Durham Emergency Rental Assistance Program: Landlords

This guide describes how to submit the Landlord Verification Form for the Durham Emergency Rental Assistance Program. You must complete all steps before your tenant's application can be submitted for review.

Contents

Overview

The Durham Emergency Rental Assistance Program serves North Carolina families whose household incomes do not exceed 80% of the Area Median Income for the county where they live, who are obligated to pay rent on a residential dwelling, and who meet **both** of the following conditions:

1. **Financial Assistance Eligibility:** The tenant has either:
   - **a.** Qualified for unemployment benefits,
   - **b.** Experienced a reduction in household income,
   - **c.** Incurred significant costs, or
   - **d.** Experienced other financial hardship.
     All of the above must be directly or indirectly a result of the COVID-19 emergency,

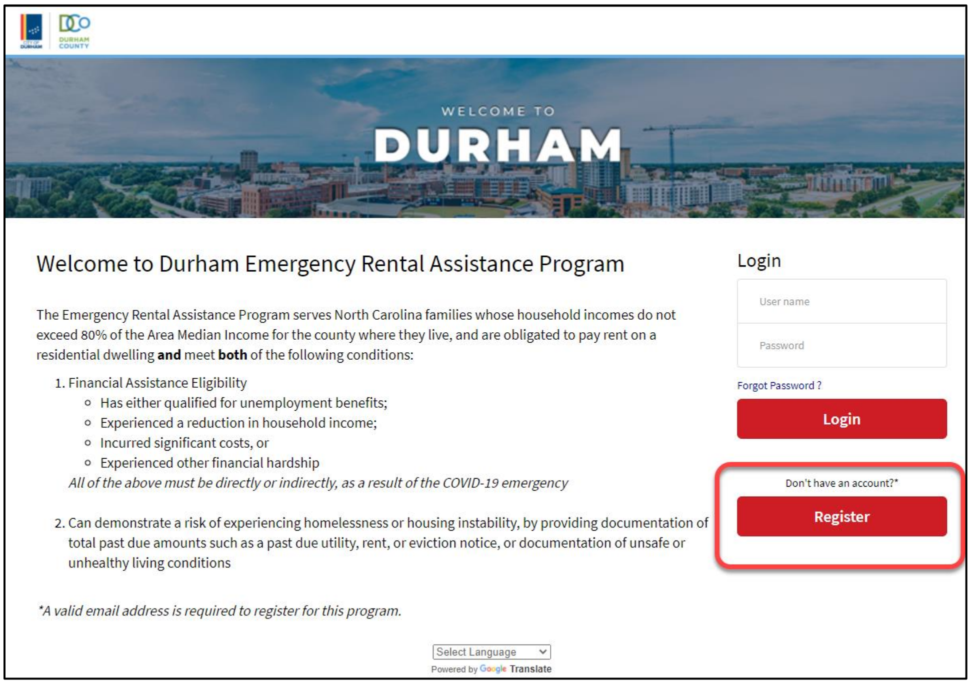
AND

2. The tenant can demonstrate a risk of experiencing homelessness or housing instability by providing documentation of:
   - **a.** Total past due amounts, such as a past due utility, rent, or eviction notice; **or**
   - **b.** Unsafe or unhealthy living conditions.

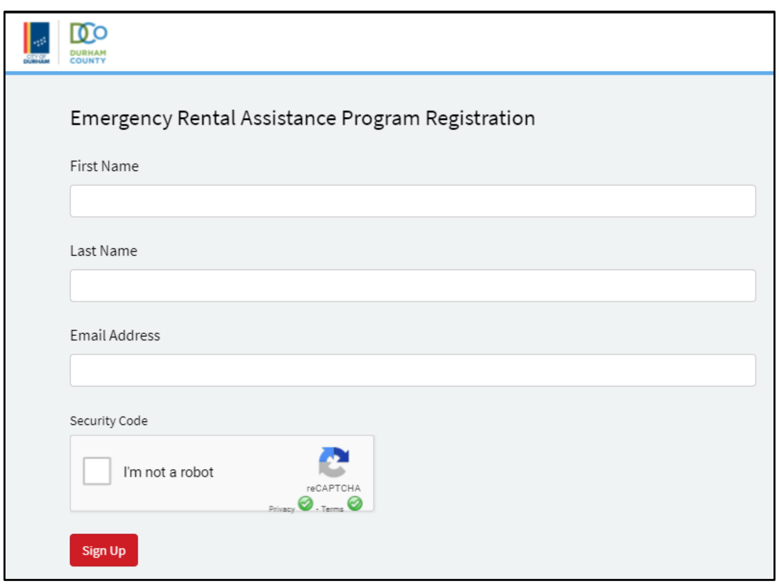
User Registration

The first time you access the Durham Emergency Rental Assistance Program portal, you must register your account.

