Louisiana's

U.S. Treasury
Emergency Rental Assistance Program

Renter | User Guide

Louisiana Housing Corporation

May 2021

Online Application User Guide

Overview

What is Louisiana's U.S. Treasury Emergency Rental Assistance Program?

This application program is funded by the United States Department of Treasury to provide statewide emergency rental assistance to help people who are at risk of experiencing homelessness or housing instability due to the COVID-19 pandemic. Eligible applicants may receive assistance for past-due rent and forward rent payments or forward rent payments only.

WHO: Individual tenants and landlords can apply

WHAT: Applicants may apply for assistance for **past-due rent, forward rent**, or a **combination of both**

- For past-due rent and forward rent (alone or combined), the time span may not exceed 15 months
- Forward rent can only be used for three months at a time

WHEN: Past-due rent may not be from before April 1, 2020

How do I know if I'm eligible for this program?

- You live in a rental unit that is located in one of the parishes that are covered by the program.
- Someone in your household qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly or indirectly to COVID-19.
- You have received a past due rent notice, past due utility notice, or an eviction notice, or you are experiencing housing instability.
- Any funding for outstanding rent that you are requested through the state program has not been paid, reimbursed or duplicated by any other source (e.g., parish, city, federal, non-profit).
- Your household income does not exceed 80% of area median income limit (AMI) for the parish, as defined by the Department of Housing and Urban Development (HUD).

Need help?

If you have been impacted by COVID-19 and need help with your application, please call our Contact Center at 877-459-6555.

Contact Center
Hours of Operation:
Monday-Friday 8 AM- 5 PM

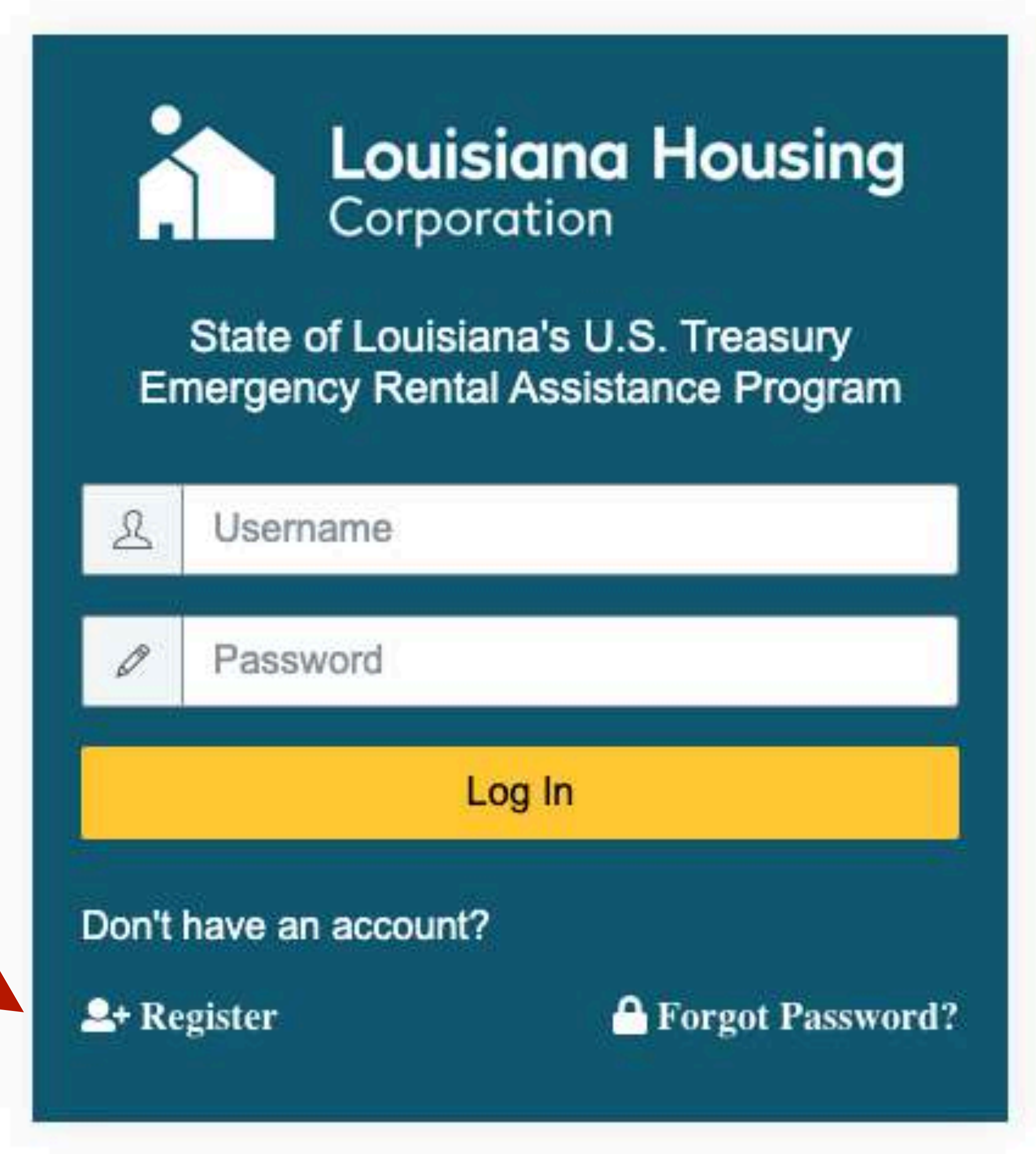
Application Log In

Language Selection: Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish

First time log in

You will need to **Register** to create your username and password.



Note: If you have already registered, you can log back in with with your username and password.

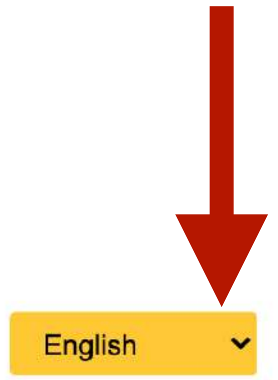
Have you already registered, but forgotten your password?

No problem. You can reset your password where it says Forgot Password?

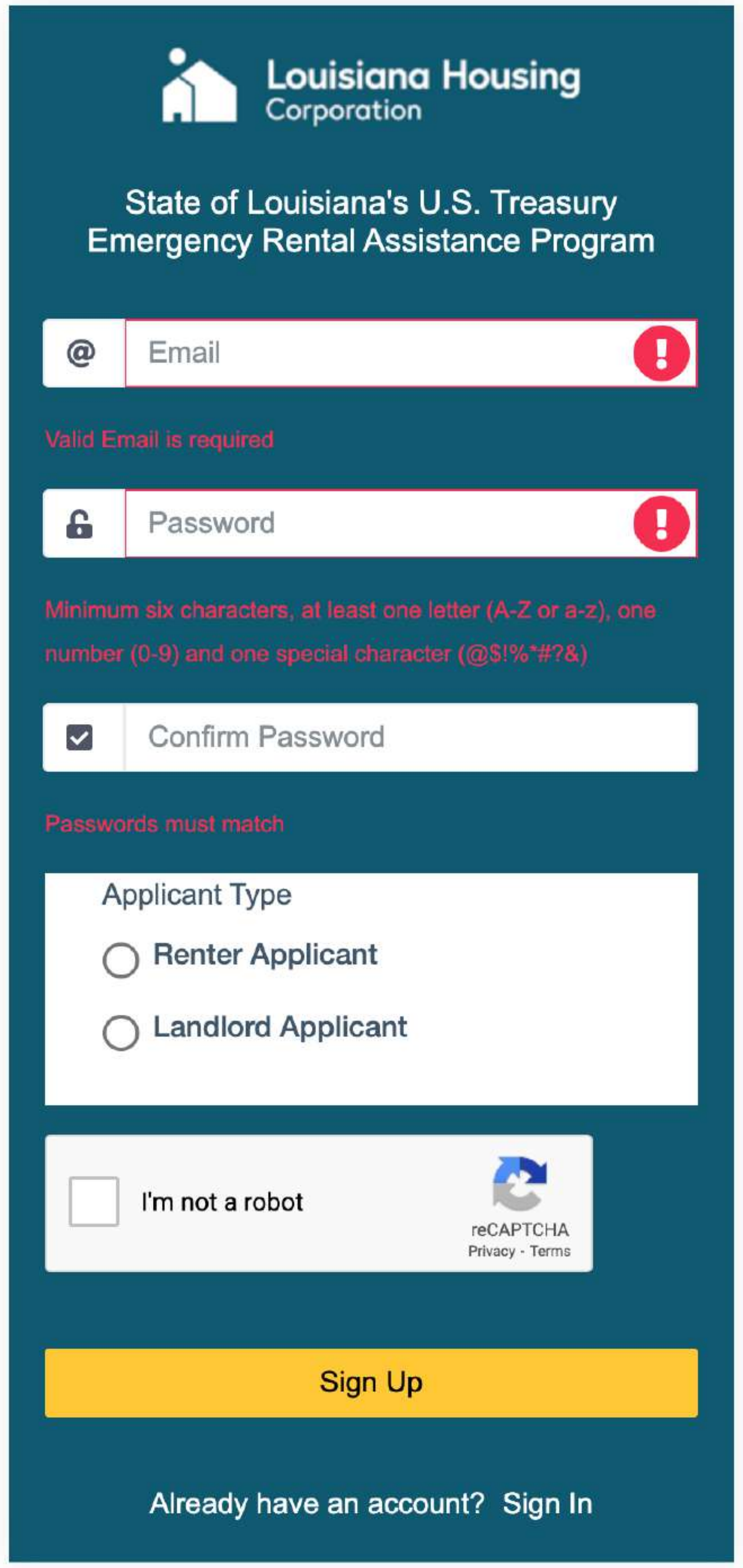
Application Registration

Language Selection: Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish



1. Enter your email.
2. Create a password.
3. Confirm your password.
4. Are you applying as a renter or a landlord? Choose your application type.
5. Click the box to confirm you are human.
6. Click the **Sign Up** button.



Note: If you have already registered, you can log back in with with your username and password.

Have you already registered, but forgotten your password?

No problem. You can reset your password where it says Forgot Password?

