DEHAP Rental Assistance

Landlord Application Guide

8/10/2021

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

Contents

Preparation Steps

Understanding the basic eligibility requirements and documents needed in preparation for the application workflows, will ensure both tenants and landlords are prepared before beginning the application process.

Basic Eligibility Criteria

Landlord eligibility may be determined by the following basic criteria:

- Was your resident impacted by COVID-19?
- Current resident, evicted or past residents will not qualify
- A property or unit that is currently being rented
- Valid rental agreement or lease or other documentation of landlord/tenant relationship

Required Documentation

Documents you may need to complete your application:

It is recommended that you have any of the following applicable documents ready to upload:

- IRS Form W-9 – visit https://www.irs.gov/pub/irs-pdf/fw9.pdf for a downloadable form
- Direct deposit or ACH payment information
- Tax return or filing document
- Copy of Lease or Rental Agreement

Completing the Landlord Application

Landlord Portal Registration

After a tenant submits their application, the DEHAP RentRelief Portal sends an email to the landlord of the tenant's property, inviting them to register in the DEHAP RentRelief Landlord portal.

When you receive a DEHAP Invitation email, you can follow the instructions to register with DEHAP, set up your login credentials, and obtain access to the Landlord Portal. For larger companies and property managers, please particularly review Landlord Registration guidance on the www.decovidhousinghelp.com website for guidance on how to register and set up users. **You should start with having ONE user register who can then add other users for your company.**

To register from a tenant invitation email:

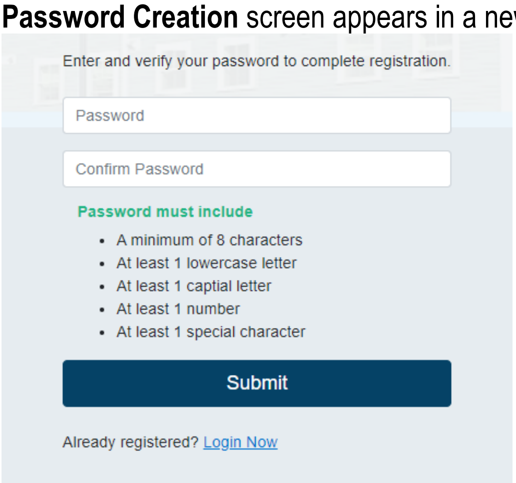
1. In the **DEHAP Invitation from tenant** email that you received, follow the instructions to navigate to the DEHAP **Registration** screen.

2. On the **Registration** screen, complete the **First Name**, **Last Name**, and **Email** fields.

Note: *By default, RENTRELIEF selects **Landlord** as your user type. If you are registering independently and not from a tenant invite, you can manually select **Landlord** in the **Select User Type** drop-down list.*

3. Click **Register**. A confirmation message appears informing you that a validation email has been sent to your email address.

4. In the DEHAP confirmation email that you received, click the verification link. The DEHAP RentRelief **Password Creation** screen appears in a new browser window.



5. In the **Password** field, enter a password for your account and then enter the same password in the **Confirm Password** field.

6. Click **Submit**. A message appears informing you that your registration is complete.

7. Click **Go To Login**.

8. Enter your email and password.

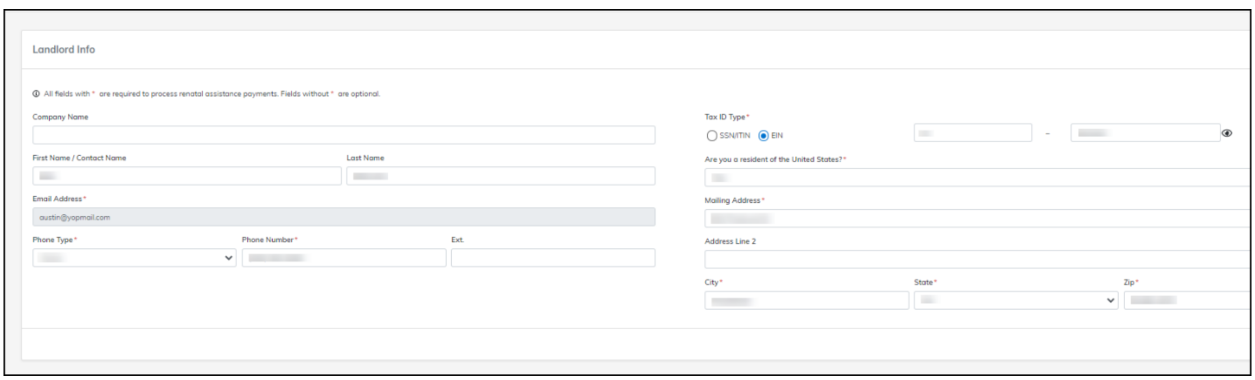
9. Click **Log in**.

Entering Landlord Information

The **Landlord Info** screen requires you to enter basic contact, address, and identification information.

To enter landlord information:

1. On the **DEHAP RentRelief/Landlord** side menu, click **Landlord Info**. The **Landlord Info** screen appears.



2. Complete the required fields and any optional fields as needed:

Company Name: The name of your organization, corporation, or LLC.

Phone Type: The phone that you want to be contacted through.