1. Go to Durham Emergency Rental Assistance Program portal.
   To read this information in another language, use the Google Translate tool at the bottom of the page to select the appropriate language.
2. Click **Register** to start the application process.



3. Provide the requested information: first name, last name, and email.



4. Click in the CAPTCHA box and follow the instructions to authenticate your information.

5. When done, click **Sign Up.**
   You will see a pop-up message asking you to check your email to activate the account.
6. Check your inbox or spam folder for an email from Okta with a subject line of "Activate Account." In the email message, click **Activate Account** to return to the website's app homepage.
7. You have completed user registration and can begin the application process.

Process

This section describes the options you have for starting the application process. If a tenant meets the criteria listed in the Overview, you have several options for submitting an application through the Durham Housing Application Portal.

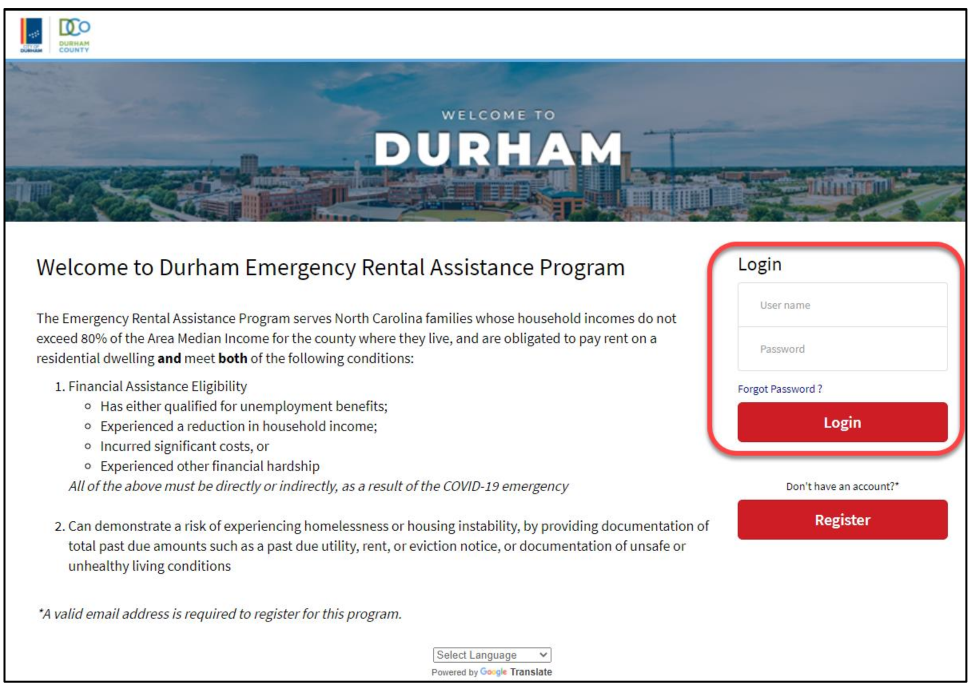
Start the application process by entering the tenant's information.

Access an application started by a tenant or proxy.

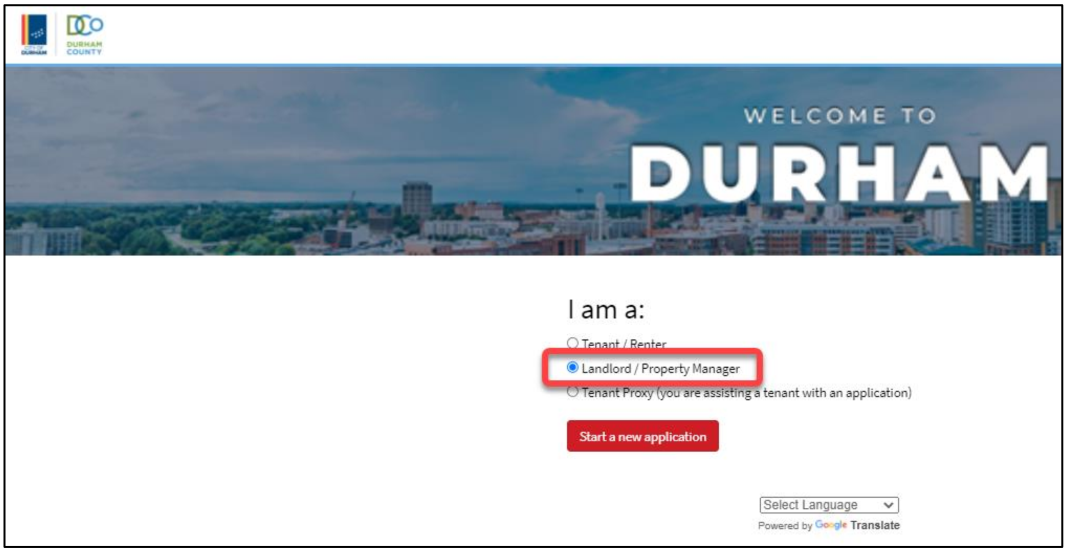
Starting the Application Process for the Tenant

As a landlord, you can begin the application process for one or more of your tenants. Follow these steps for each tenant who qualifies.