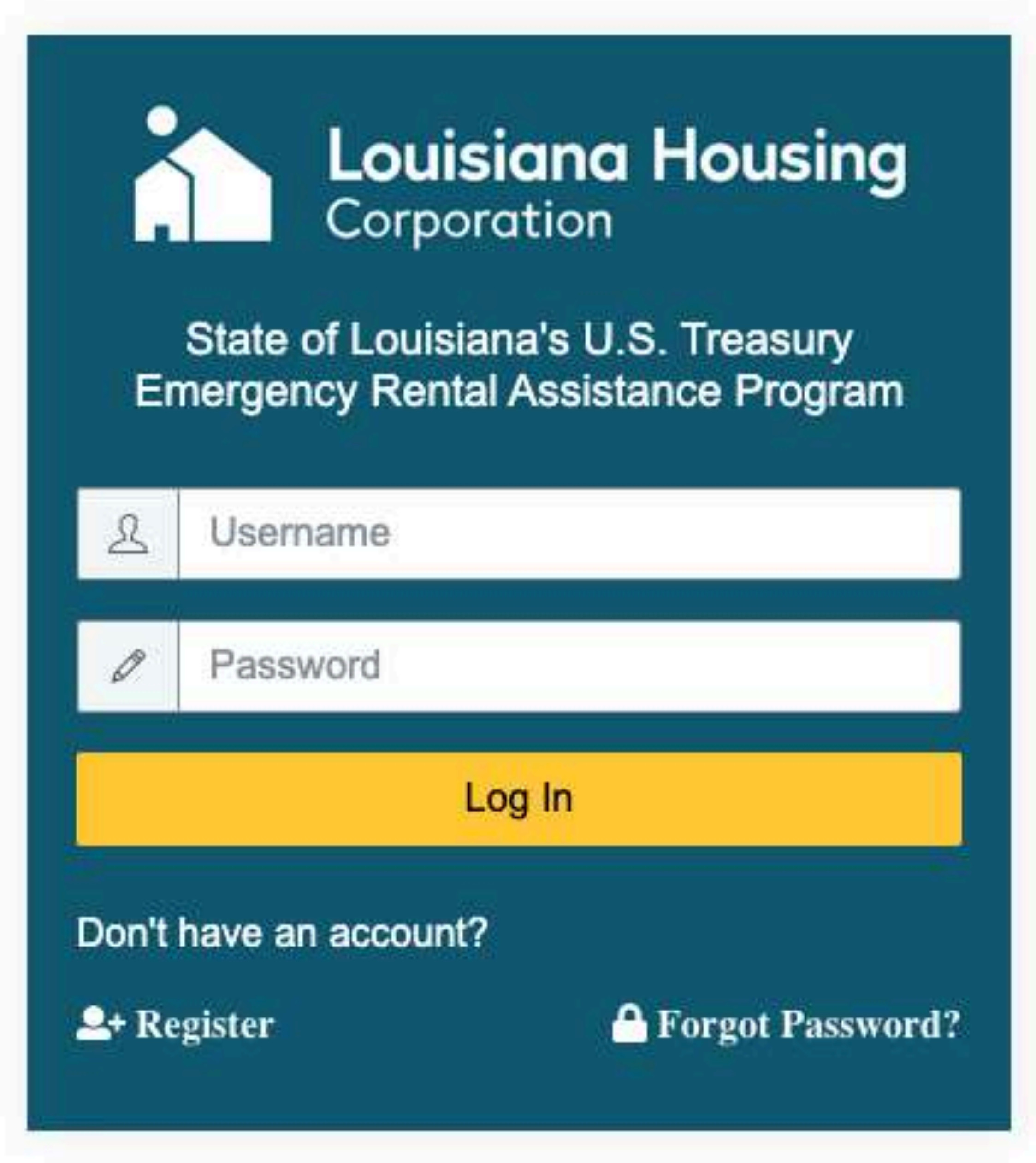
Application Log In

Language Selection: Choose your language from the dropdown menu. Your application can be completed in:

- English
- Spanish

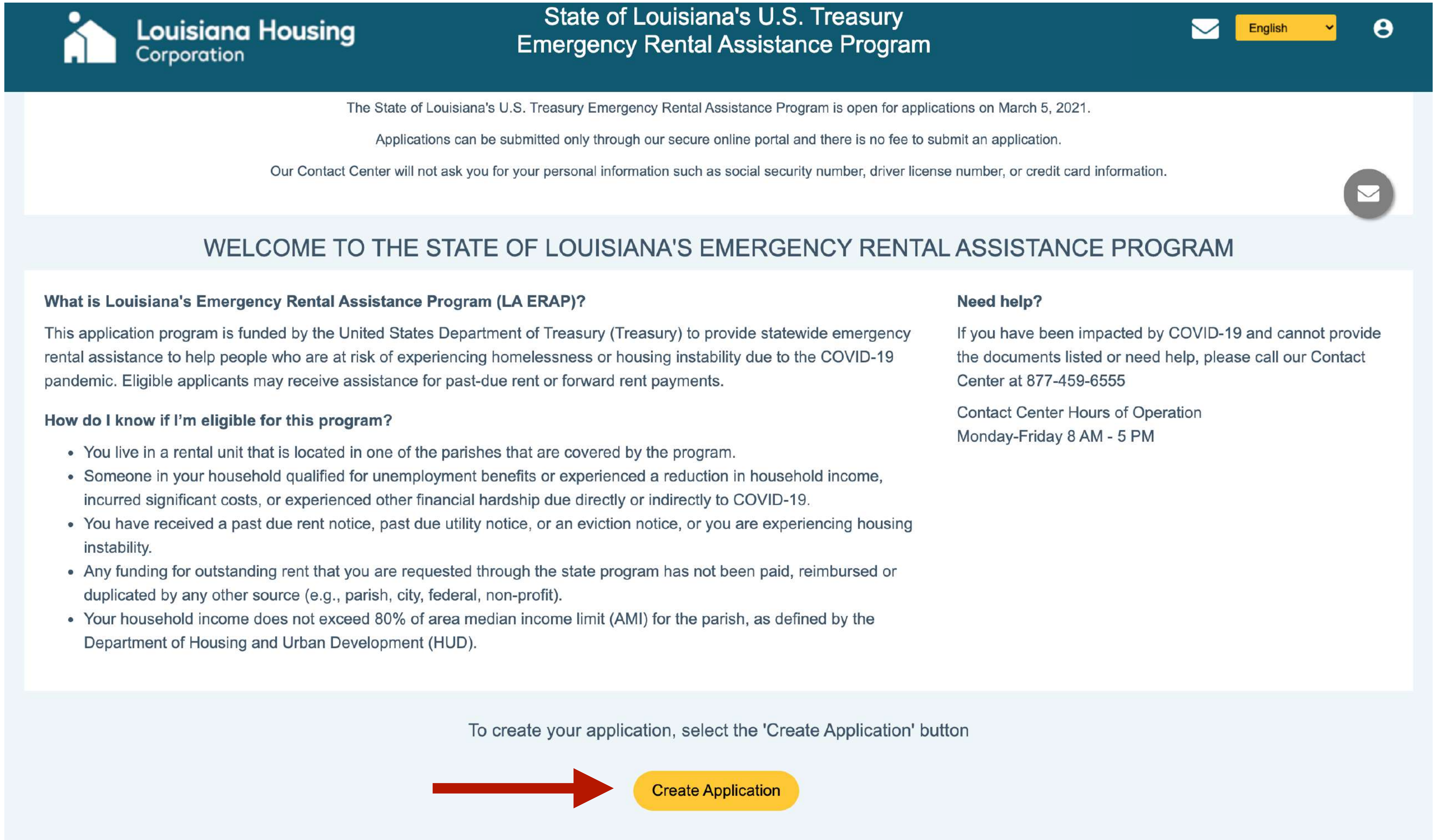
Now that you have registered, you can log in.

1. Enter your email.
2. Enter your password.
3. Click the **Log In** button.



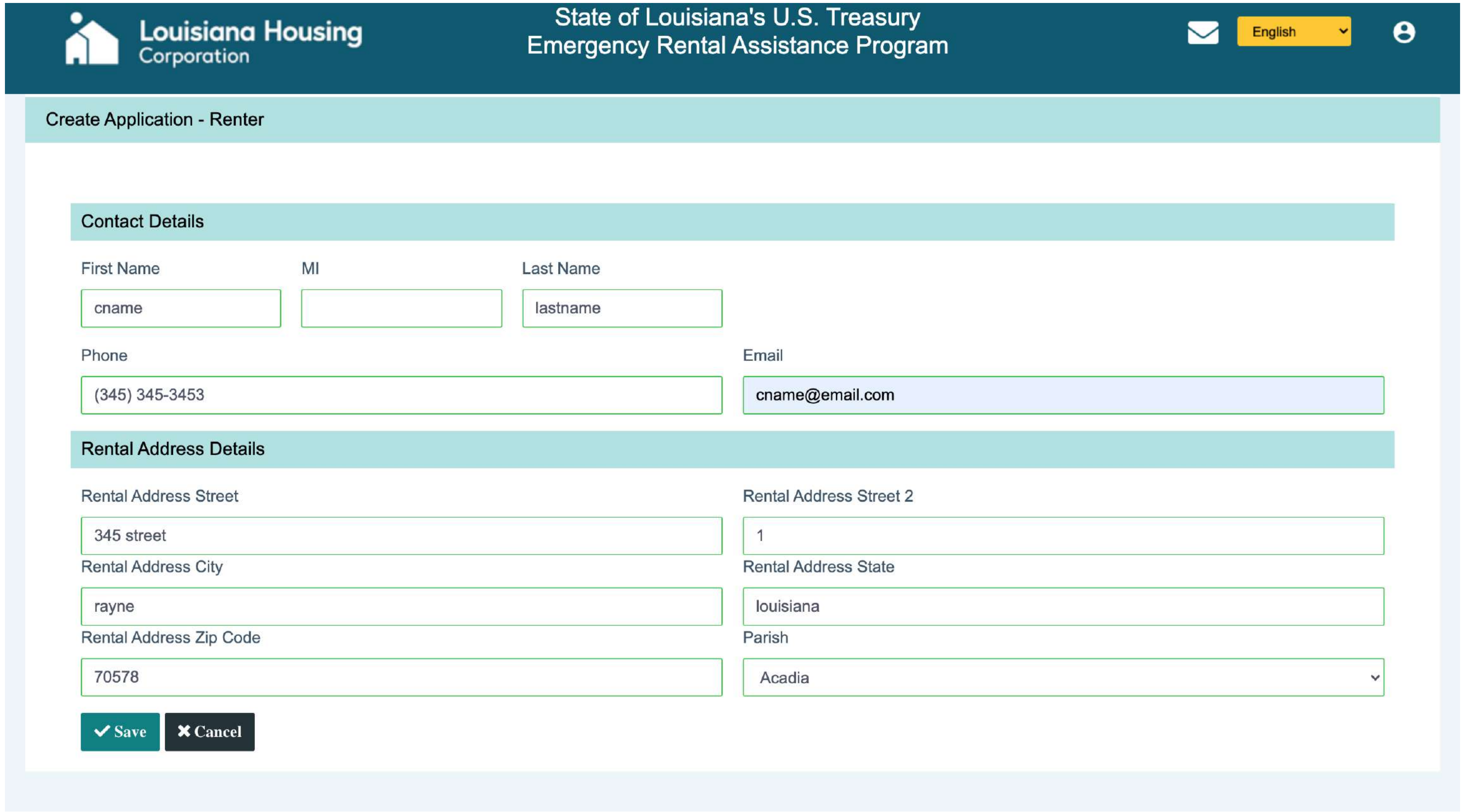
Note: If you forget your password, you can reset it here.