Tax ID Type: **EIN** Your Employer Identification number. **SSN** Your Social Security number.

Are you a resident of the United States?: Yes or No.

Mailing Address: Your current mailing address information.

3. Click **Save**.

4. If you want to advance to the next step in the Landlord workflow, click **Next**.

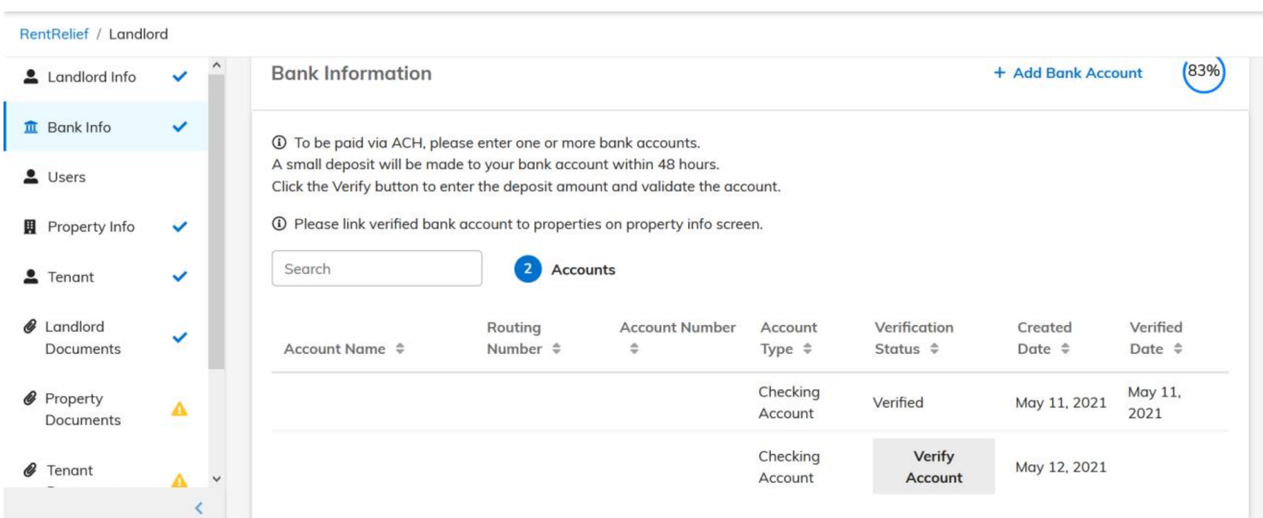
Validating Bank Information

This section describes the procedure for entering and validating bank information in DEHAP RentRelief. You must add at least one bank account in the Landlord Portal to associate with your properties. When adding the account information, you can also perform a penny test to verify the accuracy of the information and validate the account.

After your tenants have been approved for DEHAP, you will receive money through the bank accounts selected for the qualifying properties. For more information about associating a bank account with a property in the DEHAP RentRelief portal, see Entering Property Information.

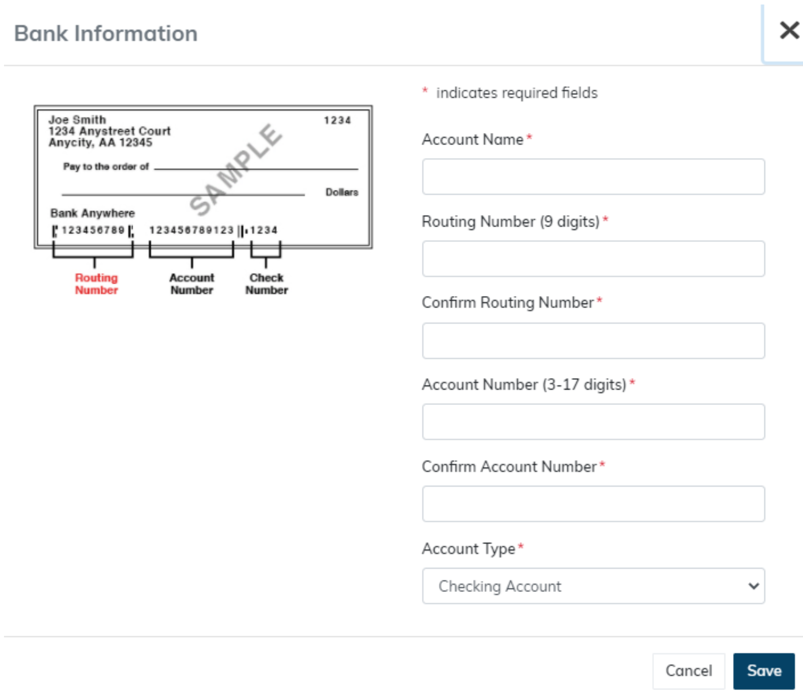
To add and validate bank information:

1. On the DEHAP RentRelief side menu, click **Bank Info**. If you would like to be funded through ACH, then you will need to add one or more bank accounts on this screen. The ACH process will involve the verification of a small deposit within 48 hours.



2. For each bank account that you want to add, click **+Add Bank**. You may add multiple banks.

New bank accounts must be verified before you can use them to receive payments. To Verify that this is your bank account, DEHAP will make a nominal deposit labeled Bank Verify into your account in a random amount. ***Please allow 48 hours for the deposit to appear.*** After the deposit has been made, please note the amount that was deposited, log into your DEHAP account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process, you can immediately begin using your bank account to receive payments.