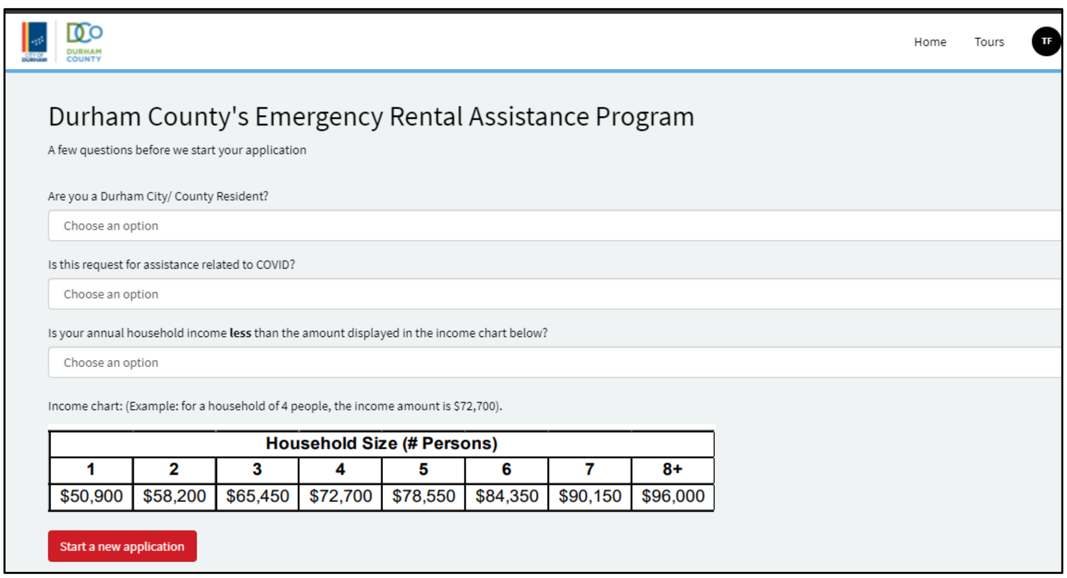
1. Check your email for your username and password.
2. Go to the Durham CARES portal.
3. Enter your username and password and click **Login**.



4. Select the **Landlord/Property Manager** radio button and click **Start a New Application**.

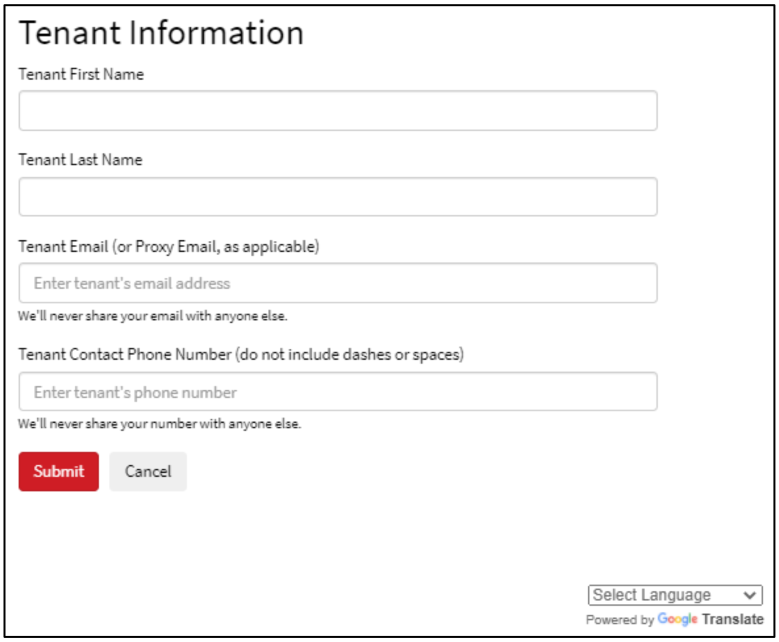


5. Answer the qualification questions on behalf of the tenant and click **Start a new application**.
   If the tenant cannot answer Yes to all three questions, you will not be able to start a new application.

