



Delaware Housing Assistance Program (DEHAP)
Property Owner/Manager Manual

March 30, 2021

Delaware State Housing Authority
18 The Green, Dover, DE 19901
1-866-935-0407



DEHAP Program Manual – Property Owner/Manager Registration

A note on property owner and manager registrations:

Companies with **multiple multifamily sites on one Tax ID/EIN** will need to establish ONE property owner registration and enter each of their properties on that property owner account. In that process, you will be able to identify a Property Manager for each site and they will get an email inviting them to register and will be associated with that property. This is the contact who will receive notices to confirm rents due on applications that are entered by tenants and be able to initiate applications.

Property managers **with multiple properties (commonly single-family units) on one Tax ID/EIN** will need to set up their primary account as a property owner account following the same instructions. This is how DEHAP will communicate about payments.

Property managers with **multiple properties (commonly single family units) with different Tax ID/EINs** will need to set up each one as a Property in order for accurate payment processing. Once you have entered your property you will then be able to add any and all tenants who need assistance.

If accounts have already been set up, you may need DSHA's assistance to correct the accounts. Please email dehap@destatehousing.com for account assistance.

Application Process

If your tenant initiates an application, the application will be reviewed and their information will be preapproved. At that time, you will receive a notice to register (or login, if you have already registered) to confirm the rent amounts due, upload your W-9 (if not already uploaded) and your payment information.

If you as the landlord initiate an application, you will be entering information about your property, the amounts due and your tenant's contact information. They will then receive a prompt from the system to register and submit their application information, including uploading documentation and completing several self-certifications as part of the application. The application will then be reviewed to confirm the tenant's eligibility.

To Register

If you are an on-site manager of a property owned by a company with multiple sites under one Tax ID/EIN, you will not be able to register under that EIN if another account already exists. The holder of the main company account will need to add you as the property manager.

Step 1

First click on “Landlords Register Here” on the homepage of the application portal.

DEHAP
Rental Assistance

Home Login

Are You Eligible?

If you have experienced hardship due to COVID 19 and need assistance to pay your RENT you MAY be eligible for Delaware Housing Authority.

Tenants Apply Today Landlords Register Here Help, I don't qualify.

Having Trouble Paying Your Rent?
We're Here to Help.

The Delaware Housing Authority works to help renters get the assistance they need to avoid eviction. The Delaware Housing Authority is administered by the Delaware State Housing Authority (DSHA).

Step 2

Enter your information (First Name, Last Name, Email, etc.). Check the box next to “I agree to the Terms of Use”. Click “Register”. Once submitted, a confirmation email will be sent to the email address provided.

DEHAP
Rental Assistance

PROPERTY MANAGER/OWNER REGISTRATION

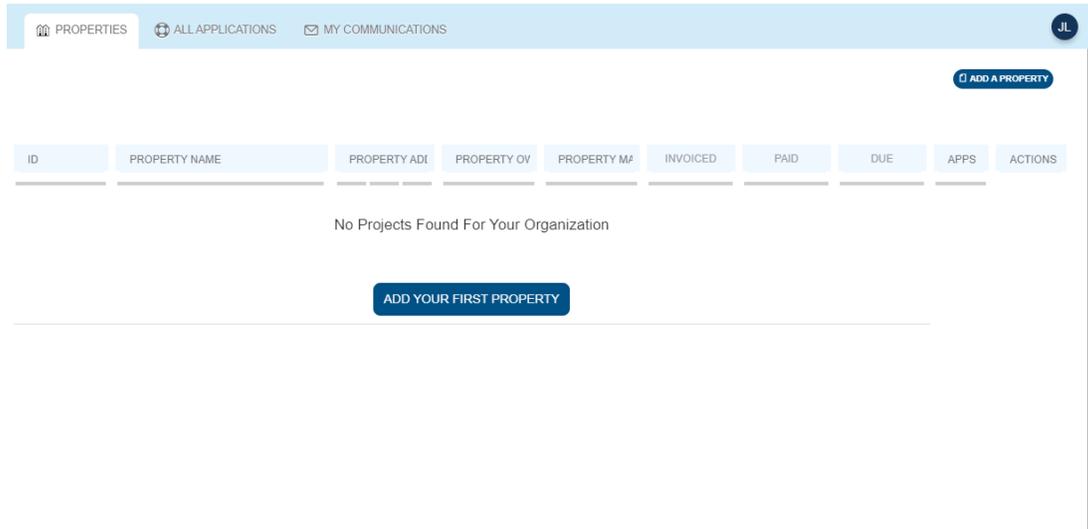
First Name *	Last Name *
Jessica	Landlord
Email *	Confirm Email *
jessicalandlord@destatehousing.com	jessicalandlord@destatehousing.com
Password *	Confirm Password *
.....
Phone Number *	Confirm Phone Number *
(302) 739-4263	(302) 739-4263