3. On the **Bank Information** screen, complete the fields.

If you have a check available for the bank account you are adding, refer to the sample check on the **Bank Information** screen to help you locate and identify the routing and account numbers for your bank account.

Account Name: The identifying name that you want to appear for the account.

Routing Number: The routing number for the bank account that you are adding.

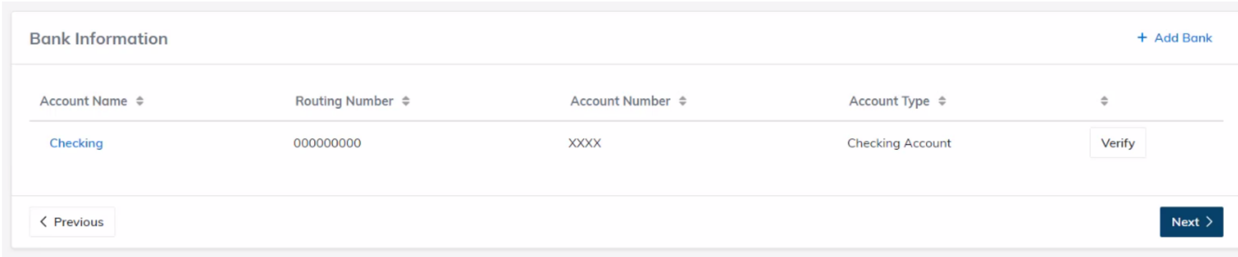
Confirm Routing Number: Re-enter the number that you entered in the **Routing Number** field. Both numbers must match.

Account Number: The account number for the bank account that you are adding.

Confirm Account Number: Re-enter the number that you entered in the **Account Number** field. *Both numbers must match.*

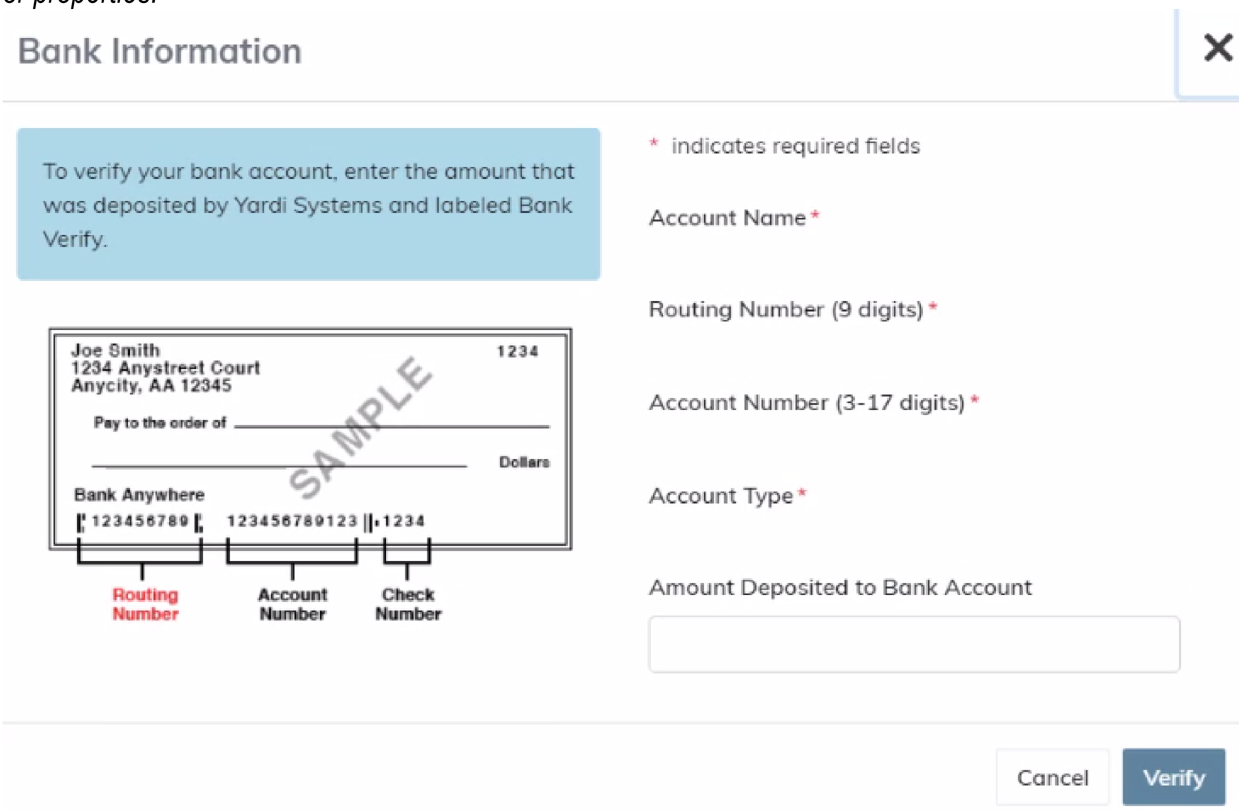
Account Type: Select whether the account is a checking or savings account.