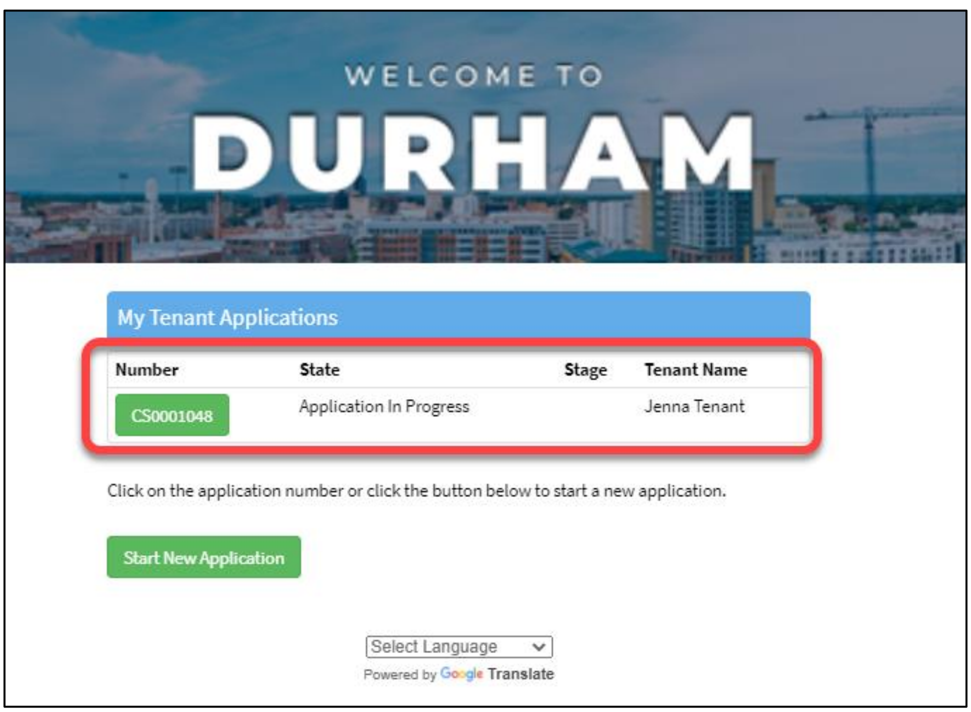


Household Size (# Persons)							
1	2	3	4	5	6	7	8+
$50,900	$58,200	$65,450	$72,700	$78,550	$84,350	$90,150	$96,000

6. Complete all relevant fields: Tenant First Name, Tenant Last Name, Tenant Email (or Proxy Email), and Tenant Contact Phone Number (for example, 9191234567)
   If you do not know the email or phone number, leave these fields blank.



7. When done, click **Submit** to return to the portal homepage.
8. The application is now listed in the My Tenant Applications, with a state of Application in Progress.
   Tip: *If the application does not appear, log out and then log back in to refresh the page.*

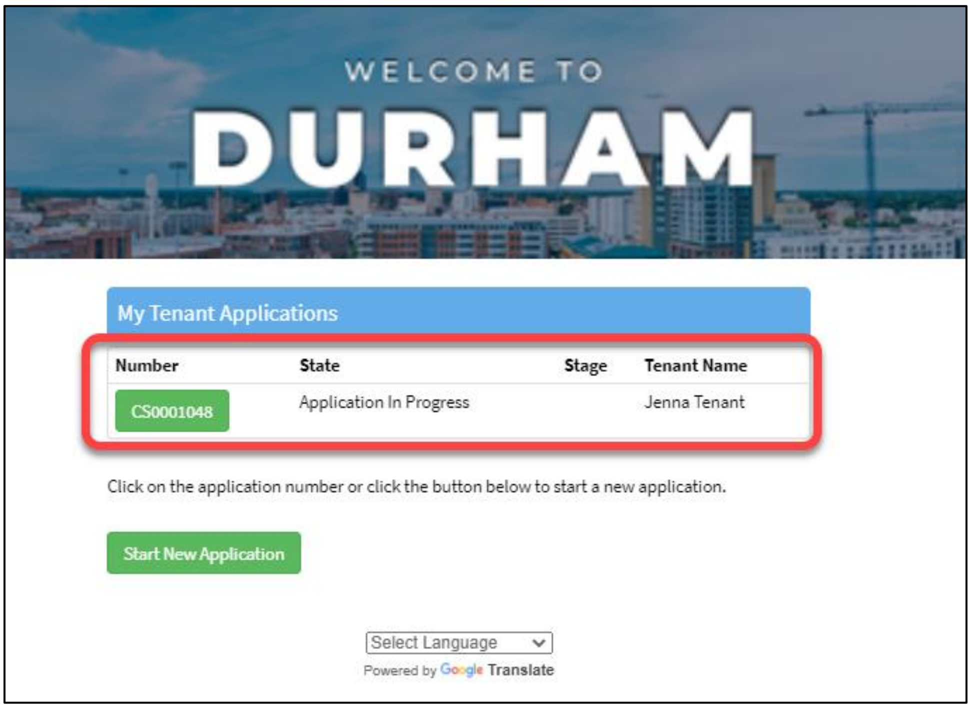


9. An email notification is sent to the tenant, including a link to the portal and the application number and password. The tenant must access the portal to complete their portion of the application.
10. Refer to Completing the Application to continue the process.

