applicants that have already submitted their application for rental assistance.

**Important:** If you have already submitted your application for rental assistance and need assistance with a past-due utility bill, please follow these steps:

- 1. **Login** to the application portal.
- 2. Select the **Communications Envelope**.



<b>name lastname</b> 456 street 1 rayne, louisiana 70578 landlord APP ID: 142	Landlord Name : name lastname Landlord Email : landlord@email.com Confirmation Number : s83N836N Landlord Request Status : Request Sent	Application Status : Submitted Completed : 100% <a href="#">View Application</a>
---	--	--

# Request Assistance With Past-Due Utility Bills

3. Choose **Utility Assistance** from the ticket type dropdown.
4. Choose your **Application**.
5. Choose your **Expenses Type** from the dropdown.
6. Provide your utilities account details.
  - Utility Provider
  - Full Name on Account
  - Account Number
  - Total Amount Due
  - Comments
  - Number of Months Past-Due
7. Upload the corresponding past-due utility bill **Document**.
8. Agree to the **Certifications** and acknowledgement so that the Program can confirm your past-due amount with the utility provider and complete payment.
9. Repeat steps for each separate type of utility that is past-due.

Submit Help Ticket

Ticket Type \* Application \*

✓ - Select - - Select -

Attestation  
Generic Rental Program Question  
Miscellaneous  
Referred Parish Question  
Response to Case Manager Request  
Technical Support  
**Utilities Assistance**

Expense Type \*

✓ - Select -

Utility - Electricity  
Utility - Gas/Propane  
Utility - Trash  
Utility - Wastewater/Sewer  
Utility - Water  
Utility - Water/Sewer/Trash

Utility Provider \* Full Name on Account \*

Is the Account Holder a member of Household?

Account Number \* Total Amount Due \*

Comments \*

Number of months utility bill past-due \*

Documents

\*\* File limit size is 20MB per file uploaded

\* Examples of acceptable documents include a bill, invoice or other evidence of payment.

No file chosen  
 No file chosen

Update Acknowledgements

\*\* File limit size is 20MB per file uploaded

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Certifications:

I certify that any lease or rental agreement provided is a true and accurate statement of tenancy in the State of Louisiana and that if approved to receive Funds, this award will be used to make direct rental payments for the months specified in the application. ●

I certify that the rental property for which I am applying for assistance is my primary residence. ●

I certify that I (or a member of my household) is the account holder for the utility service(s) ●