Louisiana's

U.S. Treasury
Emergency Rental Assistance Program

Landlord | User Guide

Louisiana Housing Corporation

May 2021

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?

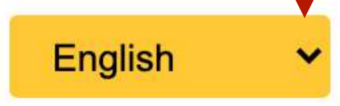
If you have been impacted by COVID-19 and need help with your application, please call our Contact Center at 877-459-6555.

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

Application Log In

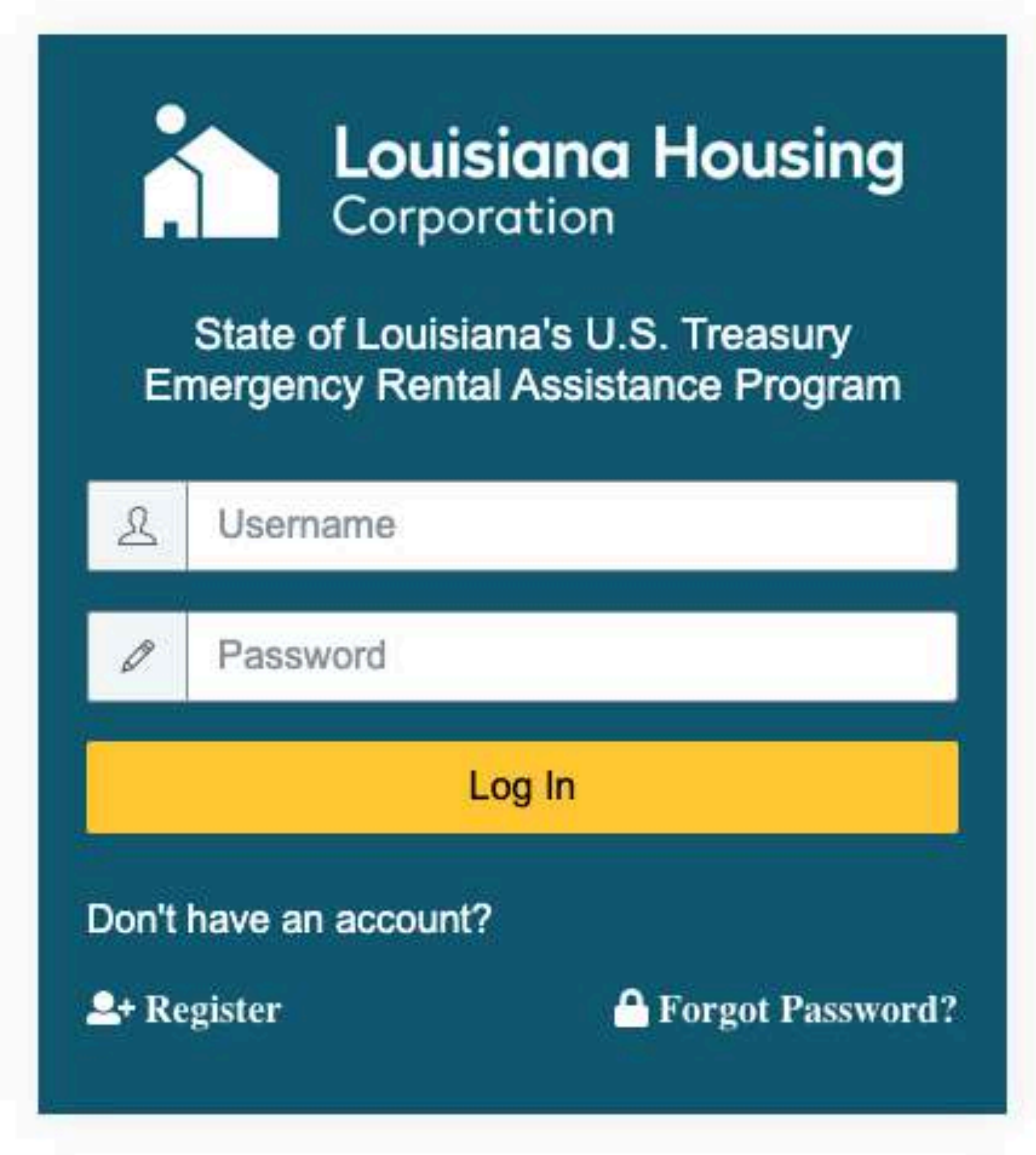
Language Selection: Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish



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 with your username and password.

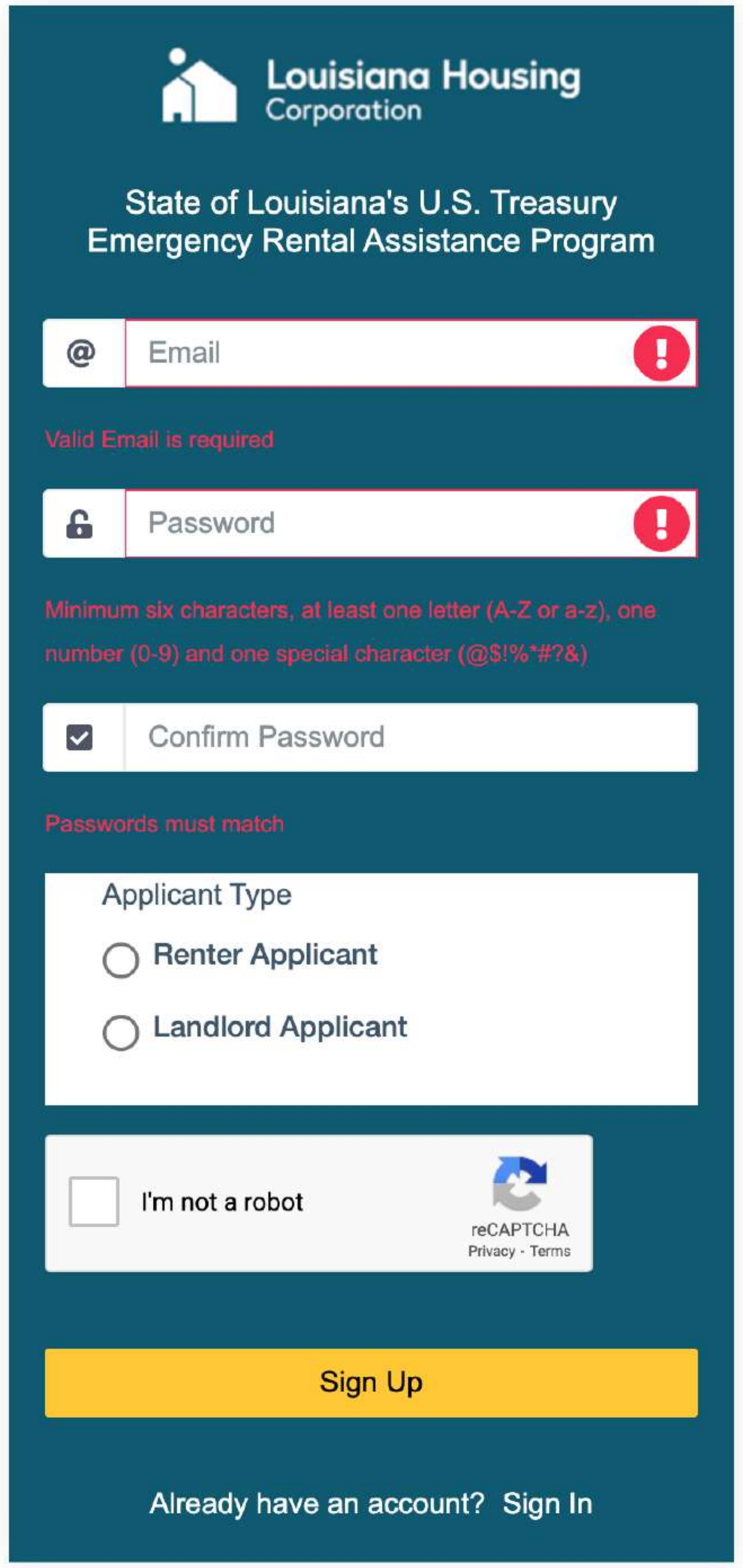
Have you already registered, but forgotten your password? No problem. You can reset your password where it says Forgot Password?

Application Registration

1. Enter your email.

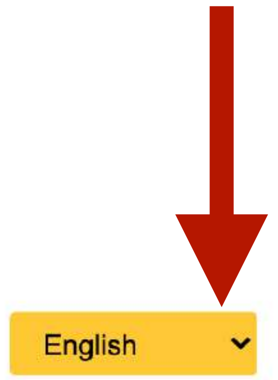
   Important:

   - 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.



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 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?

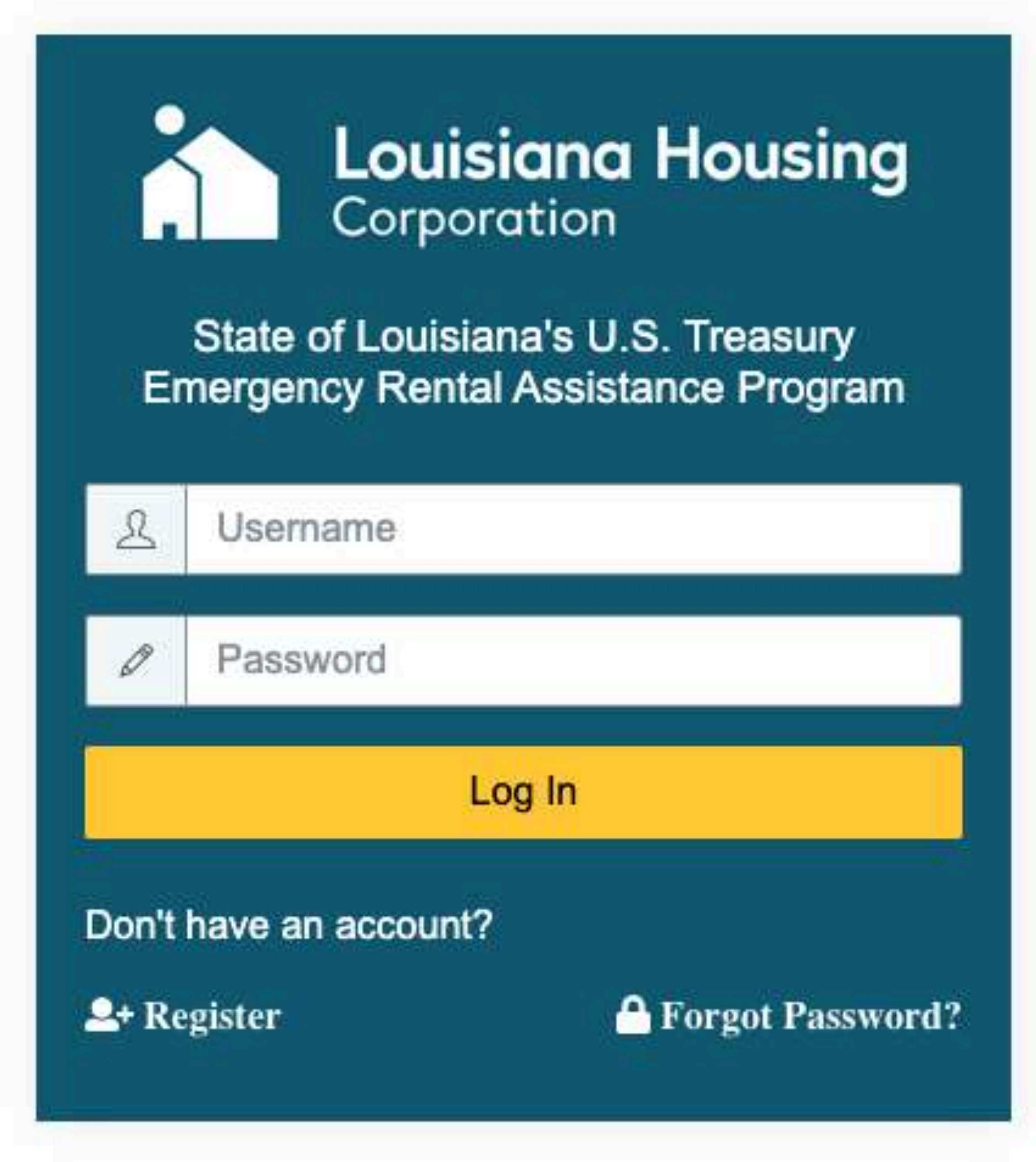
Application Log In

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

- English
- Spanish

Now that you have registered, you can log in.

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

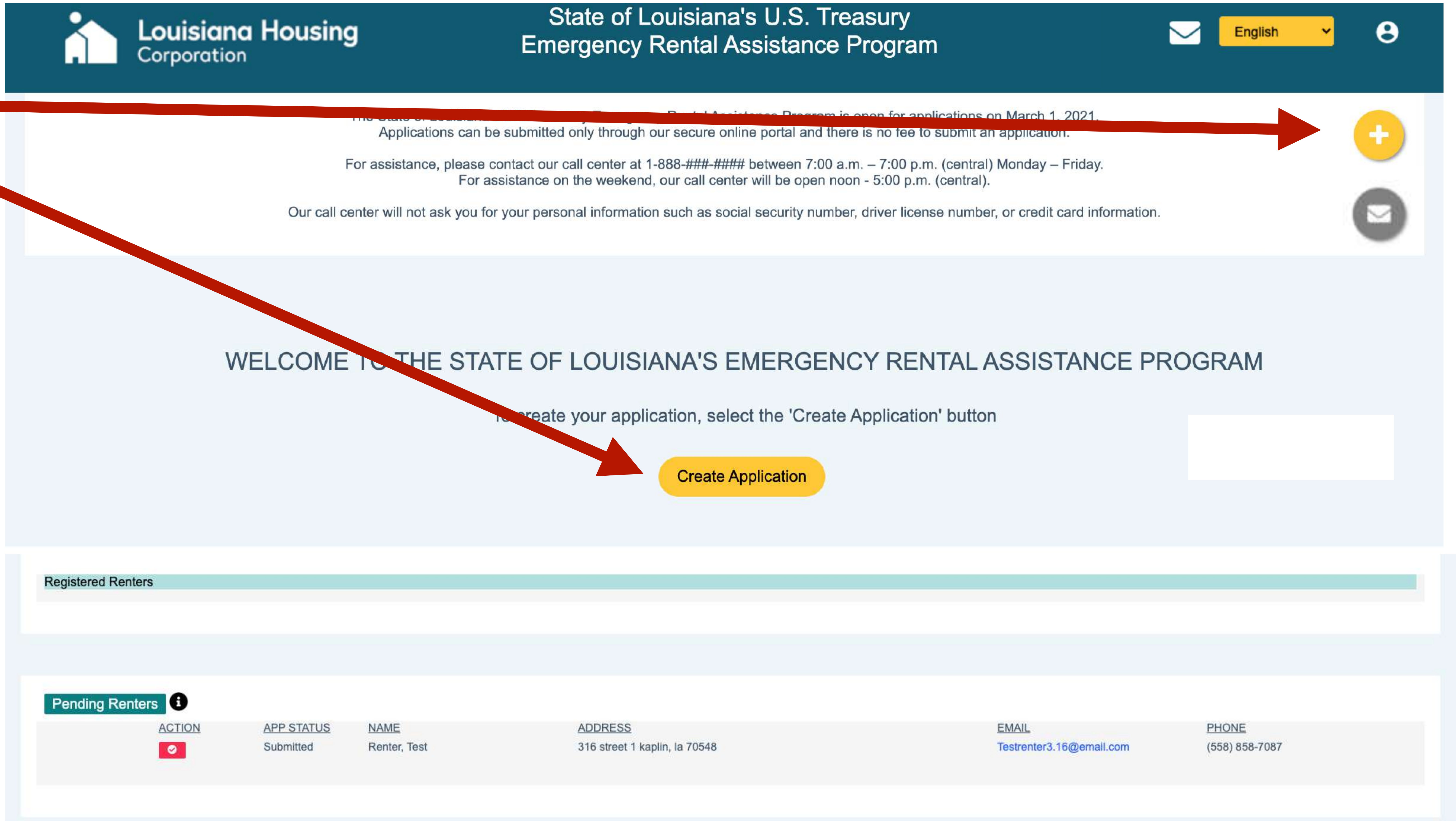


Note: If you forget your password, you can reset it here.

