

**Louisiana's**

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

**Landlord | 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.



The screenshot shows the login interface for the Louisiana Housing Corporation. At the top, there is a logo of a house and the text '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 below the fields. At the bottom, there is a link 'Don't have an account?' with a plus icon, a 'Register' link, and a 'Forgot Password?' link with a lock icon.

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

- English
- Spanish



English ▼

**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.

**Important:**

- If you are applying after receiving a email invite or after your tenant has submitted an application, please register with the same email that your tenant listed as your contact email.
- If you are applying first, make sure your tenants have your correct email and contact information before completing their portion of the application.

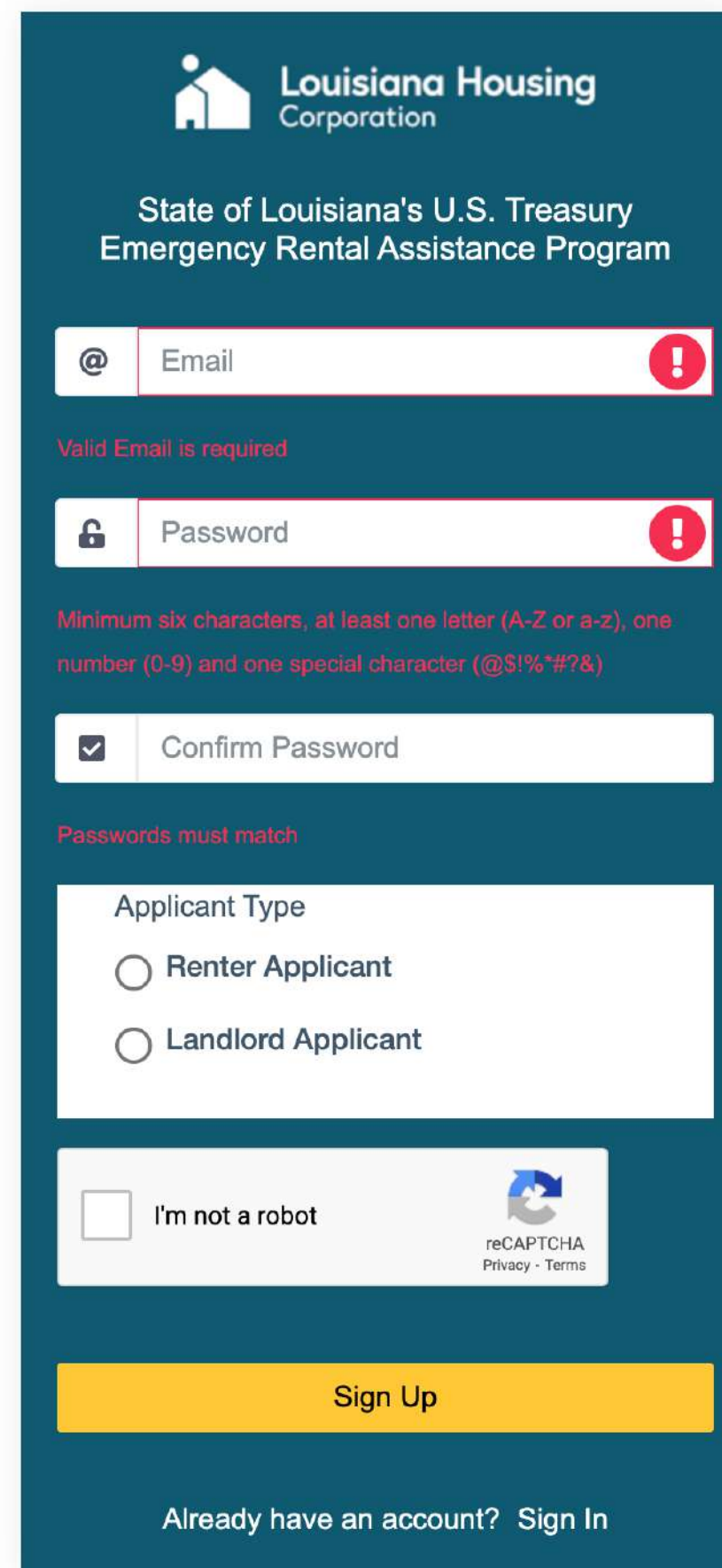
2. Create a password.

3. Confirm your password.

4. Are you applying as a renter or a landlord? Choose your application type.

5. Check the box to confirm you are human.

6. Click the **Sign Up** button.



The screenshot shows a registration form for the Louisiana Housing Corporation. At the top is the logo and the text "Louisiana Housing Corporation" and "State of Louisiana's U.S. Treasury Emergency Rental Assistance Program". Below this are three 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 red error message "Passwords must match"). Below these fields are two radio buttons for "Applicant Type": "Renter Applicant" and "Landlord Applicant". Below the radio buttons is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo and links for "Privacy" and "Terms". At the bottom is a yellow "Sign Up" button and a link "Already have an account? Sign In".

**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, there is a logo of a house and the text "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 password field. At the bottom, there is a link "Don't have an account?" with a "Register" button (person icon) and a "Forgot Password?" link (lock icon).

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

- English
- Spanish



A yellow dropdown menu with the text "English" and a downward arrow icon.




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





# Start Creating Your Application

**First** create, complete, and submit the business part of your application.

OR

 Louisiana Housing Corporation



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

 English 

The State of Louisiana's 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.





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

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

Create Application

Registered Renters


Pending Renters 

ACTION	APP STATUS	NAME	ADDRESS	EMAIL	PHONE
	Submitted	Renter, Test	316 street 1 kaplin, la 70548	Testrenter3.16@email.com	(558) 858-7087



**Note:** Before you can approve a renter, you need to complete your application. After completing and submitting your application, you can invite renters and approve pending renters.