Start Creating Your Application



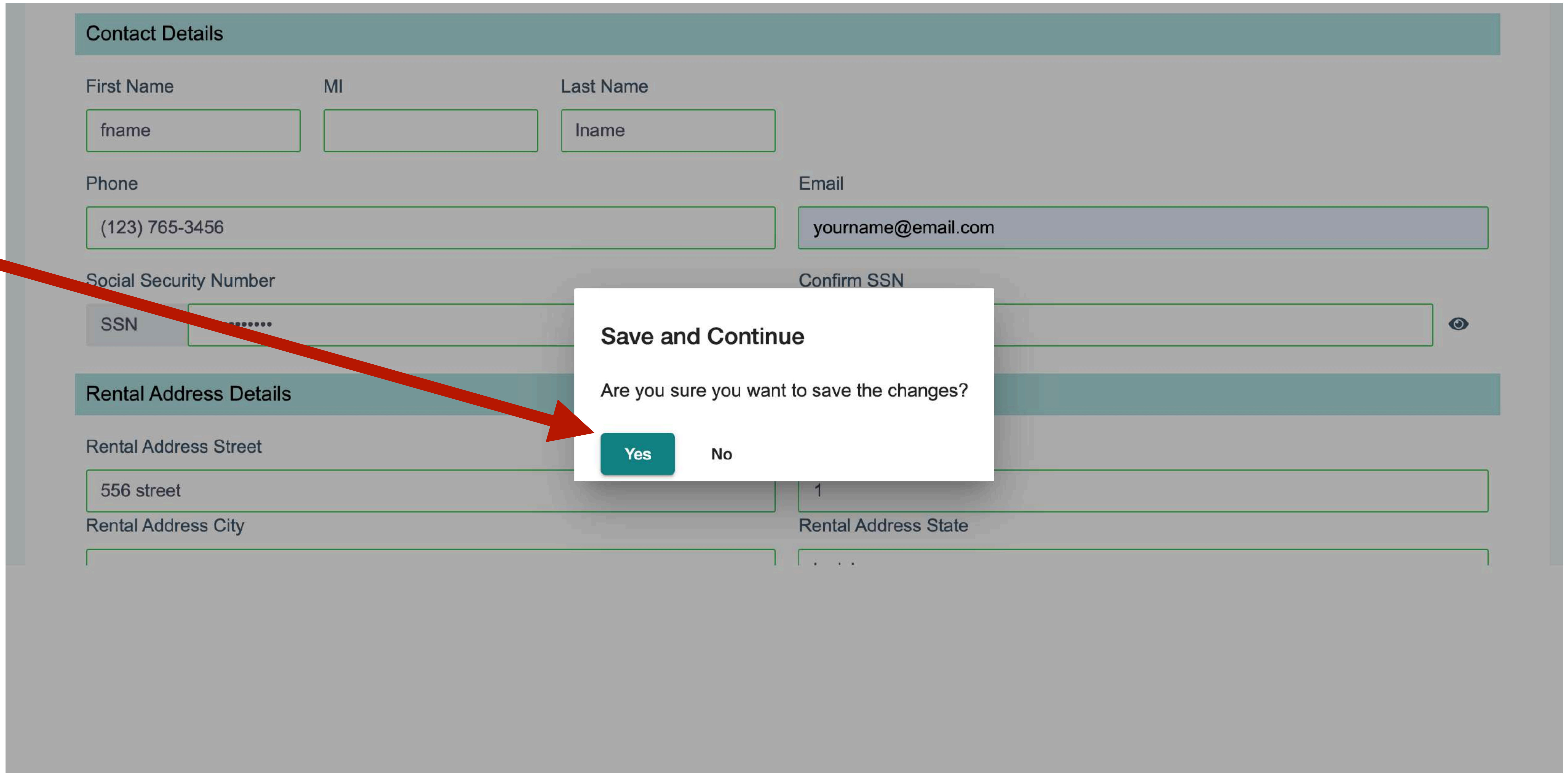
Pre-Eligibility Contact Details

1. Enter your **Contact Details.**
   - First name
   - Middle initial
   - Last name
   - Phone number
   - Email
2. Enter the **Address Details** of the rental unit for which assistance is requested.
   - Physical address (number and street name)
   - Unit number
   - City
   - State
   - Zip code
   - Parish
3. **Save**



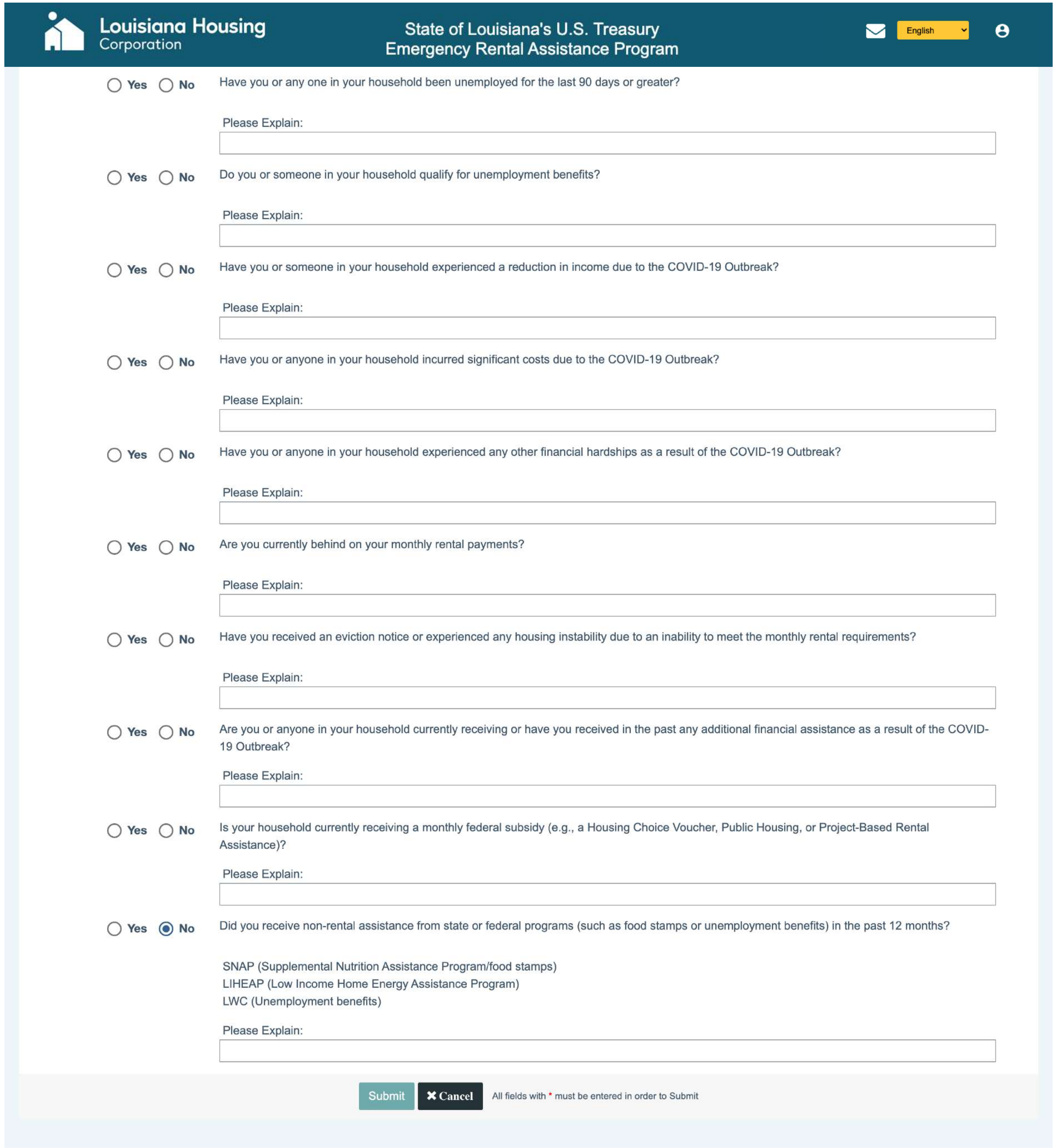
Pre-Eligibility Contact Details

To save and continue, choose **Yes**.



Pre-Eligibility Questions

1. Carefully read and answer all questions accurately.
2. **Submit.**



Louisiana Housing Corporation

State of Louisiana's U.S. Treasury Emergency Rental Assistance Program

English

Yes No Have you or any one in your household been unemployed for the last 90 days or greater?

Please Explain:

Yes No Do you or someone in your household qualify for unemployment benefits?