Start Creating Your Application

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

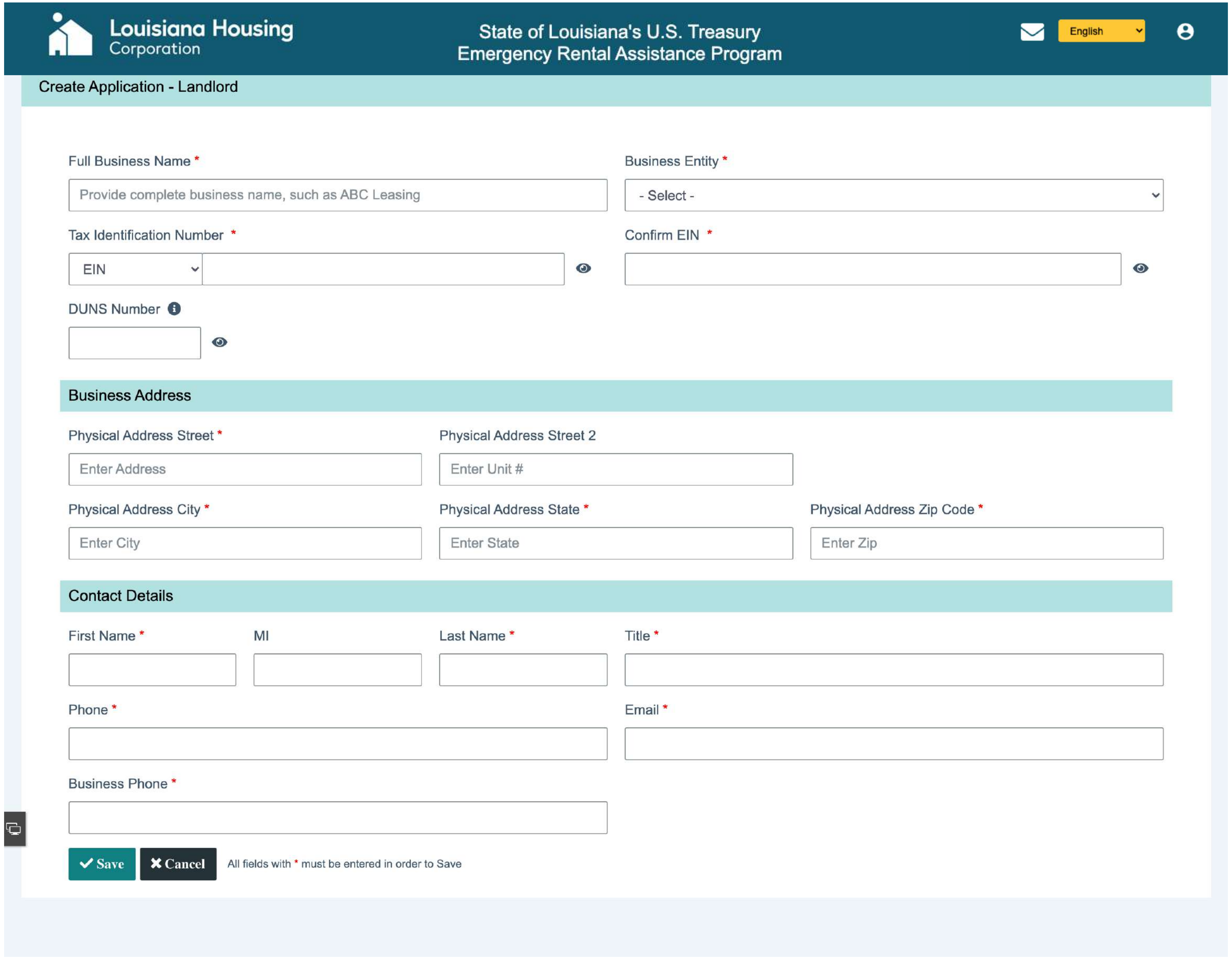
OR



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.