I agree to the [Terms of Use](#)

REGISTER

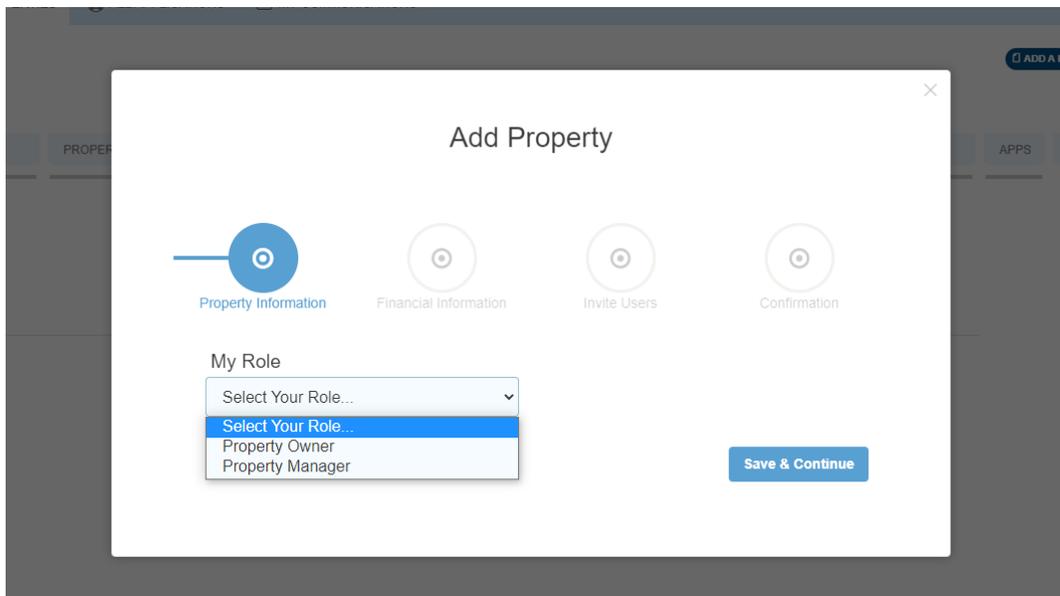
Step 3

This is the first screen you will see after you have registered. To add your rental property, click “Add Your First Property”.



Step 4

Click on the drop-down to choose your role (Property Owner or Property Manager). If you are both, start with property owner and then you can confirm that you are also the property manager. Click “Save & Continue” to go to the next screen.



Step 5

The next screen will prompt you to put in your Property Owner information. *(Please note: If you are a corporate owner, your Tax ID will be your EIN. If you are an individual owner, your Tax ID will be your Social Security number.) DSHA is required to issue 1099s for taxable income, so you will receive a 1099 from DSHA for DEHAP payments. The Tax ID entered here should be for the entity that should receive the 1099.*

