



Quick Guide for Landlords: Registering and Entering Payment Info

Please see the FAQs for common portal questions on the www.decovidthousinghelp.com website. We also encourage users to view the demo video under Help > Help Center > Overview > Completing the Landlord Application. It will quickly guide you through the requirements.

If you had an account on the previous system, you can still access your account on the new portal. Visit <https://dehap.rentrelief.com> and click Forgot Password, enter your email and you will receive an email with a temporary password.

As it is a new system there will be some initial setup needed. You will need to re-enter your banking information in order to use direct deposit, ensure your property information is entered and W-9 uploaded, and submit for each tenant. Please see our other Quick Guide for more info on submitting the tenant application.

Verifying bank info

The first thing to do is, if you are planning to use direct deposit, set up and verify your bank account(s). You will not be able to save a property using direct deposit info until this has been completed. Property owners/managers can enter multiple bank accounts and select different accounts for different properties.

You will need to enter the account info, then will receive a small test deposit within 1-2 days. Once you see this deposit, return to the website and click verify to verify the amount of the deposit. This will confirm your account, which you will then be able to link to properties.

Please note – you will need to return to verify the deposit amount within 48 hours, otherwise will need to request another test deposit.

A screenshot of the 'Bank Information' screen in the DEHAP portal. The screen has a white background with a light blue header. The title 'Bank Information' is on the left, and '+ Add Bank Account' and '50%' are on the right. Below the header, there are three informational messages, each preceded by a blue circle with a white 'i'. The first message says: 'To be paid via ACH, please enter one or more bank accounts. A small deposit will be made to your bank account within 48 hours. Click the Verify button to enter the deposit amount and validate the account.' The second message says: 'Please link verified bank account to properties on property info screen.' The third message says: 'Payment will be rendered via Check if no bank account is added or verified bank account is not linked with the property on property info screen.' At the bottom left, there is a blue circle with a white '0' and the text 'Account' next to it.



Property screen will not save

The property screen will not save, even just the property name, unless the other required fields (including bank info) are complete.

You will not be able to save the Property Info screen until a verified bank account is linked OR check details are entered. These are required fields.

Connecting to Tenant Applications

To help your tenants correctly connect to you, it may be helpful to share the correct contact info to include if they are submitting an application. A screenshot of the Tenant screen where applicants enter their landlord contact info is below; having correct info, especially email address, in this screen will assist with correctly connecting to you.

A screenshot of the DEHAP Rental Assistance web portal. The top navigation bar is blue with the DEHAP logo on the left, and "Help", "English", and "MT" on the right. Below the navigation bar, the breadcrumb "Home / Applicant : MG Testytest" is visible. On the left side, there is a vertical menu with icons and status indicators for: Preregistration (checked), Address (warning), Occupants (warning), Income (checked), Rental Info (warning), Landlord Info (warning, highlighted in blue), Documents (warning), and Submit (checked). The main content area is titled "Landlord Info" with a "20%" progress indicator. It contains a message: "We need to contact your landlord to invite them to complete their portion of the application. Landlord information may be found on your lease, your rental agreement, or by contacting your leasing office or property management company directly." Below the message are several required fields: "Property/Company Name", "Landlord Mailing Address" (with sub-fields for "Street Address" and "Address Line 2"), "Landlord/Owner's First Name" and "Landlord/Owner's Last Name", "Property or Landlord's Email", "City", "State" (dropdown menu), "Zip", "Property or Landlord's Phone Number" (with sub-field for "Ext."), and "Property or Landlords Phone". A blue "Save" button is located at the bottom right of the form.

Please view the demo videos under the Help Center on the portal – accessed through the Help link on the top right menu.