Tenant Application Guide

8/10/2021

Delaware State Housing Authority
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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 even beginning the application process.

Basic Eligibility Requirements

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

Tenant eligibility may be determined by the following basic criteria:

Eligible households must have:

- One or more individuals who qualified for unemployment *OR* experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the pandemic;
- Risk of experiencing homelessness or housing instability, which may include past due utility or rent notice or eviction notice, or housing cost burden (rent is more than 30% of monthly income) AND
- Income (either 2020 annual income or current income at time of application) at or below 80% of Area Median Income for the county of residence.

Required Documentation

Documents you <u>may</u> need to complete your application:

It is recommended that you have any of the following applicable documents ready to upload (the DEHAP RentRelief Portal accepts the following file types: .pdf, jpg, jpeg and .tiff). If you do not have some of these available, alternative documentation may be possible.

- Government Photo ID for the primary applicant
- Documentation of calendar year 2020 household income: 2020 IRS tax returns, Form 1040 or 1040A
- Employment: Pay Stub
- Unemployment, Assistance, Pension, SSI: Benefit Letter/Eligibility Letter/Check Stubs
- Receiving Child Support & Alimony: Divorce Decree/Court Order/ Paystub or Deposited check
- Past Due Utilities: Utility Bill showing past due balances and # of months past due
- Lease Document
- Past Due Rent Statement
- Eviction Notice

Application Assistance

Help submitting an application is available! If you are a tenant who needs assistance gathering or scanning documentation, accessing the internet, and/or submitting an application, please contact one of the below community partners for assistance. If you think you may need help, please contact one of them before you begin a new application.

New Castle County

- West End Neighborhood House
  www.westendnh.org
  302-658-4171
- Latin American Community Center
  www.thelatincenter.org
  302-655-7338 or complete online form

Kent and Sussex Counties

- NCALL Research
  Dover office: 302-678-9400
  Georgetown office: 302-855-1370
  www.ncall.org

Sussex County

- La Esperanza
  www.laesperanzacenter.org
  302-854-9262
  info@laesperanza.org

Please note, the above community partners can only offer assistance with submitting an application. They cannot provide status information or answer questions about submitted applications. For these questions, please log into the portal to check the status of your application or send messages with questions, call 866-935-0407 or email dehaptenant@destatehousing.com.

Completing the Application

In this section, we will review the application workflow.

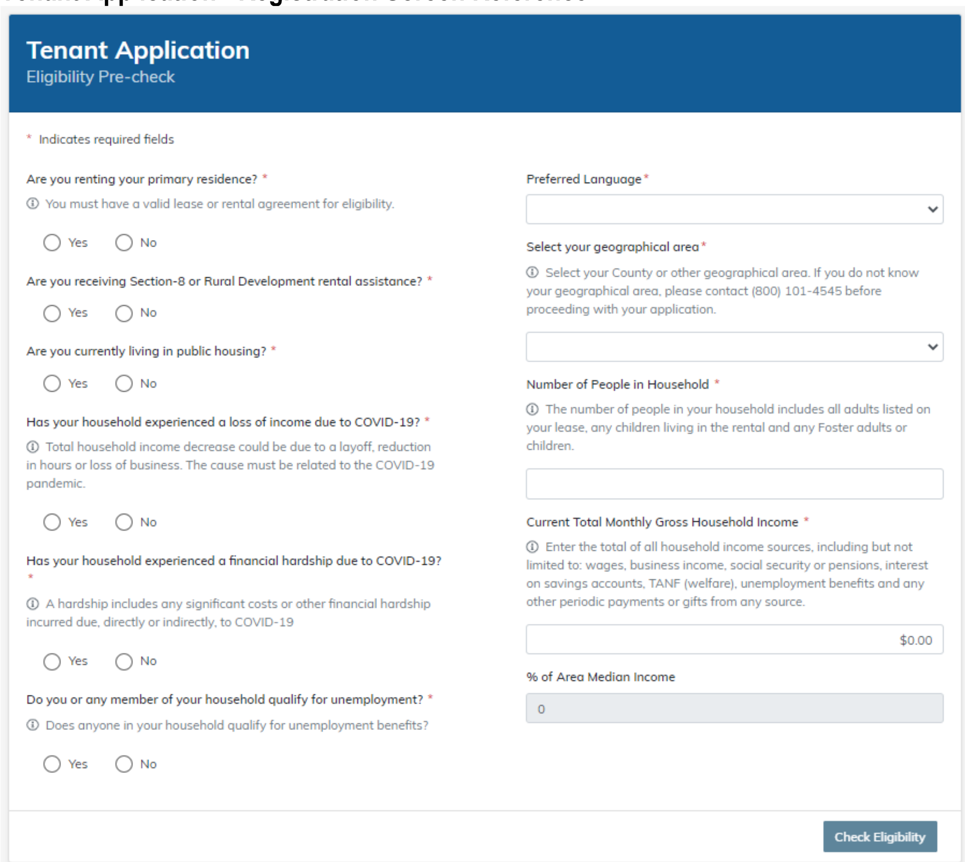
Creating an Account and Pre-Qualifying

After you register in the DEHAP portal as a tenant, the first step toward completing your application is the eligibility check. The **Registration** screen helps you determine if you are eligible to receive rental assistance. You can complete the fields on the screen and then click the **Check Eligibility** button to make sure that the information that you have provided up to this point is within the framework of eligibility.