Please Explain:

Yes No Have you or someone in your household experienced a reduction in income due to the COVID-19 Outbreak?

Please Explain:

Yes No Have you or anyone in your household incurred significant costs due to the COVID-19 Outbreak?

Please Explain:

Yes No Have you or anyone in your household experienced any other financial hardships as a result of the COVID-19 Outbreak?

Please Explain:

Yes No Are you currently behind on your monthly rental payments?

Please Explain:

Yes No Have you received an eviction notice or experienced any housing instability due to an inability to meet the monthly rental requirements?

Please Explain:

Yes No Are you or anyone in your household currently receiving or have you received in the past any additional financial assistance as a result of the COVID-19 Outbreak?

Please Explain:

Yes No Is your household currently receiving a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance)?

Please Explain:

Yes No Did you receive non-rental assistance from state or federal programs (such as food stamps or unemployment benefits) in the past 12 months?

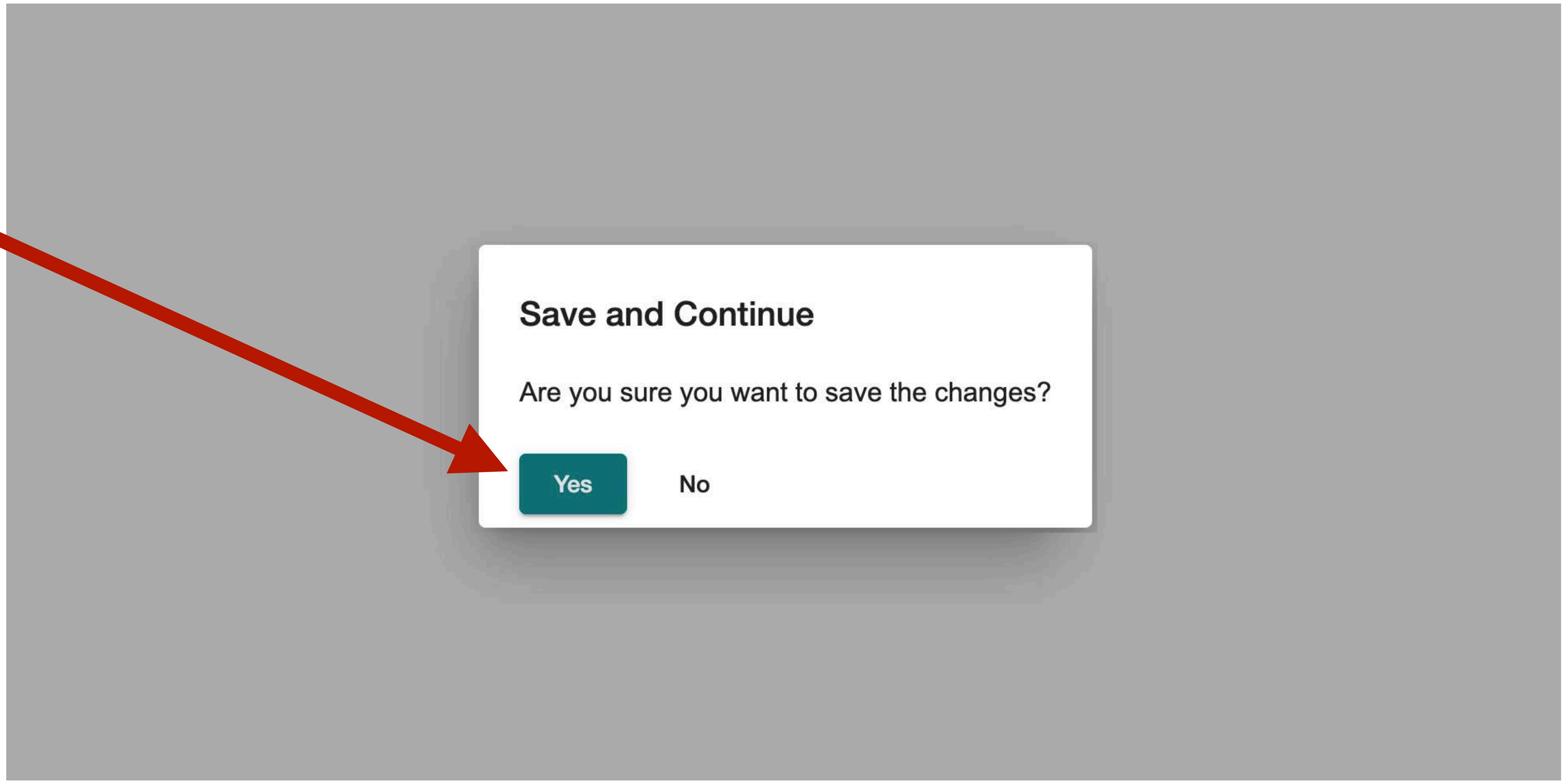
SNAP (Supplemental Nutrition Assistance Program/food stamps)
LIHEAP (Low Income Home Energy Assistance Program)
LWC (Unemployment benefits)

Please Explain:

Submit ✖ Cancel All fields with * must be entered in order to Submit

Pre-Eligibility Questions

To save and continue, choose **Yes**.



Application Dashboard

Here you can see your application progress and which sections still need to be completed. You don't have to complete the application all at once. It is divided into small sections making it easy to update and save as you go.

Tracking Progress: You will be able to monitor your application progress as you complete and save each section, it will be updated on the tracker.

To **Edit & Add Your Details** for each section, look for these buttons:

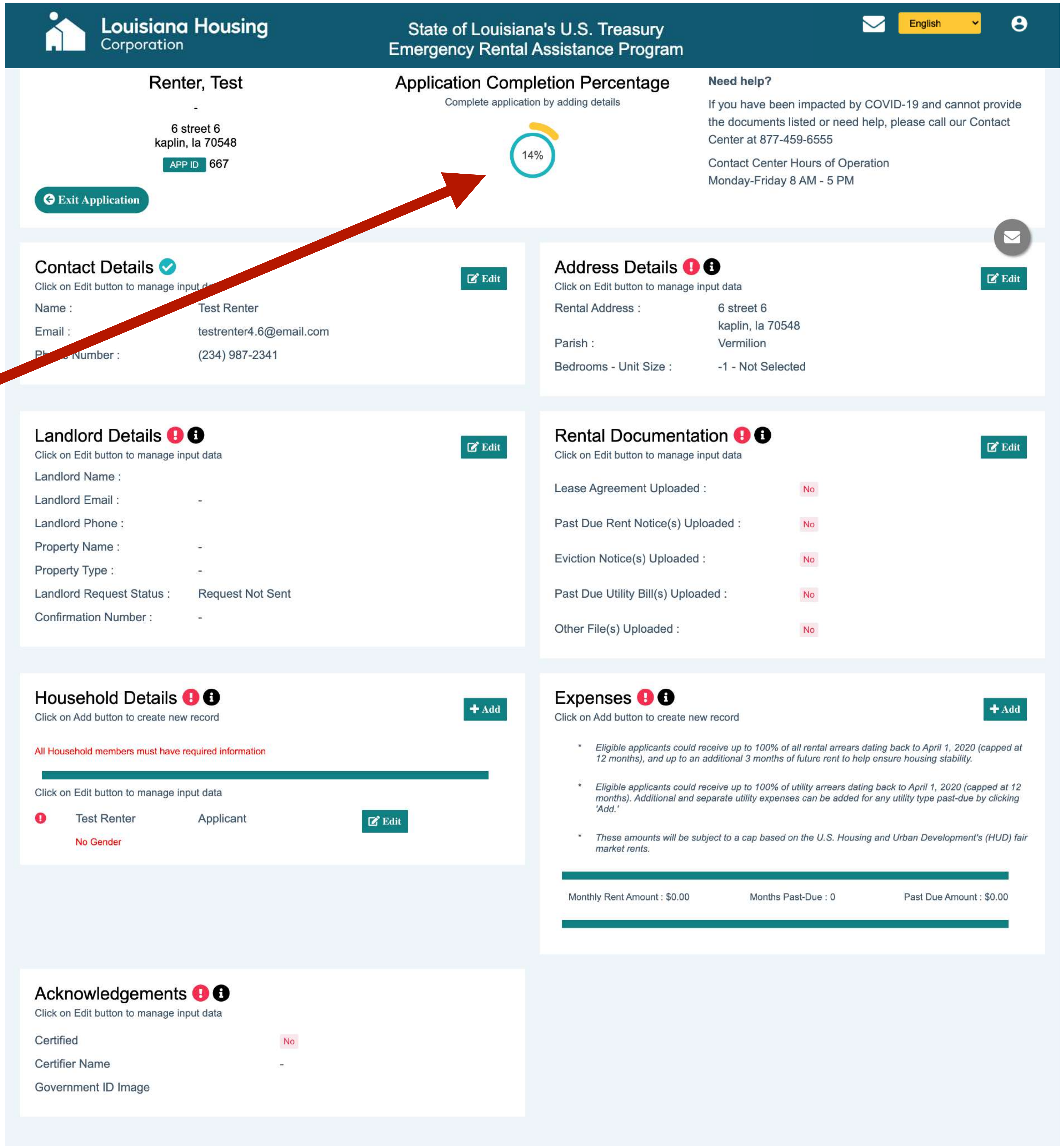
Edit

+ Add

Success indicators next to each section make it easy to see which are complete.