# Pre-Eligibility Contact Details

1. Enter your **Business Details**.
  - Full Business Payee Name (Name check/ACH should be made out to)
  - Business Entity
  - Tax Identification Number (EIN or SSN)
2. Enter the **Business Address Details** of the rental unit for which assistance is requested.
  - Physical address (number and street name)
  - Unit number
  - City
  - State
  - Zip code
3. Enter your **Contact Details**.
  - First Name
  - Last Name
  - Title
  - Phone
  - Email
  - Business Phone
4. **Save**

 Louisiana Housing Corporation

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

 English 

Create Application - Landlord


Full Business Name \*


Business Entity \*  



- Select -

Tax Identification Number \*  

EIN



Confirm EIN \*  


DUNS Number   


Business Address

Physical Address Street \*

Physical Address Street 2

Physical Address City \*

Physical Address State \*

Physical Address Zip Code \*

Contact Details

First Name \*

MI


Last Name \*


Title \*

Phone \*

Email \*

Business Phone \*

 Save

 Cancel

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

# Pre-Eligibility Contact Details

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

Contact Details

First Name

MI

Last Name

fname

lname

Phone

Email

(123) 765-3456

yourname@email.com

Social Security Number

Confirm SSN

SSN

.....

Rental Address Details

Rental Address Street

Rental Address City

Rental Address State

556 street

...

Save and Continue

Are you sure you want to save the changes?


Yes

No




# Pre-Eligibility Questions

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




Louisiana Housing Corporation

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



English



Eligibility Questions - Landlord - Test Landlord

☐ Yes

☐ No

Do you own or represent the owners of the property?

Please Explain:

☐ Yes

☐ No

Does your property have current leasees that are in need of rental assistance?

Please Explain:

☐ Yes

☐ No

Are you or all of your leasees already receiving funding for rental assistance?

Please Explain:

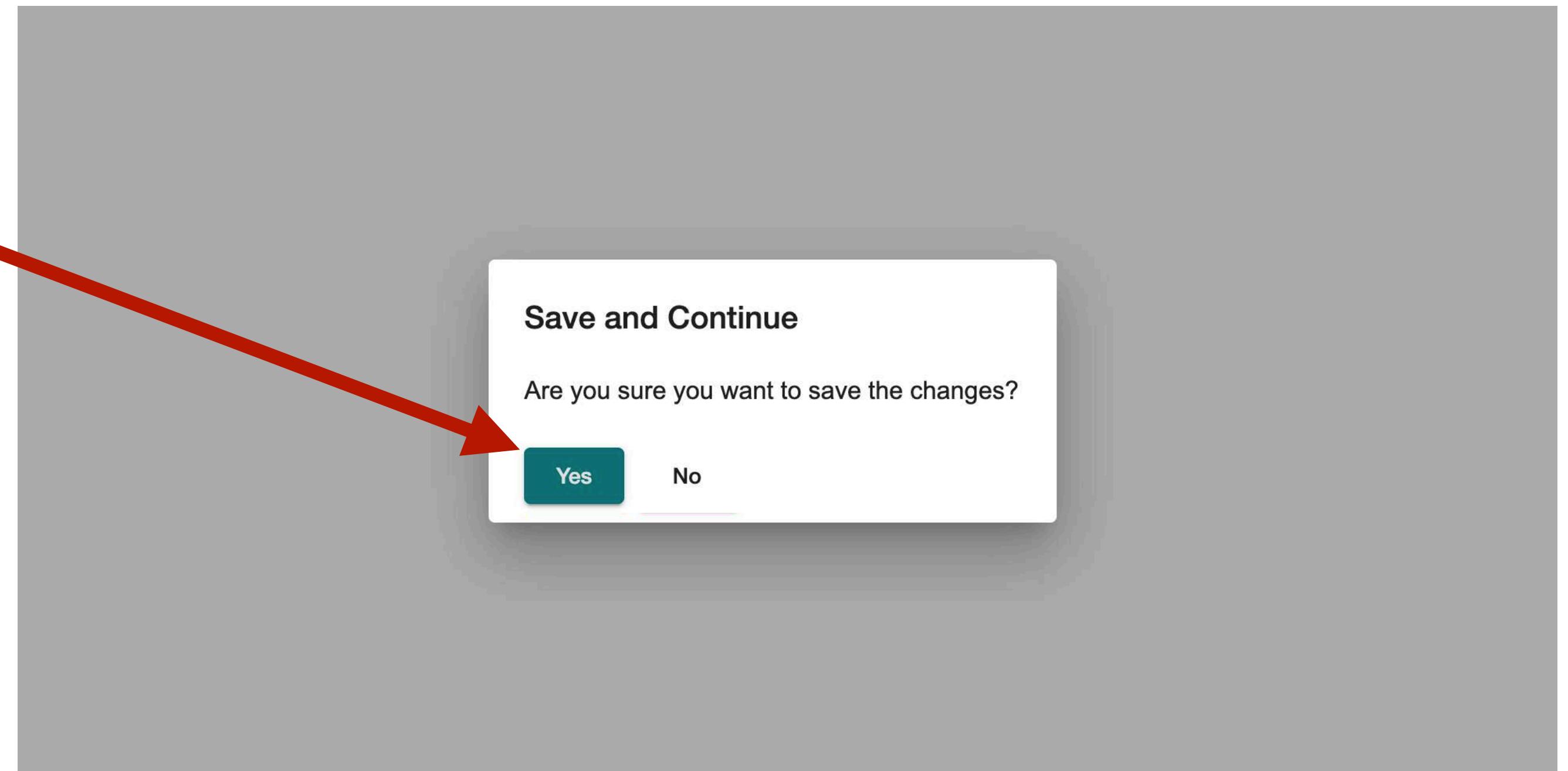
Submit

✕ Cancel

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

# Pre-Eligibility Questions

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

A screenshot of a 'Save and Continue' dialog box. The dialog box is white with rounded corners and a subtle shadow, centered on a gray background. It contains the title 'Save and Continue' in bold, followed by the question 'Are you sure you want to save the changes?'. At the bottom, there are two buttons: a teal 'Yes' button and a gray 'No' button. A thick red arrow originates from the text 'To save and continue, choose Yes.' and points directly to the 'Yes' button.

# Landlord 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

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

Test Landlord

124 Main Street 1  
kaplin, Louisiana 70548

APP ID 698

Exit Application

Application Completion Percentage

Complete application by adding details

0%

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 landlord

Email :

testlandlord5.21@gmail.com

Phone Number :

(123) 878-6123

Date of Birth :

-

Gender :

-

Race / Ethnicity :

-

Edit

Business Details

Click on Edit button to manage input data

Physical Address :

124 Main Street 1  
kaplin, Louisiana 70548

Mailing Address :

,

Completed and Signed W9 :

No

Minority or Women Owned Business :

Not answered

Edit

Payment Information

Click on Edit button to manage input data

Preferred Payment Type :

Not answered

Edit

Properties

Click on Edit button to manage input data

Property Count :

0

Click on Edit button to manage input data

Acknowledgements

Click on Edit button to manage input data

Certified :

No

Certifier Name :

-

Certifier Title :

-

Government ID Image :



# Landlord Contact Details

1. Enter any missing **Contact Details**.
  - First name
  - Last name
  - Phone number
  - Email
  - Date of Birth
  - Gender
  - Race / Ethnicity
2. Click **Update** to save and continue.

