



## Delaware Housing Assistance Program (DEHAP)

### Tenant Manual

March 31, 2021

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



## DEHAP Program Manual – Tenant Application

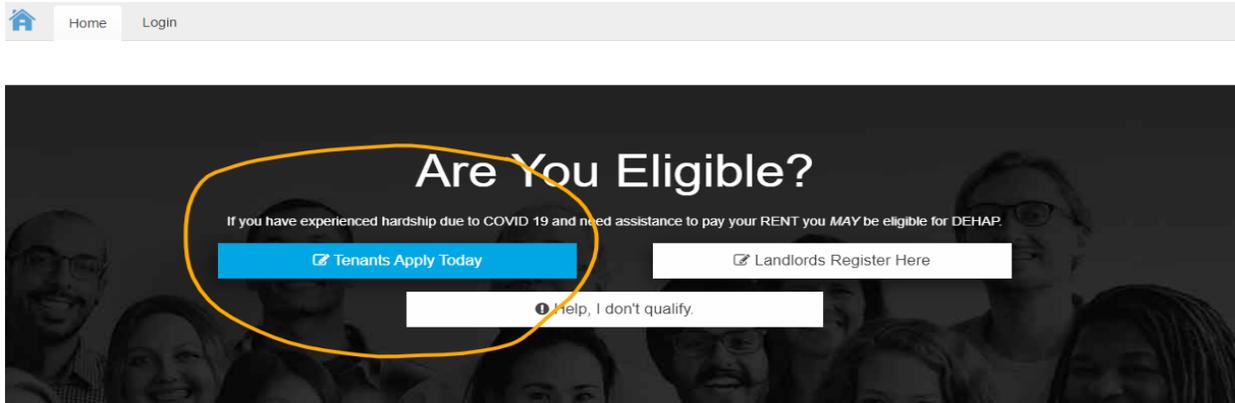
### Application Process

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

If the landlord initiates an application, they will be entering information about their property, the amounts due and their tenant’s contact information. The tenant 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.

### Step 1

To begin the DEHAP Tenant application, first click on “Tenants Apply Today” on the homepage of the application portal.



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

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

## Step 2

The application portal will start with several pre-qualification questions to help you determine if you may be eligible for the program. Begin the process by clicking, “Click Here to Prequalify”.



Everyone must be prequalified before applying.

[Click Here to Prequalify](#)

[Documentation Checklist](#)

PLEASE BE PREPARED TO UPLOAD COPIES OF YOUR DOCUMENTS IN THE PRE-APPLICATION CHECKLIST. IT IS IMPORTANT TO CHECK THE LEGIBILITY OF YOUR PHOTOS AND/OR SCANS OTHERWISE IT CAN DELAY YOUR APPLICATION. TO PROCESS YOUR APPLICATION YOU MUST HAVE AN ACTIVE EMAIL ACCOUNT OR ACCESS TO TEXT MESSAGES TO RECEIVE NOTIFICATIONS (PROVIDER TEXT AND DATA FEES MAY APPLY). FUNDS ARE NOT GUARANTEED.

## Step 3

The first question asks if you are the head of household and a resident of Delaware. If both of those statements apply to you, check the box next to Yes. The portal will automatically load the next question.

Question 1:

I am an authorized representative for, or am the Head of Household who is a resident of Delaware?

Yes

No

[CANCEL PREQUALIFICATION](#)

## Step 4

The second question asks if one or more individuals in your household has qualified for unemployment or experienced a reduction in income or other financial hardship related to the pandemic. If you or someone else in your household has been financially impacted by the pandemic, check Yes.

Question 3:

Has one or more individuals in your household qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic?

Yes

No

[CANCEL PREQUALIFICATION](#)

Prequalification Statements

1  
CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware

2  
CHANGE If aid is to be used to pay delinquent rent or utilities owed to my landlord, my first month of delinquency on or after April 1, 2020

NOTE: Knowingly submitting incorrect answers to prequalify constitutes fraud, and may be prosecuted to the fullest extent of the law.

## Step 5

The third question asks for your address to confirm that you are a Delaware resident and to confirm your income eligibility.