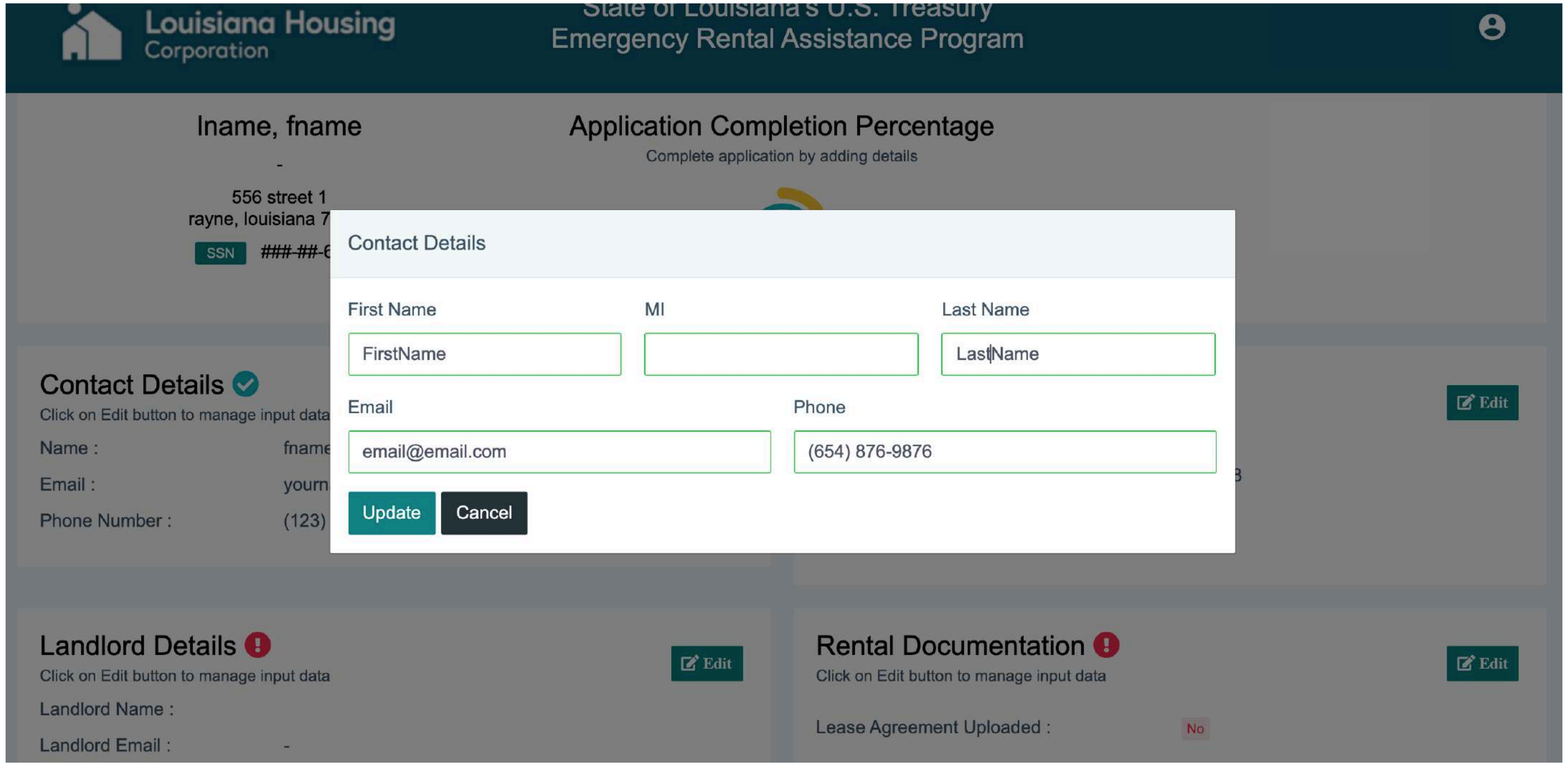
Saved and complete

Something is missing

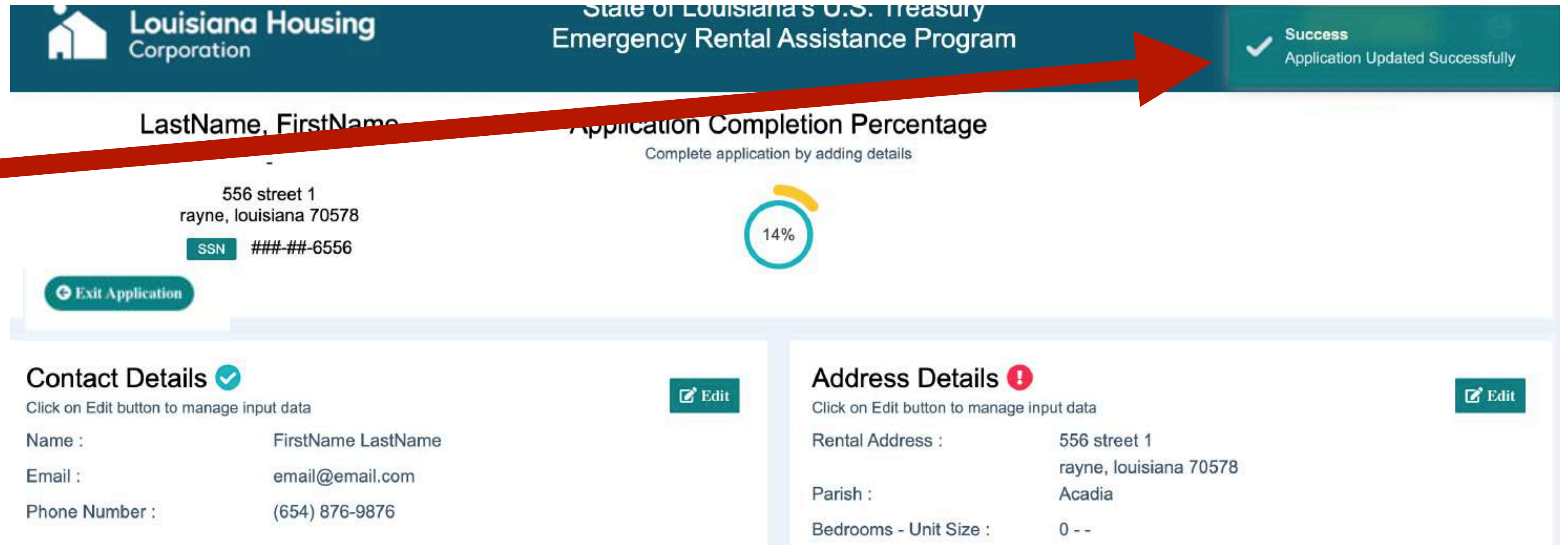


Renter Contact Details

1. Enter any missing **Contact Details.**
    - First name
    - Last name
    - Phone number
    - Email
2. Click **Update** to save and continue.



Note: After you click Update to save and continue, you will see a success pop-up on your dashboard.



Renter Landlord Details

Note: It is important that your Landlord's information is correct and complete before you submit your application. They will need to complete a section to initiate the processing of your application.

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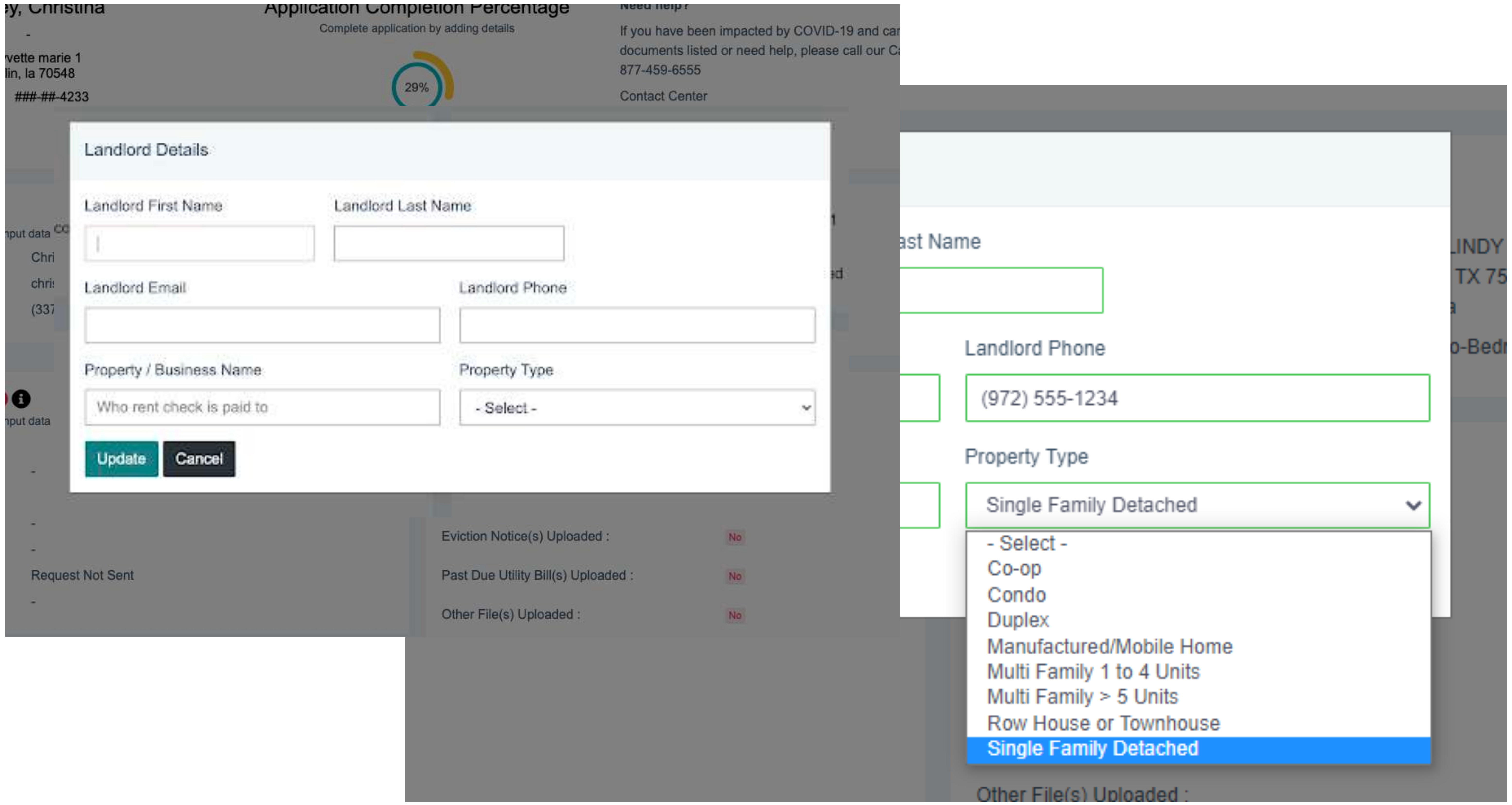
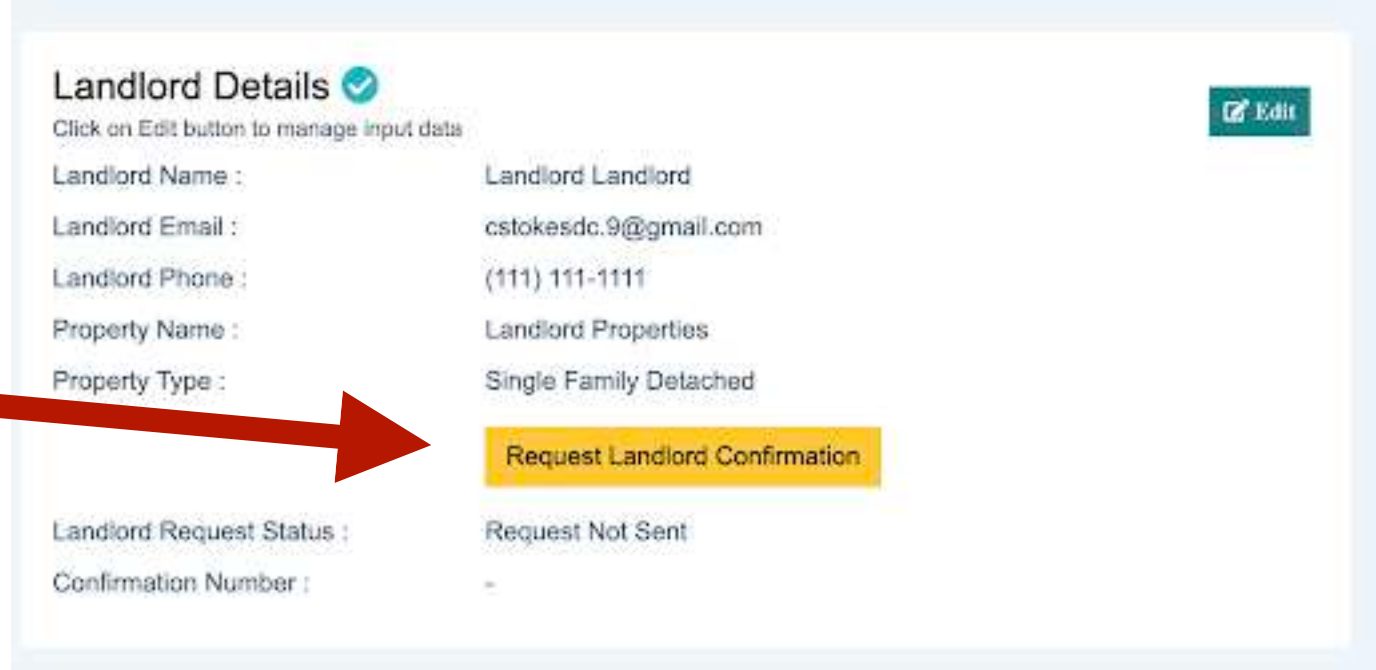
1. Enter all **Landlord Details.**
    - Landlord's first name
    - Landlord's last name
    - Landlord's email