Accessing an Application Started by Tenant or Proxy

If your tenant or their proxy started the application process, you should receive an email with the application and password or they should have contact you with this information.

1. Check your email for your username and password.
2. Log in to the Durham CARES portal.
3. The application(s) should appear in the My Tenant Applications list.
   Tip: *If the application does not appear, log out and then log back in to refresh the page.*



4. Refer to Completing the Application to continue the process.

Completing the Landlord Verification Form

This section describes how to complete the Landlord Verification Form, including information on required documents.

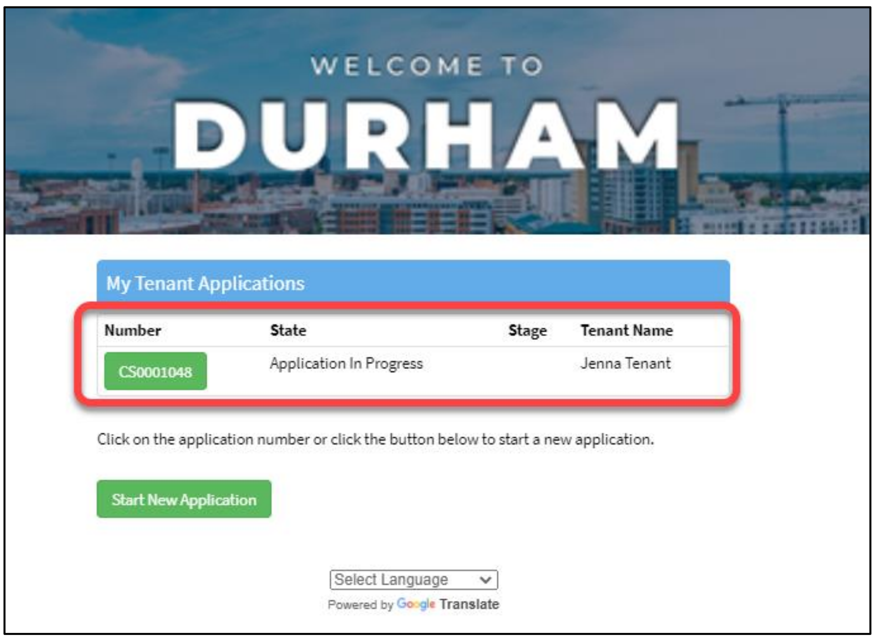
Required Documents

Before accessing the application, be sure to fill out and save all relevant documentation on your computer.

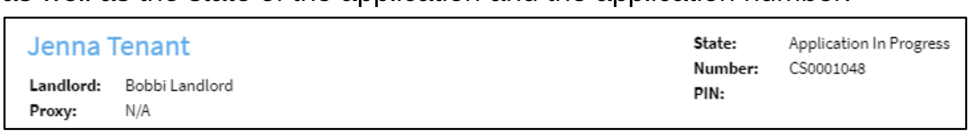
- W-9
- If applicable, the Management Company Contract with the Owner.

Landlord Verification Form

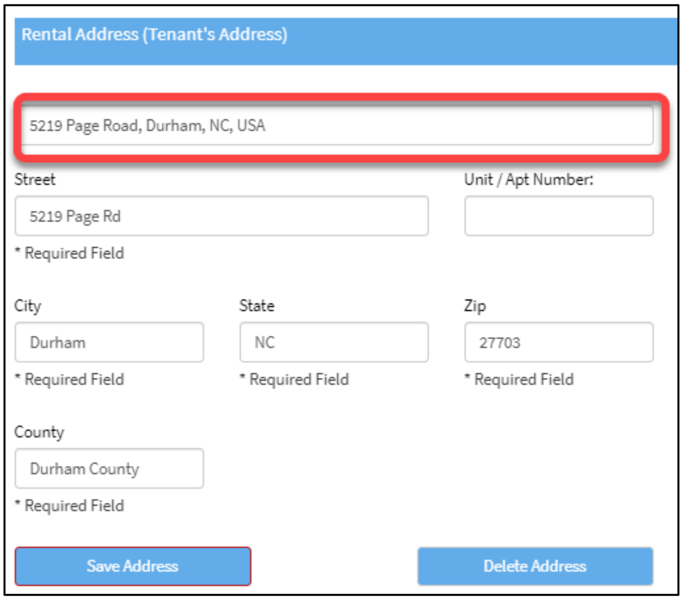
1. On the portal homepage, click on the application number to start the process.