Question 4:

SEARCH FOR YOUR ADDRESS

STREET ADDRESS

STREET ADDRESS LINE 2

PROPERTY CITY

PROPERTY STATE

PROPERTY ZIP

PROPERTY COUNTY

[CANCEL PREQUALIFICATION](#)

Prequalification Statements

1  
CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware

2  
CHANGE If aid is to be used to pay delinquent rent or utilities owed to my landlord, my first month of delinquency on or after April 1, 2020

3  
CHANGE One or more individuals in my household qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic

NOTE: Knowingly submitting incorrect answers to prequalify constitutes fraud, and may be prosecuted to the fullest extent of the law.

## Step 6

Next, the portal will show you the income limits for the program based on the county in which you reside and the number of people in your household. If your household income is less than the maximum pre-tax income shown, check Yes under the income chart.

Question 3:

SEARCH FOR YOUR ADDRESS

STREET ADDRESS 14 Rector Ct	STREET ADDRESS LINE 2 Street Address Line 2
PROPERTY CITY Wilmington	PROPERTY STATE Delaware
PROPERTY ZIP 19810	PROPERTY COUNTY New Castle

HOUSEHOLD SIZE	MAX PRE-TAX INCOME
1	\$54,150.00
2	\$61,850.00
3	\$69,600.00
4	\$77,300.00
5	\$83,500.00
6	\$89,700.00
7	\$95,900.00
8	\$102,050.00

Is your household's combined gross (before taxes and deductions) annual income for those, 18 years or older, less than or equal to the amount listed above for your eligible household size.

Yes  
 No

Prequalification Statements

1 CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware.

2 CHANGE One or more individuals in my household qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic.

NOTE: Knowingly submitting incorrect answers to prequalify constitutes fraud, and may be prosecuted to the fullest extent of the law.

## Step 7

The next question asks if your household is at risk of homelessness or experiencing housing instability such as having a past due rent notice or an eviction notice, or paying more than 30% of your income for rent. If your household meets this qualification, check Yes.

Question 5:

Is your household at risk of homelessness or experiencing housing instability, such as having a past due rent notice or eviction notice OR paying more than 30% of your household income for rent?

Yes  
 No

Prequalification Statements

1 CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware.

2 CHANGE If aid is to be used to pay delinquent rent or utilities owed to my landlord, my first month of delinquency on or after April 1, 2020.

3 CHANGE One or more individuals in my household qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic.

4 CHANGE The combined gross (total before taxes) income for all household members who are 18 years old (or older) less than or equal to the maximum income allowed for the size of your household NOTE: Household size includes all residents of the home regardless of age.

## Step 8

The next question confirms that you have answered all of the previous questions truthfully. If so, check Yes. This is the last pre-qualification question.

Question 6:

Have you answered these questions truthfully to the best of your ability and knowledge under penalties of perjury?

Yes

No

CANCEL PREQUALIFICATION

Prequalification Statements

1 CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware

2 CHANGE If aid is to be used to pay delinquent rent or utilities owed to my landlord, my first month of delinquency on or after April 1, 2020

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4 CHANGE The combined gross (total before taxes) income for all household members who are 18 years old (or older) less than or equal to the maximum income allowed for the size of your household NOTE: Household size includes all residents of the home regardless of age.

## Step 9

If you answered Yes to all of the pre-qualification questions, you will be directed to the below screen. If you are the Head of Household, enter your information. If someone else is the Head of Household, enter their information. If you have additional household members (children, parents who live with you, etc.), click “Add Household Member 2” and enter all of their information. **You will need to complete this step for every member of your household.** Click Register. *(Please note, Social Security Numbers are not required.)*

Congratulations!

Based on your answers, you have been prequalified. Please note that prequalifying does not guarantee approval for funding, but indicates that you may be eligible.

It is important to complete your application as soon as possible. Please enter the Head of Household's registration information, and then the names of each household member.

\*Head of Household (HH):

First Name *	Last Name *
Jessica	Doe
Email *	Confirm Email *
socialmedia@destatehousing.com	socialmedia@destatehousing.com
Phone Number *	Phone Number *
(302) 739-4263	(302) 739-4263
Password *	Confirm Password *
*****	*****
Social Security Number	Confirm Social Security Number
111-22-2333	111-22-2333

ADD HOUSEHOLD MEMBER 2

REGISTER

CANCEL PREQUALIFICATION

Prequalification Statements

1 CHANGE I am an authorized representative for, or am the Head of Household who is a resident of Delaware

2 CHANGE If aid is to be used to pay delinquent rent or utilities owed to my landlord, my first month of delinquency on or after April 1, 2020

3 CHANGE One or more individuals in my household qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic.

4 CHANGE The combined gross (total before taxes) income for all household members who are 18 years old (or older) less than or equal to the maximum income allowed for the size of your household NOTE: Household size includes all residents of the home regardless of age.