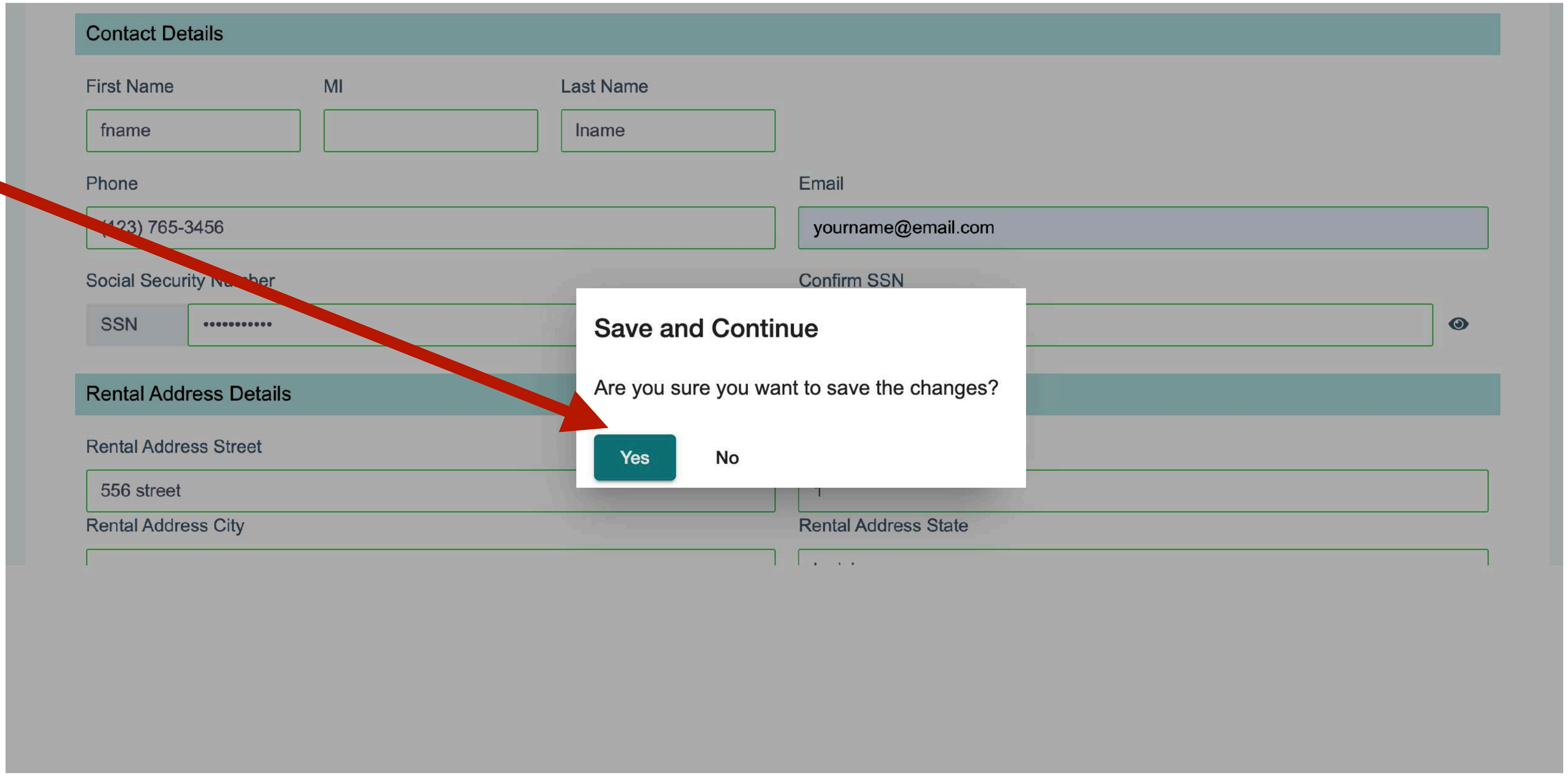
Pre-Eligibility Contact Details

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**



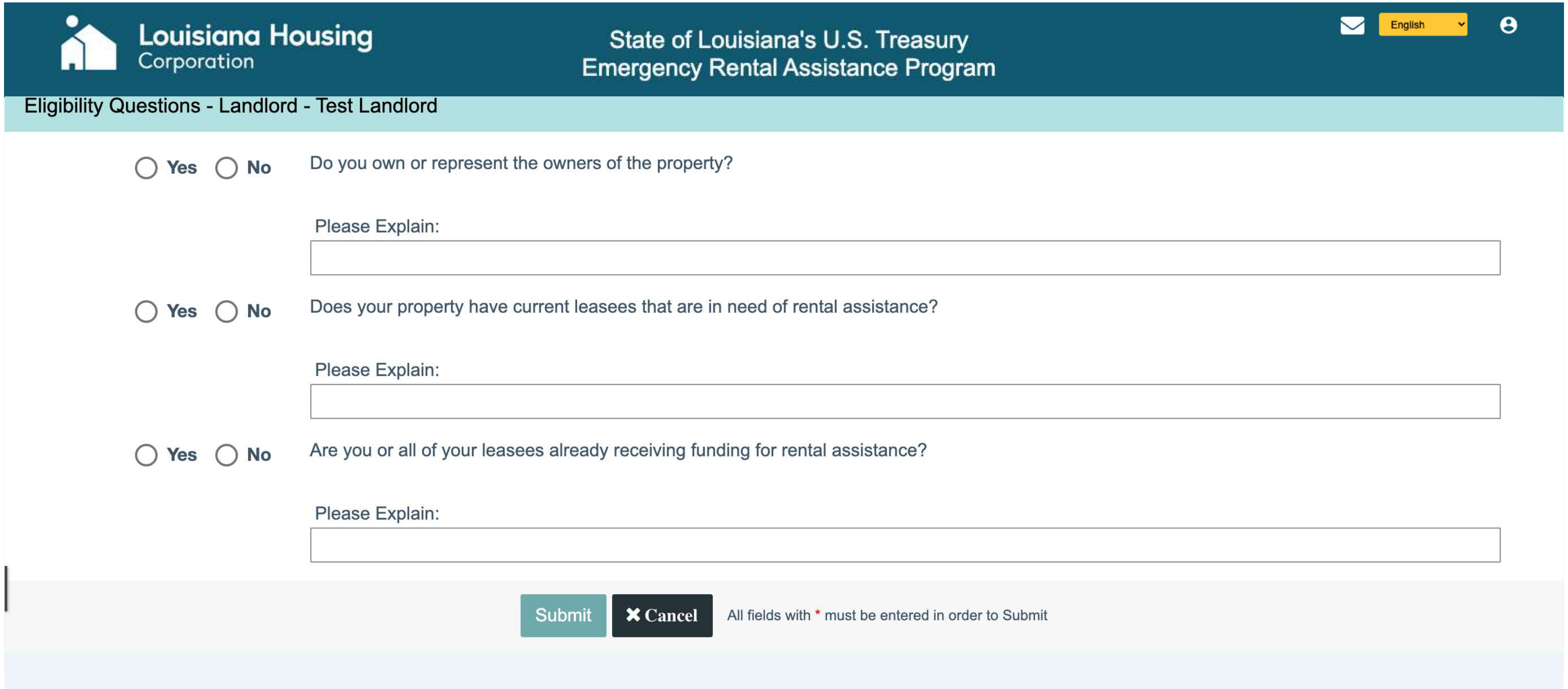
Pre-Eligibility Contact Details

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



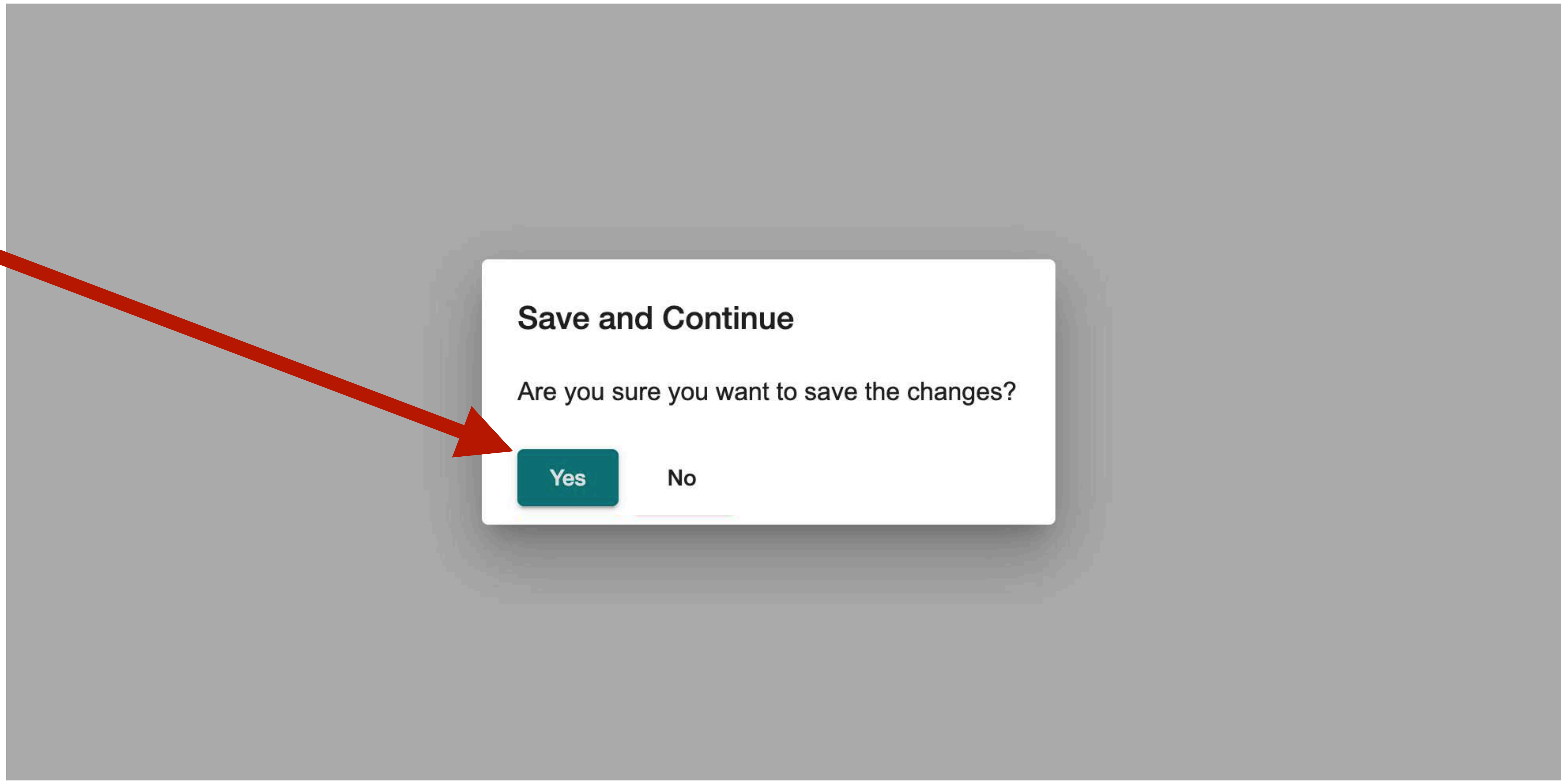
Pre-Eligibility Questions

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



Pre-Eligibility Questions

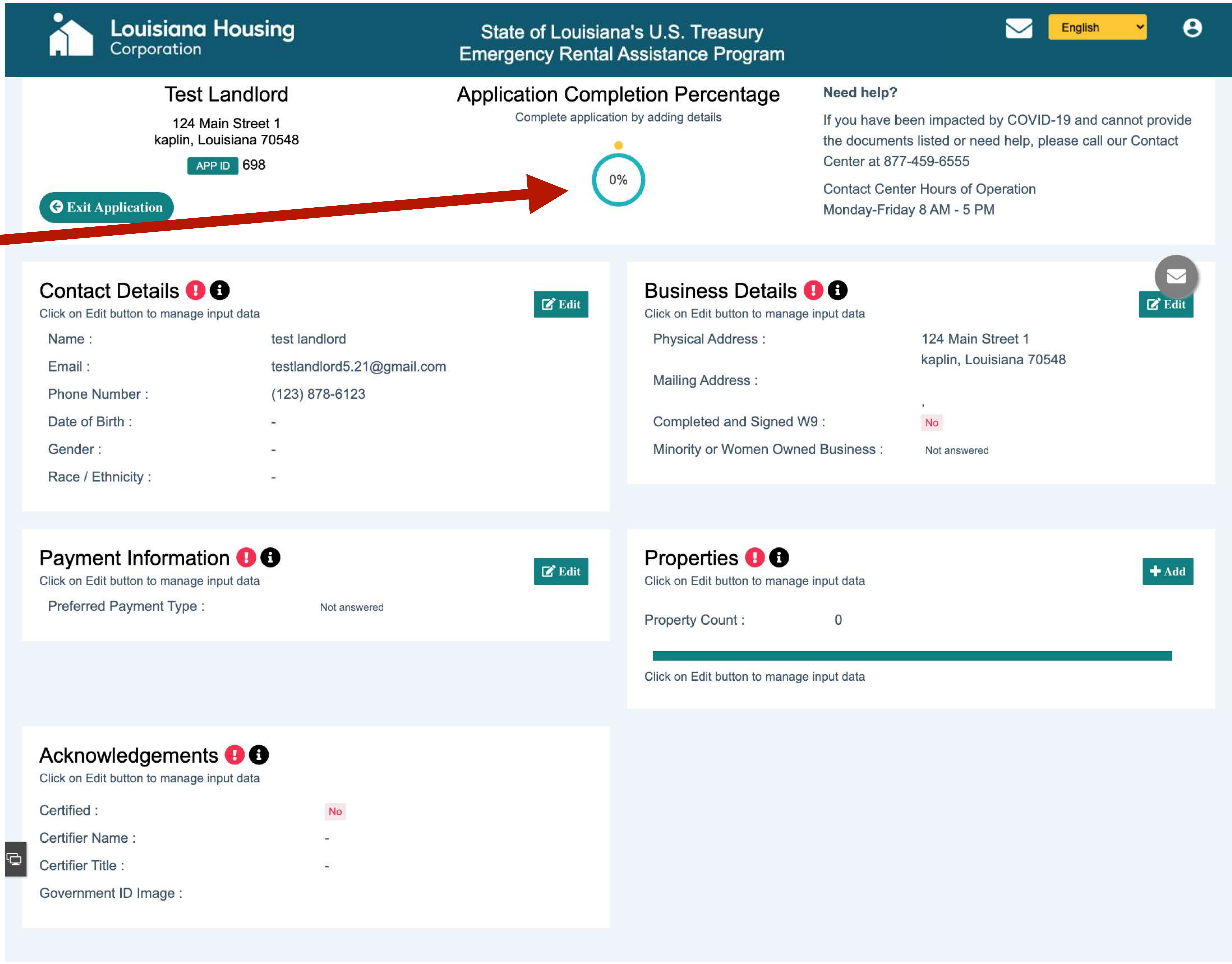
To save and continue, choose **Yes**.



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:

Edit

+ Add

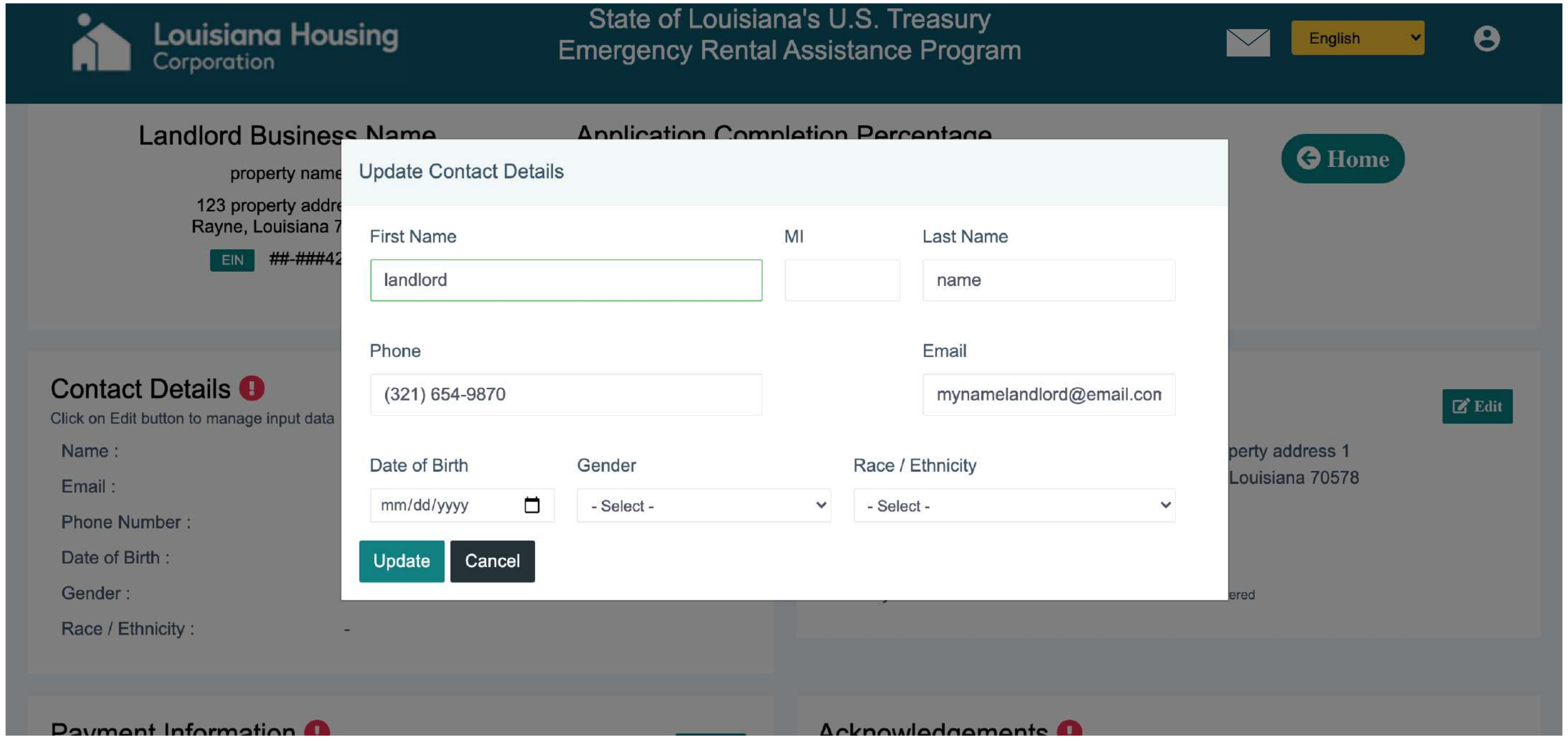
Success indicators next to each section make it easy to see which are complete.

✓ Saved and complete

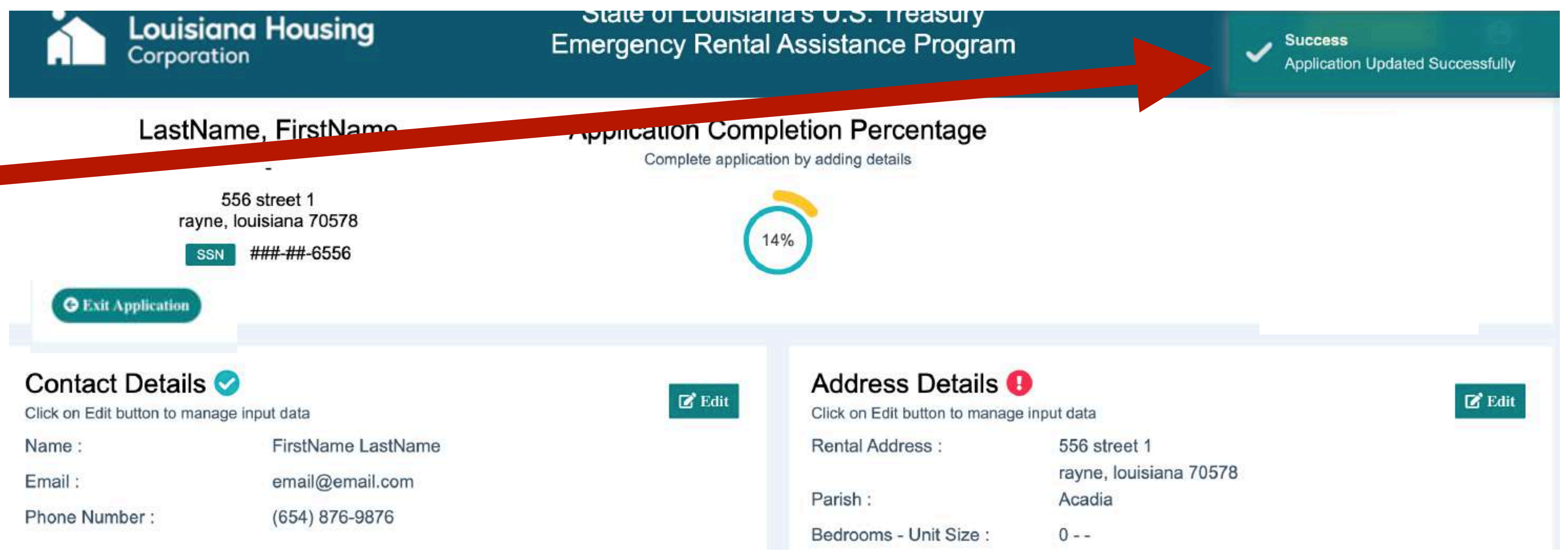
! Something is missing

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.