The screenshot shows a web form for entering property owner information. At the top, there are four circular icons representing different steps: 'Property Information' (active), 'Financial Information', 'Invite Users', and 'Confirmation'. Below the icons, the form is titled 'My Role' with a dropdown menu set to 'Property Owner'. The main section is titled 'Property Owner AS REPORTED ON W9 & TAX RETURN'. It contains several input fields: 'PROPERTY OWNER COMPANY NAME AS IT APPEARS ON OWNER'S W-9' (DEHAP Properties LLC), 'PROPERTY OWNER COMPANY PHONE NUMBER' (+1 302-739-4263), 'PROPERTY OWNER FIRST NAME' (Jessica), 'PROPERTY OWNER LAST NAME' (Landlord), 'PROPERTY OWNER COMPANY ADDRESS AS IT APPEARS ON OWNER'S W-9' (18 The Green), 'PROPERTY OWNER COMPANY CITY' (Dover), 'PROPERTY OWNER COMPANY STATE' (Delaware), 'PROPERTY OWNER COMPANY ZIP' (19904), and 'PROPERTY OWNER TAX IDENTIFICATION NUMBER' (112334556).

If you receive an error that “The field must be unique” for the Tax ID, please check if an account already exists for your company using that Tax ID. If so, the holder of this account will need to add you as a property manager.

Step 6

Under “Property Manager,” if you are both the Property Owner/Property Manager, check the box that says, “The Property Manager is the Same as the Property Owner.” If you have a separate property manager, please enter their information in this section.

Property Manager

The Property Manager Is The Same As
The Property Owner

PROPERTY MANAGER COMPANY NAME

Property Manager Company Name

PROPERTY MANAGER COMPANY PHONE NUMBER

Enter a phone number

PROPERTY MANAGER FIRST NAME

PM First Name

PROPERTY MANAGER LAST NAME

PM Last Name

PROPERTY MANAGER COMPANY ADDRESS LINE 1

Street Address

PROPERTY MANAGER COMPANY ADDRESS LINE 2

PROPERTY MANAGER COMPANY CITY

City

PROPERTY MANAGER COMPANY STATE

PROPERTY MANAGER COMPANY ZIP

Zip

Step 7

Under “Property Information,” you will enter the information about your rental property. If you click on the question mark icon, it will give you more information about the information needed.

*If your rental property is a **single family home or a multi-unit single building**, please enter the address of your rental building. If the property is a **complex of buildings and units**, please enter the address of your rental office.*

Click “Save & Continue” to save your information and go to the next screen.

Property Information

PROPERTY NAME OR DESCRIPTION

Property Name



PROPERTY ADDRESS LINE 1

Street Address

PROPERTY ADDRESS LINE 2

PROPERTY CITY

City

PROPERTY STATE

PROPERTY ZIP

Zip

PROPERTY COUNTY

Save & Continue

Step 8

Next, you will enter your Financial Information. To upload a W9, click “Upload File”. If you do not currently have a completed W9, you can click on “Download W9 Form” to download and complete the required form. Please note **the W-9 must be both completed and signed and the Tax ID/EIN on the W-9 must match the Tax ID/EIN on the account;** please double-check it is fully completed.



Please upload a W9 for payment reimbursement

You can download a copy of the current W9 file from the IRS

[DOWNLOAD W9 FORM](#)

Please upload your document(s)

[UPLOAD FILE](#)

Tax ID: 111334556

EIN / SSN MUST MATCH PROPERTY TAX RETURN

Step 9

Next, you will complete your banking information in order to receive rental assistance payments from the program. First, choose “ACH” from the drop-down menu under “Payment Method”. Then, enter your checking or savings account information. **Please double-check that all information is correct.** You will then upload a copy of a voided check for the account the deposits will be made into. Click on “Upload File” to upload the copy of your check. You can submit a photo taken from your cell phone of the voided check.

If you do not have checks for your account, an account confirmation letter from your bank or bank statement that includes the account number, routing number, and account holder name can also be used.

Once complete, click on “Save & Continue” to proceed to the next screen.