All fields and questions on this screen are required.

For more information about answering each question, see the **Tenant Application - Registration Screen Reference** section below.

Tenant Application - Registration Screen Reference


Tenant Application
Eligibility Pre-check

* Indicates required fields

Are you renting your primary residence? *
You must have a valid lease or rental agreement for eligibility.
Yes No

Are you receiving Section-8 or Rural Development rental assistance? *
Yes No

Are you currently living in public housing? *
Yes No

Has your household experienced a loss of income due to COVID-19? *
Total household income decrease could be due to a layoff, reduction in hours or loss of business. The cause must be related to the COVID-19 pandemic.
Yes No

Has your household experienced a financial hardship due to COVID-19? *
A hardship includes any significant costs or other financial hardship incurred due, directly or indirectly, to COVID-19
Yes No

Do you or any member of your household qualify for unemployment? *
Does anyone in your household qualify for unemployment benefits?
Yes No

Preferred Language *

Select your geographical area *
Select your County or other geographical area. If you do not know your geographical area, please contact (800) 101-4545 before proceeding with your application.

Number of People in Household *
The number of people in your household includes all adults listed on your lease, any children living in the rental and any Foster adults or children.

Current Total Monthly Gross Household Income *
Enter the total of all household income sources, including but not limited to: wages, business income, social security or pensions, interest on savings accounts, TANF (welfare), unemployment benefits and any other periodic payments or gifts from any source.
$0.00

% of Area Median Income
0

Check Eligibility

Left Column

Are you renting your primary residence? Select **Yes** or **No** to indicate if you are renting your primary residence. You must have a valid lease or rental agreement to be eligible for rental assistance.

Are you receiving Section-8 or Rural Development rental assistance? *Section 8* is a common name for the Housing Choice Voucher Program, funded by the U.S. Department of Housing and Urban Development. Applicants who currently receive Section-8 may still be eligible for DEHAP assistance.

Are you currently living in public housing? Select **Yes** if you currently live in a public housing property. While Section 8 deals with private housing, public housing consists of entire developments of government-sponsored dwellings. Applicants who currently live in a PHA development may still be eligible for DEHAP assistance.

Has your household experienced a loss of income due to COVID-19? Selecting **No** to this question will not automatically disqualify you from eligibility.

Has your household experienced a financial hardship due to COVID-19? A hardship includes any significant costs or other financial hardship incurred due directly or indirectly to COVID-19.

Is your household experiencing housing instability? The DEHAP assistance program is centered around helping renters maintain housing stability. This could include having paid your rent or utilities late since April 2020, being past due on your rent or utilities currently, or if you are paying more than you can afford (more than 30% of your income) for rent.

Do you or any member of your household qualify for unemployment benefits? Select **Yes** if you have filed for unemployment benefits and have been approved, regardless of whether your first distribution has been received.

Right Column

Preferred Language: If you speak a language that is not included in this list, please contact DSHA or a participating community partner for assistance with the application process.

Number of People in Household: The number of people in your household includes all adults listed on your lease, any children living in the rental, and any Foster adults or children.

Current Total Monthly Gross Household Income: Include the current income of all adult household members. Income is defined as all income that one receives from any source. This may include employment wages, alimony payments, pension payments, Social Security Disability Income, Social Security Income, gifts, and payments from annuities and IRAs. An exception exists for Covid-19 stimulus checks, which do not count as income, and therefore, have no impact.

% of Area Median Income: This field will auto-populate based on the county that you choose.

Entering Address Details

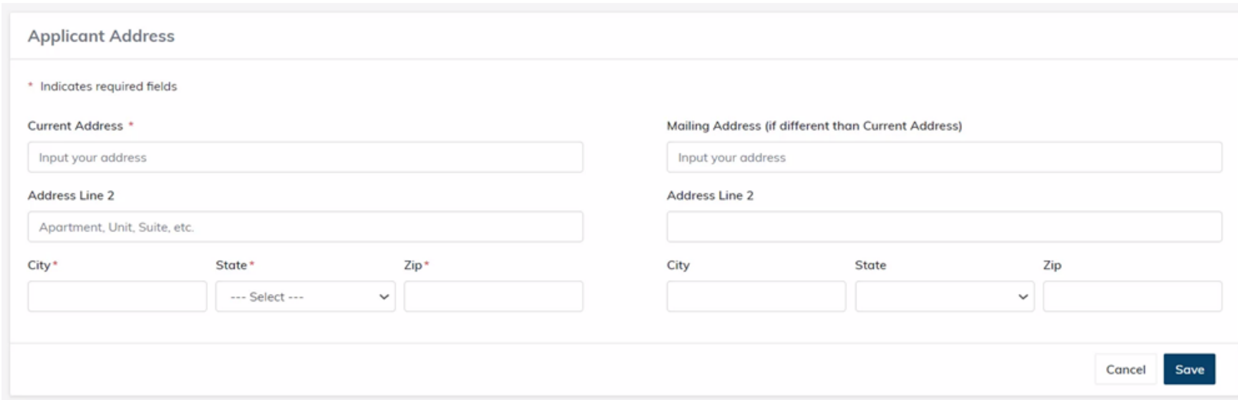
On the **Address** screen, you can provide your current physical address information and your mailing address information.

***Note**: You are only required to enter a mailing address if it differs from your current address.*

When you're finished completing the required fields, click **Save**. After the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

For more information about the fields on the **Address** screen, see the **Address Screen Reference** section below.