## Step 10

You are now registered for the application portal. Below is the screen you will see confirming that you have registered. Click the blue box that says “Begin Application” to begin your DEHAP application.



DEHAP  
Rental Assistance

Dashboard Messages Logout

### Jessica Doe's Applications

Number	Program	Status	Explanation	Actions
1052	DEHAP	Incomplete	Your application has either not been submitted or is incomplete.	<a href="#">Begin Application</a>

## Step 11

Next, you will begin the DEHAP application starting with Section 1 – Applicant Information. Fill in your contact information (First Name, Last Name, etc.). The federal government has requested applicant demographic information. This information is optional, but we encourage you to include it if you feel comfortable doing so.

Dashboard Messages Logout

### DEHAP Section 1:

0% YOUR PROGRESS

- Applicant
- Assistance
- Duplicative Benefits
- Income
- COVID-19 Hardship
- Privacy Policy
- Terms & Conditions
- Third-Party Authorization
- Package Submission

**Primary Applicant**

First Name Jessica	Last Name Doe		
Birth Date Mar 6, 1990	Race White	Ethnicity No, not Hispanic	Sex Female
Primary Language English	Disabled? No	Work Status Unemployed (Long-Term, more than	Marital Status? Single
Household Size 2 Person			

## Step 12

Next, you'll be asked to include information for the other members of your household. To add additional household members, click "Add Member" at the bottom of the page. When you have filled in all of the information for each of your household members, click "Save & Continue".

**Household Member 2**

First Name James	Last Name Doe		
Type: Household Member	Birthday Oct 11, 2017		
SSN: 222-11-1333	Race: White	Ethnicity: Hispanic or Latino (Mexican, Mexica	Sex: Male
Primary Language: English	Disabled?: No	Work Status: Child	Marital Status?:

✕ REMOVE THIS MEMBER

IS THERE ANOTHER MEMBER?

ADD MEMBER

**Save & Continue**

## Step 13

Next, you will fill in Section 2 of the application. This section asks if you have received assistance through any other programs (for example: previous DEHAP assistance, a rental subsidy from the state or federal government, etc.) Check Yes if this applies to you or check No if you have not received assistance through any other program.

**DEHAP Section 2:**

12% YOUR PROGRESS

Applicant Assistance Duplicative Benefits Income COVID-19 Hardship Privacy Policy Terms & Conditions Third-Party Authorization Package Submission

Have you received assistance through any other programs?

Yes  
 No

## Step 14

Next, you will enter your Landlord’s information. Check the box that says “I am a Renter.” Then start typing your landlord’s name (or property company name) in the box that says “To add/update your Landlord, search below”. If your landlord has completed their registration, their name will appear in this box for you to select. If they have not registered, you can put in their information and they will receive a notification that you have started your DEHAP application.

Rental Information

I am a Renter

**Landlord**  
[Change Landlord](#)

To add / update your Landlord, search below.

- Newark, DE
- Name: Jessica Landlord  
Company: DEHAP Properties LLC  
18 The Green  
Dover, DE
- Name: Jessica Landlord  
Company: DEHAP Properties LLC

## Step 15

Next, you will check the box stating, “Do You Need Assistance for Your Rent?” and choose who in your household pays the rent bill. You will also state your eviction status using the drop-down under “My Eviction Status”.

### Rent

Do You Need Assistance for Your Rent?

Who Pays This Bill?

Jessica Doe

My Eviction Status:

I Am Delinquent But I Have Not Received an Eviction Notice

## Step 16

On the next page, the portal will instruct you to enter the amount of monthly rent and fees due to your landlord. Please complete the chart by entering how much rent is due to your landlord each month, how much rent you have paid (if any) during those months, and any fees you owe your landlord. The total rent assistance requested at the bottom will adjust as you enter the amounts for each month. When complete, click “Save & Continue” in the bottom right of the screen.