Payment Method

ACCOUNT TYPE

Checking Savings

ROUTING NUMBER

ROUTING NUMBER CONFIRMATION

ACCOUNT NUMBER

ACCOUNT NUMBER CONFIRMATION

Voided Check Image

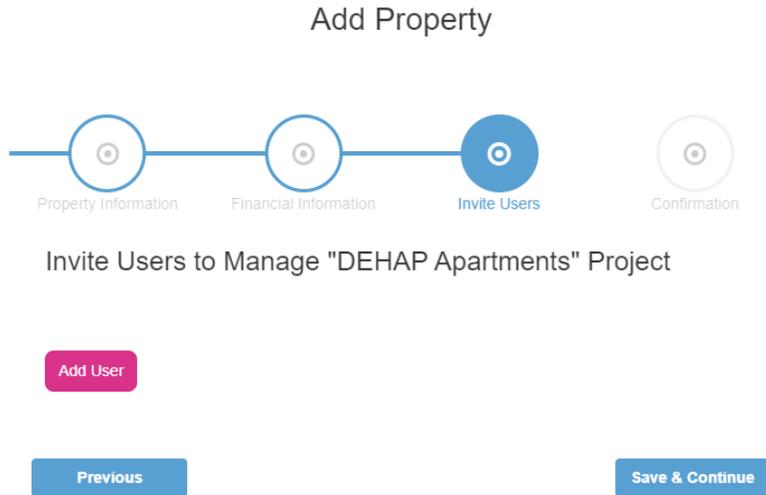
Please upload your document(s)

Previous

Save & Continue

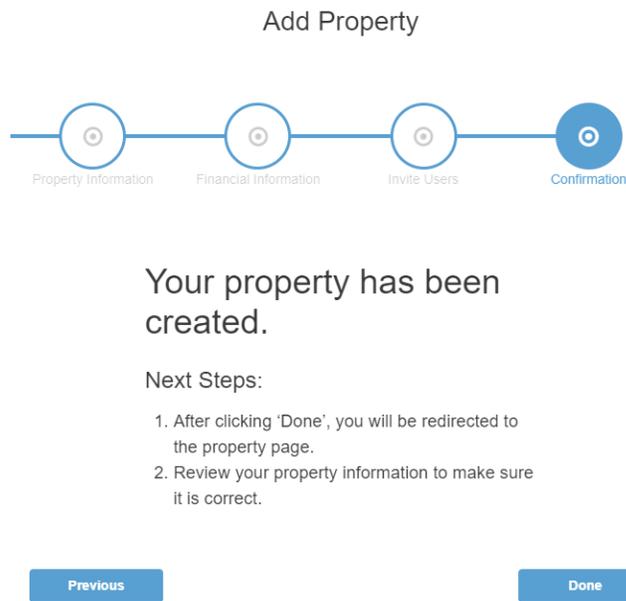
Step 10

If you have one or more property managers that you would like to add to manage your rental property applications for DEHAP, you can add them under “Add User” on this screen. The portal will send them an email to invite them to manage the property’s applications. If you are the property owner and do not have other property managers to add, click “Save & Continue” to go to the next screen.



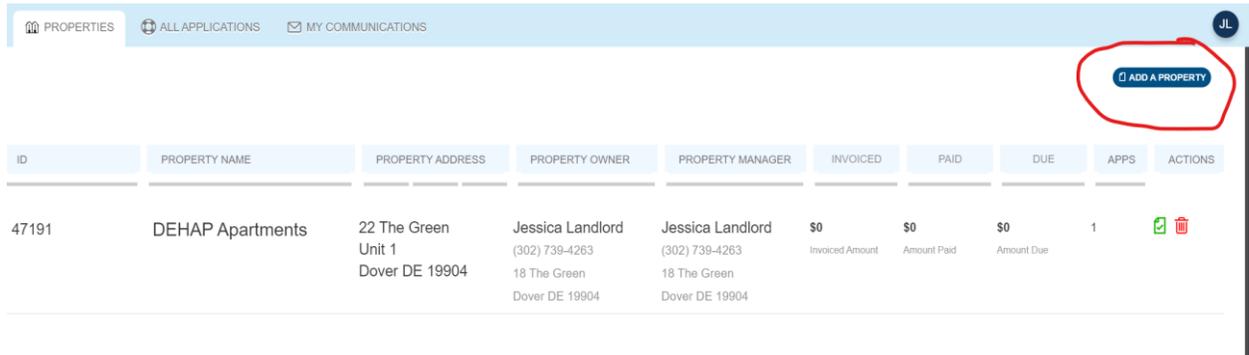
Step 11

Click “Done” to finish adding your rental property into the application portal.



