



Quick Guide for Landlords: Entering and Submitting Tenant Information

Please see the FAQs for common portal questions on the www.decovidhousinghelp.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.

Steps to Submitting an Application

1) Register for the site.

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.

Once logged in, you will work through the menu tabs shown here to submit your information and the application.

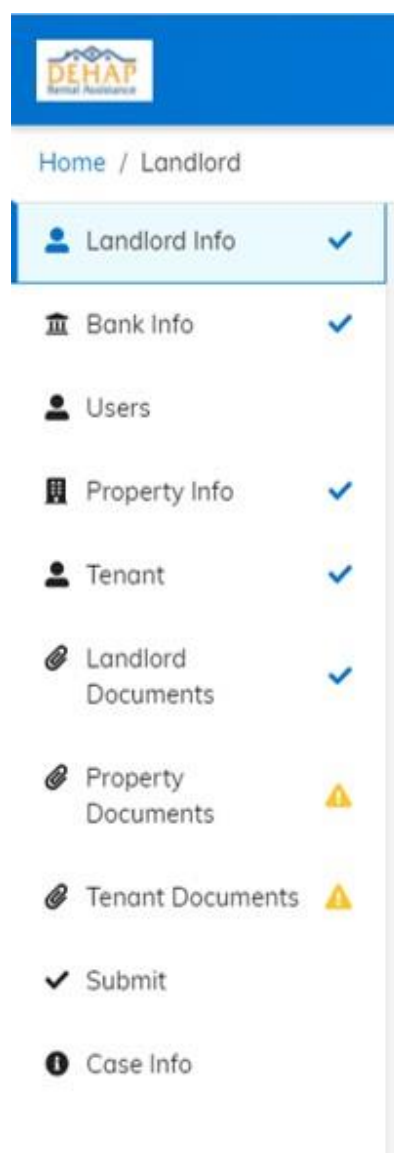
As it is a new system there will be some initial setup needed. You will need to re-enter your banking information on the **Bank Info** tab in order to use direct deposit, ensure your property information is entered on the **Property Information** tab and W-9 uploaded, and submit for each tenant.

2) Enter your banking information, if you plan to use direct deposit.

To use direct deposit, enter an account on the **Bank Info** tab by clicking on **+ Add Bank Account**. The new application portal requires a test deposit to verify your account information. Once you enter your account information, you will receive a small test deposit. Return to the portal within 48 hours and confirm the amount of the deposit to verify your account. Once the account is verified, you can link it to a property.

3) Enter your property information. If you plan to use direct deposit, you will not be able to save this until your banking information is entered and verified.

The **Landlord Documents** tab is where you will enter your W-9, if you are an owner with only one property. If you have more than one property, you will enter the W-9 for each property on





the **Property Documents** tab instead. The Property will have a red warning sign until the required W-9 is uploaded.

4) Check for your tenants and ensure they are linked to a property.

A list of tenants who are connected to you will be under the **Tenant** tab.

The “Case Status” column will indicate if their side of the application has been completed. If so, it will say “Applied”.

If the “Message” column says “Not yet submitted”, your side of the application is still needed.

If the “Message” column says “Not yet mapped to any property”, that tenant is not yet linked to one of your properties. Click on the tenant name and select a property from the drop-down menu. If the correct property is not listed, you will need to return to the **Property** tab and enter the property.

5) Upload tenant rent ledger or rent statement.

On the Tenant Documents tab, you will see the same list of tenants from the **Tenant** tab. The tenant will have a red warning sign if something is needed. A rent ledger or statement is required for each tenant. Once this is uploaded, the warning sign will disappear. There are slots to upload other documents if needed. If you need to return to submit documentation of withdrawal of an eviction case, for example, you can upload it here.

6) Submit

On the **Submit** tab, you will again see the same list of tenants. Any with a red warning sign are not ready to submit – they need to either be linked to a property or need a rent ledger uploaded on the **Tenant Documents** tab.

Once both of those are completed, the left column will show a green Ready to Submit and the far right column will show a Sign and Submit button. Click the Sign and Submit button to agree to the program Terms & Conditions and complete the application for that tenant.

7) Track Status and Payments

Once both you and your tenant have submitted the application, you will see a list of active applications on the **Case Info** tab. This tab will show the latest status for all active applications.

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