

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

## Tenant Recertification | User Guide

# Tenant Recertification User Guide

## Overview

**The State of Louisiana's Treasury Emergency Rental Assistance Program is now accepting Recertification requests for rental assistance. Tenants who have already been approved for and received assistance may recertify to receive a one-time additional payment of up to three (3) months of rental assistance.**

**WHO:** Tenants who have already been approved for and received rental assistance.

**WHAT:** One-time additional up to three (3) months of rental assistance, not to exceed 18 months in total.

**WHEN:** Starting December 1, 2022

**HOW:** Log in to the portal using your same username and password and submit one (1) Recertification Ticket by clicking the gray circle envelope all the way to the right of your portal dashboard after you log in. You can access the portal through the Program website at: [LaStateRent.com](http://LaStateRent.com)

### **Important:**

- **Do NOT create a new application.**
- **Utilities are NOT eligible for recertification nor an additional payment.**

## How do I know if I'm eligible for recertification?

- You have already been approved for and received rental assistance.
- You live in a rental unit that is located in one of the parishes that are covered by the program and your household must have an obligation to pay rent on a residential dwelling.
- Someone in your household qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or continues to experience other financial hardship due to or during the coronavirus pandemic.
- You continue to be at risk of homelessness or housing instability.
- 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?

To access your application or full Recertification details go to the program website at: [LaStateRent.com](http://LaStateRent.com).

If you need help with your rental Recertification Ticket, please call our Contact Center at 877-459-6555. You can also submit a message at Contact Us on the website or send an email to [info@LaStateRent.com](mailto:info@LaStateRent.com)

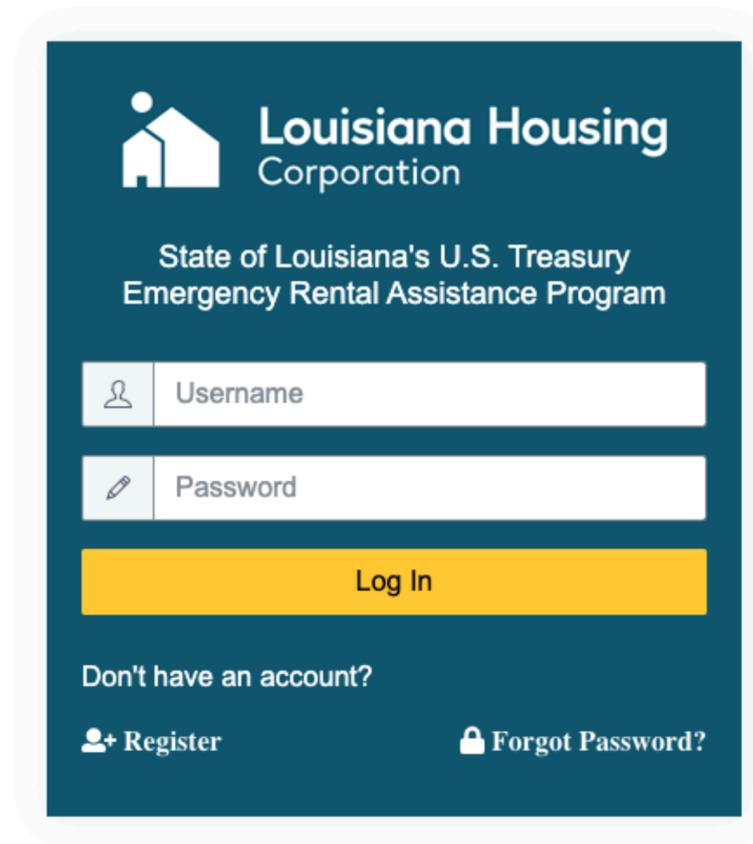
Contact Center  
Hours of Operation:  
Monday-Friday 8 AM- 5 PM

# Application Log In

## Log in

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

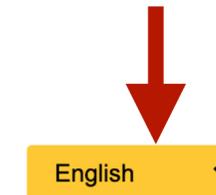
**Important: Do NOT create a new application.**



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 centered below the fields. At the bottom, there is a link "Don't have an account?" with "Register" (person icon) and "Forgot Password?" (lock icon) options.

**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.

# Rental Recertification

**Important:** Rental recertification is only open to tenants who have already been approved for and received assistance.

1. Select the **Communications Envelope**.



**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.

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.

<b>name lastname</b> 456 street 1 rayne, louisiana 70578 landlord APP ID 142	Landlord Name : <a href="#">name lastname</a> Landlord Email : <a href="mailto:landlord@email.com">landlord@email.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>
--	--	--

# Rental Recertification

**Important:** Rental recertification is only open to tenants who have already been approved for and received assistance.

