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.

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.
   Important:
   • If you are applying after receiving an 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 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.

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

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

**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 your 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. **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.
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:** 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.

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.
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**.