4. Click **Save**. The bank account appears on the **Bank Info** screen.



5. In the row for the bank account that you added, click **Verify**. The **Bank Information** screen appears.

***Note**: The **Verify** option initiates a penny test for the corresponding bank account. After the test has been successfully completed, the bank account will be available to receive DEHAP funds for the eligible property or properties.*



6. In the **Amount Deposited to Bank Account** field, enter the amount deposited to the bank account.

7. Click **Verify**.

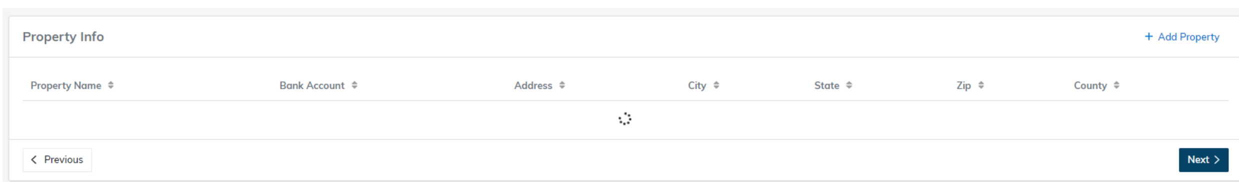
8. If you want to advance to the next step in the landlord workflow, click **Next**.

Entering Property Information

This section describes the procedure for entering information about the properties that you want to include in DEHAP. Enter, edit, and verify the property information for each of your properties that includes tenants who qualify or are applying for DEHAP assistance. To enter or edit property information:

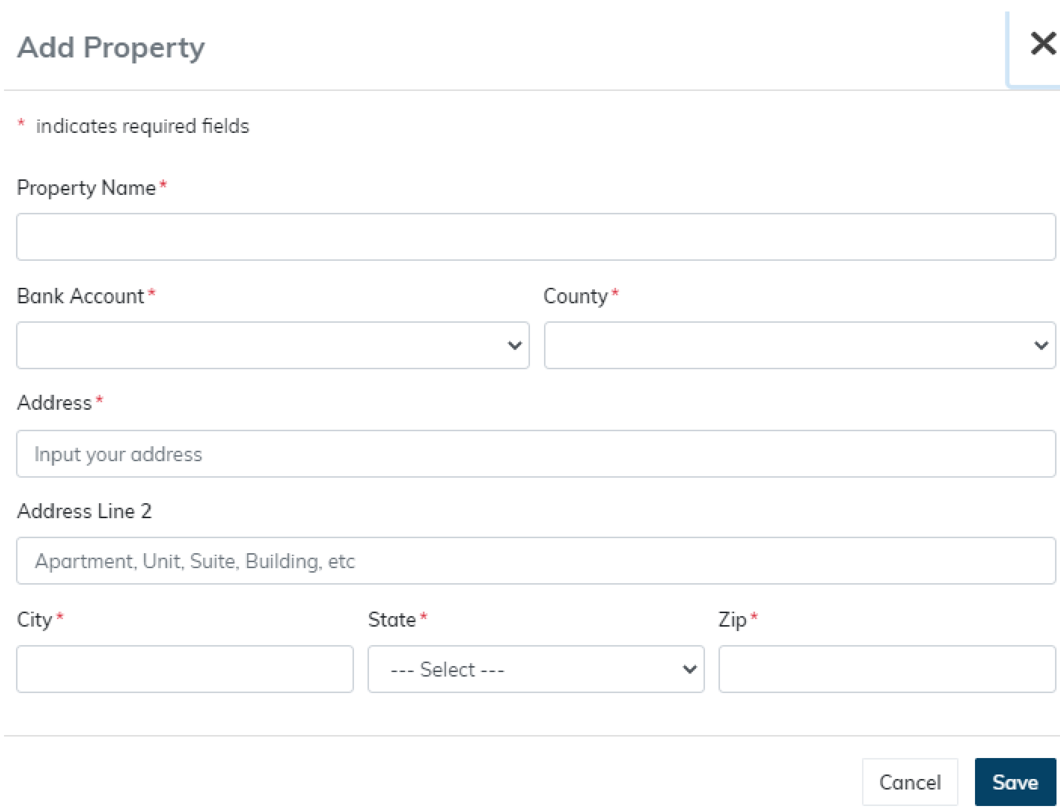
1. On the DEHAP RentRelief side menu, click **Property Info**. The **Property Info** screen appears, including any properties that have already been added to DEHAP RentRelief portal.

Note: *Properties that appear listed here which you did not add are generated using information provided by the tenant that invited you to DEHAP.*



2. For each property that you want to add:

a. Click **+Add Property**.



b. On the **Add Property** screen, complete the fields.