Do you receive a federal subsidy for rental assistance that can be adjusted due to changes in your income?

Yes  No

Month*	Monthly Amount Due	Amount Paid by Tenant	Fees Due	Total Requested
<input type="checkbox"/> Apr 2020	-	-	-	-
<input type="checkbox"/> May 2020	-	-	-	-
<input type="checkbox"/> Jun 2020	-	-	-	-
<input type="checkbox"/> Jul 2020	-	-	-	-
<input type="checkbox"/> Aug 2020	-	-	-	-
<input type="checkbox"/> Sep 2020	-	-	-	-
<input type="checkbox"/> Oct 2020	-	-	-	-
<input type="checkbox"/> Nov 2020	-	-	-	-
<input type="checkbox"/> Dec 2020	-	-	-	-
<input checked="" type="checkbox"/> Jan 2021	800	0	0	\$800.00
<input checked="" type="checkbox"/> Feb 2021	800	0	0	\$800.00
<input checked="" type="checkbox"/> Mar 2021	800	0	0	\$800.00
<input type="checkbox"/> Apr 2021	-	-	-	-
<input type="checkbox"/> May 2021	-	-	-	-
<input type="checkbox"/> Jun 2021	-	-	-	-

\*You may apply for 3 future months of assistance under this program.

**Total Rent Assistance Requested: \$2,400.00**

## Step 17

Next, the portal will prompt you to certify a Duplication of Benefits agreement. The form should auto-fill your name, address, and rent assistance needed. Verify that this information is correct. Then you can type your first and last name in the box on the bottom left of the page and click “Save & Continue” in the bottom right corner.

### DEHAP Section 3:

23% YOUR PROGRESS

Applicant Assistance **Duplicative Benefits** Income COVID-19 Hardship Privacy Policy Terms & Conditions Third-Party Authorization Package Submission

We have completed this form for you using your previously submitted information. This form is required by our funder in order to provide you assistance. Please review the information and disclosures, and then with your agreement, sign it at the bottom. Thank you.

#### Individual Applicant Request for Assistance and Duplication of Benefits Statement, Certification, and Subrogation Agreement

DEHAP Program (DEHAP) provides emergency assistance with rent and utility expenses and certain other expenses related to housing incurred due, directly or indirectly, to the Covid-19 outbreak to eligible renter households in its designated award area. This program is administered by the Delaware State Housing Authority (DSHA) and is funded either directly or indirectly through the US Department of the Treasury as part of Section 501 of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260 (Dec. 27, 2020) (Section 501).

DSHA must implement procedures to prevent any Duplication of Benefits (DOB) as required by Section 501. With this form, an applicant for DEHAP assistance 1) outlines the DEHAP assistance requested; 2) identifies other duplicative assistance received or anticipated to be received; 3) states the DEHAP funding request; 4) certifies the accuracy of the information; and 5) agrees to repay any awarded DEHAP assistance that is duplicated.

## Step 18

The next section of the portal will ask you to upload income documentation. There are two options for providing income documentation:

- 1) 2020 IRS tax returns, form 1040 or 1040A; or W-2s, *OR*
- 2) Documentation of all sources of current household income for the last 30 days.  
(Examples: pay stubs, bank statements, etc.)

*Please note, calendar year 2020 income documented with 2020 Federal income tax returns is the preferred method of verifying income eligibility. If you choose option 2 and need more months of assistance in the future, you will need to provide this income information again.*

If you had no income over the last 30 days, please choose “No Income” in the drop-down.

**Understanding Gross vs Net:**  
Gross income is the amount you earn before deductions are subtracted for insurance, taxes, Medicare, fees etc. Net income is how much money is left after the deductions are subtracted. For this application, please enter your gross income for ALL income types.

**Everyone Must Report Income the Same Way:**  
If you select 1040 as your Proof of Income Type, all members of the household 18 and over with income must also use the 1040 Proof of Income Type. The same applies with the 60 days option.

If you select the 60 days option, then all members of the household 18 and over with income must use the 60 days Proof of Income Type.

For those 18 and over with no income, you must select the no income type and complete the questions that will appear.

