



MANAGERS/OWNERS, GET READY!

Do you have tenants behind on rent?

Delaware Housing Assistance Program is upgrading its rental assistance software to add new features like future rent and utilities assistance and ensure the timely processing of approved payments. **As we update the site, you will temporarily be unable to access the portal between July 28 - August 11, 2021.**

Here's what you can do in the meantime to get ready for the new portal.

ALERT: Spread the word to your tenants

- Print the 'Tenants, Get Ready' document and provide it to your tenants who are behind on rent.
- Meet with your tenants who are behind to discuss applying to the program.
- Make sure the tenants know they can request 3 months of future rent and utilities, in addition to assistance with their missed payments.

ASSIST: Help your tenants be prepared to apply

- Provide tenants a copy of their current lease, it will need to be uploaded into the online application portal – *Since it is a digital portal, it is best to email them a scan of these documents*
- Provide a ledger or rent due statement – *For faster processing, make sure it shows each month broken out by amount owed during that month, including fees*
- Make an internet-connected computer and scanner available in your office or common area
- If the tenant has income-qualified for other affordable housing or low-income assistance, share a copy of the eligibility determination letter with the tenant dated January 1, 2020 or later.
- Provide tenants with the business name and address you will use for payment information. If you are a management company with multiple properties develop and distribute guidance on what address and contact information tenants should use. This is key information for tenants to connect their application to the right property in the system.

PREPARE: Get your portion of the of the documentation ready

When a tenant has completed the application, a request will be sent directly to you to upload several documents, have these ready for your tenant behind on payments

- Download and fill in a W-9 for the property owner – visit <https://www.irs.gov/pub/irs-pdf/fw9.pdf> for a downloadable form
- Locate your direct deposit or ACH payment information and a copy of a canceled check

Important: Larger management companies should coordinate and designate someone in the corporate office to set up and connect landlord accounts to avoid duplicate applications.

If you have any questions, please see **the Frequently Asked Questions about the system upgrade** at: <https://decovidhousinghelp.com/frequently-asked-questions/>

For additional assistance, call 866-935-0407, or email questions to DEHAPSystemUpdate@destatehousing.com
Please be aware, while the system is temporarily offline, we will not be able to provide information about individual case statuses or processing questions.