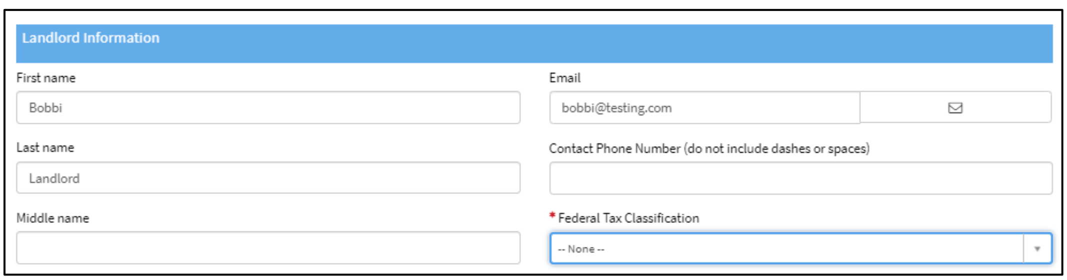
2. The top of the Landlord Verification Form shows the landlord and proxy name (if applicable), as well as the state of the application and the application number.



3. If the tenant's rental address is not provided, enter the address in the field at the top of the form. Once the address is validated, the information will appear in the fields. When done, click **Save Address**.

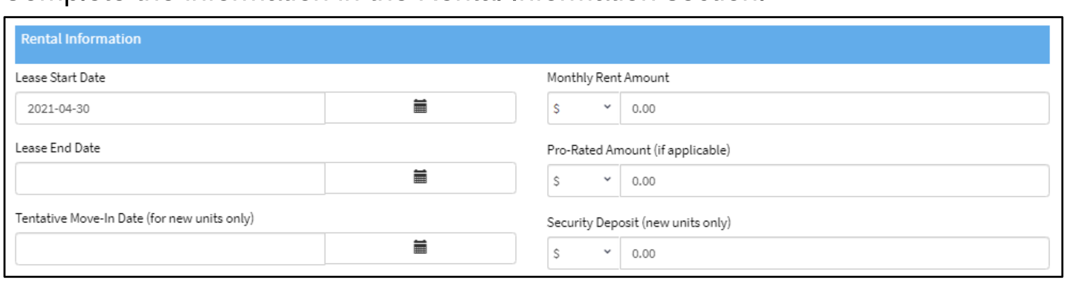


4. Confirm that all information in the Landlord Information section is accurate.



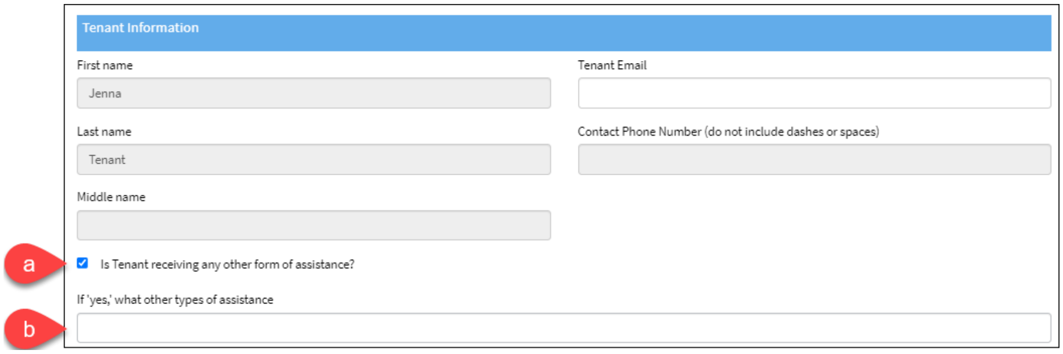
   a. Update information as needed for accuracy.
   b. Choose a **Federal Tax Classification** from the dropdown.

5. Complete the information in the Rental Information section.



   a. Enter the **Lease Start Date** and **Lease End Date** in YYYY-MM-DD format or click the calendar icon to select a date.
   b. If this is a new tenant, enter the **Tentative Move-In Date**.
   c. Enter the **Monthly Rent Amount**, **Pro-Rated Amount** (if applicable), and/or the **Security Deposit** (for new units only).

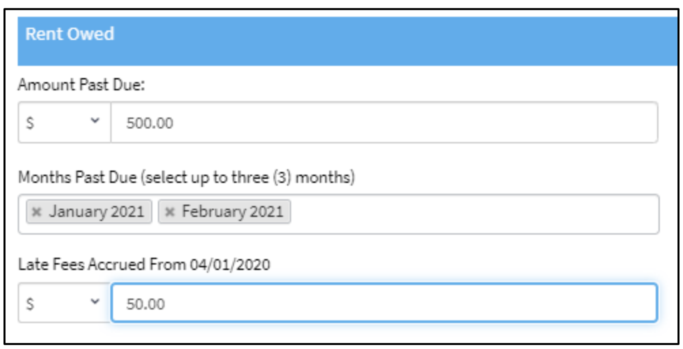
6. Review the Tenant Information section for accuracy.