Jessica Doe

Select Jessica's Proof of Income Type

- Last Year's 1040 (Pages 1 & 2 Only)
- Please Make a Selection
- Last Year's 1040 (Pages 1 & 2 Only)
- Last 30 Days of Income
- No Income

Adjusted gross income

\$ 0

Upload Your Form 1040 from 2020

Download Your Copy of the 1040 Form [Here](#)

Drop File Here or Click to Select a File!

## Step 19

Next, you will complete the Self-Certification of Unemployment or Decreased Income and/or Increased Expenses and the Self-Certification of Risk of Homelessness or Housing Instability. Please read each option thoroughly and select the one(s) that apply to you and/or your household. Type your first and last name at the bottom of the screen as your signature and click “Save & Continue”.

DEHAP Assistance Request Related to COVID-19 Pandemic  
(To be completed by the Head of Household)

**SELF-CERTIFICATION OF (I) UNEMPLOYMENT OR (II) DECREASED INCOME AND/OR INCREASED EXPENSES:**

I. Since March 13, 2020, a member of my household qualifies for unemployment benefits

Date Most Recently Unemployed: 📅 Mar 31, 2020	Applied For Unemployment: 📅 Apr 3, 2020	Unemployment Awarded: 📅 Apr 10, 2020	Date Re-employed: 📅 If Applicable
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II. Since March 13, 2020, a member of my household has experienced (check all that apply):

- Experienced a reduction in household income
- Incurred significant costs
- Experienced other financial hardship due directly or indirectly to the pandemic

For applicants certifying to a hardship under section II, please provide additional information explaining your hardship:

lost my job because of covid

**SELF-CERTIFICATION OF (III) RISK OF HOMELESSNESS OR HOUSING INSTABILITY:**

The DEHAP Program requires that since March 13, 2020, at least one member of the household can demonstrate a risk of experiencing homelessness or housing instability.

III. A member of my household has experienced a risk of experiencing homelessness or housing instability. (The hardship does not need to exist as of the date of the application as long as it existed for any period of time since March 13, 2020. For example, if one member of your household faced a risk or eviction or lived in an overcrowded situation between March 13, 2020 and August 1, 2020, your household would be eligible for DEHAP assistance under this eligibility criteria.):

The hardship includes (check all that apply):

- An eviction notice
- A past due utility or rent notice
- Monthly rent and utilities are more than 30% of the household's monthly income
- Since March 13, 2020, one or more household members have experienced homelessness

## Step 20

The next three sections of the application will ask you to accept the Privacy Policy, the Terms & Conditions and the Third-Party Authorization. Please read each page carefully, type your first and last name in the bottom left corner as your signature and click “Save & Continue”.

**Privacy Policy**

Instructions:  
Read this Privacy Policy, and keep this document for your records.

DSHA will maintain information submitted in accordance with its record retention policy, and applicable state and federal law. IF FOR ANY REASON YOU BELIEVE THAT YOUR ACCOUNT PRIVACY HAS BEEN BREACHED THROUGH THE USE OF OUR SITE, CONTACT US IMMEDIATELY AT DEHAP@destatehousing.com. Authorization to share info – User authorizes DSHA and its Affiliates to release/exchange information from user's records to third party contractors, monitoring agencies, compliance or audit reviews, or service providers in order to further the purposes of the DE HAP application and the program at DSHA's discretion. Information provided by User is subject to required reporting and may be subject to required public disclosure as limited by law and User consents to such use as may be required by law.

Jessica Doe  
 I Agree

Jessica Doe

Previous Save & Continue

## Step 21

Next, you will upload your Proof of Income documents, your Proof of ID/Residence, and your Signed Lease. *(If you had no income in the last 30 days, you will be prompted within the portal to complete a self-attestation that you had no income.)* When you have finished uploading your documents, click “Complete” in the bottom right corner. A window will pop up asking if you are sure you have completed everything correctly. If you are sure everything is correct, click “OK” to submit your application. You cannot make changes to the application after hitting submit.

Upload Documents

**Proof Of Income | Jessica Doe** 1040 Pages 1 & 2

1040 blank-1616530176.pdf  
Uploaded 03/23/2021

1040 blank-1616531310.pdf  
Uploaded 03/23/2021

Please upload your document(s) by dropping it here or by browsing and selecting it here.