The screenshot shows the 'Update Contact Details' modal form. The form fields are: First Name (landlord), MI (empty), Last Name (name), Phone ((321) 654-9870), Email (mynamelandlord@email.com), Date of Birth (mm/dd/yyyy), Gender (- Select -), and Race / Ethnicity (- Select -). There are 'Update' and 'Cancel' buttons at the bottom of the modal. The background shows the dashboard with a 'Home' button and an 'Edit' button.

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

The screenshot shows the dashboard after the update. A red arrow points from the 'Update' button in the previous screenshot to a green success message: 'Success Application Updated Successfully'. Below the message, the 'Contact Details' section shows the updated information: Name (FirstName LastName), Email (email@email.com), and Phone Number ((654) 876-9876). The 'Address Details' section shows: Rental Address (556 street 1 rayne, louisiana 70578), Parish (Acadia), and Bedrooms - Unit Size (0 --). The 'Application Completion Percentage' is shown as 14%.



# Landlord Business Details

1. Confirm the **Physical Address** of your business.
  - Physical Address Street
  - Unit number
  - City
  - State
  - Zip code
2. Enter your business **Mailing Address**. (If the same as your physical address, check box here)
  - Mailing address street
  - Unit number
  - City
  - State
  - Zip code
3. Upload a **completed and signed W9** form.
4. Answer question.
5. Click the **Update** button to save and continue.

**Note:** You can download a W9 form here, but remember to complete and sign the form before uploading the file.

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

**Physical Address**

Physical Address Street: 316 street  
Physical Address Street 2: 1  
Physical Address City: kaplin  
Physical Address State: la  
Physical Address Zip Code: 70508

☐ Same as Physical Address

**Mailing Address**

Mailing Address Street: 316 street  
Mailing Address Street 2: 1  
Mailing Address City: kaplin  
Mailing Address State: la  
Mailing Address Zip Code: 70508

**Contact Details**

Name :  
Email :  
Phone Number :  
Date of Birth :  
Race / Ethnicity :

Completed and Signed W9 [Download blank W9](#)