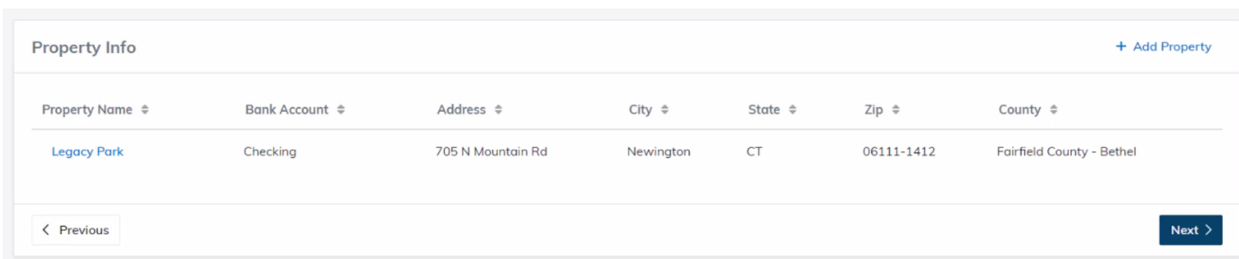
Property Name: The legal name of the property.

Bank Account: The bank account that you want to associate with the property. The list of available bank accounts is generated using the information entered on the **Bank Info** screen. For more information, see Validating Bank Information.

County: The county where the property you are adding is located.

c. Click **Save**. The property appears on the **Property Info** screen.

Note: *You must add each property that you want to receive DEHAP assistance to the Landlord Portal. If you do not add a property that qualifies for RENTRELIEF, you will not receive DEHAP payments for that property.*



3. If you want to edit the details for a specific property:

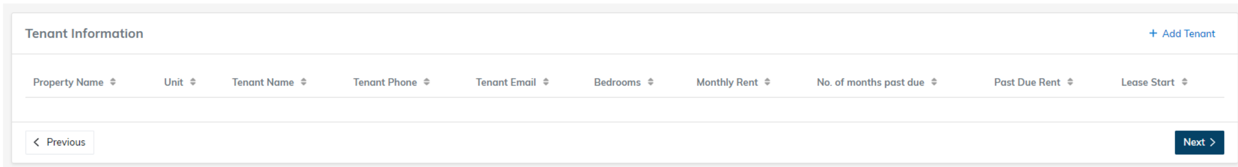
a. In the **Property Name** column, click the name of the property that you want to edit.
b. Edit the fields as needed.
c. Click **Save**.

4. If you want to navigate to the next step of the Landlord workflow, click **Next**.

Adding, Verifying, and Editing Tenant Information

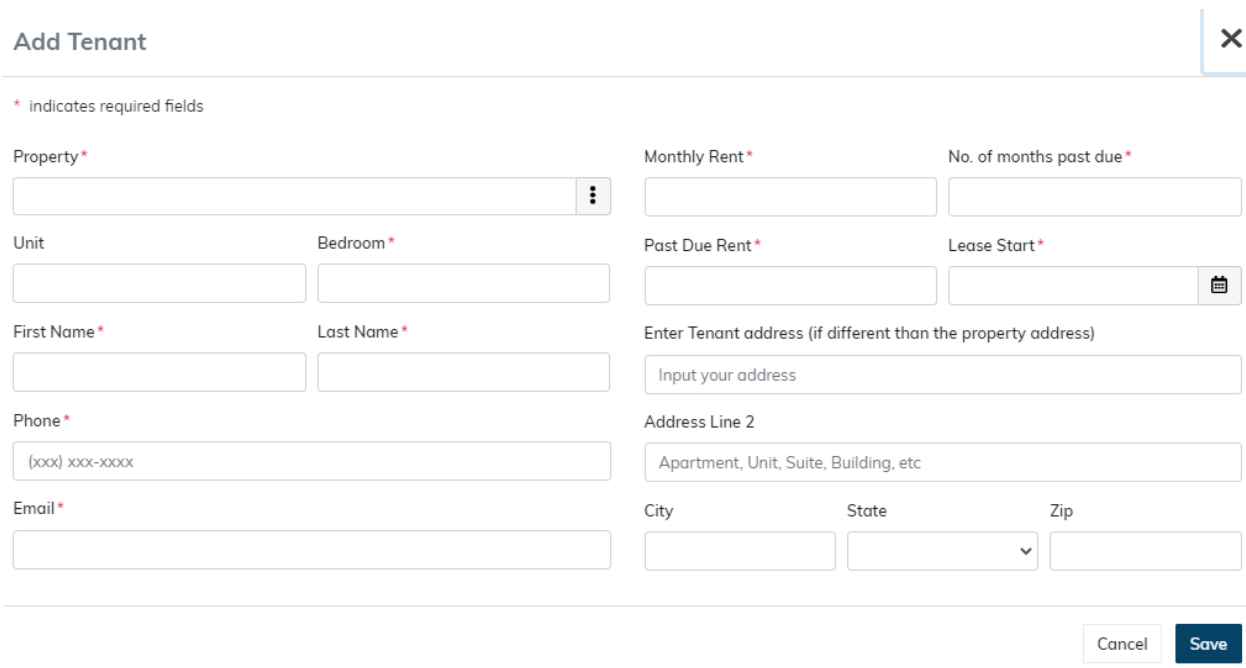
This describes the procedure for adding, verifying, and editing tenant information. Complete this process for each tenant that qualifies or is applying for DEHAP assistance. To add, verify, and edit tenant information:

1. On the DEHAP RentRelief side menu, click **Tenant**.



2. For each tenant that you want to add to DEHAP RentRelief, click **Add Tenant**.

Note: *If you were invited to* DEHAP *RENTRELIEF by one of your tenants, that tenant already appears listed on the Tenant Information screen.*



3. In the **Property** field, click the **Properties List** button and then select the property where the tenant currently lives.