Address Screen Reference



Current Address: Your current physical street address.   **Note**: A P.O. Box is not a valid entry for this field.

Address Line 2: If you have a distinguishing apartment, building, or suite number that is a part of your current address, enter that information in this field.

City, State, and Zip Code: Provide the city, state, and zip code for your physical address.

Mailing Address: Provide the address of where you receive your mail. **Note**: If your mailing address is the same as your current address, you do not need to complete the mailing address fields.

Address Line 2: If you have a distinguishing apartment, building, or suite number that is a part of your mailing address, enter that information in this field.

City, State, and Zip Code: In each corresponding field, provide the city, state, and zip code for your mailing address.

Adding Household Occupants

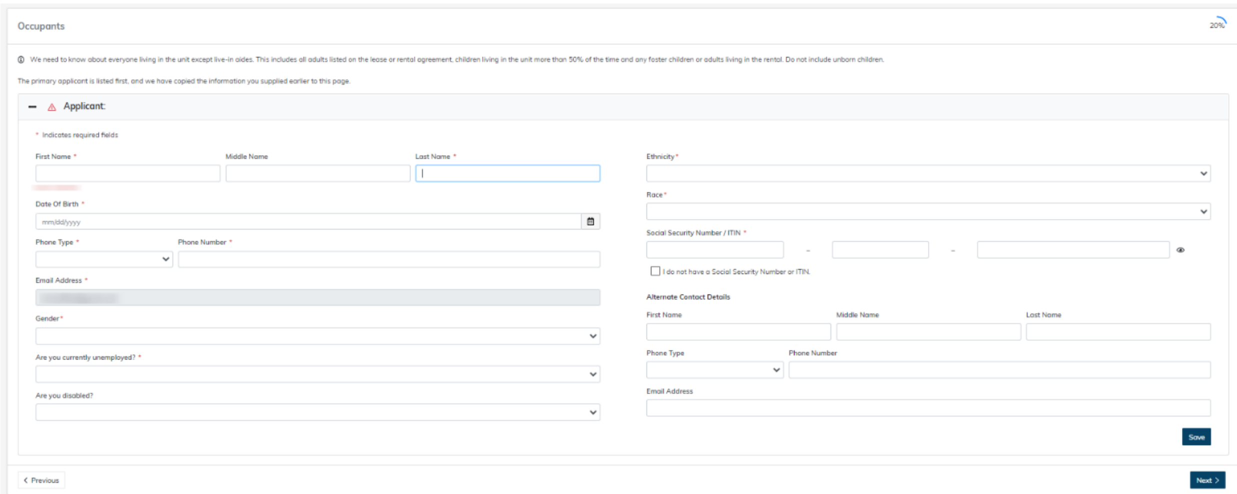
On the **Occupants** screen, a section for each occupant appears based on the number you entered in the **Number of People in**

Household field during preregistration. The name of the primary applicant appears in the **Applicant** section. The section for each additional member of the household appears in the **Occupant** section(s).

Click the **Applicant** row to reveal the fields that you must complete for each occupant in the household. When you're finished completing all required fields in the section, click **Save**. You must also complete this process for each **Occupant** section that is listed on the **Occupants** screen.

For information about the fields that you must complete for each applicant/occupant see the **Applicant/Occupant Field Descriptions** section below.

Applicant/Occupant Field Descriptions



First Name, Middle Name, Last Name: The name of the corresponding occupant. **Note:** This information is pre-populated for the main applicant with information entered during registration.

Phone Type, Phone Number: Select **Home**, **Work**, or **Cell**, and then enter a valid number.

Email Address: The occupant's email address.

Are you currently unemployed?: Select **Yes** only if you are not working at all currently. **Note**: If you are underemployed but still working, you must still select **No**.

Disability: Select **Yes** if the corresponding occupant receives disability benefits.

Ethnicity: The ethnicity of the corresponding occupant.

Race: The race of the corresponding occupant.

Date of Birth: Use the calendar link to select your date of birth, or type it in using a MMDDYYYY format.

Social Security Number: The corresponding occupant's Social Security number. If the occupant does not have a Social Security number, select the **Do not have Social Security Number/ITIN** check box. A social security number is not required.

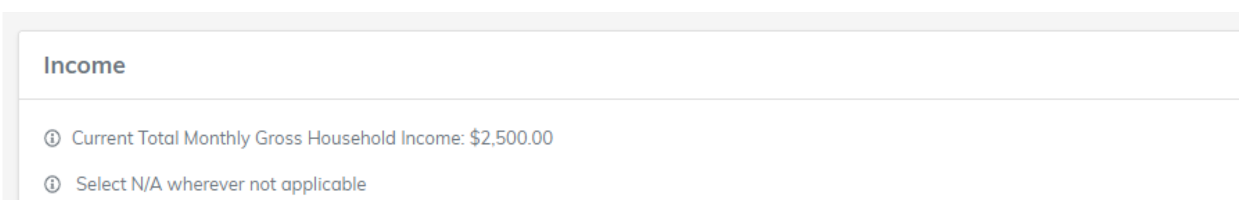
Entering Household Income

The **Income** screen requires you to enter and document all sources of income for each occupant of the household.