- 2. Select **Recertification** from the ticket type dropdown.  
(Utilities are not eligible for Recertification nor any additional payment. Only select the Recertification type.)
- 3. Your corresponding application information will pre-populate.

Submit Help Ticket

Ticket Type \*

Application \*

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

✓ - Select -  
Recertification  
Utilities Assistance  
Attestation  
Generic Rental Program Question  
Miscellaneous  
Referred Parish Question  
Response to Case Manager Request  
Technical Support

✓ renter name

# Rental Recertification

**Important: Please only submit one (1) Recertification Ticket.**

4. Confirm **Rental Address** details.

If you live at the same address, choose YES.



---

If your address has changed, choose NO and provide your new address details and unit size.

**Note:** if your address or landlord has changed, you will be required to upload an updated lease before submitting the Recertification ticket.

Ticket Type \*

Recertification

Application \*

renter name

Details

Application ID: #: 506

Tenant Name: renter name ("Tenant")

Phone: 4483091737 ("Contact Phone")

Landlord Name: Test Landlord ("Landlord")

Rental Address: 123 street 1 lafayette, la 70548 ("Rental Address")

Monthly Rent Amount : \$775 ("Monthly Rent")

---

Do you still reside at the same residence as your initial application ('Rental Address') above?

If your rental address/residence has changed, please choose 'No'

Yes  No

*(By answering 'Yes,' you attest that you still reside at the same location with the same landlord as your initial application.)*

---

Do you still reside at the same residence as your initial application ('Rental Address') above?

If your rental address/residence has changed, please choose 'No'

Yes  No

*(By answering 'Yes,' you attest that you still reside at the same location with the same landlord as your initial application.)*

Current Address

Address 1 \*

Address 2

City \*

State \*

Zip \*

Landlord Name \*

Num of Bedrooms \*

# Rental Recertification

**Important: Please only submit one (1) Recertification Ticket.**

5. Confirm your **Monthly Rent** amount.  
If it is the same, choose YES.

---

If your monthly rent amount has changed, choose NO and provide the rent amount owed by you to the landlord monthly.

**Note:** if your rent amount has changed, you will be required to upload an updated lease noting that amount before submitting the Recertification ticket.

Application ID: #: 500

Tenant Name: renter name ("Tenant")

Phone: 4483091737 ("Contact Phone")

Landlord Name: Test Landlord ("Landlord")

Rental Address: 123 street 1 Lafayette, LA 70548 ("Rental Address")

Monthly Rent Amount : \$775 ("Monthly Rent")

Do you still reside at the same residence as your initial application ('Rental Address') above?

If your rental address/residence has changed, please choose 'No'

Yes  No

*(By answering 'Yes,' you attest that you still reside at the same location with the same landlord as your initial application.)*

Do you pay the same amount that was provided in your initial application ('Monthly Rent Amount') above?

Yes  No

*(By answering 'Yes,' you attest that you still pay the same monthly rent amount as your initial application.)*

Do you pay the same amount that was provided in your initial application ('Monthly Rent Amount') above?

Yes  No

Current Monthly Rent Amount \*

\$

# Rental Recertification

**Important: Please only submit one (1) Recertification Ticket.**

6. Confirm your **Contact Phone Number**.

If it is the same, choose YES.

---

If your contact number has changed, choose NO and please provide a good contact phone number.

Application ID: #. 500

Tenant Name: renter name ("Tenant")

Phone: 4483091737 ("Contact Phone")

Landlord Name: Test Landlord ("Landlord")

Rental Address: 123 street 1 lafayette, la 70548 ("Rental Address")

Monthly Rent Amount : \$775 ("Monthly Rent")

Do you still reside at the same residence as your initial application ('Rental Address') above?

If your rental address/residence has changed, please choose 'No'

Yes  No

*(By answering 'Yes,' you attest that you still reside at the same location with the same landlord as your initial application.)*

Do you pay the same amount that was provided in your initial application ('Monthly Rent Amount') above?

Yes  No

*(By answering 'Yes,' you attest that you still pay the same monthly rent amount as your initial application.)*

Is the contact phone number shown above still correct? If not, please select 'No', and provide a good phone number your Case Manager can contact you by using call AND text.

Yes  No

Is the contact phone number shown above still correct? If not, please select 'No', and provide a good phone number your Case Manager can contact you by using call AND text.