4. Complete the remaining fields as needed.

Unit: The unit that the tenant is renting.

Bedroom: The number of bedrooms in the unit.

First Name, Last Name: The first and last name of the tenant.

Phone: The tenant's contact number.

Email: The tenant's email address.

Monthly Rent: The tenant's monthly rent payment.

No. of months past due: The number of months that the tenant has missed rent since April 2020.

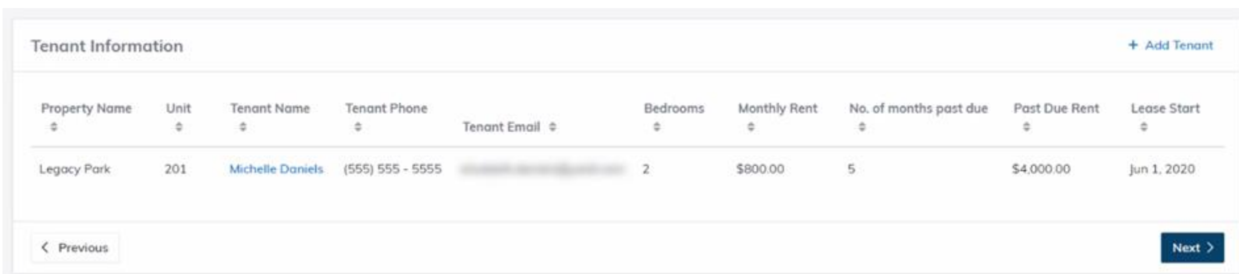
Past Due Rent: The exact total amount of the tenant's past due rent accrued since April 2020.
Note: *Do not include past due rent prior to April 2020.*

Lease Start: The start date of the tenant's current lease.

Enter Tenant Address (if different), Address Line 2, City, State, Zip: If the tenant's address differs from the address for the selected property in the **Property** field, enter that information in these address fields.

5. Click **Save**. The tenant appears on the **Tenant Information** screen.

Note: *You must repeat this process for each tenant that you want to add to DEHAP RentRelief.*


Tenant Information
+ Add Tenant

Property Name	Unit	Tenant Name	Tenant Phone	Tenant Email	Bedrooms	Monthly Rent	No. of months past due	Past Due Rent	Lease Start
Legacy Park	201	Michelle Daniels	(555) 555 - 5555	[illegible]	2	$800.00	5	$4,000.00	Jun 1, 2020

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Next >

6. If you want to verify or edit the information for a tenant listed on the **Tenant Information** screen:

a. Click the name of the tenant.
b. Review and edit the fields as needed.
c. Click **Save**.

7. If you want to advance to the next step in the landlord workflow, click **Next**.

Reviewing and Adding Landlord and Tenant Documents

This describes process for adding landlord and tenant documents. DEHAP requires you to upload supporting documentation for the information that you enter in the Landlord portal. Before beginning the upload process, make sure that you have the necessary documents saved to your computer.

- For your landlord documents, you will need an IRS Form W-9
- For tenant documents, you will need a:
    - Copy of the lease or rental agreement.

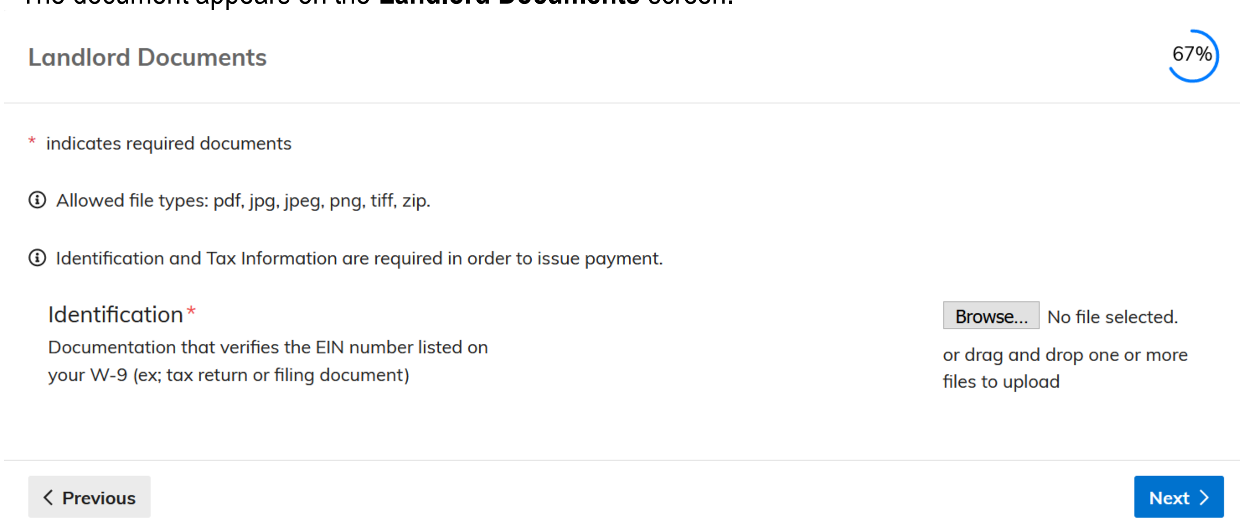
- DEHAP accepts the following file types: .pdf, .jpg. jpeg, and .tiff

To upload, preview, or delete landlord documentation:

1 On the DEHAP RentRelief side menu, click **Landlord Documents**.

A. In the row for **Identification**, click **Choose File**.

B. In your computer's file management system, select and open the file that you want to upload. The document appears on the **Landlord Documents** screen.