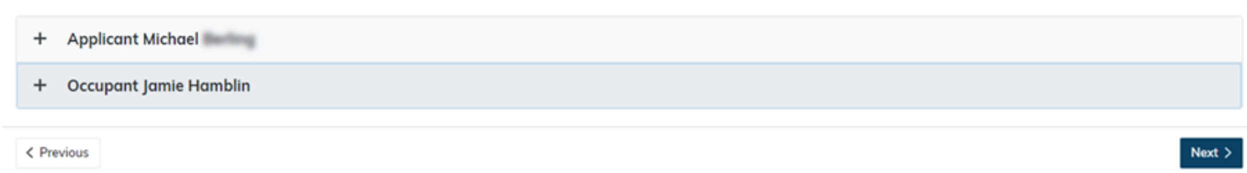
To complete this step, you will need supporting documentation for each type of income you and the additional occupants receive. Income documentation is required for all household members 18 years of age or older. It is recommended that you have the following applicable documents ready to upload in order of program preference:

- Documentation of calendar year 2020 household income: 2020 IRS tax returns, Form 1040 or 1040A; OR 2020 W-2s
- Documentation of Categorical Eligibility documentation (less than 12 months old) through a determination letter dated on or after January 1, 2020 from a local, state, or federal government assistance program. Such programs may include DSHA HCV, SNAP, TANF, LIHEAP, WIC, Head Start, and SSI
- Documentation of all sources of current household income for the last 30 days, including but not limited to: paystubs, self-employment income, unemployment benefits, Supplemental Security Income (SSI), alimony and child support, Social Security, and pensions

At the top of the **Income** screen, the DEHAP portal displays the income amount that you entered in the **Current Total Monthly Gross Household Income** field during preregistration.



Below the total income amount is a section for each household occupant. The primary applicant's name appears in the **Applicant** section. The section for each additional member of the household appears in the **Occupant** section(s).

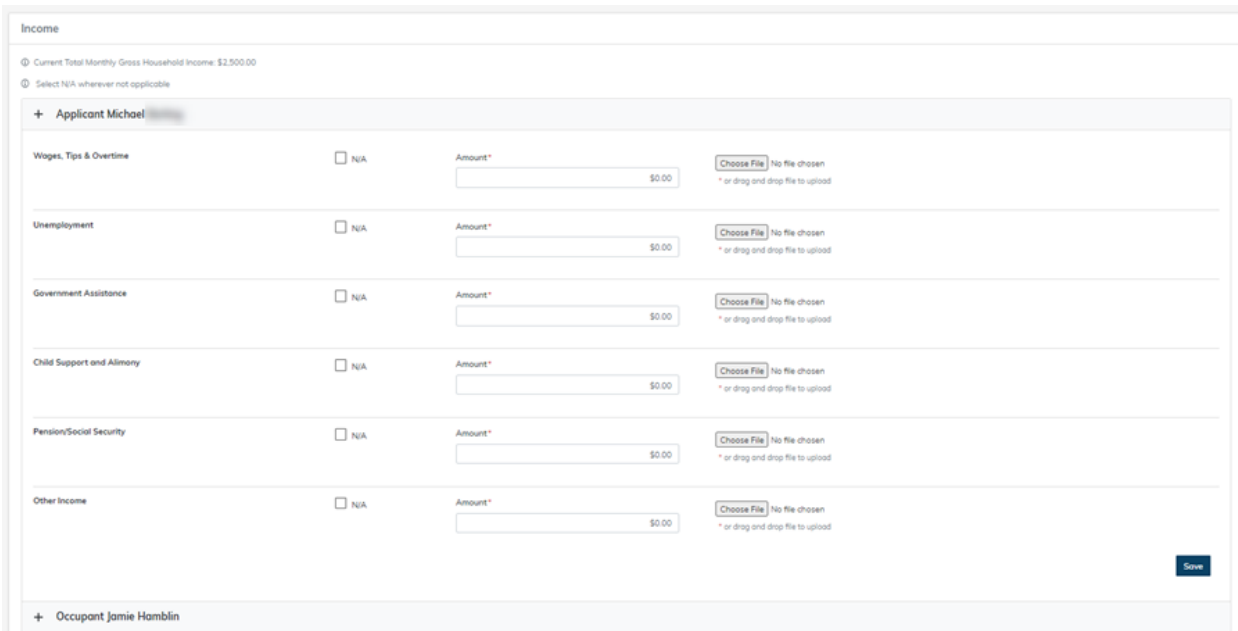


To complete the **Income** step of the Applicant workflow, you must enter and document the income amounts and sources for each member of the household. Each source of income that you claim must include supporting documentation. Refer to the sections listed below for information about completing the **Income** screen.

To enter the income information for a household member

1. For each occupant listed on the **Income** screen, click in the **Occupant** row. The row expands to reveal a list of different income sources.

*Note: If you are entering the income information for the primary applicant, click in the **Applicant** row.*



2. In the row for each applicable income source, in the **Amount** field, enter the monthly amount that you receive from that income source. For more information about the different income sources, see Income Source Descriptions.