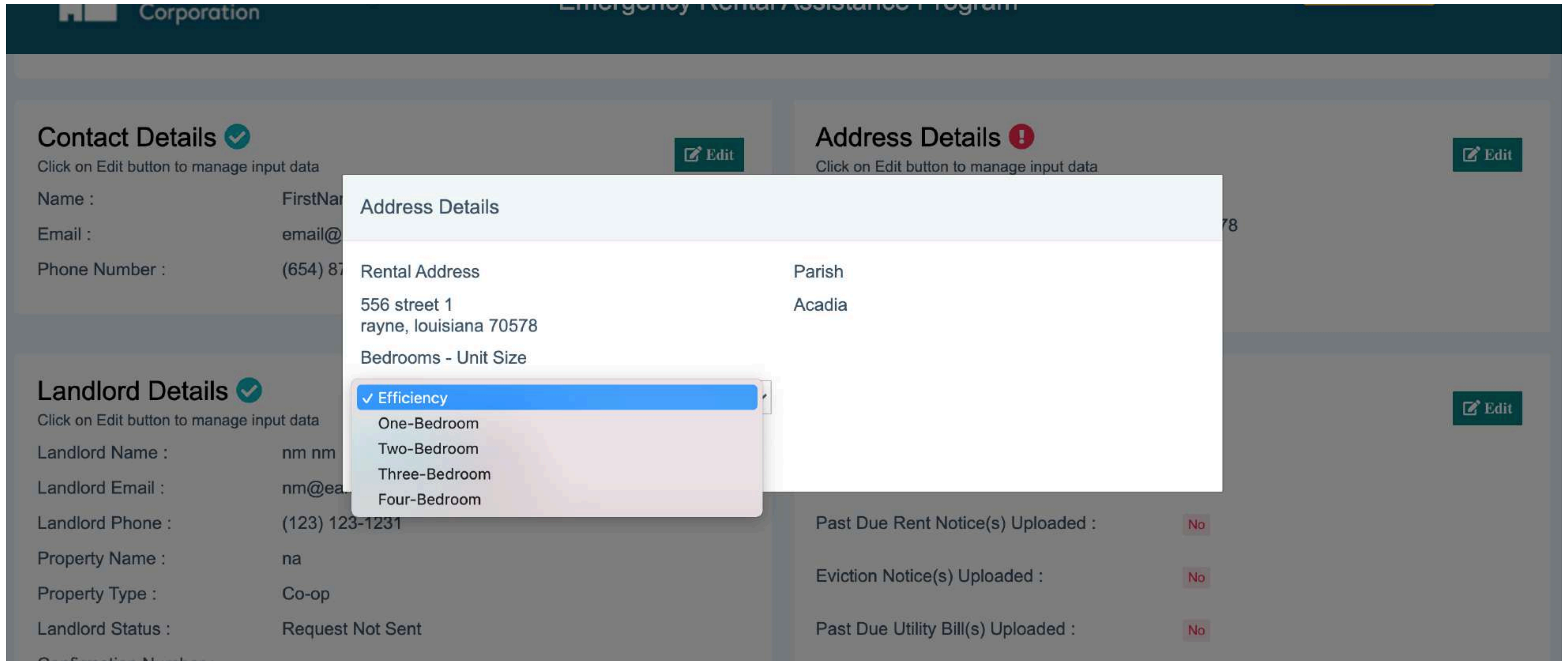
      Important: Your Landlord's email must be current and correct.
    - Landlord's phone number
    - Property / Business Name
    - Property Type
2. Click **Update** to save.
3. Click **Request Landlord Confirmation** even if you do not have the correct email address. It can be updated later.