Tenant Information
First name
Jenna
Tenant Email
Last name
Tenant
Contact Phone Number (do not include dashes or spaces)
Middle name
a
Is Tenant receiving any other form of assistance?
If 'yes,' what other types of assistance
b

   a. If the tenant is receiving any other form of assistance, click the checkbox.

   b. Click in the field to select all applicable forms of assistance. Repeat this step to add more than one item to this field.
   To remove an item from this field, click the small "x" to the left of the item.

7. In the Rent Owed section:

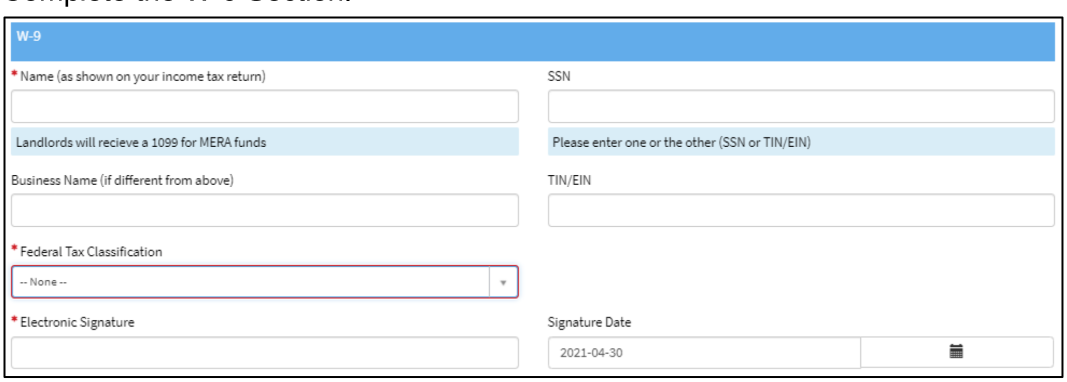

Rent Owed
Amount Past Due:
$ 500.00
Months Past Due (select up to three (3) months)
× January 2021 × February 2021
Late Fees Accrued From 04/01/2020
$ 50.00

   a. Indicate the **Amount Past Due**.

   b. Click in the **Months Past Due** field to select all months for which rent is owed (past and future). Repeat this step to add all months that apply.
   To remove an item from this field, click the small "x" to the left of the item.

   c. Enter the **Late Fees Accrued** since April 1, 2020, if applicable.

8. Complete the W-9 Section.

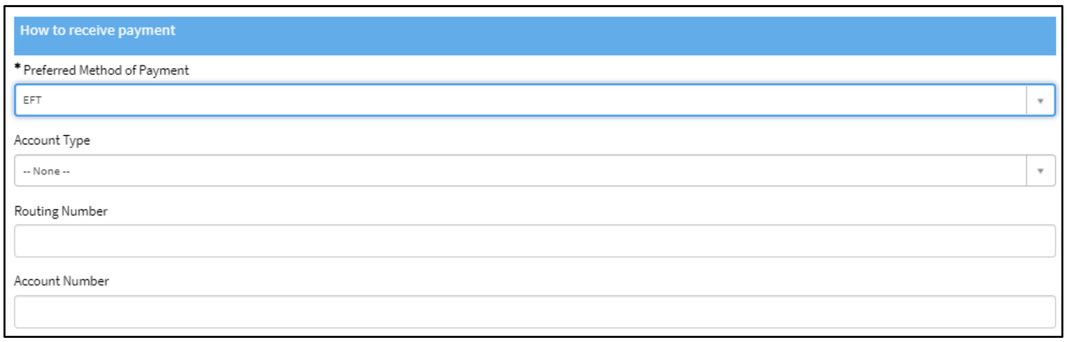

W-9
* Name (as shown on your income tax return)
SSN
Landlords will recieve a 1099 for MERA funds
Please enter one or the other (SSN or TIN/EIN)
Business Name (if different from above)
TIN/EIN
* Federal Tax Classification
-- None --
* Electronic Signature
Signature Date
2021-04-30

   a. Enter your **Name** as shown on your income tax return.
   You will receive a 1099 for MERA funds.