3. In the row for each income source that you entered an amount for:

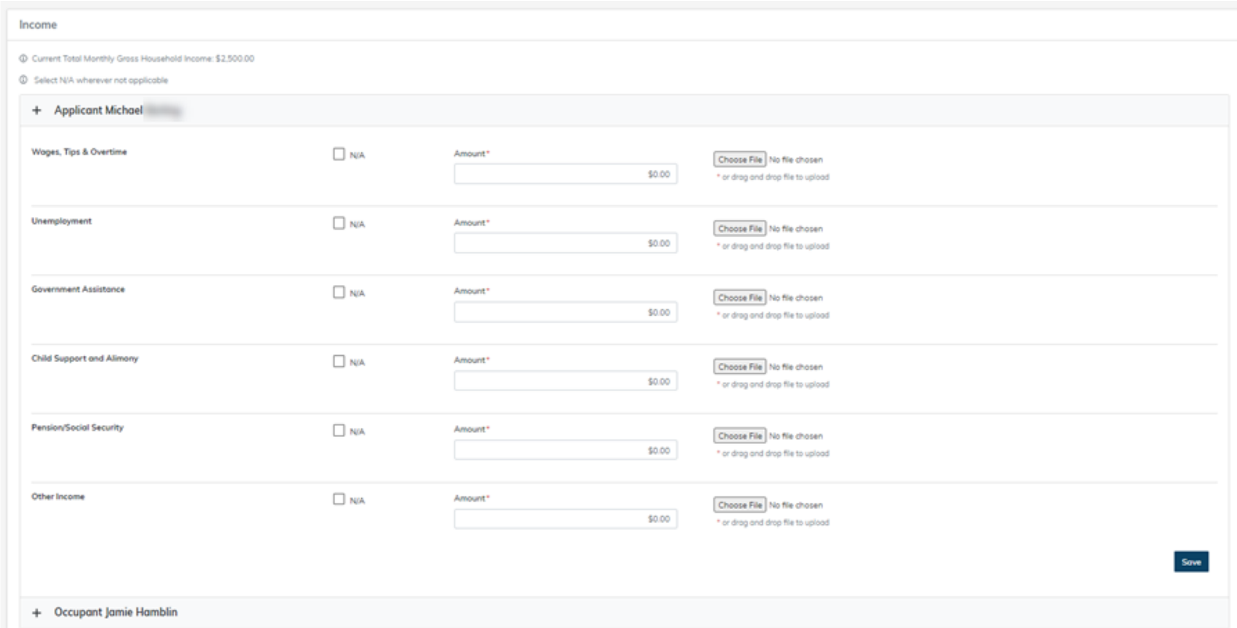
> **a**. Click **Choose File**.
>
> **b**. In your computer's file management system, locate and select the file that you want to use as the supporting documentation for this income source.
>
> **c**. Click **Open**.

4. For each income source that you do not receive income from, select the **Not applicable** check box.

5. Click **Save**.

Note: *You must complete the **Applicant** and **Occupant** section(s) for each member of the household.*

Income Source Descriptions



Wages: If you receive any of your income from employment wages, tips, or overtime, indicate the amount you earn from this source on average, per month, and before any taxes or other deductions are taken. This would be your gross monthly income from wages. Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive any income from wages, then select the **Not Applicable** check box.

Unemployment: If you receive any of your income from Unemployment, indicate the amount you receive from this source per month, and before any taxes or other deductions are taken. Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive any income from unemployment, then select the **Not Applicable** check box.

Government Assistance: Indicate any amount of income that comes from a government assistance program (examples include but are not limited to TANF, Temporary Assistance for Needy Families or SSI, Supplemental Security Income). Proof of this income source must be uploaded by clicking the **Choose File** button. If you do not receive government assistance, then select the **Not Applicable** check box.

Child Support and Alimony: Indicate any amount of the occupant's income that comes from child support or alimony from a divorce. Upload any supporting documentation you have for this income source. If you do not receive child support or alimony, then select the **Not Applicable** check box.

Pension/Social Security: Indicate any amount of this occupant's income that comes from a pension or Social Security. Documentation will need to be uploaded to this page. If you do not receive funds from a pension or from Social Security, then select the **Not Applicable** check box.

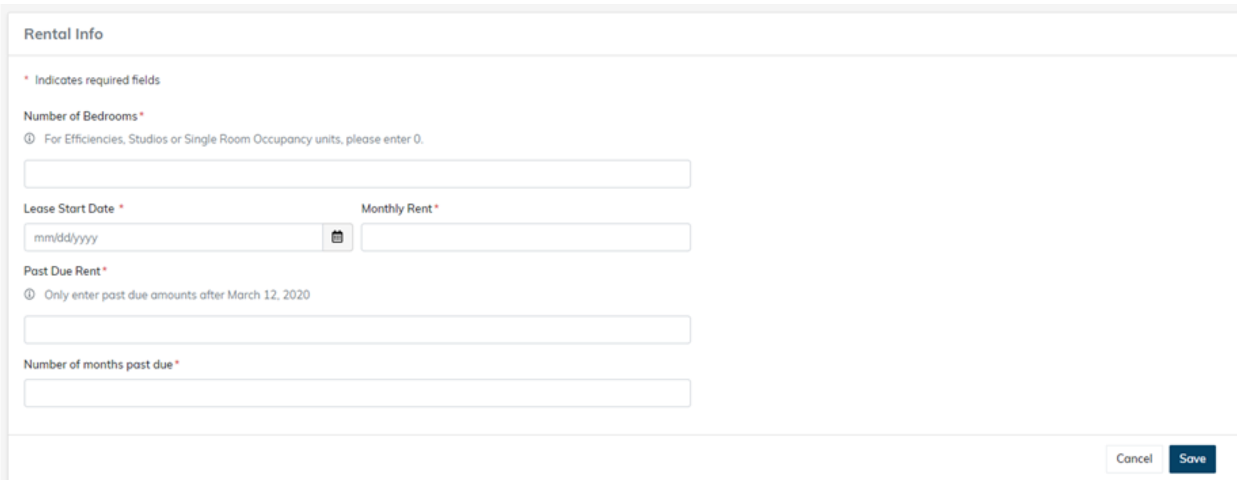
Other Income: Enter any remaining income in this line item. You will need to provide documentation of this income source to this line item. If you do not receive income from a source defined as **Other**, then select the **Not Applicable** check box.