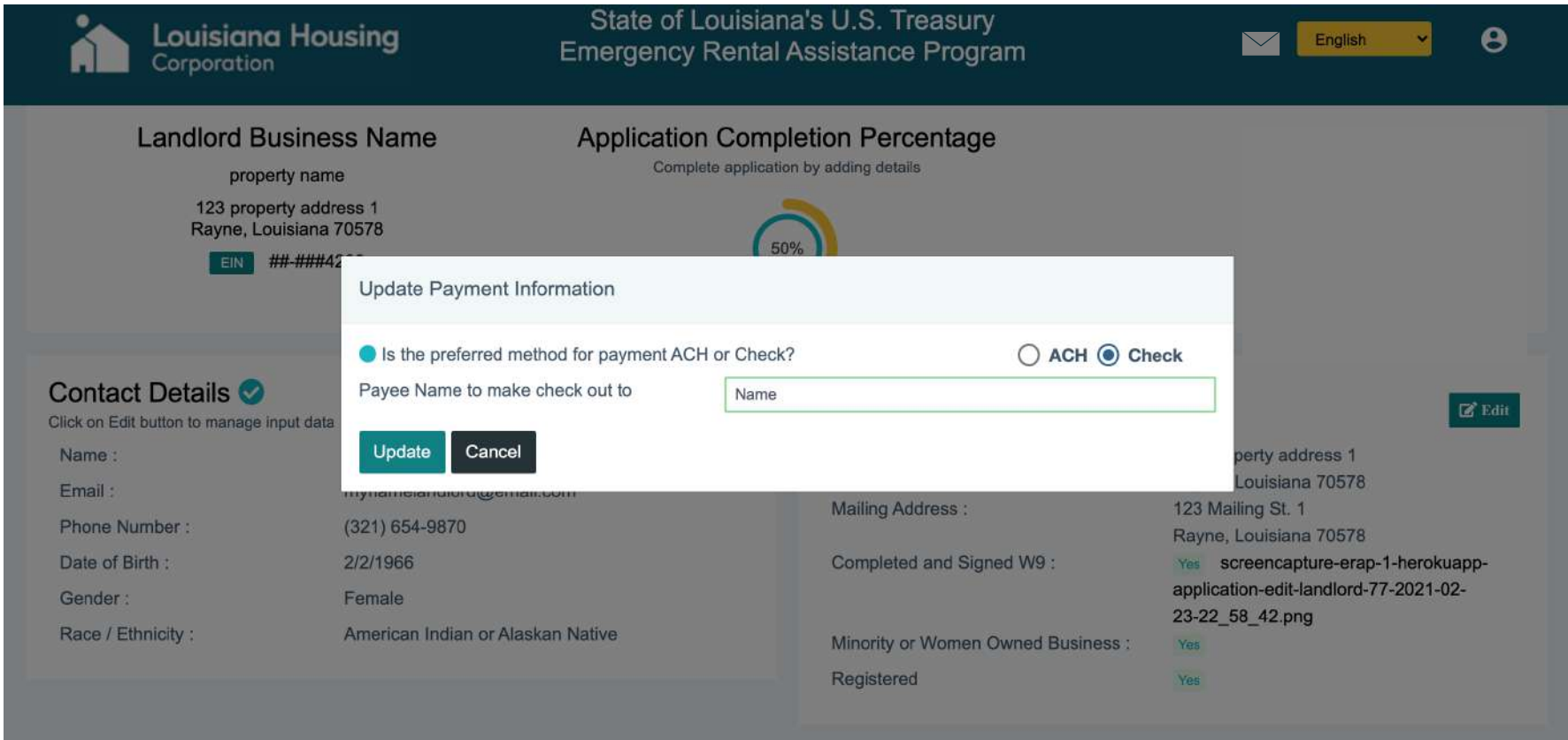
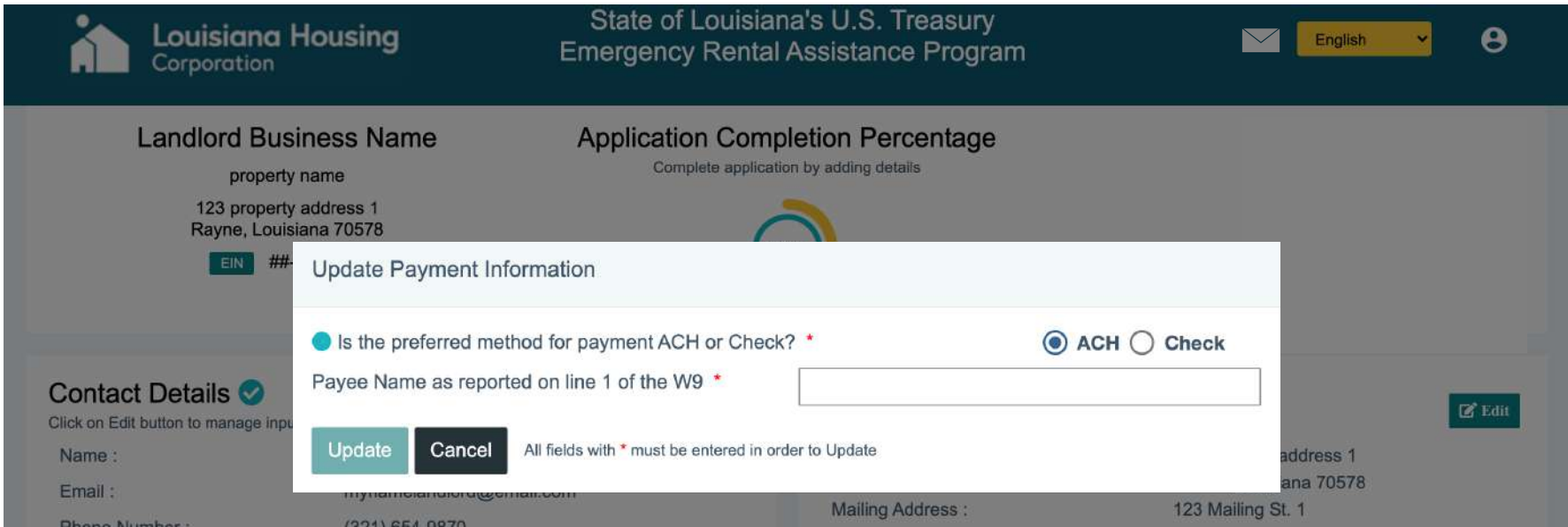
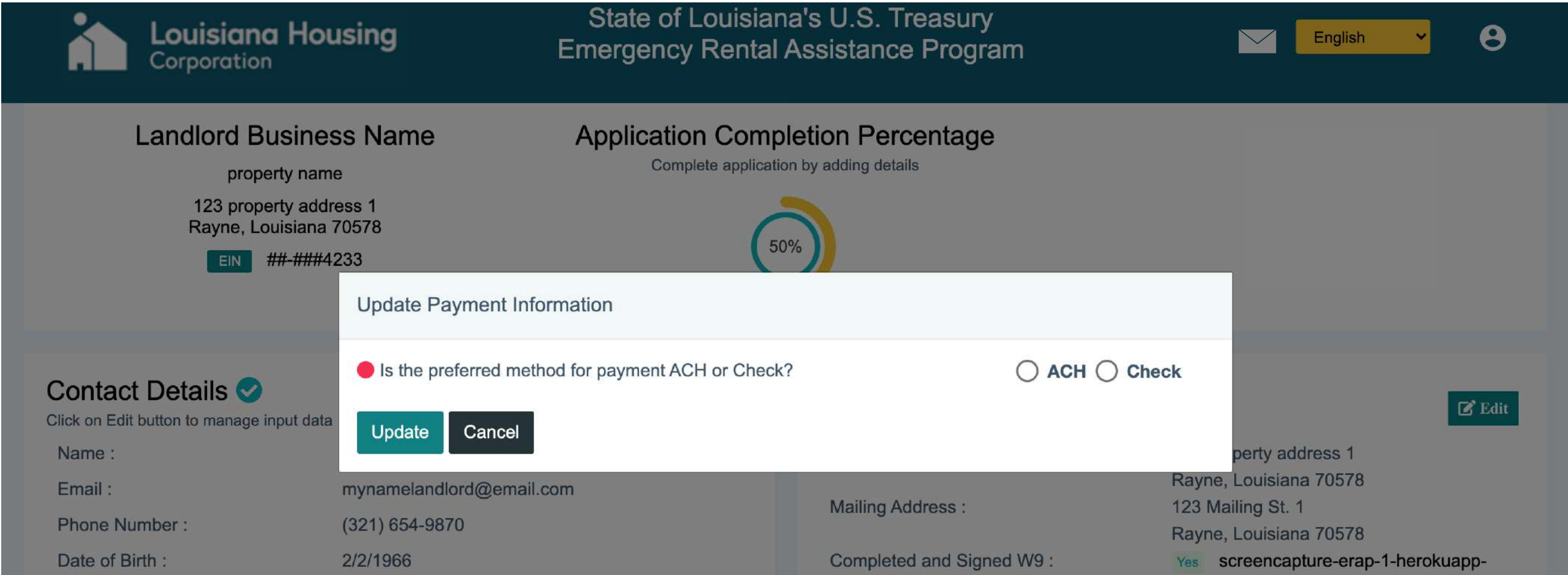
Choose File No file chosen  
W-9\_Blank+1.pdf

☒ Yes ☐ No  
☐ Yes ☒ No

☐ Is this a minority or women owned business?  
☐ Is the business registered as a minority or women owned business?

# Landlord Payment Information

- 1. Choose ACH or Check for payment option.
- 2. Click **Update** to save and continue.



**Important:** If you choose ACH, you will be contacted to acquire ACH details. Your business name will need to match your payment information and information provided on your completed W-9.



# Properties

- 1. Add **Property Details**.
  - Property Name
  - Property Type
  - Property Description
- 2. Upload file documenting proof of ownership.

