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.

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?

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

- English
- Spanish
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.

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Note: If you forget your password, you can reset it here.
Start Creating Your Application

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 ERA)?
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Need help?
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Contact Center Hours of Operation
Monday-Friday 8 AM - 5 PM

To create your application, select the 'Create Application' button
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
Pre-Eligibility Contact Details

To save and continue, choose Yes.
Pre-Eligibility Questions

1. Carefully read and answer all questions accurately.
2. 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:

- ![Edit](image)
- ![Add](image)

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

- ✔ Saved and complete
- ⚠ Something is missing
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.
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.
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.
Renter Household Details

3. **Choose at least one** required document from the list provided the type of income you are reporting or allow the State to attempt to verify your information with other agencies.

4. **Upload required document.**

7. **Document any additional monthly income (Per Month)** and upload the corresponding documents.

8. **Click Save to continue.**
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.
Renter Household Details

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

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

Choose the Type of Assistance Requested from the 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.

**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.
Expense Type: Utility- Electricity

1. Choose the **Utility Provider** from the dropdown menu.
2. Choose the **Expense Type** 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.

**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.
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.

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**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.

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.

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**.

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

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**.
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**.
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.