Entering Rental Information

On the **Rental Info** screen, you can provide details about your lease agreement, along with any information regarding past due amounts owed since March 13, 2020.

All fields on this screen are required. When the screen is complete, click **Save**, and then click **Next** to advance to the next step in the Applicant workflow. For descriptions of each field, see the **Rental Info Screen Reference** section below.

Rental Info Screen Reference



Number of Bedrooms: The bedroom count for your unit. A value of zero can be indicated if you are leasing a studio, efficiency, or single room occupancy unit.

Lease Start Date: This is generally the same day as your official move-in day. This date is listed in your lease document.

Monthly Rent: Your monthly rent amount.

Past Due Rent: Only enter the amount in rent that is currently past due and dating back no further than March 12, 2020.

Number of months past due: Enter the number of months that you are past due as of today.

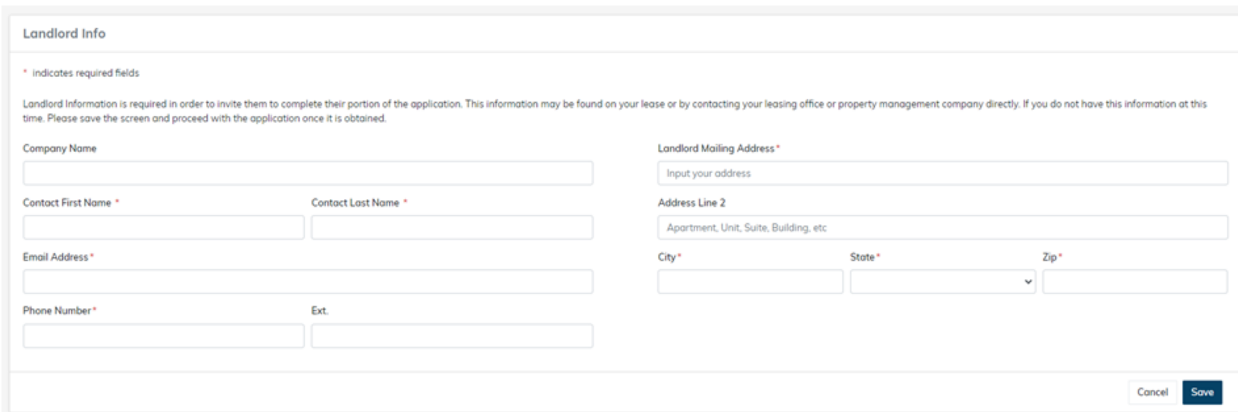
Entering Landlord Information

The **Landlord Info** screen requires you to provide details about your landlord or a contact representing your landlord, including their name, address, email, and phone number. It is recommended that you refer to your lease agreement document if you do not readily know this information.

Complete the required fields on this screen as well as any additional fields as needed. For more information about the fields on the **Landlord Info** screen, see the **Landlord Info Screen Reference** section below.

When you're finished, click **Save**. Then, after the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

Landlord Info Screen Reference



Company Name: If your landlord is a property management company or is a company entity, enter the name here.

Contact Name (First and Last): This field refers to a specific person who represents your landlord.

Email Address: The email address for the landlord contact entered in **Contact** fields.

Phone Number: Phone number where the landlord contact can be reached.

Landlord Mailing Address: The mailing address of your landlord or landlord contact.

Completing the Utility Screen

Utilities are an area or expense that can be considered under DEHAP. Eligible utilities include electricity, gas, water and wastewater (sewer). Please provide the information requested on the **Utilities** screen as it relates to any utility expenses that you currently pay for. Before completing this step, it is recommended that you have a utility bill showing past due balances and number of months past due saved to your computer and ready to upload for each utility that you want to add to DEHAP.

Then, on the **Utility** screen, complete the fields as needed. For descriptions of the different fields, see the **Utility Screen Reference** section below.