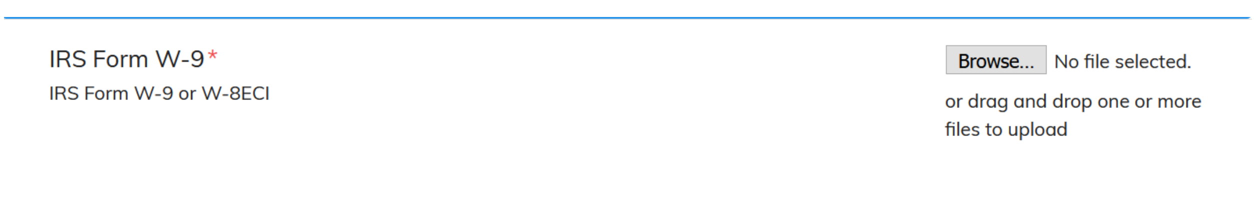
2. If you want to upload IRS Form W-9:

A. On the DEHAP RentRelief side menu, click **Property Documents**.

B. Select the property associated with the IRS Form W-9 that you are uploading.

C. In the row for **IRS Form W-9**, click **Choose File**.

D. In your computer's file management system, select and open the file that you want to upload. The document appears on the **Property Documents** screen.



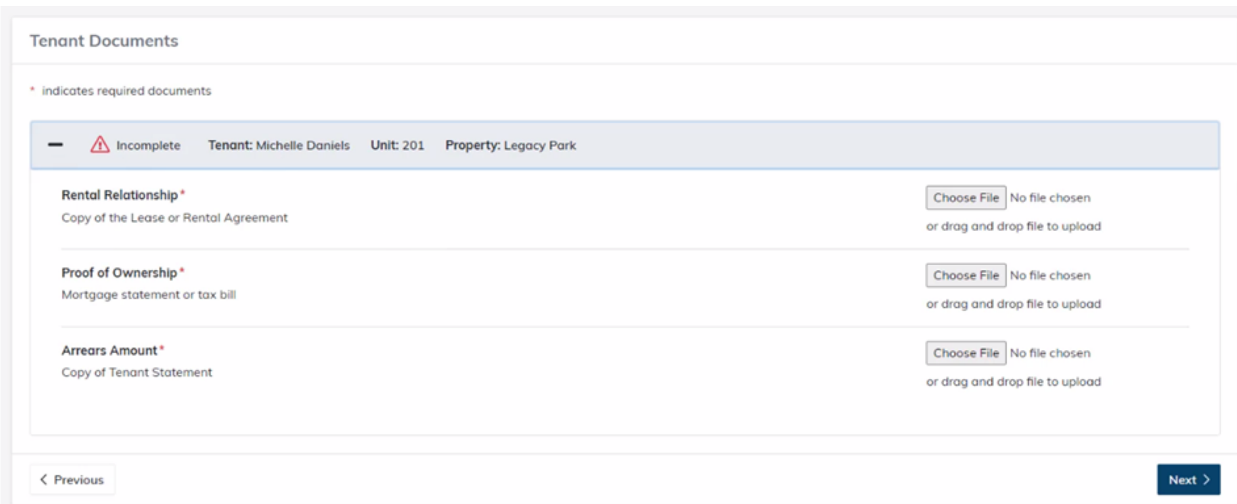
4. If you want to view a preview of a document that you uploaded, click the name of the document.

5. If you want to delete a file that you have uploaded, in the row for the file that you want to delete, click the **Delete** button .

To upload, view, or delete tenant documentation:

1. On the DEHAP RentRelief side menu, click **Tenant Documents**. The **Tenant Documents** screen appears, including a list of your tenants that have been added to RENTRELIEF.

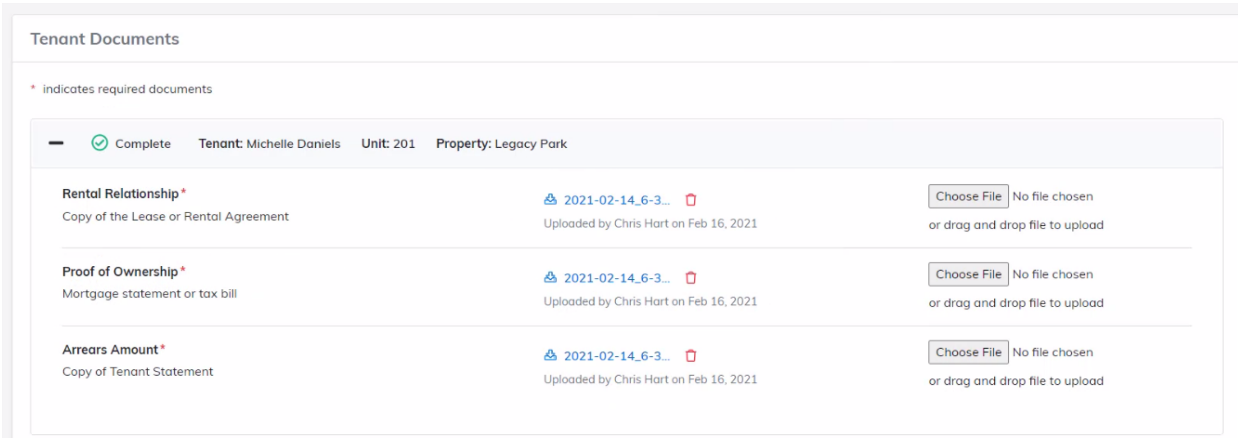
Note: *Initially, each tenant listed includes an* ***Incomplete*** *status. After all required documentation has been uploaded for a tenant, DEHAP updates their status to* ***Complete****. To complete the* ***Tenant Documents*** *step in the landlord workflow, all tenants must include a* ***Complete*** *status.*