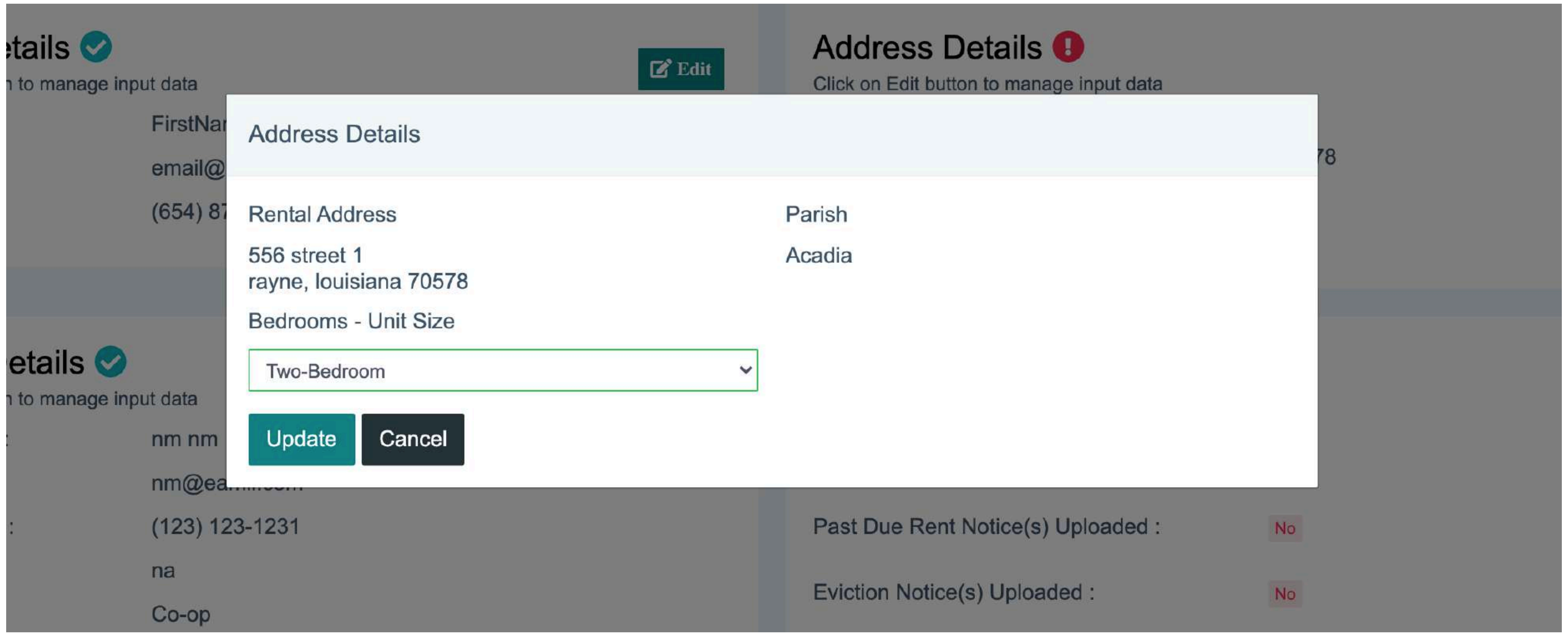


Renter Address Details

1. Choose your rental unit size (number of bedrooms) from the dropdown.



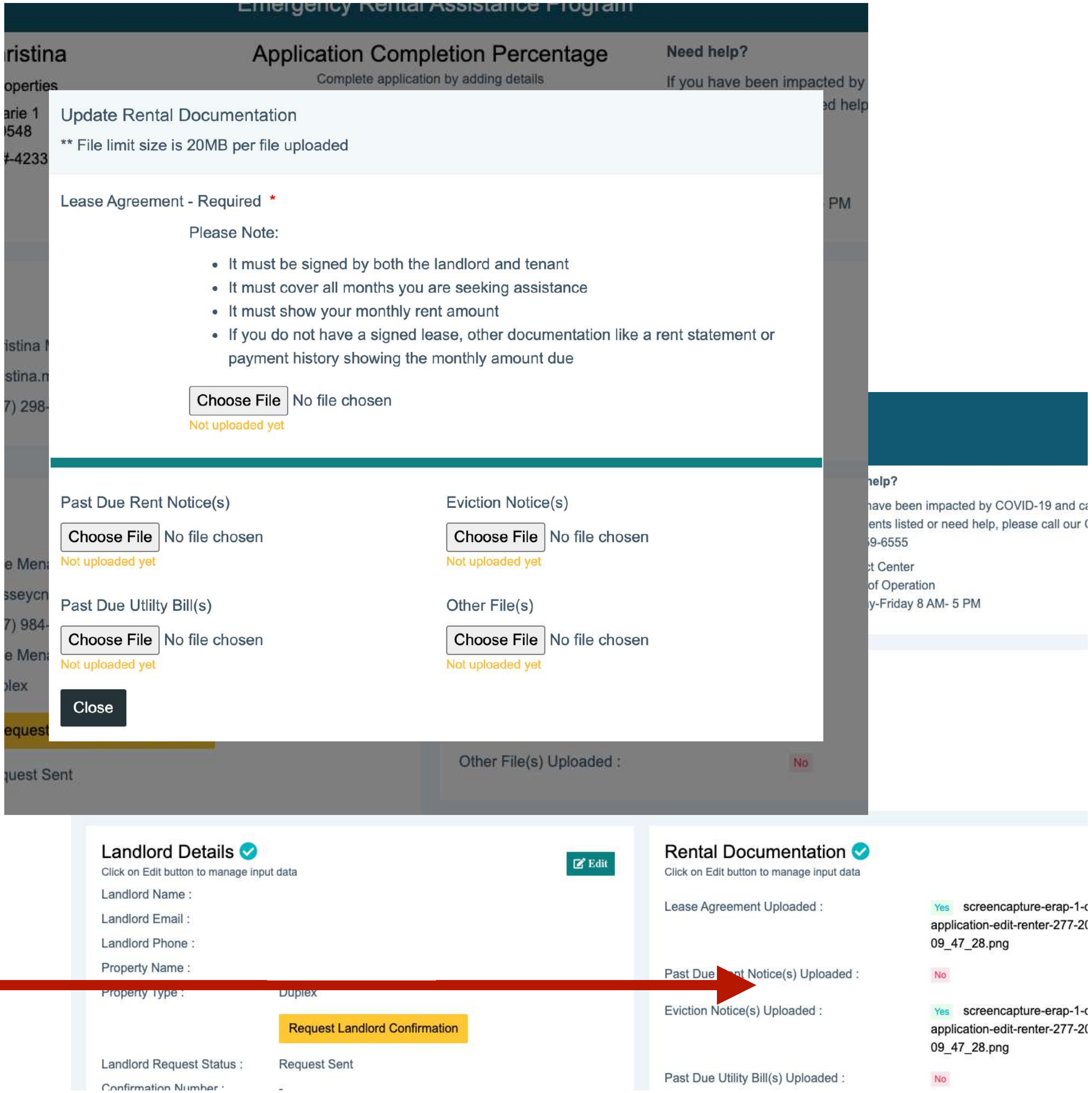
2. Click **Update** to save and continue.



Rental Documentation

1. Upload your **Lease or Rental Agreement.**
2. Upload All documents that apply to your situation.
3. Click **Update** to save and continue.

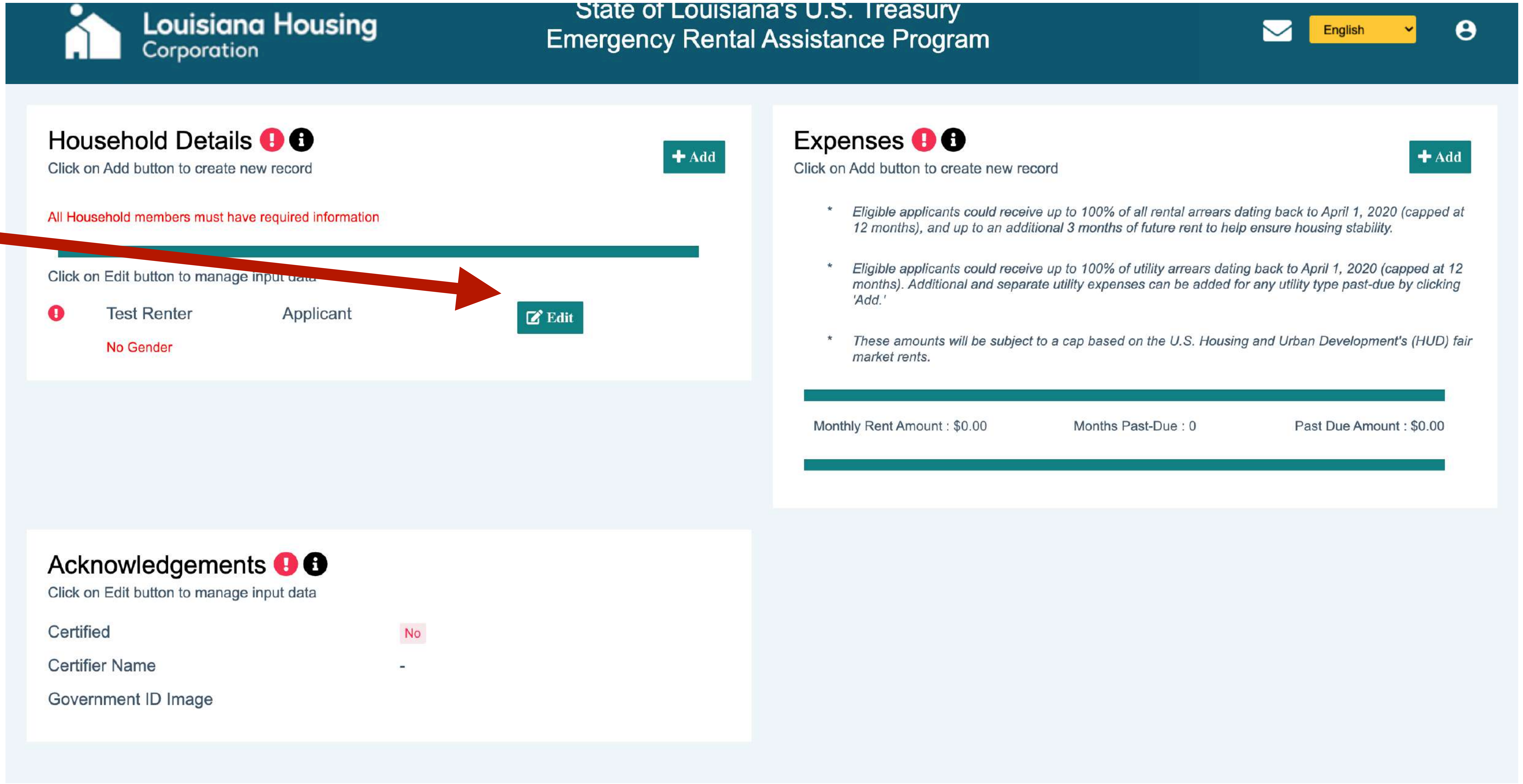
Note: Before submitting, you can come back to add more documents if needed.



Renter Household Details

This section of your application will capture basic information about you and other household members. You will need to **Edit** your details and **Add** all other members of your household.

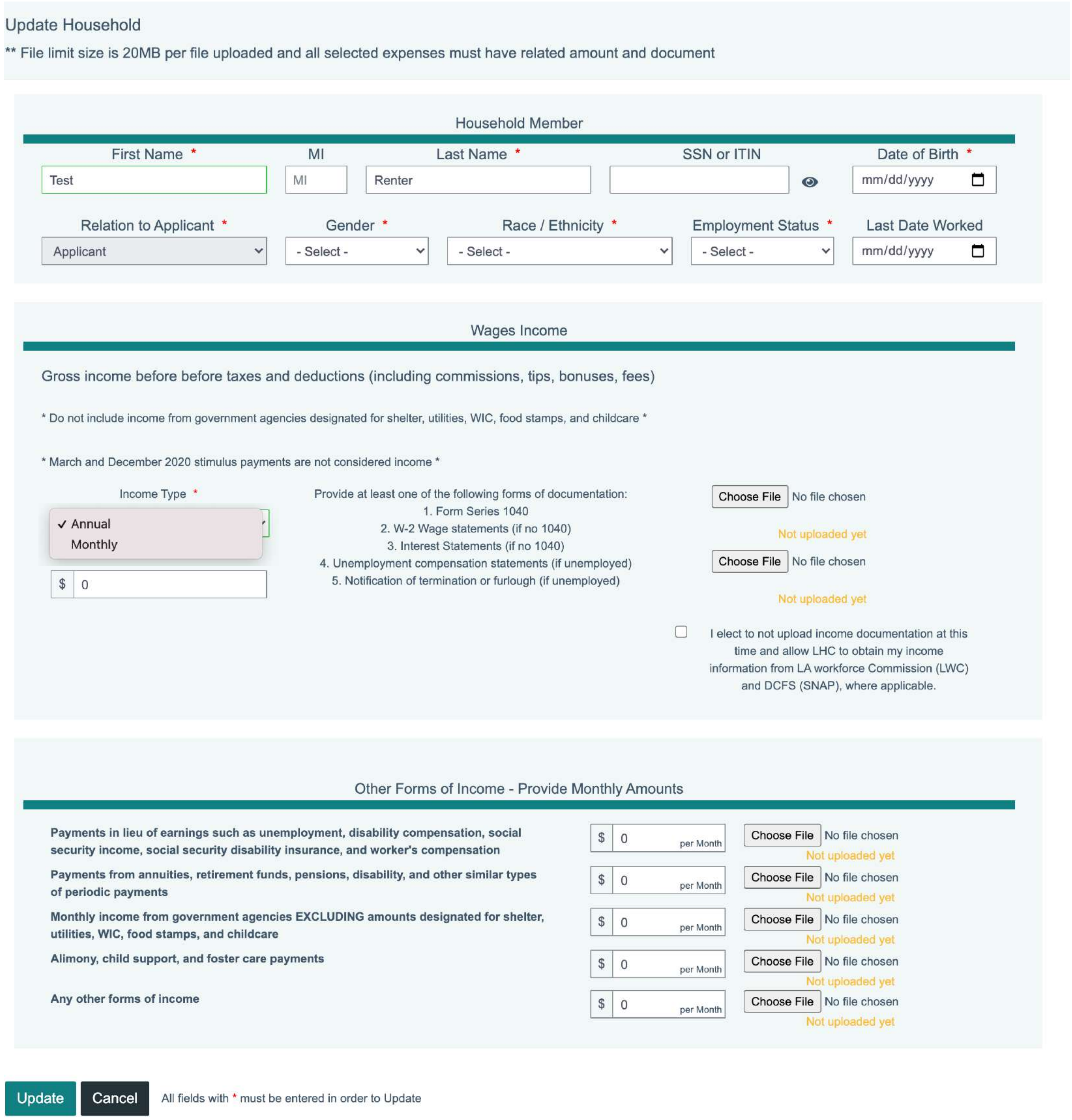
1. **Edit** your household details first.
2. Click the **Add** button to add additional members of your household.