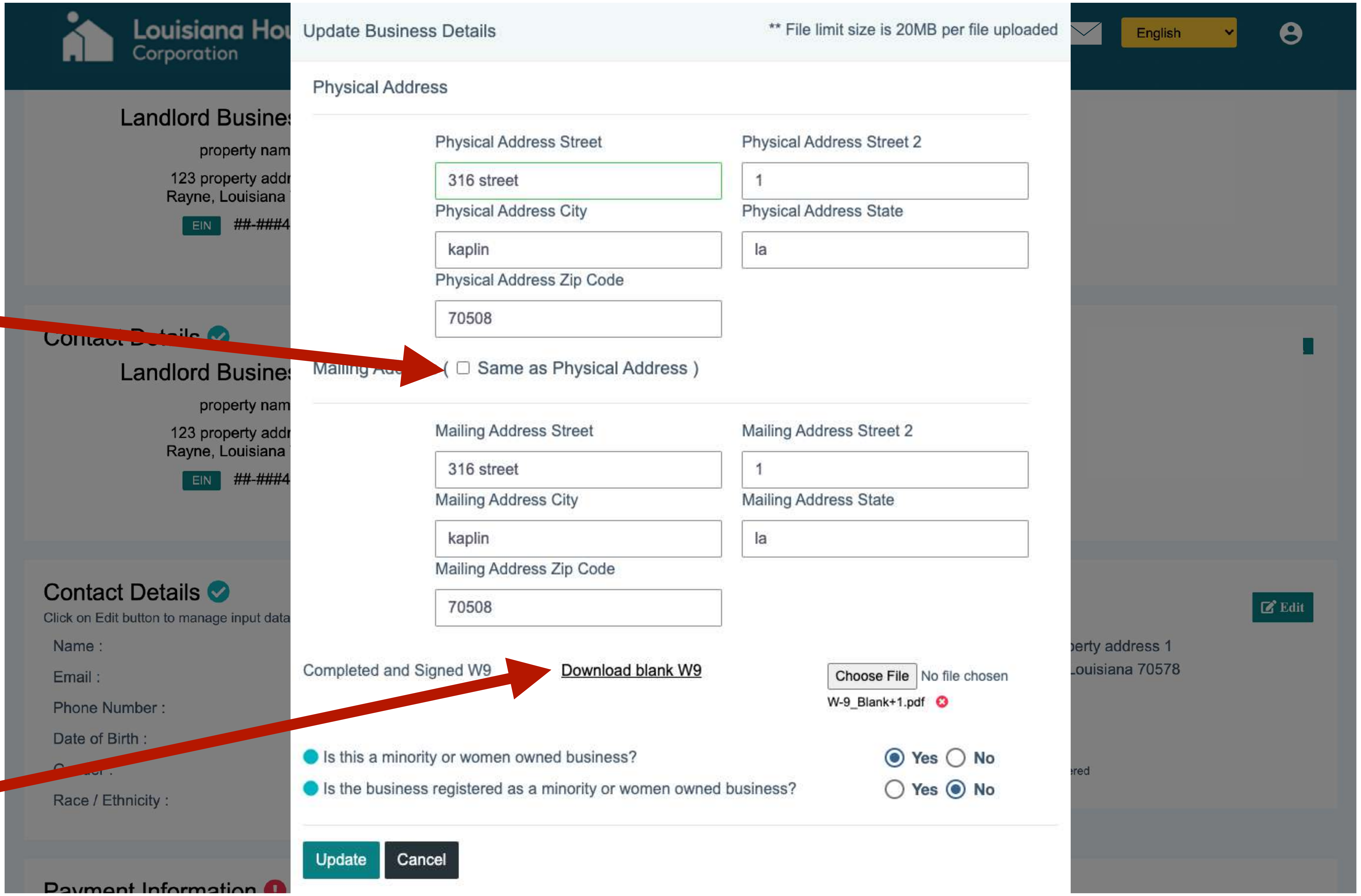
Note: After you click Update to save and continue, you will see a success pop-up on your dashboard.



Landlord Business Details

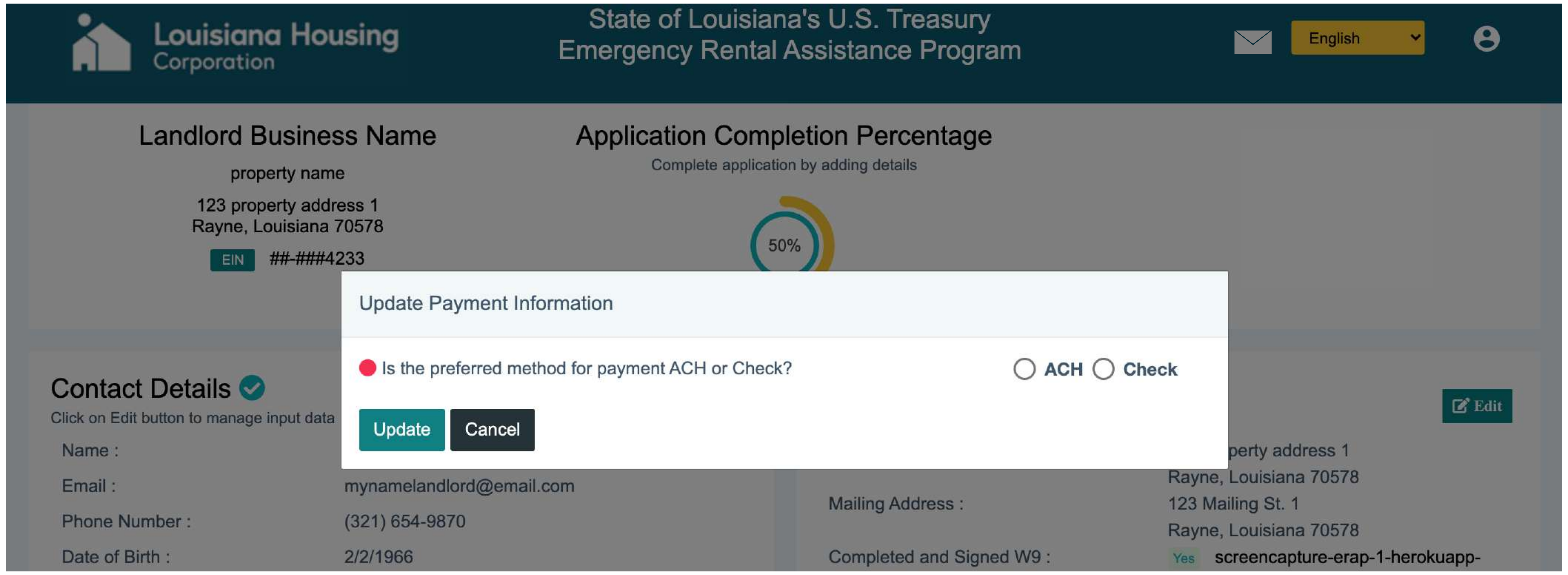
1. Confirm the **Physical Address** of your business.
   - Physical Address Street
   - Unit number
   - City
   - State
   - Zip code
2. Enter your business **Mailing Address.** (If the same as your physical address, check box here)
   - Mailing address street
   - Unit number
   - City
   - State
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

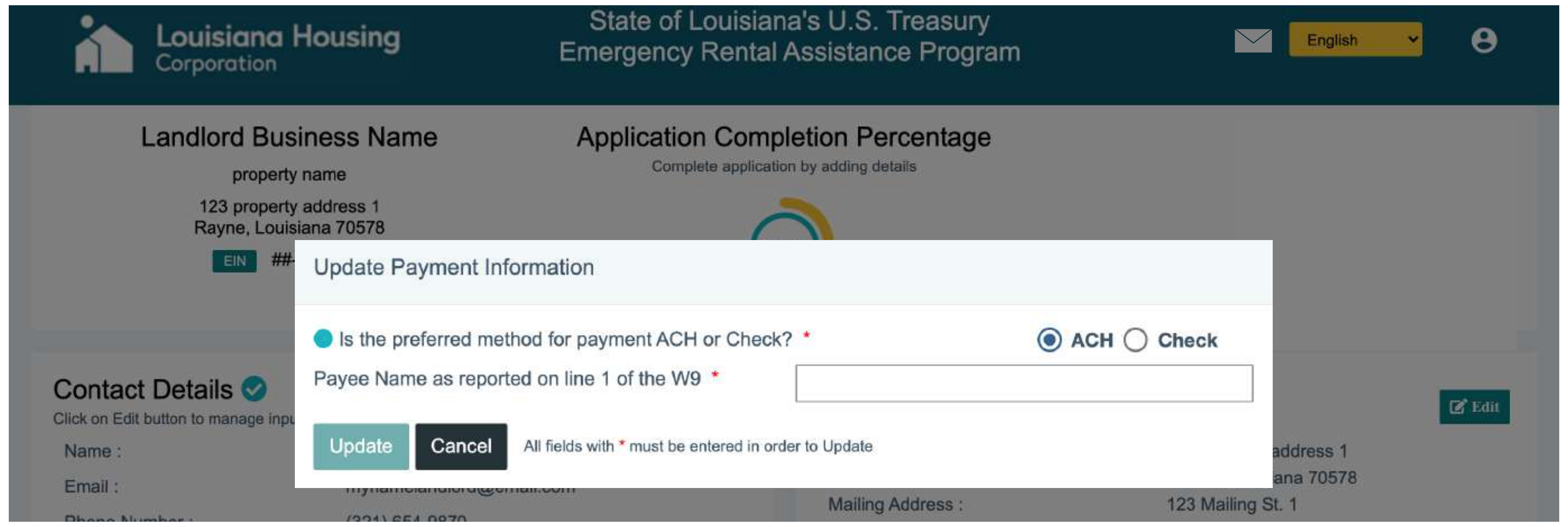
Note: You can download a W9 form here, but remember to complete and sign the form before uploading the file.

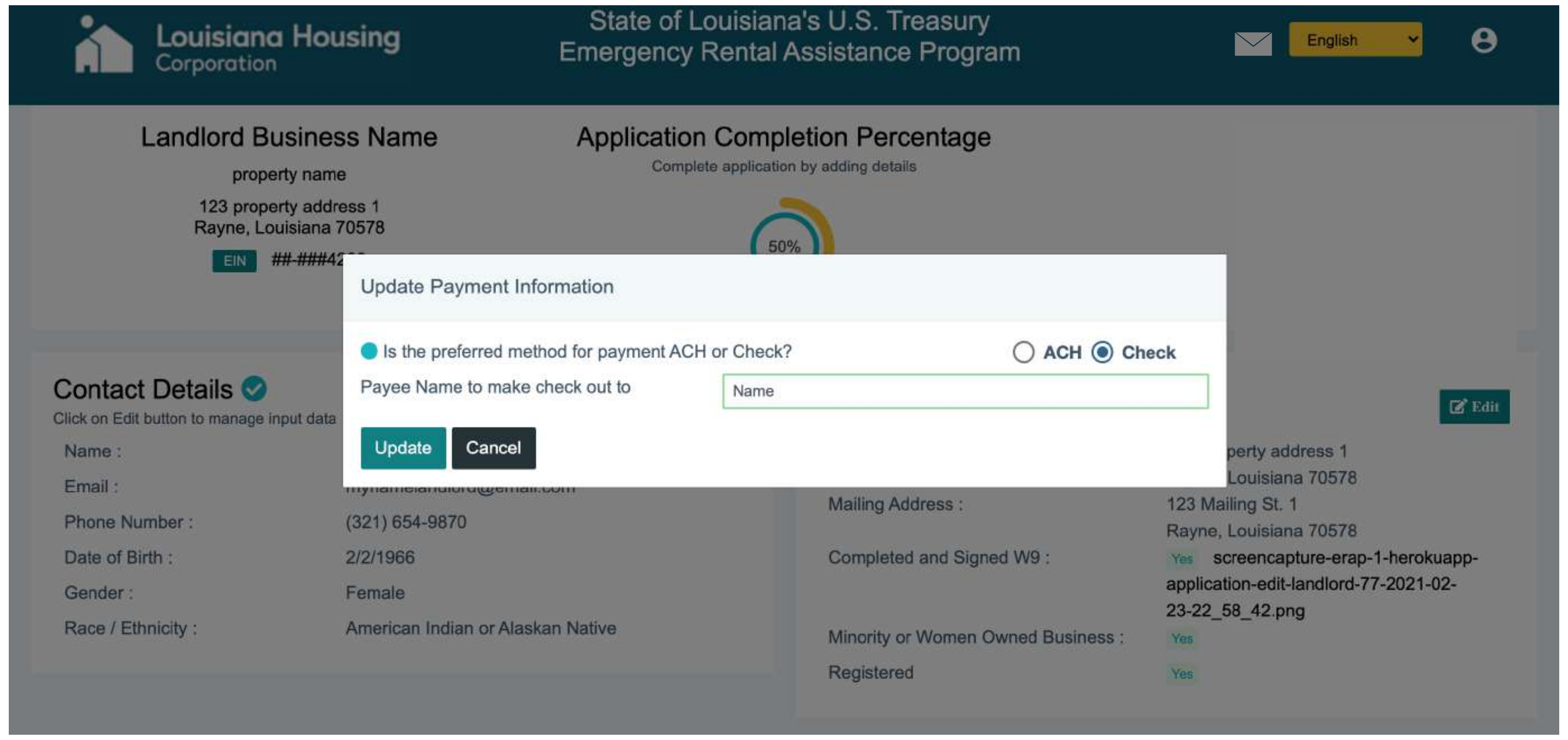


Landlord Payment Information

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



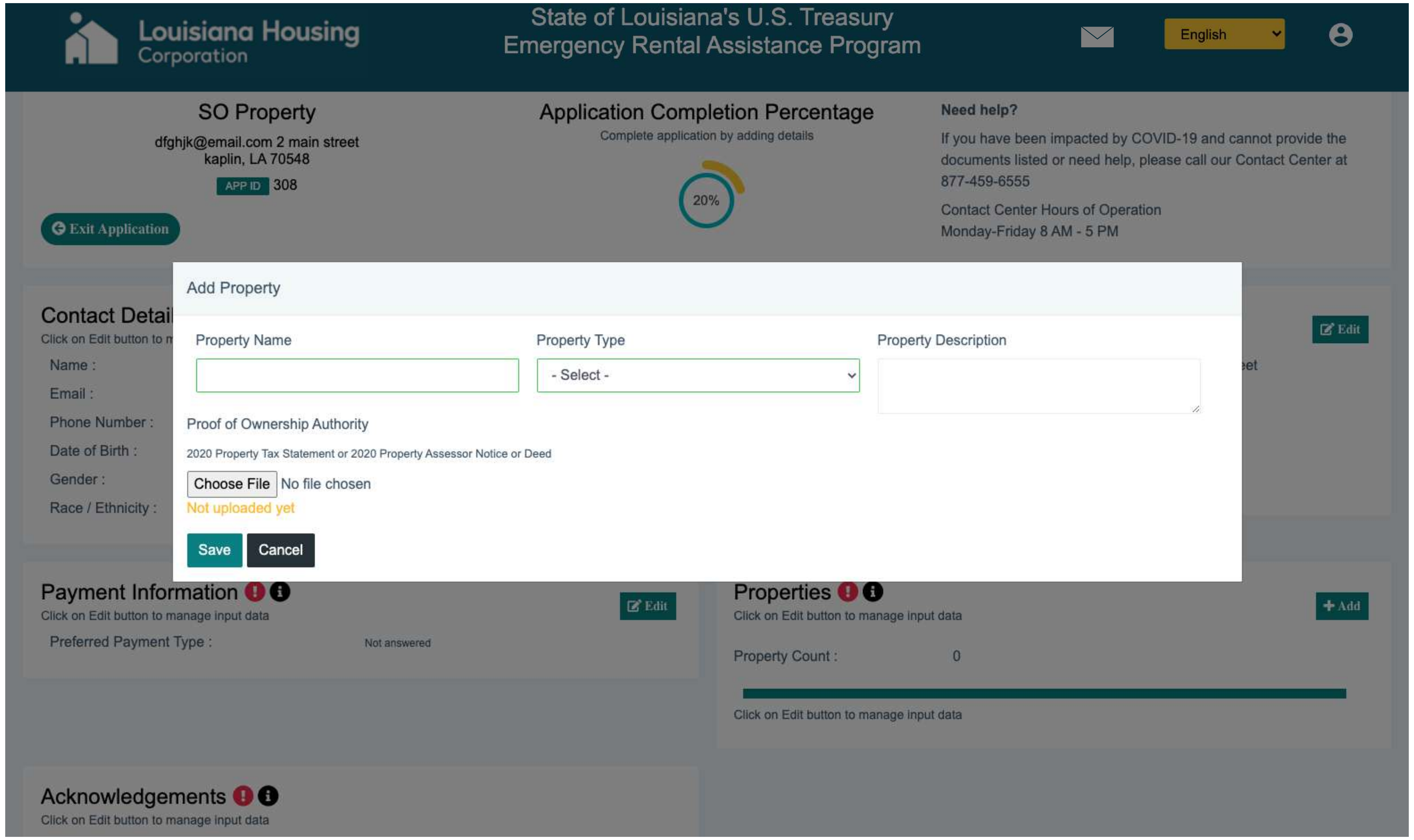




Important: If you choose ACH, you will be contacted to acquire ACH details. Your business name will need to match your payment information and information provided on your completed W-9.