**Signed Lease | Jessica Doe**

lease-1616531376.docx  
Uploaded 03/23/2021

Please upload your document(s) by dropping it here or by browsing and selecting it here.

**Proof Of ID / Residence | Jessica Doe**

Hufftop-1616531331.jpg  
Uploaded 03/23/2021

Please upload your document(s) by dropping it here or by browsing and selecting it here.

Previous Complete

## Step 22

When you click OK to submit your application, the portal will direct you to your Dashboard, where you should see a blue box saying, “This confirms Application Submitted”. There is also a tab for Messages. This will be where you can view any messages from the DEHAP team regarding your application.

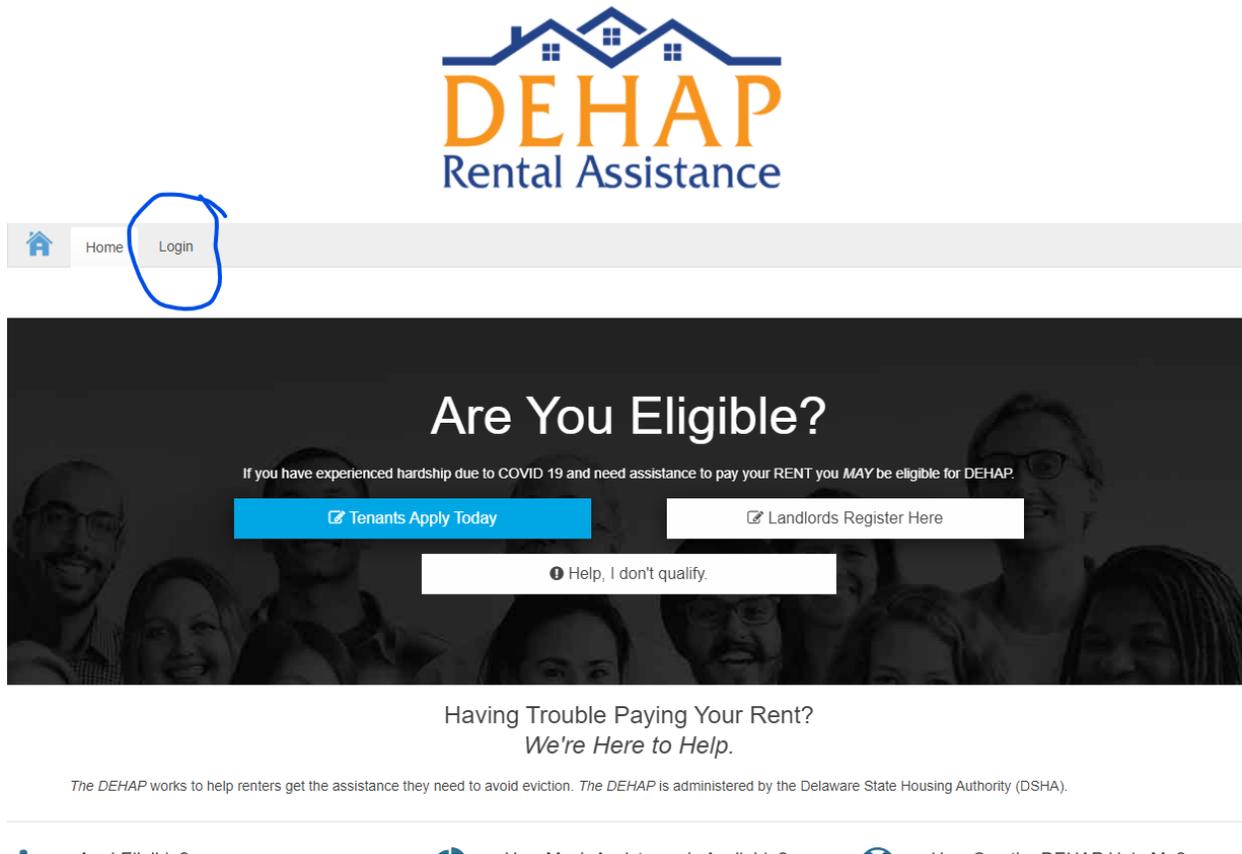
### **What happens after I apply?**

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

# Are You Eligible?

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

[Tenants Apply Today](#) [Landlords Register Here](#)

[Help, I don't qualify.](#)

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

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