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

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.

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

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.

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.**
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.
**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.
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.
Rental Recertification

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