The screenshot shows the Louisiana Housing Corporation's Emergency Rental Assistance Program application. A modal titled 'Add Property' is open, allowing users to enter property details. The modal includes fields for 'Property Name', 'Property Type' (a dropdown menu currently showing '- Select -'), and 'Property Description'. Below these fields is a section for 'Proof of Ownership Authority' with a 'Choose File' button and the text 'No file chosen'. At the bottom of the modal are 'Save' and 'Cancel' buttons. The background interface shows the user's current application status: 'SO Property' with an 'APP ID' of 308, an 'Application Completion Percentage' of 20%, and various contact and payment information sections.

**Note:** After entering your details, you can:

- **Add** details for another property.
- **Edit** details for a property.
- **Delete** a property from you properties.

This screenshot shows the 'Properties' section of the application. It displays a list of properties, currently showing one: '1. House - Co-op'. Above the list, there is a '+ Add' button. Below the list, there are 'Edit' and 'Delete' buttons for the listed property. Red arrows are drawn over the image to highlight these actions: one arrow points from the left to the '+ Add' button, and another arrow points from the left to the 'Edit' button. The 'Payment Information' and 'Acknowledgements' sections are also visible in the background.



# Acknowledgements

The following Acknowledgements and Certifications are applicable to Landlords receiving funds through the United States Treasury Emergency Rental Assistance Program, 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 and utility cost 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.

This is the last step before submitting your application and it has three parts:

1. **Certifications**
2. **Acknowledgements**
3. **Signature**

- Upload a clear copy or picture of your government ID.
- Click **Update** to save.

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

The screenshot shows the 'Update Acknowledgements' form. At the top, it says 'Update Acknowledgements' and '\*\* File limit size is 20MB per file uploaded'. Below this is a paragraph of text explaining the program. The form is divided into three main sections: 'Certifications', 'Acknowledgements', and 'Signature'. Each section contains several checkboxes for the user to confirm. The 'Certifications' section has 6 items, 'Acknowledgements' has 5 items, and the 'Signature' section has 1 item. At the bottom, there are fields for 'Certifier Name', 'Certifier Title', and 'Government ID Image'. The 'Government ID Image' field has a 'Choose File' button and a 'No file chosen' message. At the very bottom, there are 'Update' and 'Cancel' buttons, and a note that 'All fields with \* must be entered in order to Update'. Three red arrows point to the 'Exit' button at the top left, the 'Certifications' section, and the 'Update' button at the bottom.

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

The following Acknowledgements and Certifications are applicable to Landlords receiving funds through the United States Treasury Emergency Rental Assistance Program, 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 and utility cost 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 and that the Tenant currently resides at the property for which I am the Landlord and that if approved to receive Funds, I will be obligated to use this award to make rental payments for the months specified in the application.
- ☐ 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.
- ☐ I certify that the Unit is habitable and does not endanger the health of the Tenant, and that there are no outstanding building or health code violations against the rental property where the Tenant resides.
- ☐ I agree not to evict Tenant for at least 60 days after assistance ends unless eviction is for cause. Under Louisiana's U.S. Treasury Emergency Rental Assistance Program, "for cause" shall not include the following eviction filings: "owner wants possession", "non-renewal of lease", or "non-payment of rent." This clause does not preclude the landlord from seeking eviction for lease violations and/or for tenants who violate the health, safety, and/or peaceable enjoyment of the property.
- ☐ I certify I do not have or have dismissed any pending eviction action against the Tenant. I understand that failure to dismiss any pending eviction action against the Tenant may result in recapture of Funds provided to the Landlord on behalf of the Tenant under the Louisiana U.S. Treasury Emergency Rental Assistance Program.
- ☐ 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 the State from these or any other organizations.
- ☐ If awarded assistance through Louisiana's U.S. Treasury Emergency Rental Assistance Program, I forgive all penalties, interest and court costs incurred between April 2020 and the date of payment of the Program. I understand that late fees are allowable when within lease terms, but cannot exceed the program allowance of \$100/month. I agree to forgive any late fees that may exceed the \$100/month threshold.
- ☐ If this application is completed by an Authorized Agent on behalf of the Landlord, the Authorized Agent hereby certifies that it is duly authorized to act on behalf of the Landlord as its agent with respect to this application.

Acknowledgements:

- ☐ I understand that any Louisiana's U.S. Treasury Emergency Rental Assistance Program Funds provided will exclusively be used to pay for rent and arrears payments for the Tenant applying for assistance through this application and that acceptance of such Funds represents full and complete payment of all rent arrears. All payments will be applied to the month as defined by the State when providing Funds. Forward rent will only be issued for up to three months at a time. Payments may not be applied to rental arrears accrued prior to April 1, 2020.
- ☐ I understand the Louisiana's U.S. Treasury Emergency Rental Assistance Program Funds must be repaid by me if the Landlord part of the application are later found to be ineligible.
- ☐ I understand that I am prohibited from requiring, pressuring, coercing, or otherwise causing the Tenant to pay any additional amount for rent or fees above what is paid by the Program to cover the applicable months and accepting payments from Tenants outside of the Program payments for the months agreed upon.
- ☐ I understand and acknowledge that the State 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 the State.
- ☐ 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 signing this form, I certify that all information provided, to the best of my knowledge, is true and adheres to the guidelines set by the State of Louisiana's 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 \*  
Certifier Title \*

Government ID Image \*  
Choose File No file chosen  
File is Required

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



# 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**.

## Submit Application

Your application is available to be submitted. Once submitted, no additional changes can be made. Would you like to submit your application now?

Submit

Close

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

## Save and Continue

Are you sure you want to submit the Application?