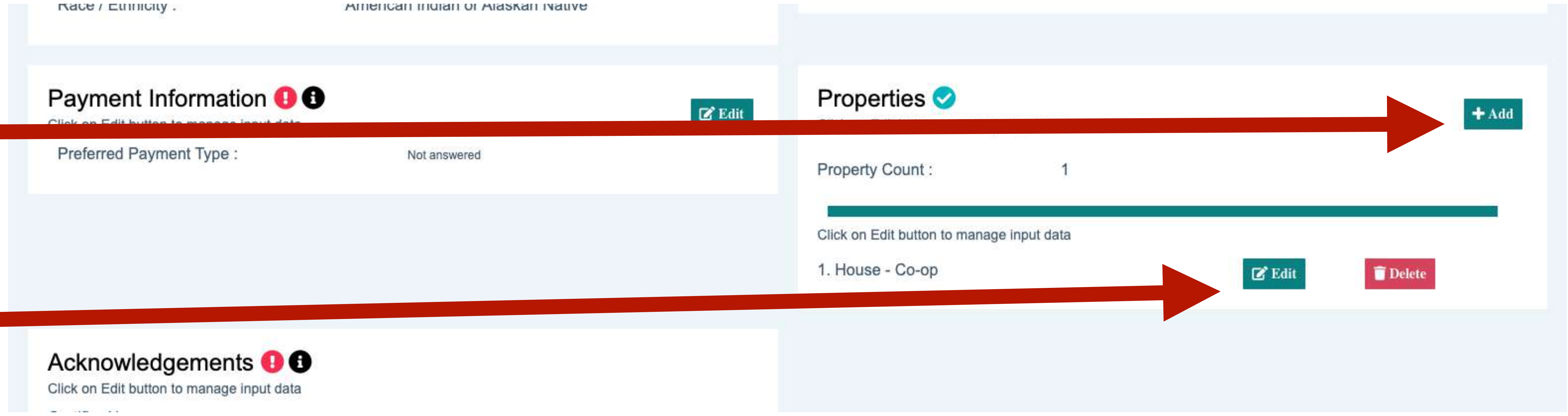
Properties

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



Note: After entering your details, you can:

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



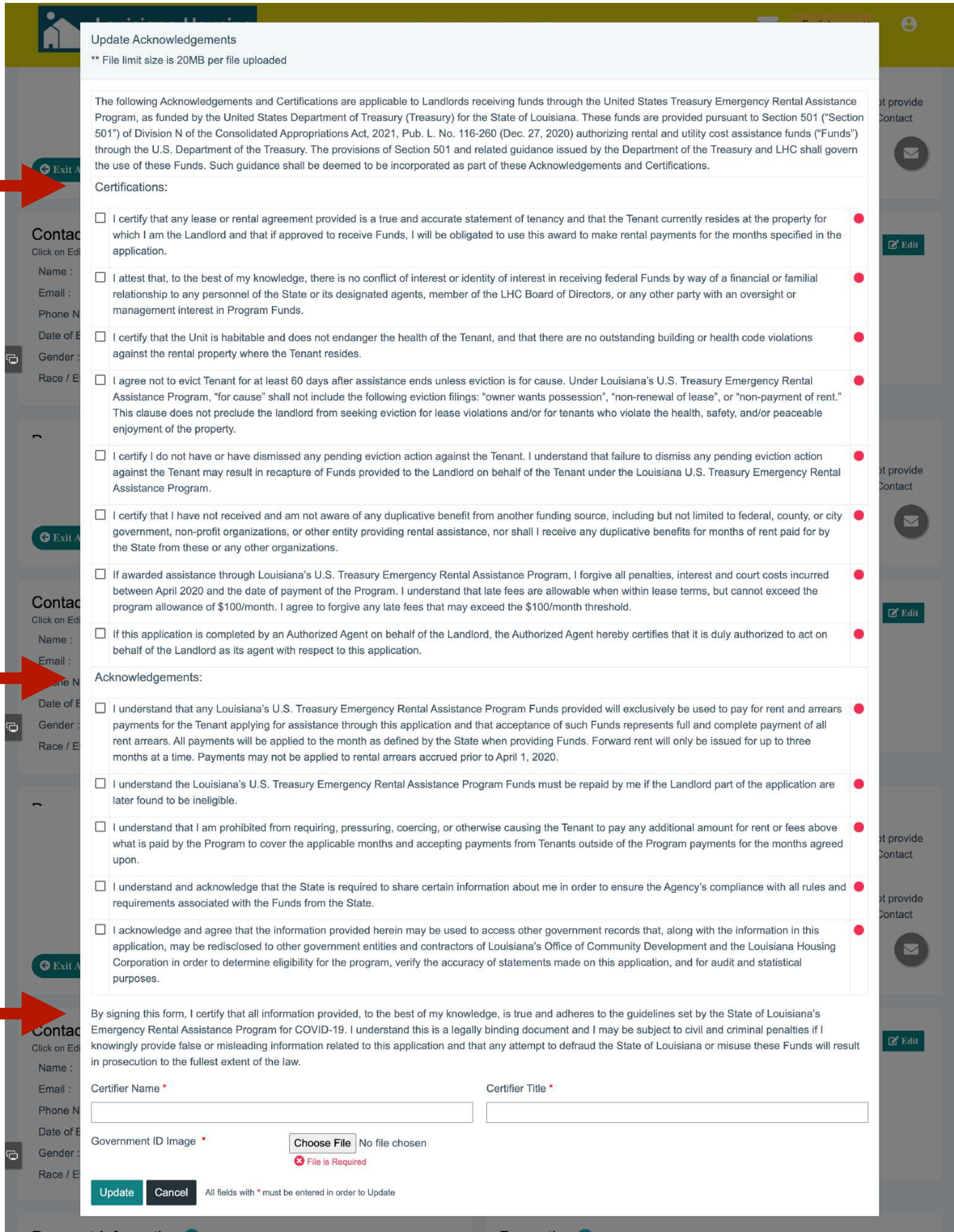
Acknowledgements

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. **Acknowledgemaents**
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.


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

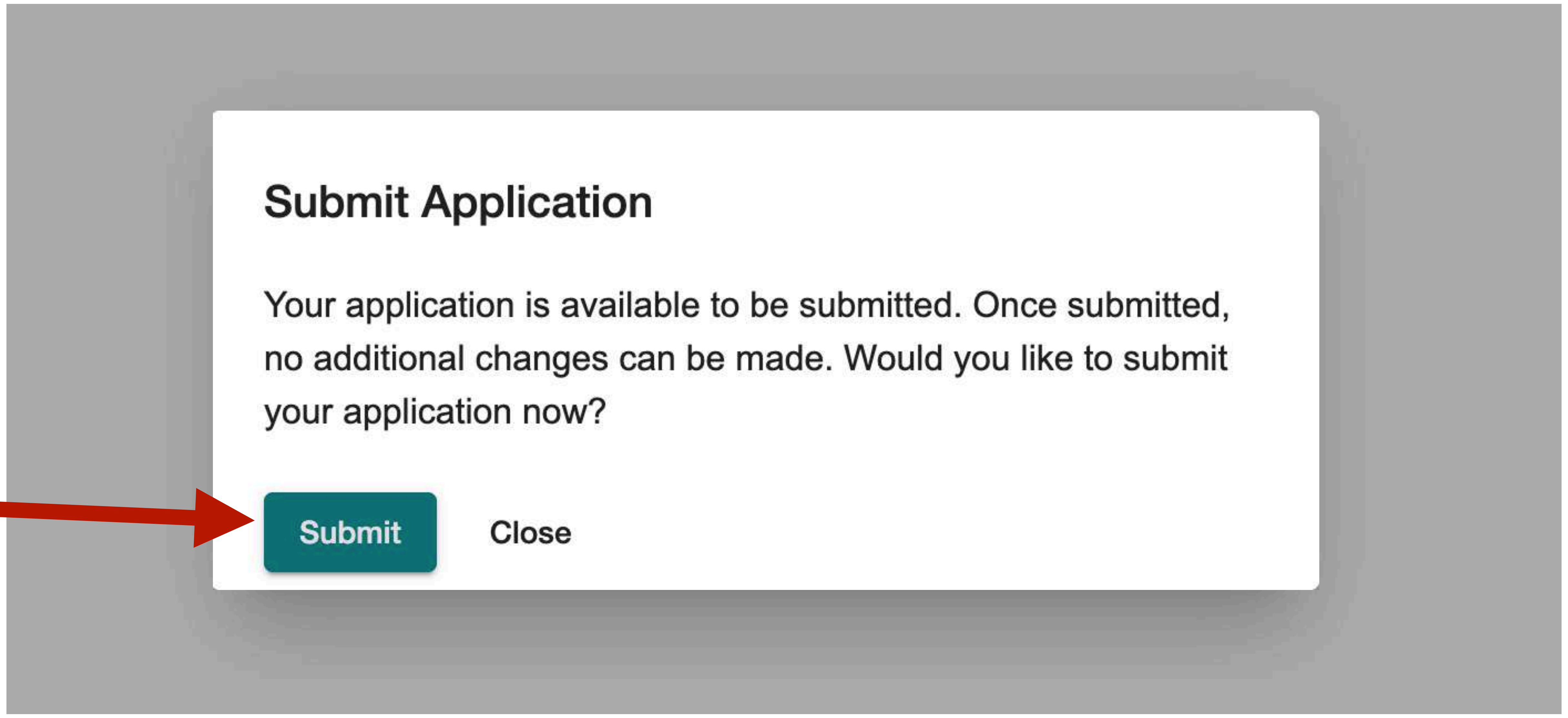
Update Cancel All fields with * must be entered in order to Update

Submit Application

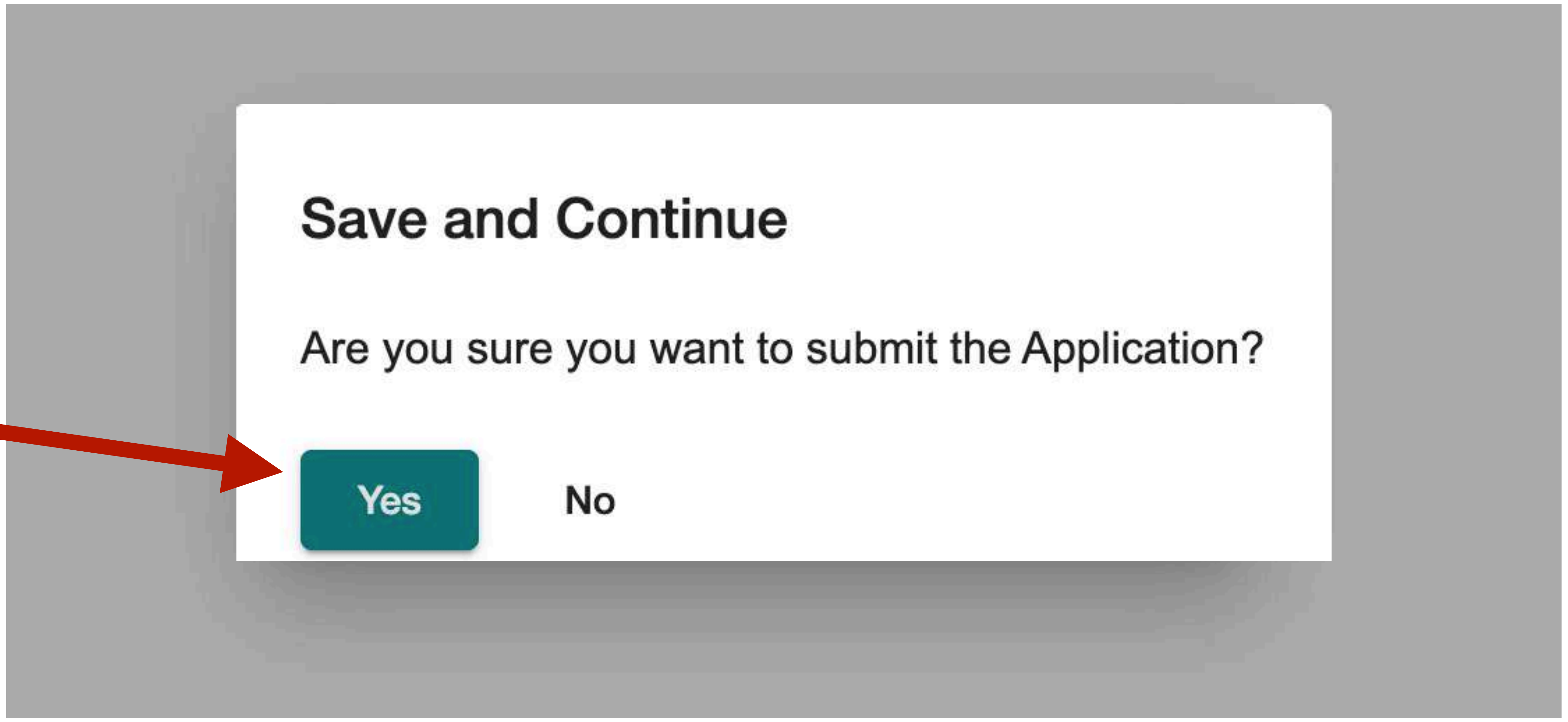
A pop-up will notify you when all of your sections are complete and your application is ready to submit.