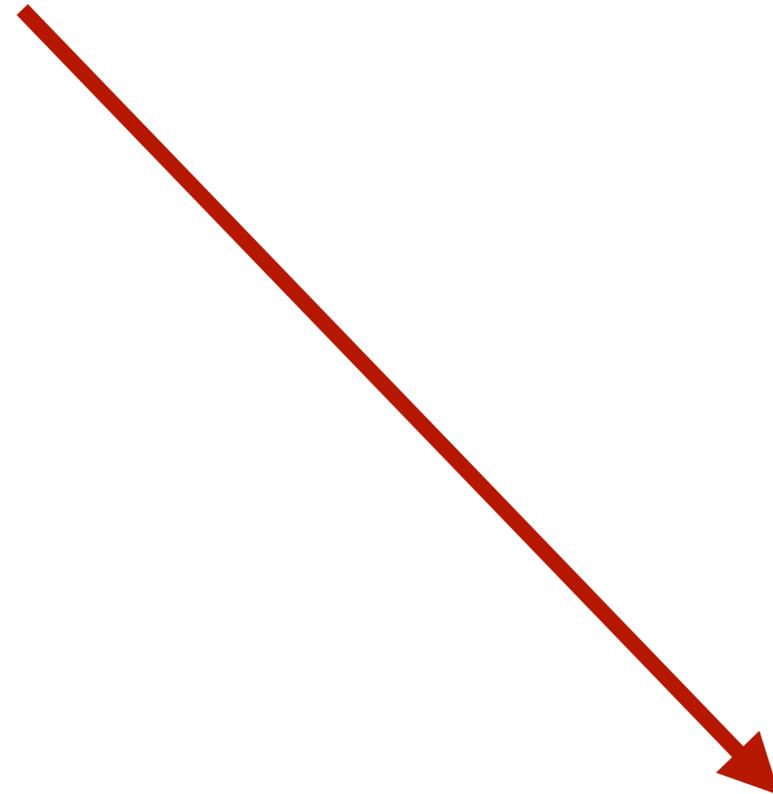
Yes  No

Current Phone \*

# Rental Recertification

**Important: Please only submit one (1) Recertification Ticket.**

7. Type your name to **Acknowledge and Certify** to the terms and conditions for Rental Recertification.



By typing my name in the box below, I (Tenant) attest that I continue to meet eligibility criteria for the Program:

1. I am the tenant identified above and the rental property for which I am applying for assistance is my primary residence.
2. At least one (1) individual in my household has (i) qualified for unemployment benefits or (ii) experienced a reduction in income, incurred significant costs, or experienced other financial hardship **due to or during the COVID pandemic.**
3. My household is at a risk of homelessness or housing instability.
4. My household income has been reported truthfully and accurately, and is below 80% of the Area Median Income. I also elect for LHC to obtain my income information from LA Workforce Commission (LWC) and DCFS (SNAP), where applicable.
5. I have not received and am not aware of any duplicative benefit from another funding source.
6. I understand that any Funds provided will exclusively be used to pay for rent and/or utilities including arrears payments for the identified rental property. All payments will be applied to the month as defined by LHC when providing Funds.

All information that I have provided regarding my eligibility for the United States Treasury Emergency Rental Assistance Program is true and accurate.

I understand that if I reside at the same property as originally awarded, and my landlord was cooperative/received the initial funding, that my Landlord will receive the Recertification funds on my behalf.

**WARNING:** Recipient understands that false statements or claims made in connection with this award may result in fines, imprisonment, debarment from participating in federal awards or contracts, and/or any other remedy available by law.

**Please review all information for accuracy. Each applicant may only submit one (1) Recertification ticket requesting up to 3 additional months of assistance.**

Enter your name \*

## Documents

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

\* If your monthly rent has changed, or you have a new residence, provide your current lease. The lease must indicate the tenant and

# Rental Recertification

**Important: Please only submit one (1) Recertification Ticket.**

8. If your monthly rent or address has changed, you are required to select Choose File to **Upload Documentation.**

**Note:** If your rent amount, landlord or address has changed, you must upload a **new lease document** or proof of monthly rent obligation that shows the rental address, monthly rent amount, names, and dates.

9. Click **Submit.**

All information that I have provided regarding my eligibility for the United States Treasury Emergency Rental Assistance Program is true and accurate.

I understand that if I reside at the same property as originally awarded, and my landlord was cooperative/received the initial funding, that my Landlord will receive the Recertification funds on my behalf.

WARNING: Recipient understands that false statements or claims made in connection with this award may result in fines, imprisonment, debarment from participating in federal awards or contracts, and/or any other remedy available by law.

Please review all information for accuracy. Each applicant may only submit one (1) Recertification ticket requesting **up to 3** additional months of assistance.

Enter your name \*

Full Name

Documents

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

\* If your monthly rent has changed, or you have a new residence, provide your current lease. The lease must indicate the tenant and landlord parties, the address being rented, and the monthly rental obligation.

\*  No file chosen  
 No file chosen  
 No file chosen  
 No file chosen  
 No file chosen

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