Yes

No

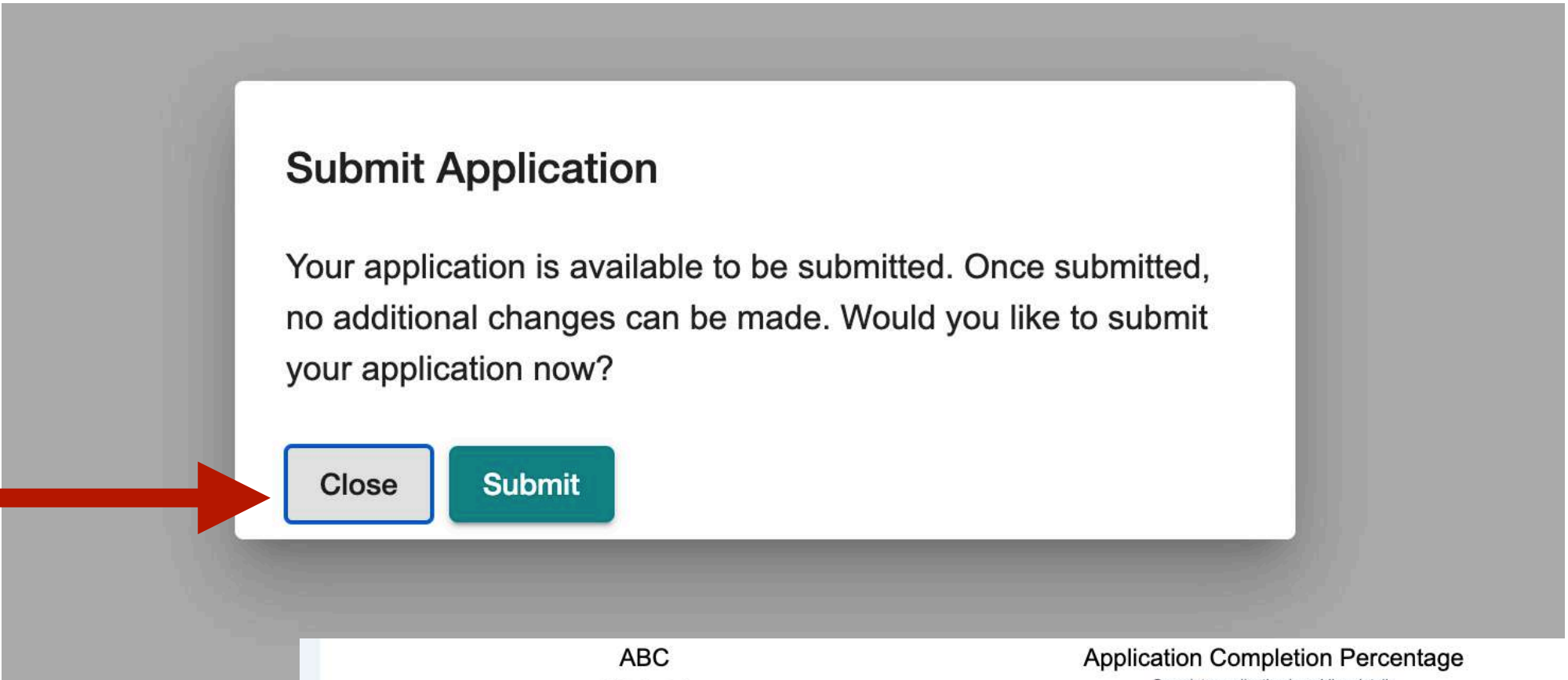
---

**Note:** Please be sure your application is **complete and accurate**. If you need assistance, please call the Contact Center at (877) 459-6555.

# Option to Review Before Submitting Application

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.



ABC  
316 street 1  
kaplin, la 70508  
APP ID 528

Application Completion Percentage  
Complete application by adding details  
100%

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

Exit Application

Contact Details

Click on Edit button to manage input data

Name : test landlord  
Email : landlordtest3.16@email.com  
Phone Number : (678) 568-9457  
Date of Birth : 3/16/1990  
Gender : Female  
Race / Ethnicity : Asian

Edit

Business Details

Click on Edit button to manage input data

Physical Address : 316 street 1  
kaplin, la 70508  
Mailing Address : 316 street 1  
kaplin, la 70508  
Completed and Signed W9 : Yes W-9\_Blank+1.pdf  
Minority or Women Owned Business : Yes  
Registered : No

Edit

Payment Information

Click on Edit button to manage input data

Preferred Payment Type : ACH

Edit

Properties

Click on Edit button to manage input data

Property Count : 1

Click on Edit button to manage input data

1. The best - Condo

Edit Delete

Acknowledgements

Click on Edit button to manage input data


Certifier Name landlord test  
Certifier Title st.  
Government ID Image

View

**Note:** After your application is submitted, you need to log into the portal and complete a required landlord review for each renter’s submitted application before it can be processed.


# Submit Application After Reviewing


Click **Submit Application**.



Louisiana Housing Corporation

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

English



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.

Landlord Business Name - property name

EIN ###-###4233APP ID 77

Application Status : Open  
Completed : 0%

Submit Application

Invite Renter

Registered Renters


Pending Renters

**Note:** Even though your application is submitted, you need to log into the portal and complete a required landlord review for each renter’s submitted application before it can be processed.




# How do I know if my application was submitted?

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




Louisiana Housing Corporation

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



English



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.

ABC

APP ID 528

Application Status : Submitted  
Completed : 100%

Update Application

Invite Renter

Registered Renters

Pending Renters


**Note:** Even though your application is submitted, you need to log into the portal and complete a required landlord review for each renter’s submitted application before it can be processed.





# Landlord Homepage

**Note:** Even though the business portion of your application is submitted, you need to log into the portal and complete a required landlord review for each renter’s submitted application before it can be processed.

- Update Application
- View your **Application Status**.
- Invite tenants by clicking the **Invite Renter** button.
- View your **Registered Renters**.
- Review and confirm your **Pending Renters** details.

 Louisiana Housing Corporation

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

 English 

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.

ABC


APP ID 528

Application Status : Submitted  
Completed : 100%


Update Application

Invite Renter

Registered Renters


Pending Renters 

Confirm information submitted by renter \*AFTER\* clicking yellow Plus sign to create a profile and defining your properties

ACTION	APP STATUS	NAME	ADDRESS	EMAIL	PHONE	CONFIRMATION #
	Submitted	Renter, Test	316 street 1 kaplin, la 70548	Testrenter3.16@email.com	(558) 858-7087	v0H0y7D0


## Invite Renter

1. Click **Invite Renter**.
2. Enter renter's **email**.
3. Click **Invite**.




Louisiana Housing Corporation

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



English



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.

Landlord Business Name - property name

EIN ###-###4233 APP ID 77

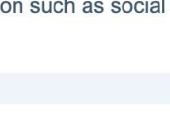
Application Status : Submitted  
Completed : 100%

View Application

Invite Renter

Registered Renters

Pending Renters



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.