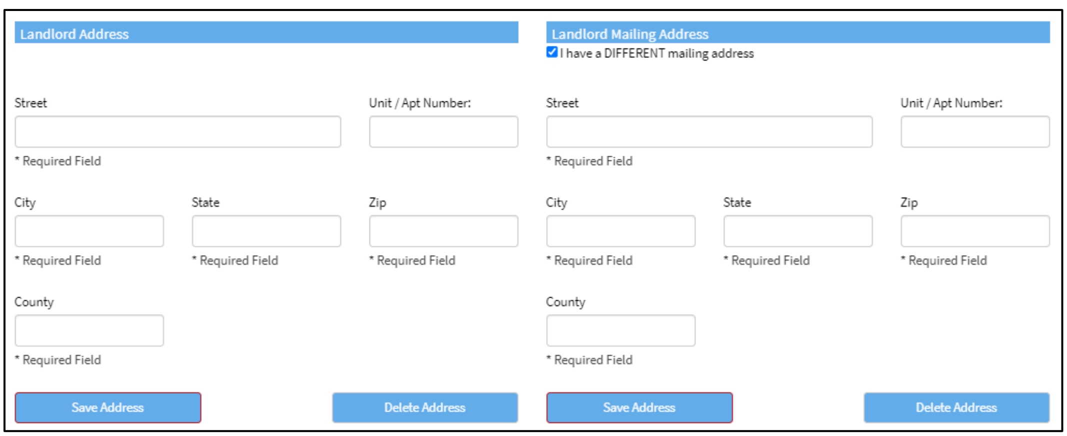
   b. If applicable, enter a **Business Name**.

c. Select your **Federal Tax Classification** from the drop-down.
d. Enter *either* your Social Security Number (**SSN**) or your Tax/Employer Identification Number (**TIN/EIN**).
e. Type your name in the **Electronic Signature** field to serve as your signature.
f. The **Signature Date** automatically populates with today's date

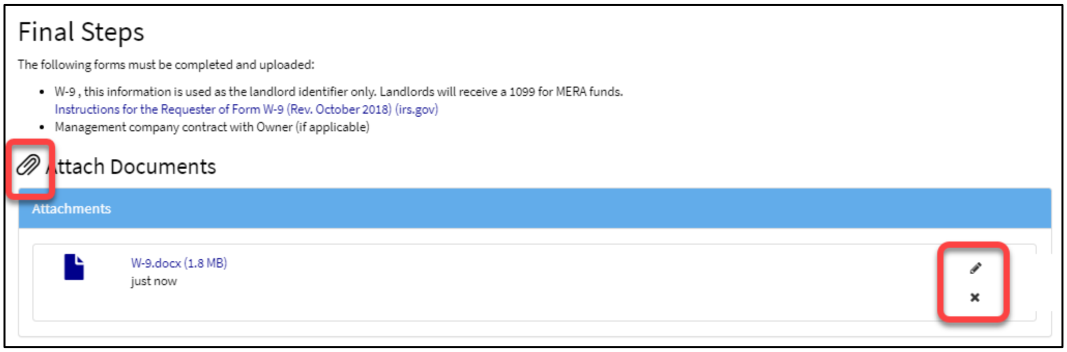
9. Under How to Receive Payment, select the **Preferred Method of Payment** (check, EFT, or ACH). If you select EFT (electronic funds transfer), select the **Account Type** (savings or checking) and provide your financial institution's **Routing Number** and your **Account Number**.



10. Click **Save** to save your work. This does not complete the process, but it ensures that information entered will not be lost.
11. Under Landlord Address, provide your full address. If your mailing address is different, check the box and enter the required information. When done, click **Save Address**.



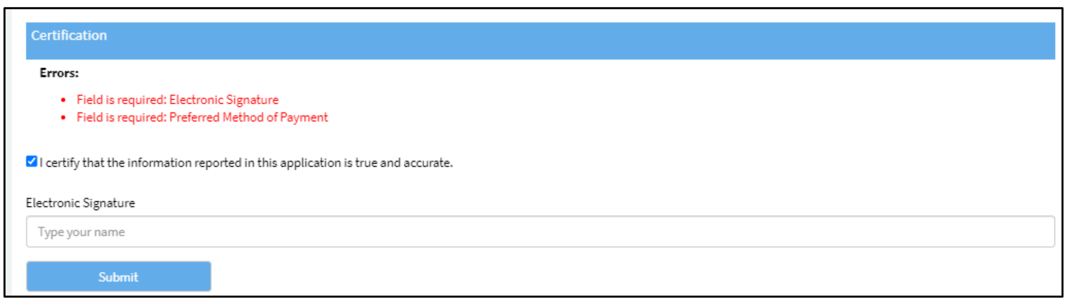
12. Under Final Steps, click the paperclip icon to attach all necessary documents—a completed W-9 and the management company contract with the owner (if applicable).



a. To change the name of an attachment, click the edit (pencil) icon.

b. To remove an attachment, click the delete (x) icon.

13. To complete the process:



a. Ensure that all errors have been resolved. You cannot submit the form until all required fields are complete.

b. Check the Certification checkbox to confirm that the information reported in the application is true and accurate.

c. Type your name in the **Electronic Signature** field.

d. Click **Submit**.
A confirmation message will appear confirming that the application is complete, and you will return to the application portal homepage.