To submit your application:

1. Click **Submit.**



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

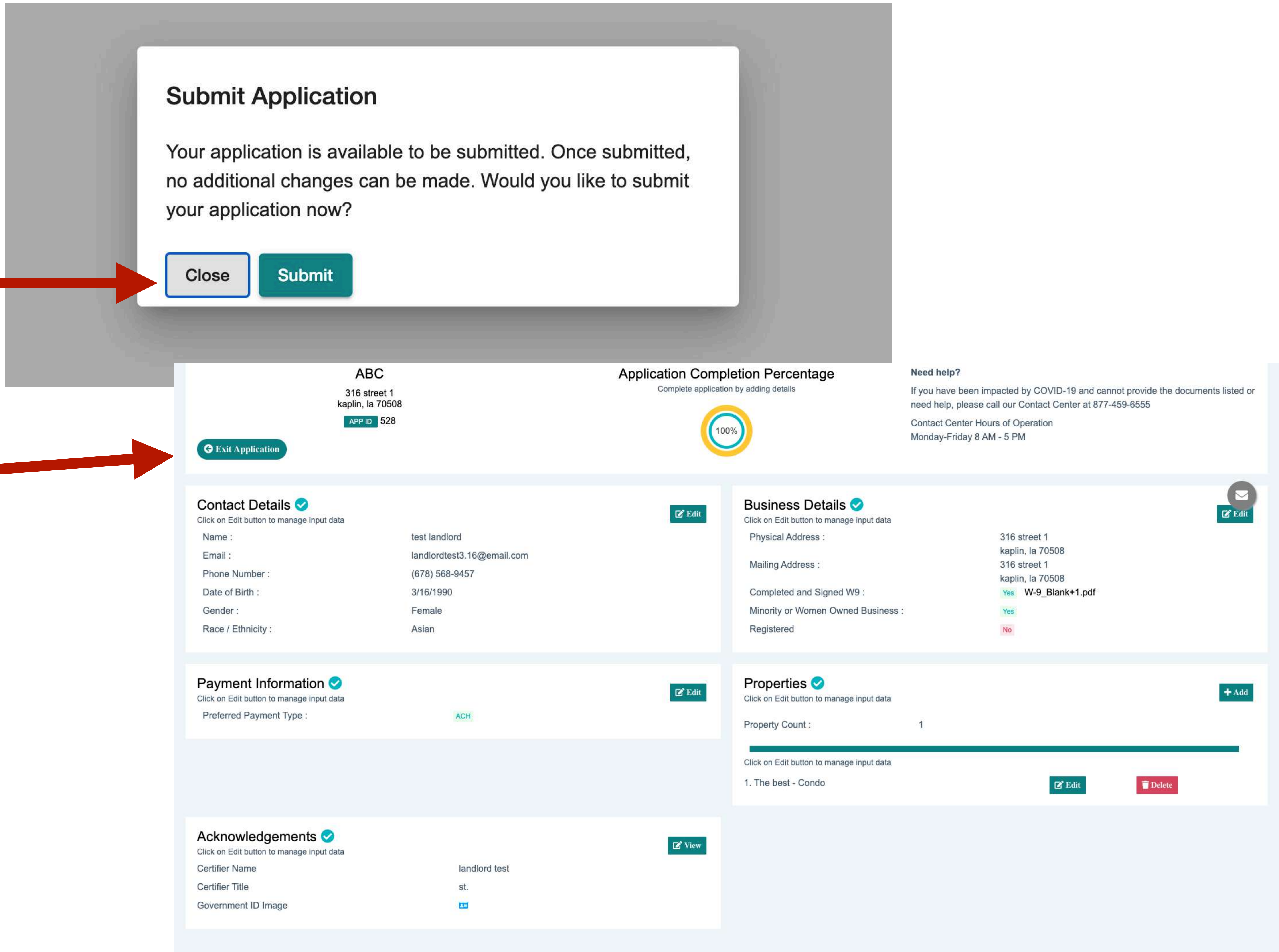


Note: Please be sure your application is **complete and accurate**. If you you need assistance, please call the Contact Center at (877) 459-6555.

Option to Review Before Submitting Application

If you want to review your application before submitting:

1. Click **Close.**

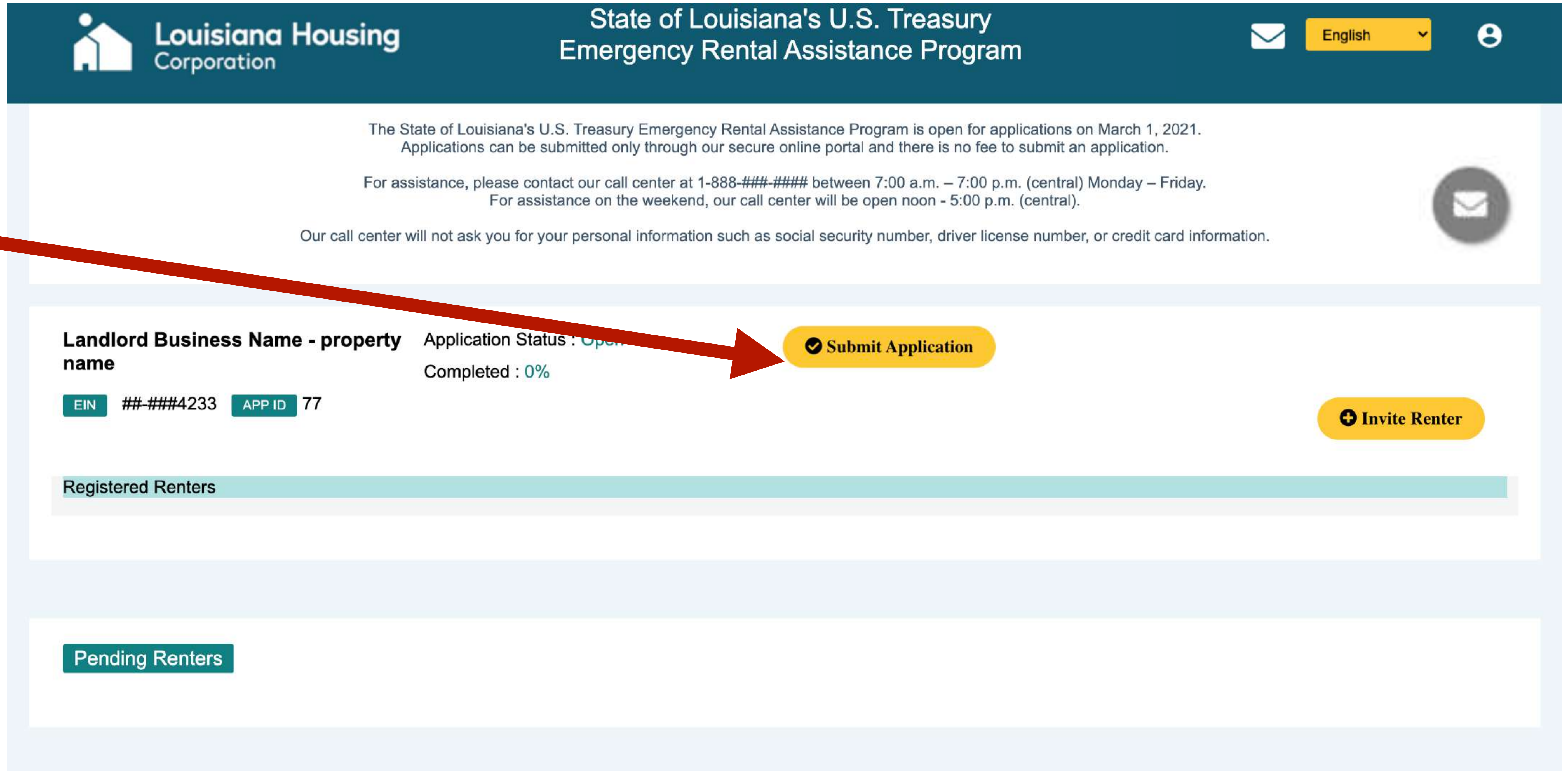


2. Review and edit your application if needed.
3. Click the **Home** button when you are done reviewing.

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

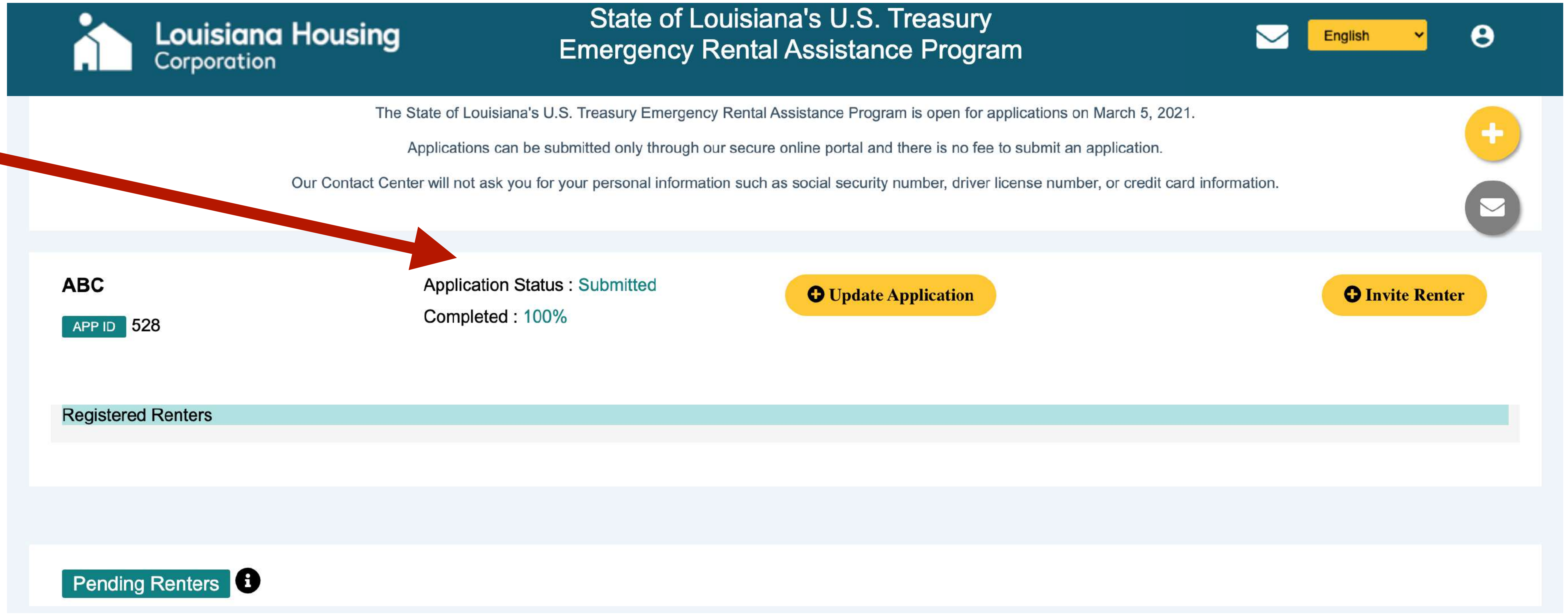
Click **Submit Application.**



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.**

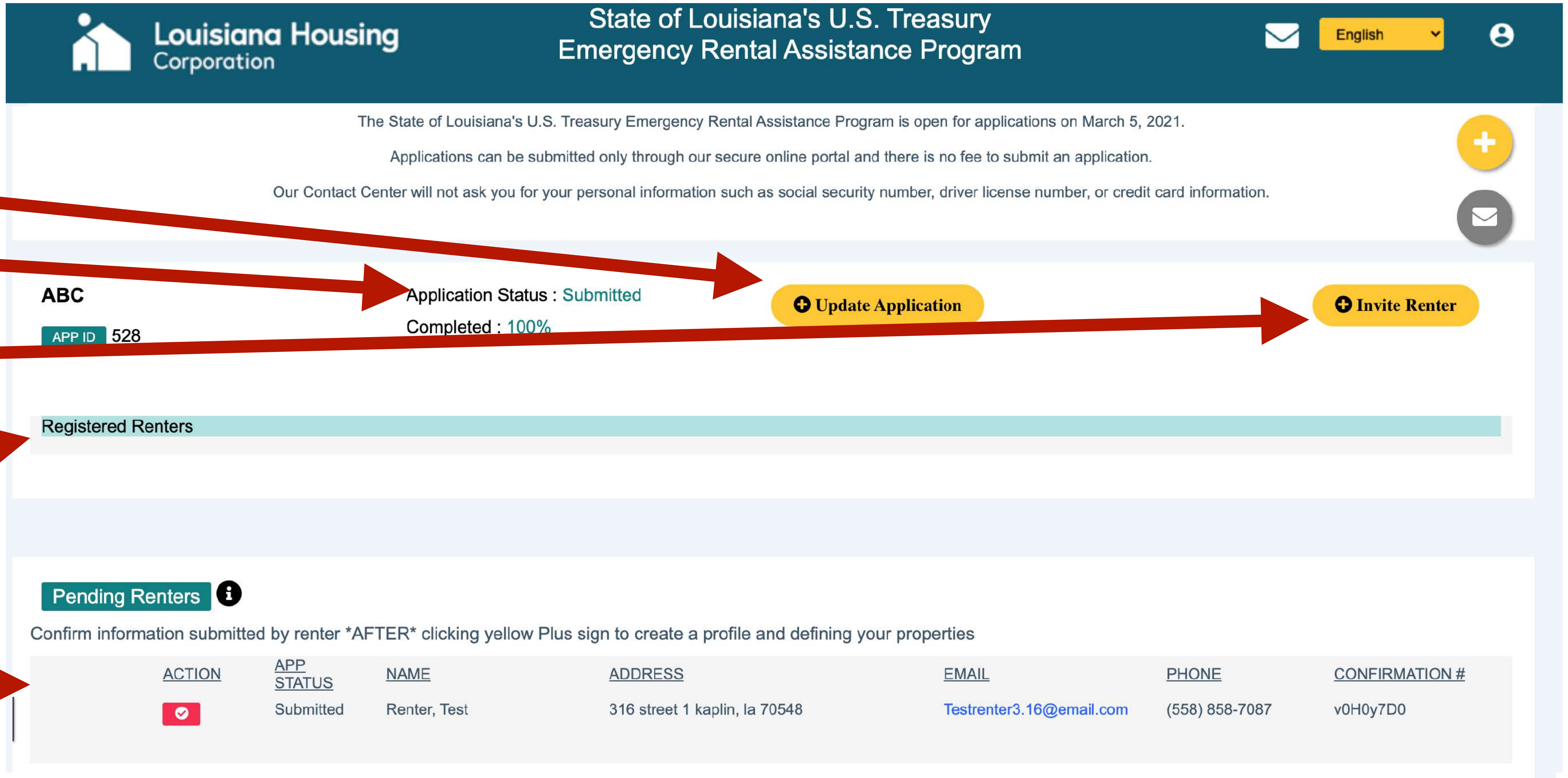


Note: Even though your application is submitted, you need to log into the portal and complete a required landlord review for each renter's submitted application before it can be processed.