Landlord Business Name - property name

EIN ###-###4233 APP ID 77

Registered Renters

Pending Renters

Invite Renter

Renter's Email Address

Field is Required

Invite

Cancel

Invite Renter

**Note:** This will send your renter an email and invitation to participate. They will need to click the link to register and complete their application.

-Inbox notification

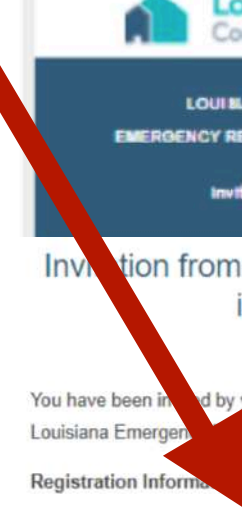
Application Support La-ERA - Tenant Invitation from Landlord Louisiana Emergency Rental Assist... 8:28 AM


-Email

La-ERAP - Tenant Invitation from Landlord

---

 **Application Support** <nonreply@notificationhelp.com>  
Tel: mickidatokes@yahoo.com





**Louisiana Housing Corporation**

**LOUISIANA'S U.S. TREASURY  
EMERGENCY RENTAL ASSISTANCE PROGRAM**

**Invitation to Participate**

## Invitation from Landlord to Participate in LERAP

You have been invited by your landlord to participate in the Louisiana Emergency Rental Assistance Program.

### Registration Information

- To register, go to: [Louisiana Emergency Rental Program](https://www.louisianahousing.com/lerap)
- Landlord information required when registering:
  - Email: [pm landlord13@gmail.com](mailto:pm landlord13@gmail.com)

Thank you,


Louisiana Emergency Rental Assistance Program


Louisiana Housing Corporation, 3615 Canal Drive, Baton Rouge, LA 70806,  
United States, (800) 454-0331



# Landlord's Pending Renters


After submitting your landlord application:

- 1. Click the **Action** box next to the Pending Renter. 
- 2. Use the **Confirmation Code** provided for each tenant.




Louisiana Housing Corporation

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



English



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.

ABC

APP ID 528

Application Status : Submitted  
Completed : 100%


Update Application

Invite Renter

Registered Renters

Pending Renters

Confirm information submitted by renter \*AFTER\* clicking yellow Plus sign to create a profile and defining your properties

ACTION	APP STATUS	NAME	ADDRESS	EMAIL	PHONE	CONFIRMATION #
	Submitted	Renter, Test	316 street 1 kaplin, la 70548	<a href="mailto:Testrenter3.16@email.com">Testrenter3.16@email.com</a>	(558) 858-7087	v0H0y7D0

# Landlord's Pending Renters

- 2. Confirm Renter Information.
- 3. Fill in verification of rent details.
- 4. Upload a copy of the Renter's lease.
- 5. Complete your business details.
- 6. Enter Confirmation Number.
- 7. Check box to confirm the renter is your tenant.
- 8. Click **Approve**.

**Note:** Before you can approve a renter, you need to complete your application. No property will be able to be selected until your application is complete (Page 6-15)

Emergency Rental Assistance Program

Approve Renter

Renter Info

Name: Nicole Massey

Address: 55 street 1 Eunice, Louisiana 70535

Email: masseycn11@yahoo.com

Phone Number: (966) 788-9567

Verification

Monthly Rent Amount

Total Amount Past Due

\$ 400

\$ 1200

Total Federal Funding previously received for rental assistance on/after March 01, 2020

\$ 0

Upload a copy of the Renter's lease, if available:

Choose File

No file chosen

Not uploaded yet

Select Company

Select Property

- Select -

- Select -

Confirmation Number

☐ I confirm this renter is my tenant

Approve

Cancel

24



# Request For Additional Information

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



## How To Respond:

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

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

Log In

[Register](#) [Forgot Password?](#)

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

English

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.