2. If you want to upload a document for a tenant:

> **a**. Click in the row for the tenant that you need to upload a document for.
> **b**. In the row for each corresponding document type that you need to upload, click **Choose File**.
> **c**. In your computer's file management system, locate and then open the file that you want to upload. The document appears on the **Tenant Documents** screen.

Note: *You must upload a valid document for each document type listed for each tenant*.



3. If you want to view an uploaded document:

- **a.** Click in the row for the tenant with the documentation that you want to view.
- **b**. Click the name of the document that you want to view.

4. If you want to delete an uploaded document:

- **a**. Click in the row for the tenant with the document that you want to delete.
- **b**. Click the **Delete** button for the document that you want to delete.

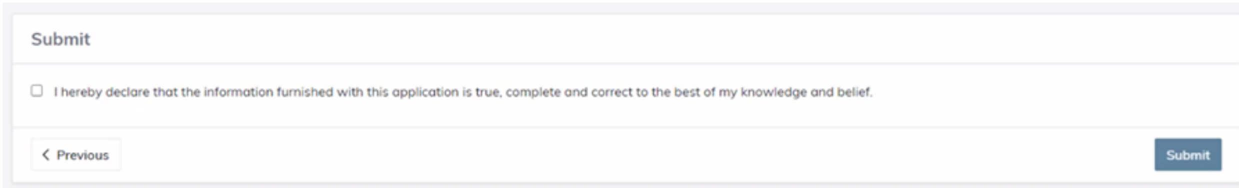
Note: *When you delete a file, you must upload a new, valid replacement for the document that you removed.*

Submitting Your Information

After you have completed each of the steps listed on the DEHAP RentRelief side menu, you can submit your information for further review and validation.

Before completing this final step of the Landlord workflow, make sure to review the information you've already entered to confirm that each previous step is accurate and complete. If a step listed on the side menu includes a **Warning** icon, you must return to that step and complete any pending or incomplete requests.

When you're ready to submit your full application, click **Submit** on the DEHAP RentRelief side menu.


Submit

☐ I hereby declare that the information furnished with this application is true, complete and correct to the best of my knowledge and belief.

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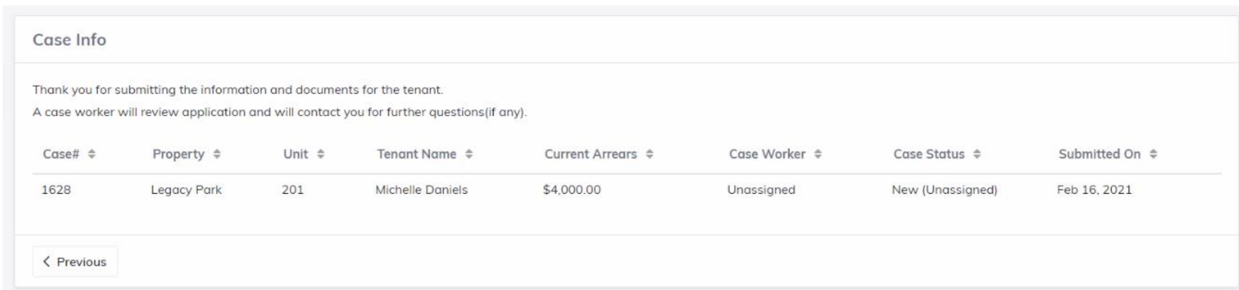
Submit

On the **Submit** screen, select the check box to confirm that the information you've entered is complete and accurate to the best of your knowledge.

Then, click **Submit**. The **Case Info** screen appears.


Case Info

Thank you for submitting the information and documents for the tenant.
A case worker will review application and will contact you for further questions(if any).

Case#	Property	Unit	Tenant Name	Current Arrears	Case Worker	Case Status	Submitted On
1628	Legacy Park	201	Michelle Daniels	$4,000.00	Unassigned	New (Unassigned)	Feb 16, 2021

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DEHAP RentRelief generates a list of cases corresponding to the information that you entered in the Landlord workflow. You can view the number for each case as well as the case details and the case status.

If you want to review the status of a case, you can log in to the DEHAP RentRelief Landlord Portal at any time. Additionally, DEHAP will continue to send you emails explaining any next steps you need to take or requests for additional communication. For additional assistance, call 1-866-935-0407.