Landlord Homepage

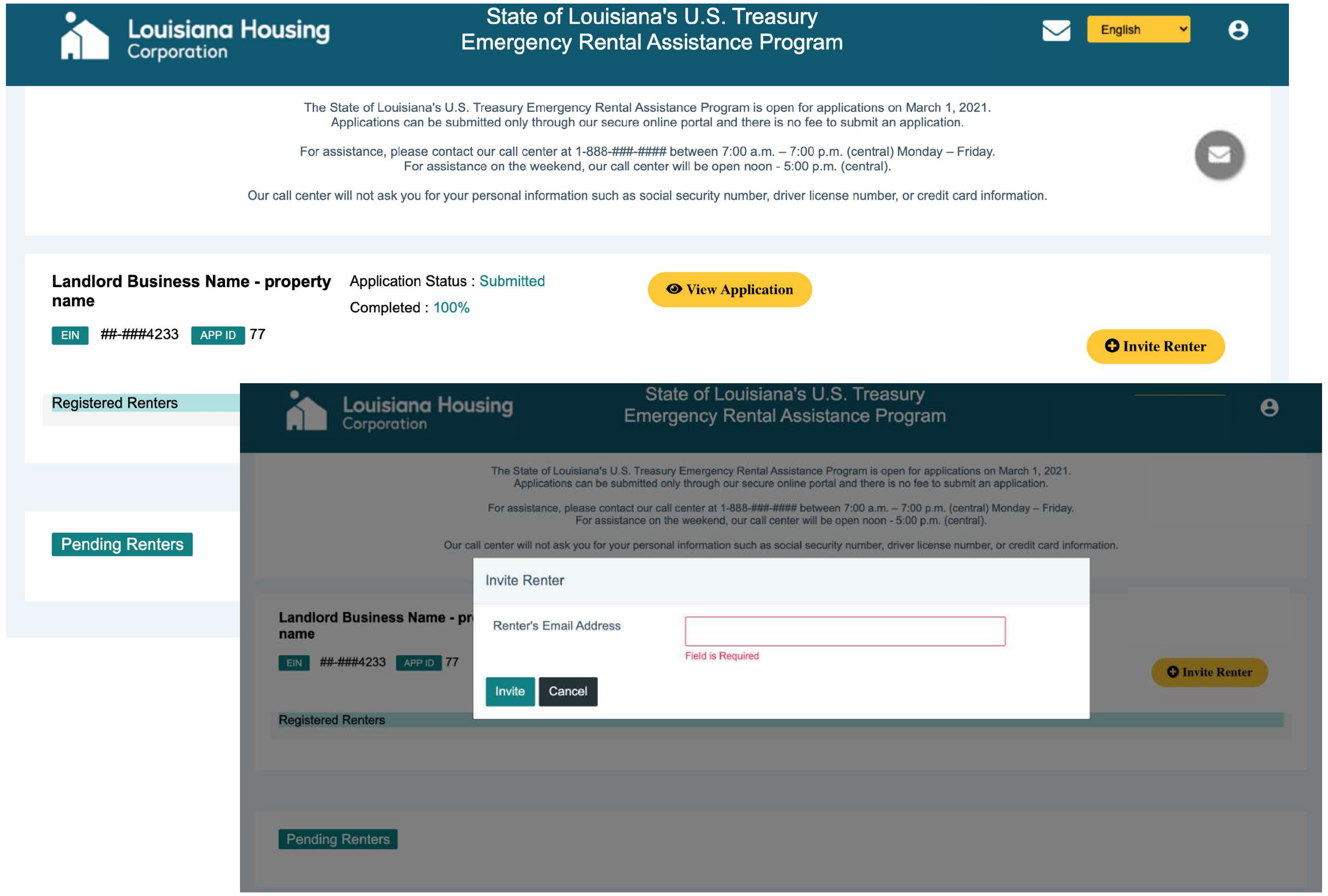
Note: Even though the business portion of your application is submitted, you need to log into the portal and complete a required landlord review for each renter's submitted application before it can be processed.

- 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.



Invite Renter

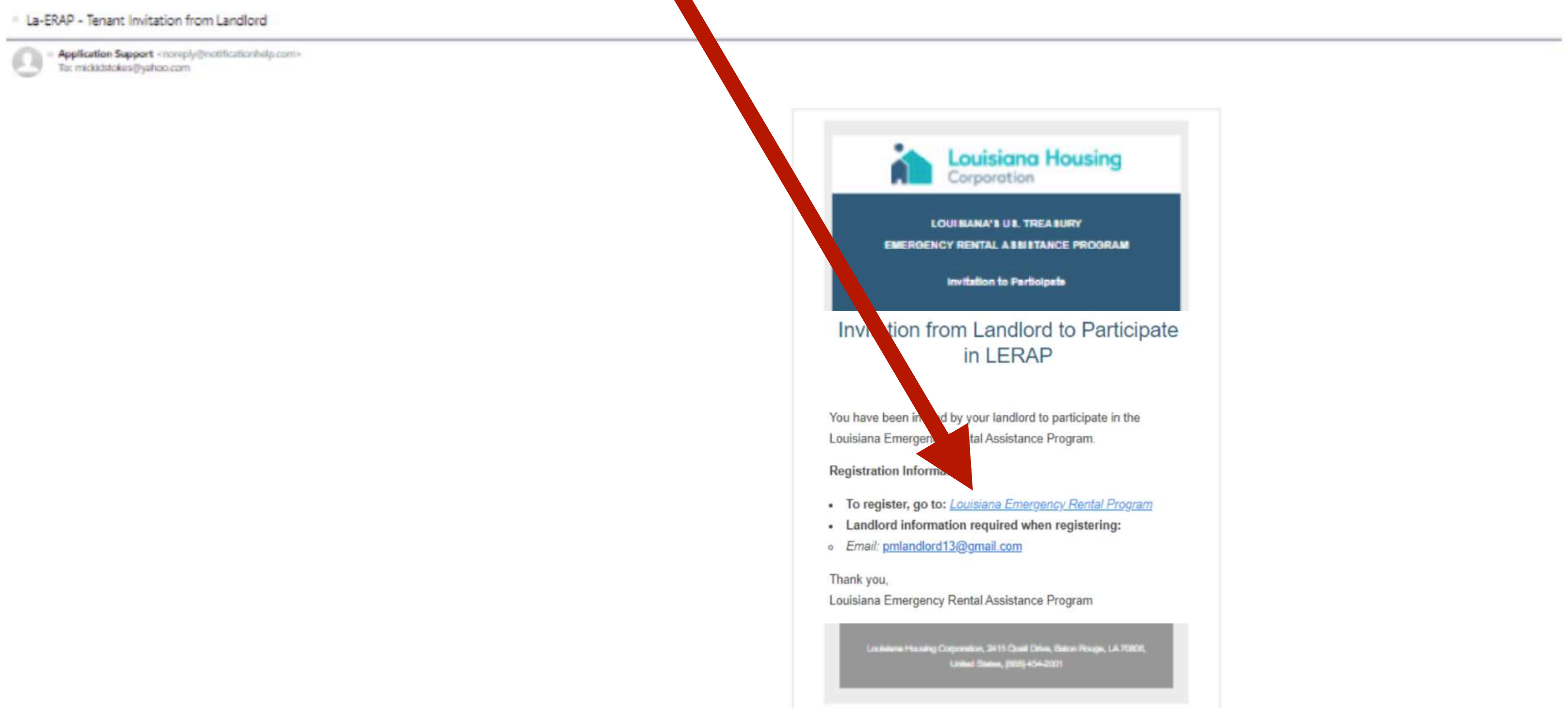
1. Click **Invite Renter.**
2. Enter renter's **email.**
3. Click **Invite.**



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

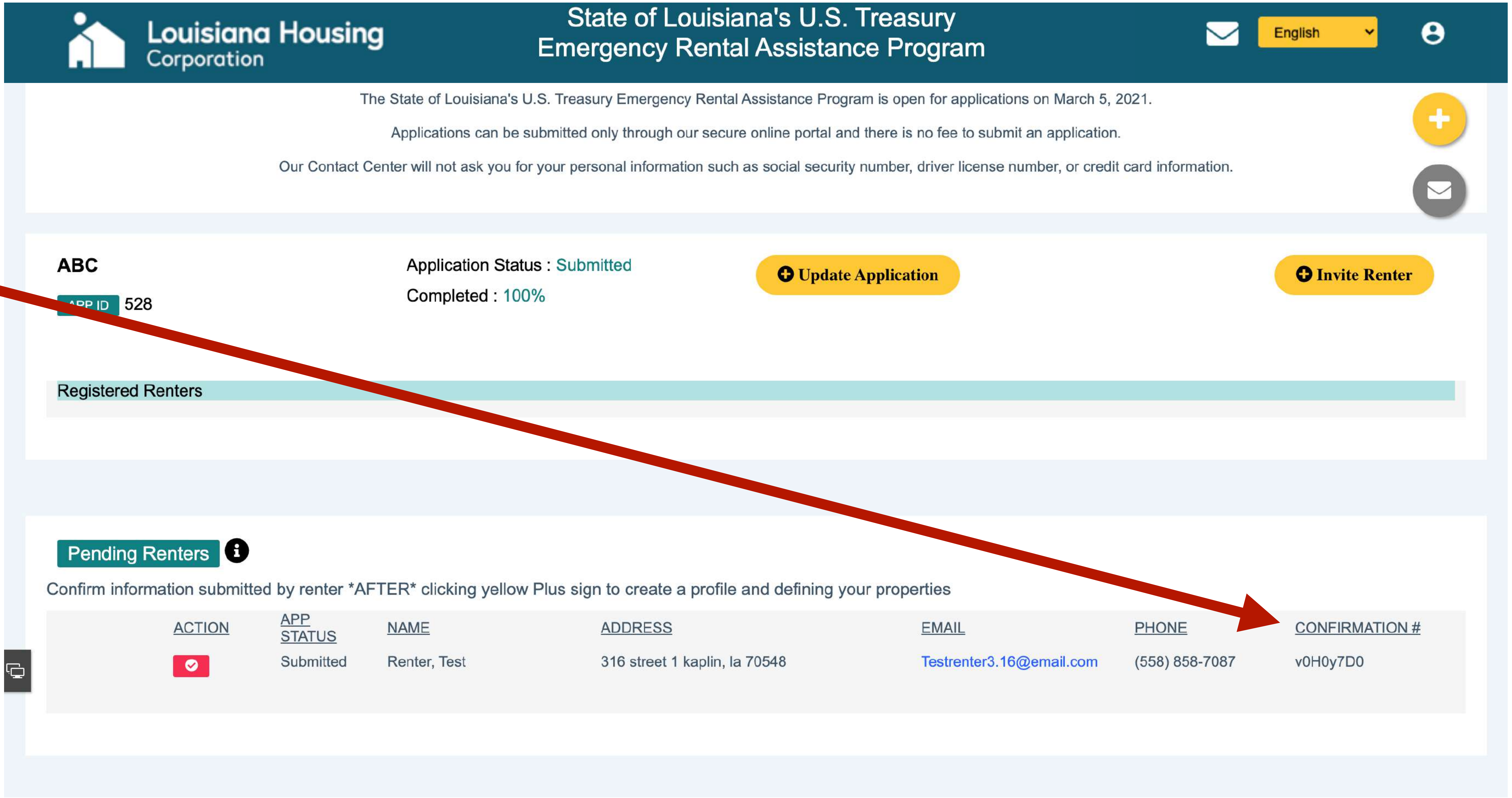
-Email



Landlord's Pending Renters

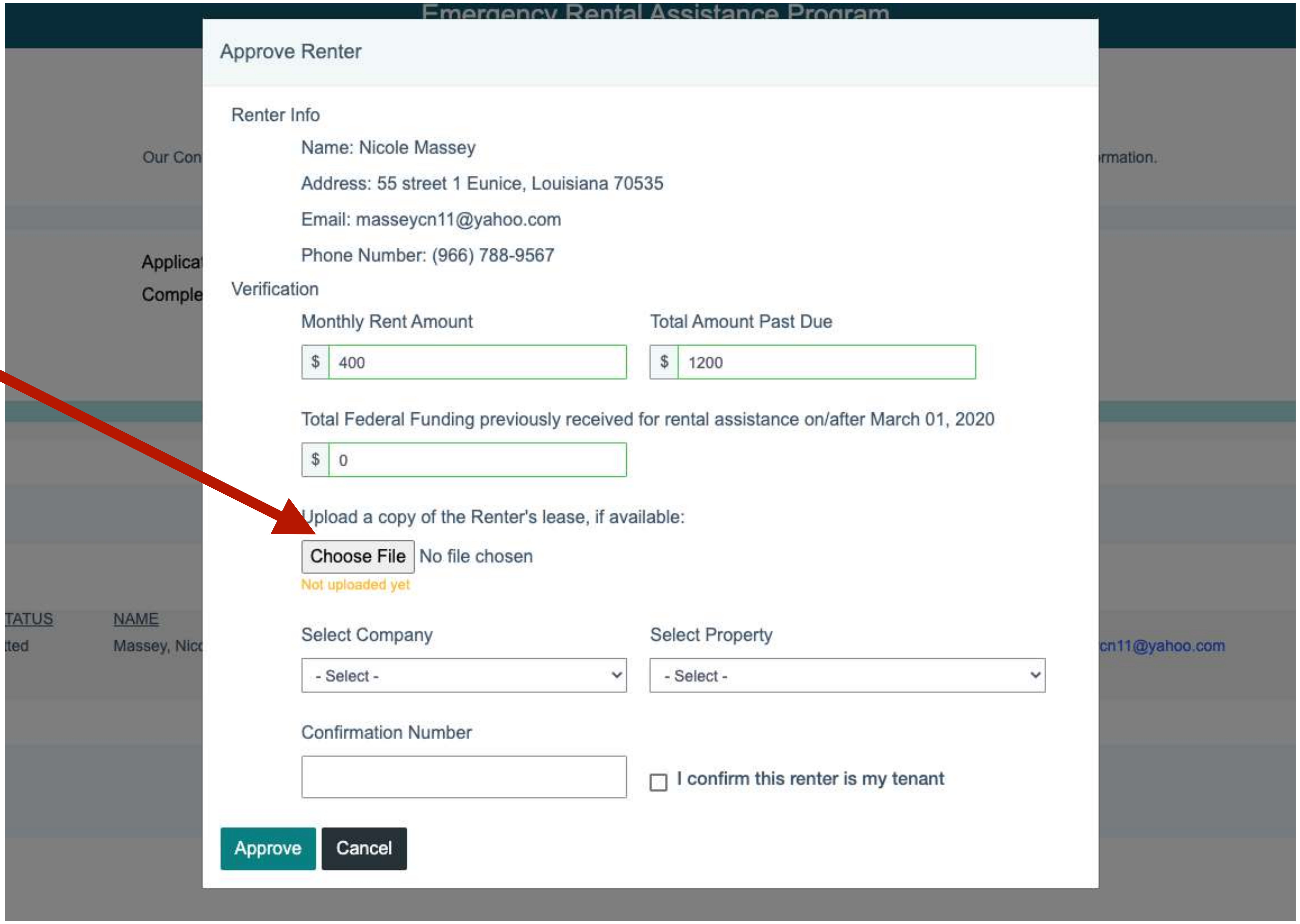
After submitting your landlord application:

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



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.**



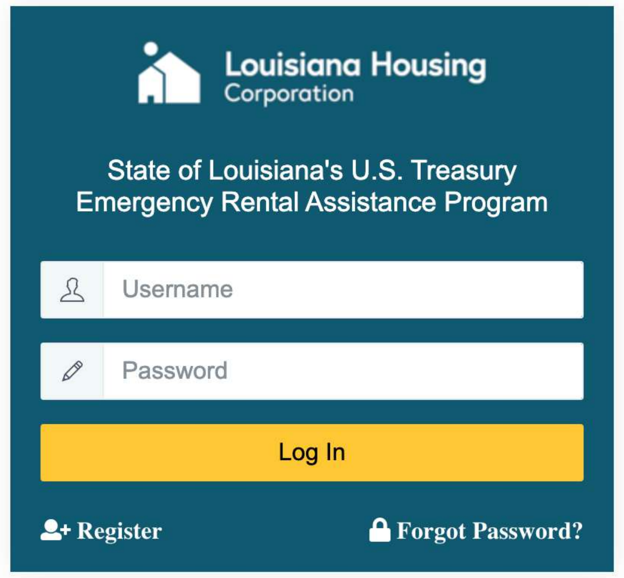
Note: Before you can approve a renter, you need to complete your application. No property will be able to be selected until your application is complete (Page 6-15)

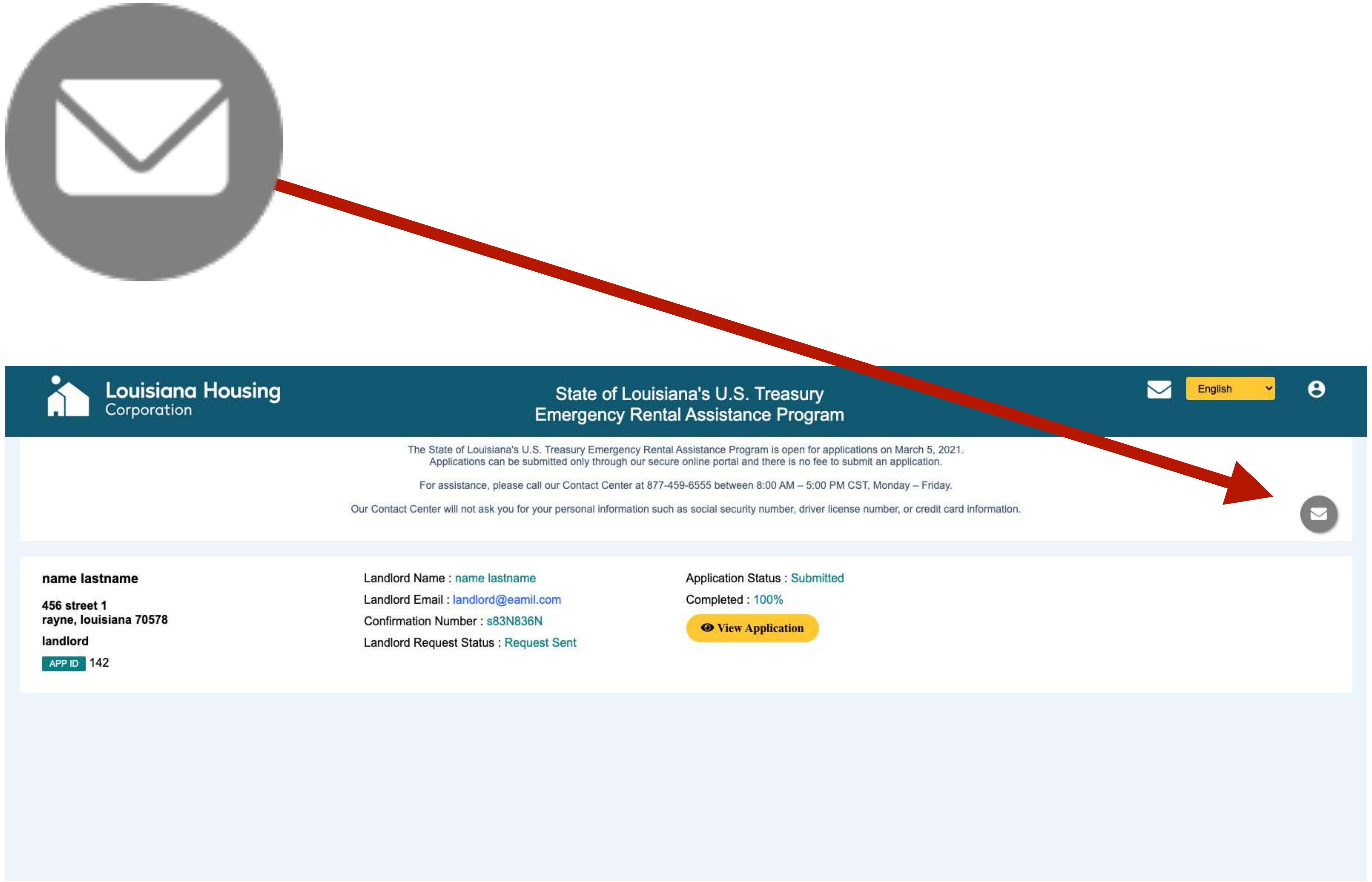
Request For Additional Information

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

How To Respond:

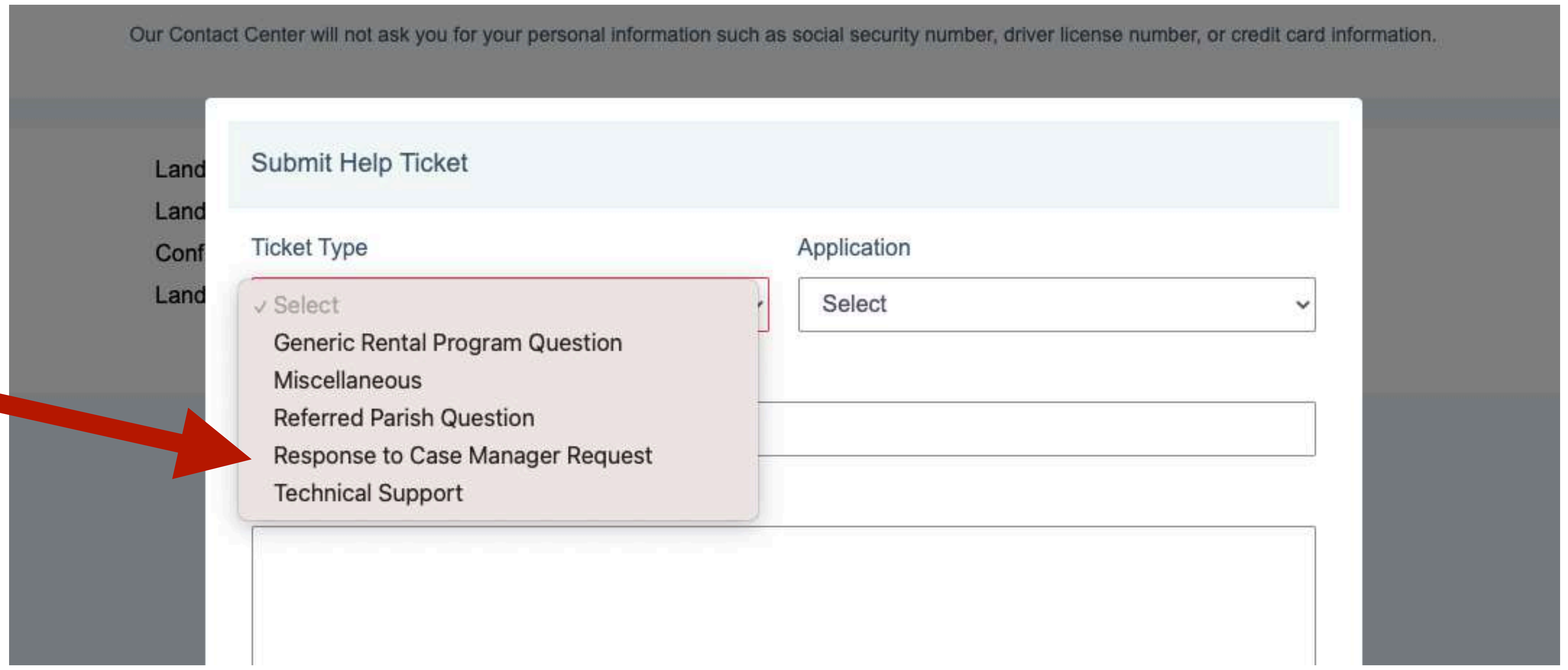
1. **Login** to the application portal.
2. Select the **Communications Envelope**.



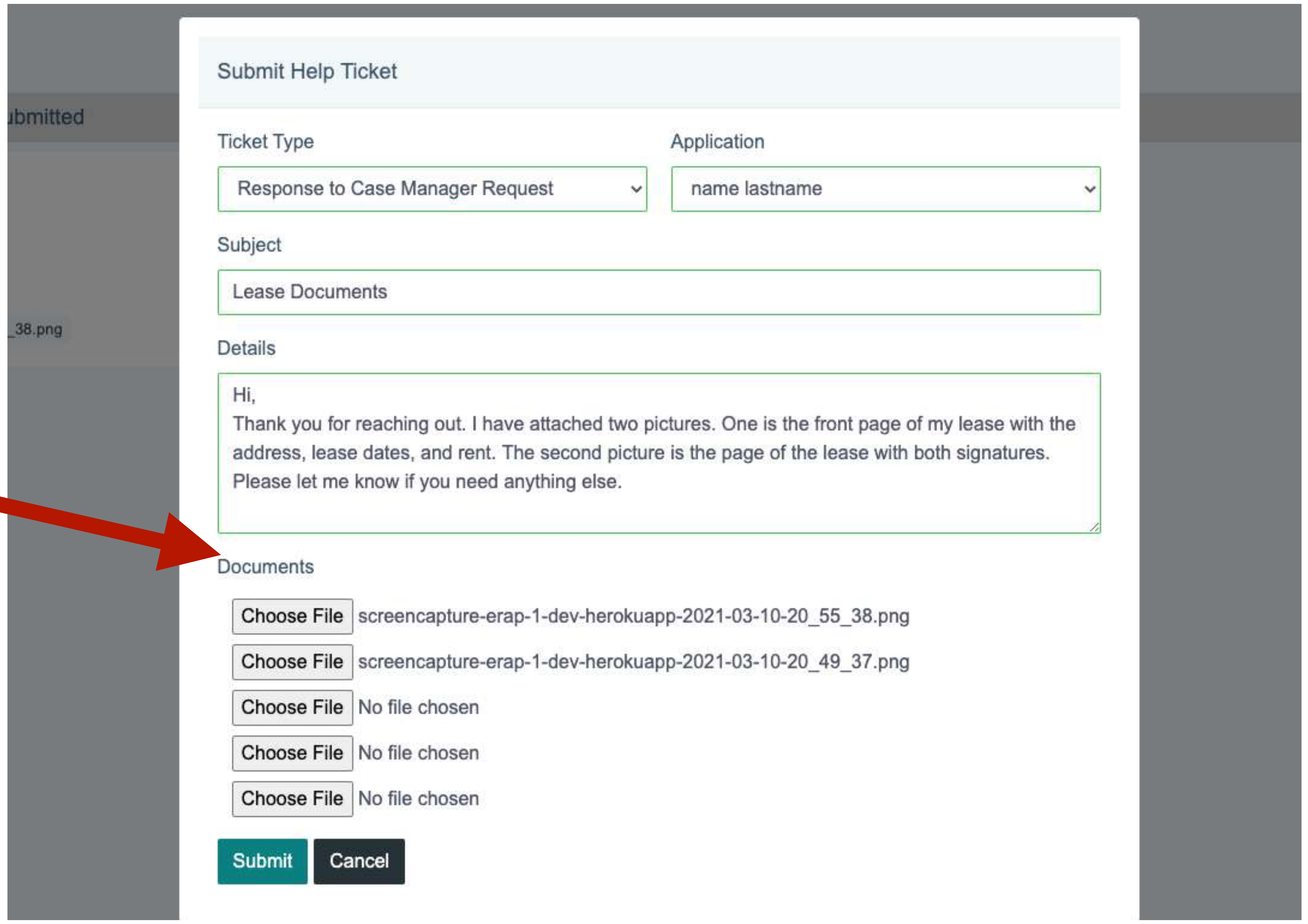


How do I respond to a request for more information?

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**.



How do I see past communication with my Case Manager?

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