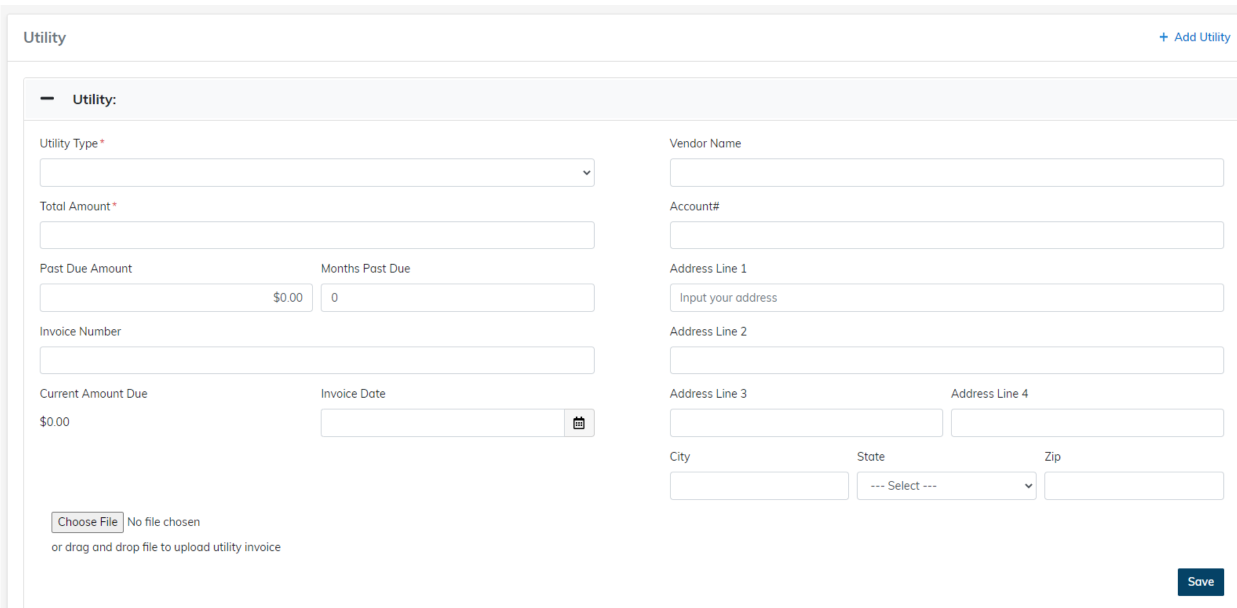
To upload a utility bill, click **Choose File**. In your computer's file management system, locate, select, and then open the copy of your saved utility bill.

Note: DEHAP *accepts the following file types: .pdf, .jpg, and .tiff.*

After you've completed the necessary fields, click **Save**. If you need to add an additional utility, click **+Add Utility** and then complete and save the fields in the new **Utility** section.

When you're ready to advance to the next step of the Applicant workflow, click **Next**.

Utility Screen Reference



+Add Utility: Adds an additional **Utility** section.

Utility Type: Select the first utility type for which you are providing information. Utilities include Water, Electricity, Gas, or Wastewater/Sewer.

Total Amount: This is the total amount that you currently owe for this utility. Please include past due charges along with any current charges not yet past due.

Past Due Amount: Enter the amount that is currently past due. Omit anything that you owe, but that is not currently late.

Months Past Due: If the current month is June, and you owe money dating back to February, then you are past due 4 months and would enter a 4 in this field.

Current Amount Due: This field will populate for you by subtracting the past due amount from the total amount due.

Invoice Date: The invoice date will be located on your statement or bill.

Vendor Name: This is the name of the company that your send your payments to for this utility. Examples might include City of New York Water Authority, or XYZ Gas Company

Account #: This is the account number assigned to you by the vendor that will appear on every monthly statement.

Address Fields: This will be the address of the vendor for this utility company.

Choose File: Opens your computer's file management system. Locate, select, and open the file you want to upload that represents your utility bill. **Note**: DEHAP accepts the following file types: .pdf, .jpg, and .tiff.

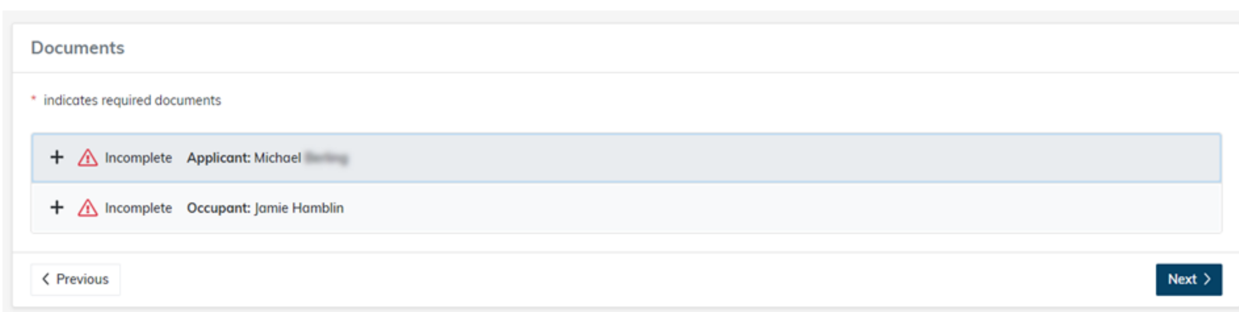
Completing the Documents Screen

On the **Documents** screen, you can upload the final documentation required for each occupant of the household. In addition to photo identification for the primary applicant, it is recommended that you also have the following documents saved to your computer before beginning the upload process:

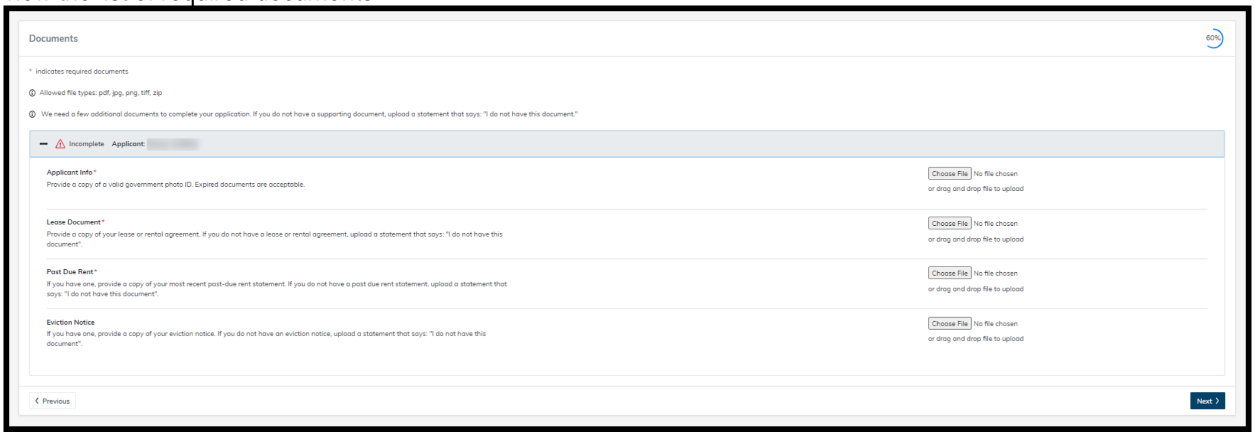
- Lease Document (signed by all parties)/Self Certification
- Past Due Rent Statement
- Eviction Notice
- Self-Attestation Document

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

The **Documents** screen includes a section for the primary applicant as well as each additional household occupant. 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 Tenant Workflow, all tenants must include a **Complete** status.

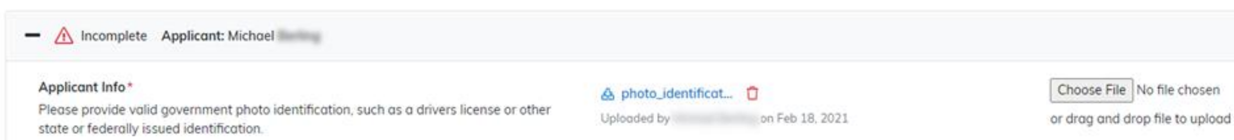


To upload documents for a particular occupant, click the **Expand** button in the **Applicant** or **Occupant** row to view the list of required documents.



For each document listed, click **Choose File**. In your computer's file management system, locate, select, and open the file that you want to provide as your documentation.

Note: DEHAP *accepts the following file types: .pdf, .jpg, and .tiff.*



If you want to download the document, click the document name. If you want to delete the document, click the **Delete** button .

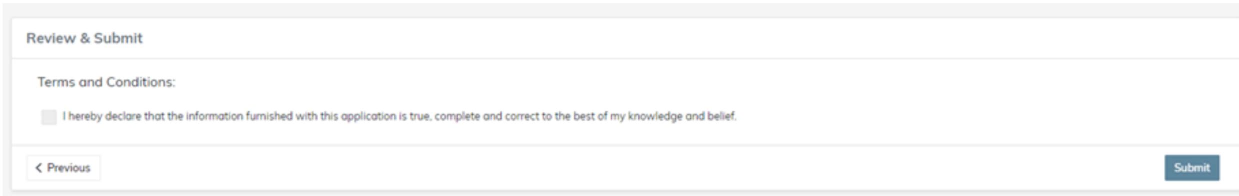
After you've uploaded the required documents for each applicant and occupant, click **Next** to advance to the next step in the Applicant workflow.

Submitting Your Information

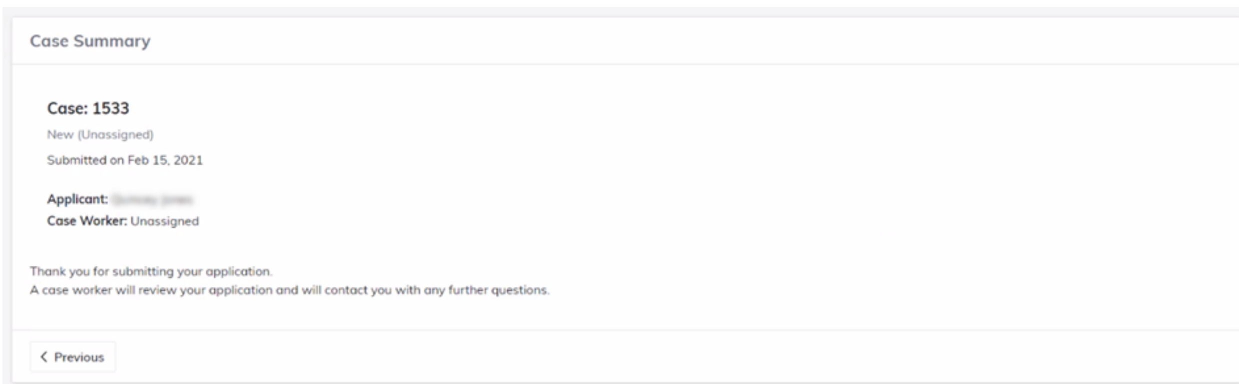
After you have completed each of the steps listed on the DEHAP RentRelief side menu, you can submit your information for further review and validation.

Before completing this final step of the Applicant 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.



The **Review & Submit** screen requires you to declare that the information that you provided in this application is true, complete, and correct to the best of your knowledge, belief, and ability. If this is a statement that you can agree with, and you are ready to submit this application, then select the check box next to the statement. Then, click **Submit**. The **Case Summary** screen appears.



If you feel that you may have missed something in the application, or that you have any additional documentation to provide that might help with the decision, you can use the side menu or click the **Previous** button to navigate back to a previous screen in the Applicant workflow.

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.