Step 12

If you have multiple rental properties to add under one Property Owner name, you can do so by clicking “Add A Property” in the top right and follow the same steps outlined above (beginning with Step 7).



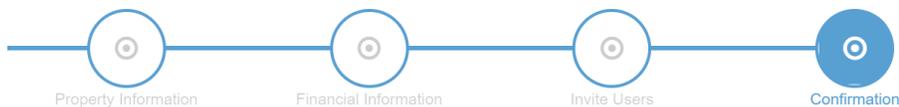
The screenshot shows a web application interface with a navigation bar at the top containing 'PROPERTIES', 'ALL APPLICATIONS', and 'MY COMMUNICATIONS'. A user profile 'JL' is in the top right. A blue button labeled 'ADD A PROPERTY' is circled in red. Below is a table with columns: ID, PROPERTY NAME, PROPERTY ADDRESS, PROPERTY OWNER, PROPERTY MANAGER, INVOICED, PAID, DUE, APPS, and ACTIONS. The table contains one row for 'DEHAP Apartments' with associated address and owner information.

ID	PROPERTY NAME	PROPERTY ADDRESS	PROPERTY OWNER	PROPERTY MANAGER	INVOICED	PAID	DUE	APPS	ACTIONS
47191	DEHAP Apartments	22 The Green Unit 1 Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	\$0 Invoiced Amount	\$0 Amount Paid	\$0 Amount Due	1	 

Step 13

Click “Done” to finish adding your rental property into the application portal.

Add Property



Your property has been created.

Next Steps:

1. After clicking 'Done', you will be redirected to the property page.
2. Review your property information to make sure it is correct.

Previous

Done

Step 14

Once submitted, you will be taken to this screen, which shows your rental property (or properties, if you have added more than one) information under the “Properties” tab. If a tenant has completed an application, it will be located under the “All Applications” tab. If you have any messages from a reviewer reviewing your or your tenant’s application, those will be located under the “My Communications” tab.

ID	PROPERTY NAME	PROPERTY ADDRESS	PROPERTY OWNER	PROPERTY MANAGER	INVOICED	PAID	DUE	APPS	ACTIONS
47191	DEHAP Apartments	22 The Green Unit 1 Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	\$0 <small>Invoiced Amount</small>	\$0 <small>Amount Paid</small>	\$0 <small>Amount Due</small>	1	
47563	DSHA Apartments	16 The Green Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	Jessica Landlord (302) 739-4263 18 The Green Dover DE 19904	\$0 <small>Invoiced Amount</small>	\$0 <small>Amount Paid</small>	\$0 <small>Amount Due</small>	0	

When a Tenant Completes Their Application

When your tenant fills out their application, if you have already registered, they will be able to select your name or property name from a drop-down menu. Their application will automatically be assigned to your property under the “All Applications” tab in the portal. You should be able to view the application details (Applicant Name, Debtor (Property Name/Landlord), Address, Total Rent Owed, Date Submitted, etc.) under the “All Applications” tab. This confirms that your tenant has successfully completed their application for rental assistance.



The screenshot shows a web portal interface with a navigation bar at the top containing 'PROPERTIES', 'ALL APPLICATIONS', and 'MY COMMUNICATIONS'. On the right side of the navigation bar, there is a user profile icon 'JL' and three buttons: '\$2,400 | 0', '1 APPLICATION', and 'CREATE APPLICATION'. Below the navigation bar is a table with columns: '#', 'APPLICANT NAME', 'DEBTOR', 'ADDRESS', '\$', and a date column. The table contains one row of data for Jessica Doe.