**name lastname**  
456 street 1  
rayne, louisiana 70578  
landlord  
APP ID 142

Landlord Name : name lastname

Landlord Email : landlord@eamil.com

Confirmation Number : s83N836N

Landlord Request Status : Request Sent

Application Status : Submitted

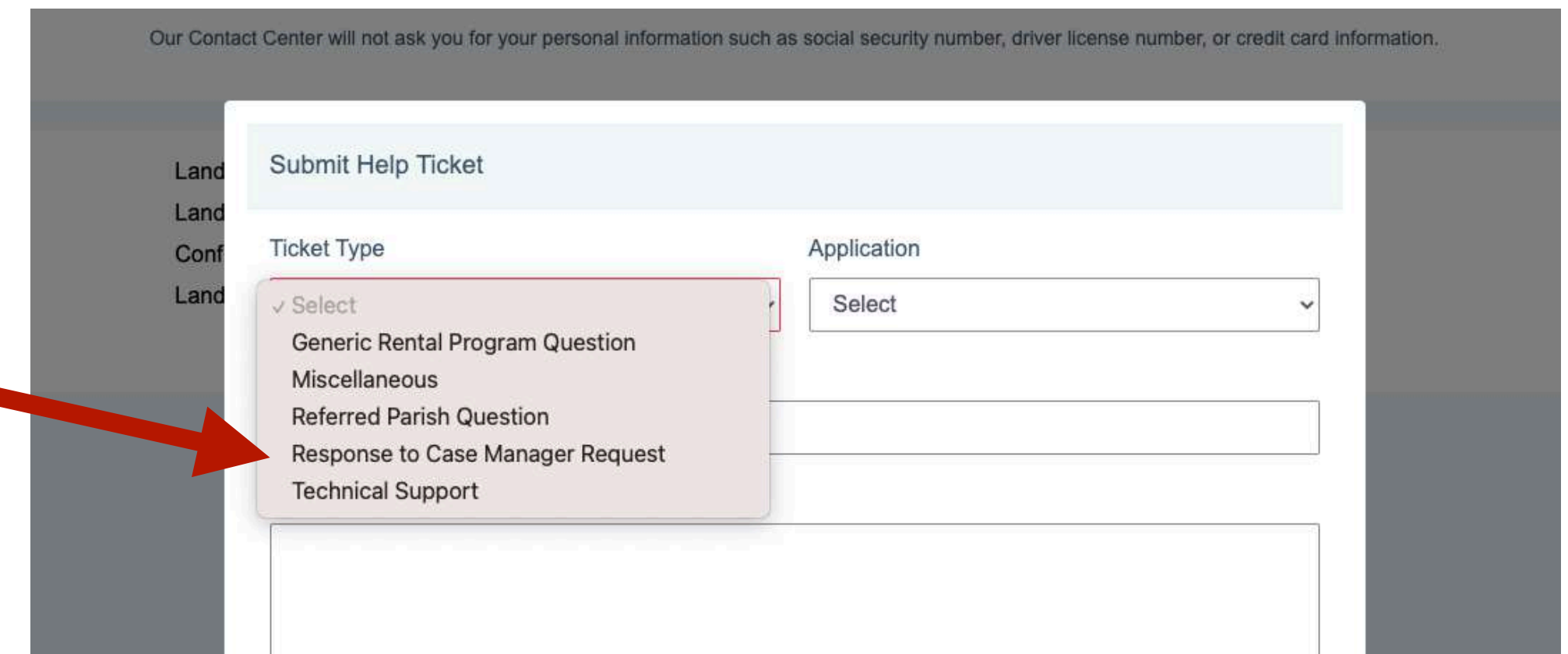
Completed : 100%

View Application

25

# 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

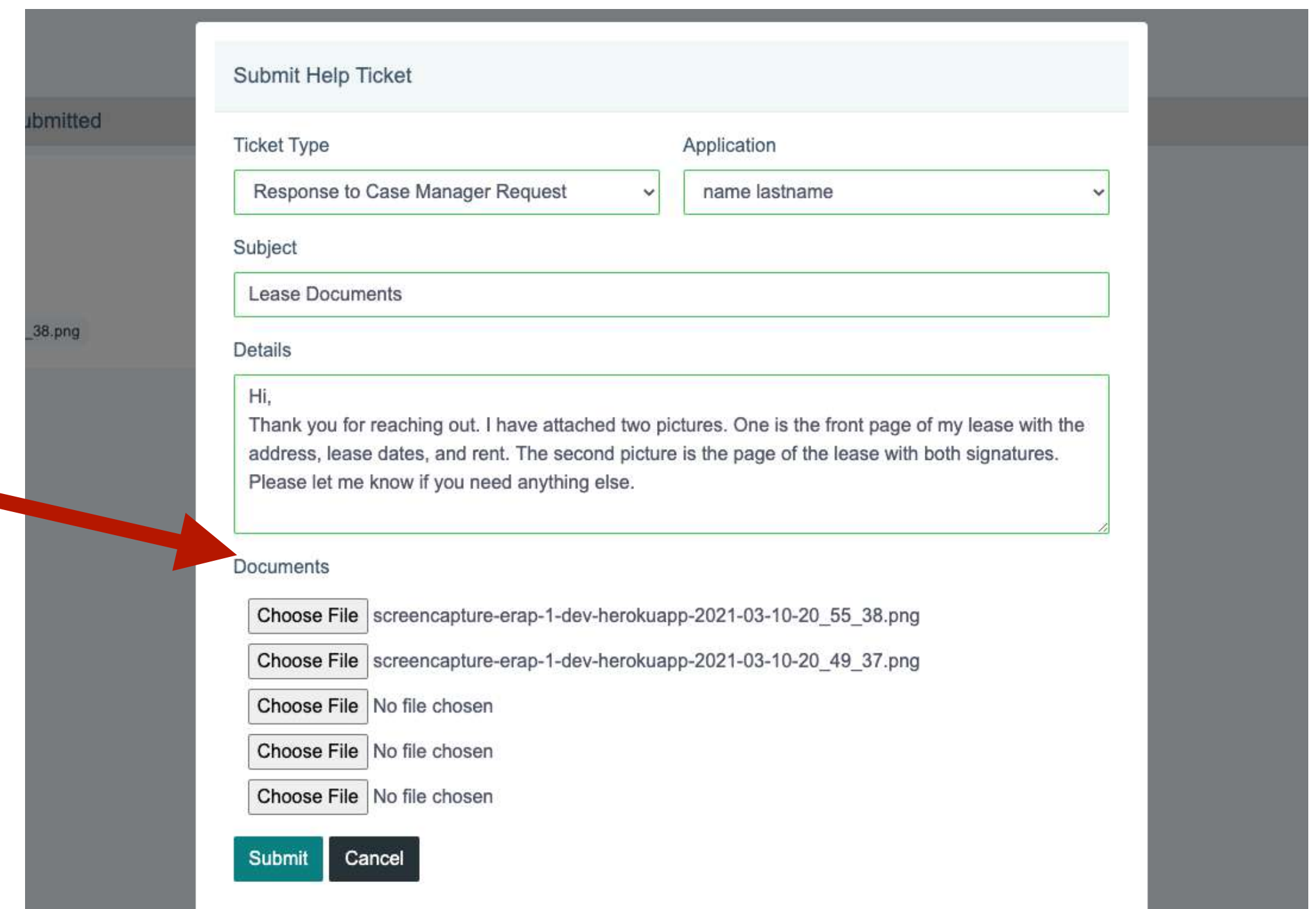
Ticket Type: **Response to Case Manager Request** (selected from dropdown)

Application: **Select** (dropdown)

Subject:

Details:

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** (selected from dropdown)

Application: **name lastname** (selected from dropdown)

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** screenshot-erap-1-dev-herokuapp-2021-03-10-20\_55\_38.png
- Choose File** screenshot-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**

# How do I see past communication with my Case Manager?

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



Louisiana Housing Corporation

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



English



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

**name lastname**  
456 street 1  
rayne, louisiana 70578  
**landlord**  
APP ID 142


Landlord Name : name lastname  
Landlord Email : landlord@eamil.com  
Confirmation Number : s83N836N  
Landlord Request Status : Request Sent

Application Status : Submitted  
Completed : 100%  
[View Application](#)




Louisiana Housing Corporation

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





English



[Exit Communications](#)

Help Tickets / Case Manager Responses Submitted

Messages from Case Manager

**Subject:** Lease Documents  
**APP ID:** 142  
**Type:** Response to Case Manager Request  
**Message:** 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.  
**Mar 10, 2021**  
 

**Subject:** help  
**APP ID:** 142  
**Type:** Response to Case Manager Request  
**Message:** hello  
**Mar 10, 2021**  