#	APPLICANT NAME	DEBTOR	ADDRESS	\$	
1052	Jessica Doe (302) 739-4263 socialmedia@destatehousing.com	1 DEHAP Apartments Jessica Landlord DEHAP Properties LLC	22 The Green Dover DE 19904	\$2,400.00	Mar 23, '21

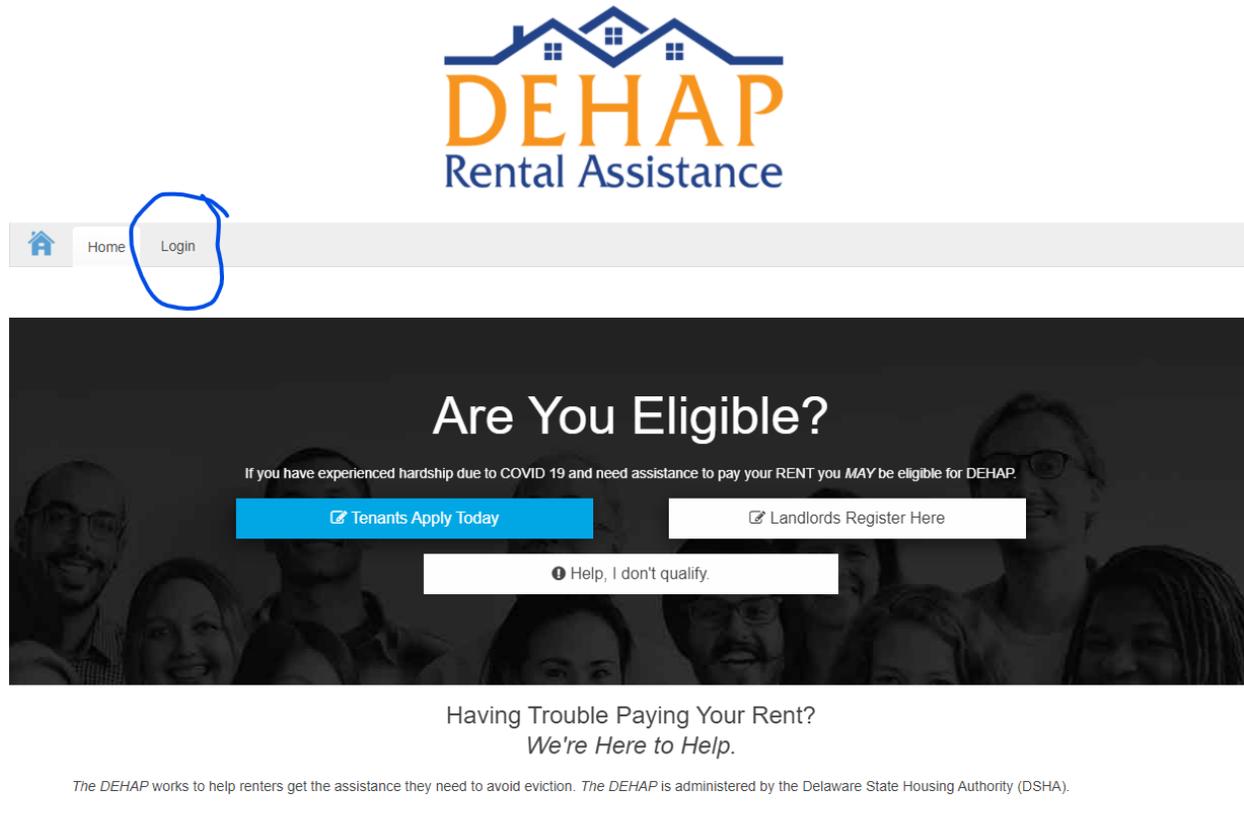
What happens after I apply?

The application will be reviewed. If additional documentation or information is needed from the tenant, the tenant will get an automated email and/or text message (if they sign up for them) letting them know something is needed, and the tenant can log in to see the message.

Once all information is complete, the system will contact the property manager to confirm the amounts due, that they wish to participate, and confirm their payment information. Both tenants and property managers will receive notifications when there are status changes and can log in to the portal to check the status at any time.

Instructions to Sign in to the Portal

If you get logged out of the portal and need to log back in, you can do so at this link: <https://dehap.applyforhope.com/delaware#/>. Click on the “Login” button at the top left of the portal. Enter your email address and the password you created when registering.



DEHAP
Rental Assistance

Home Login

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