Renter Household Details

1. Enter name, date of birth, Social Security Number, gender, race / ethnicity, employment status, and date of last day worked.
2. Chose your Income Type from the dropdown menu.

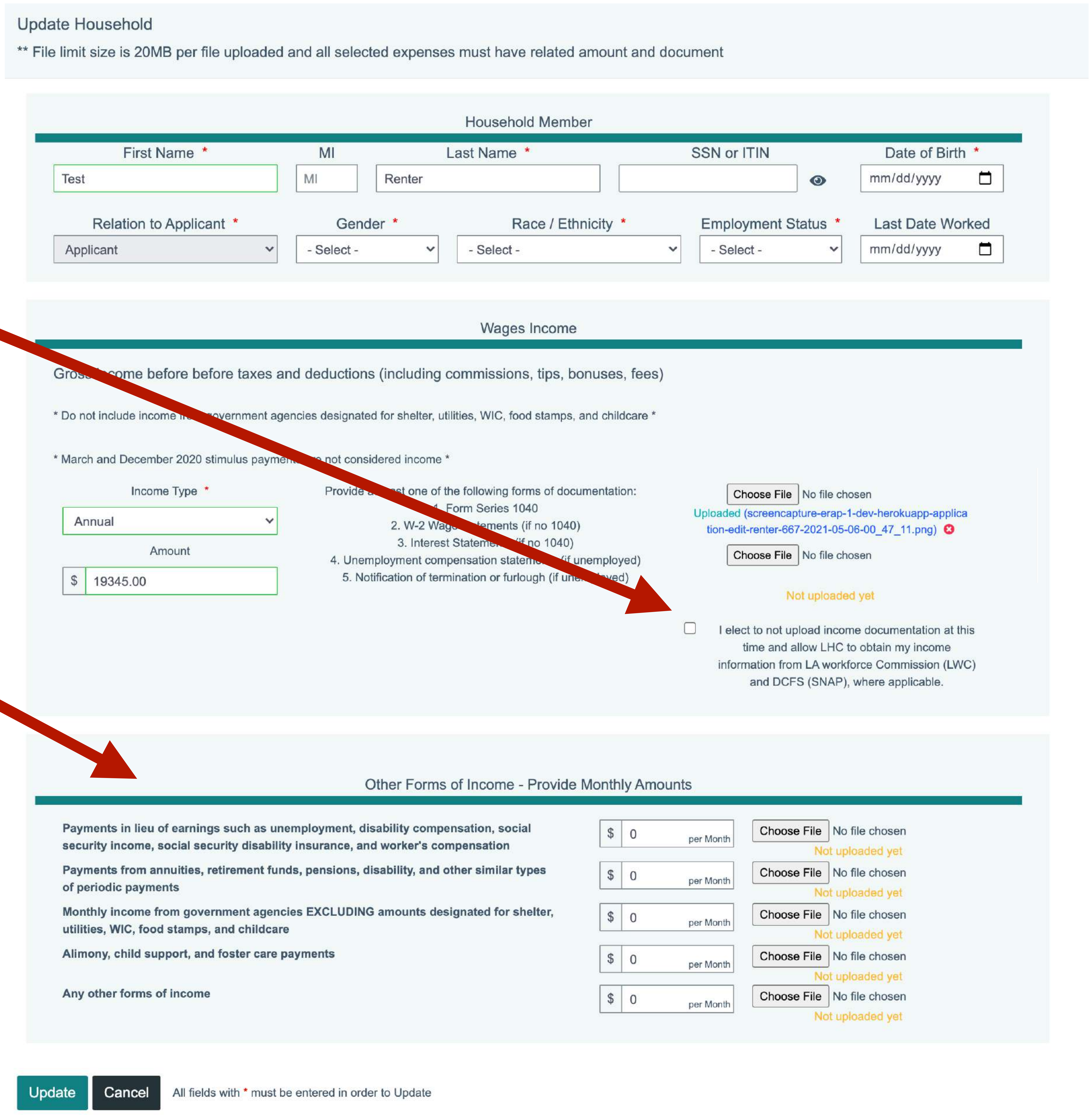
Note: If you choose Monthly Income, be careful to only enter your Amount of Monthly Income.



Renter Household Details

3. **Choose at least one** required document from the list provided the type of income you are reporting or allow the State to attempt to verify your information with other agencies.
4. **Upload required document.**

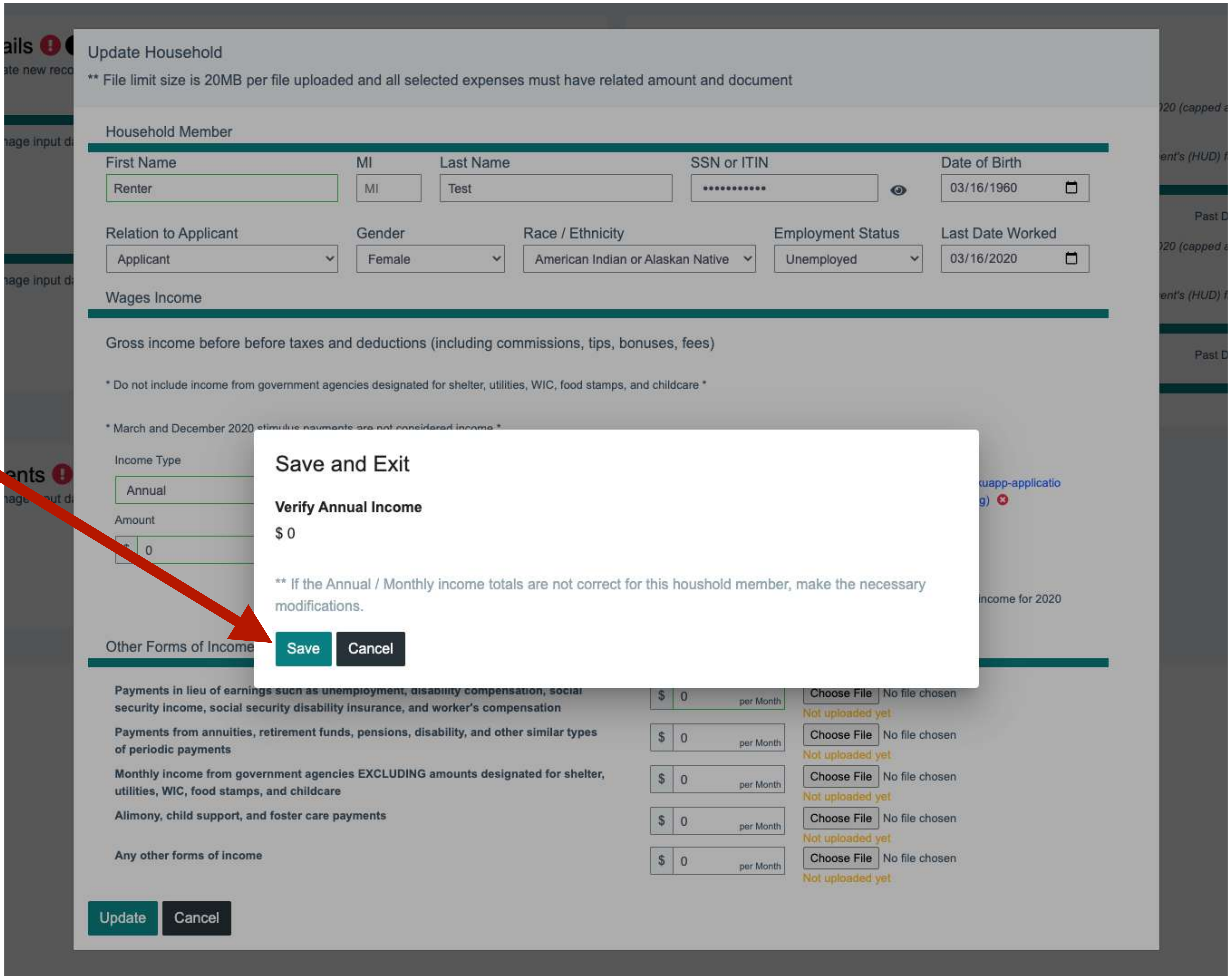
7. Document any additional monthly income (**Per Month**) and upload the corresponding documents.
8. Click **Save** to continue.



Renter Household Details

It is important that each household member's personal income is accurate and complete.

1. **Verify** that the income amount corresponds with your total annual household income. The income amount shown will be cumulative as you add new household members.
2. If you need to make a correction, just press cancel.
3. When you are sure that the household member's income is correct, click save to continue.

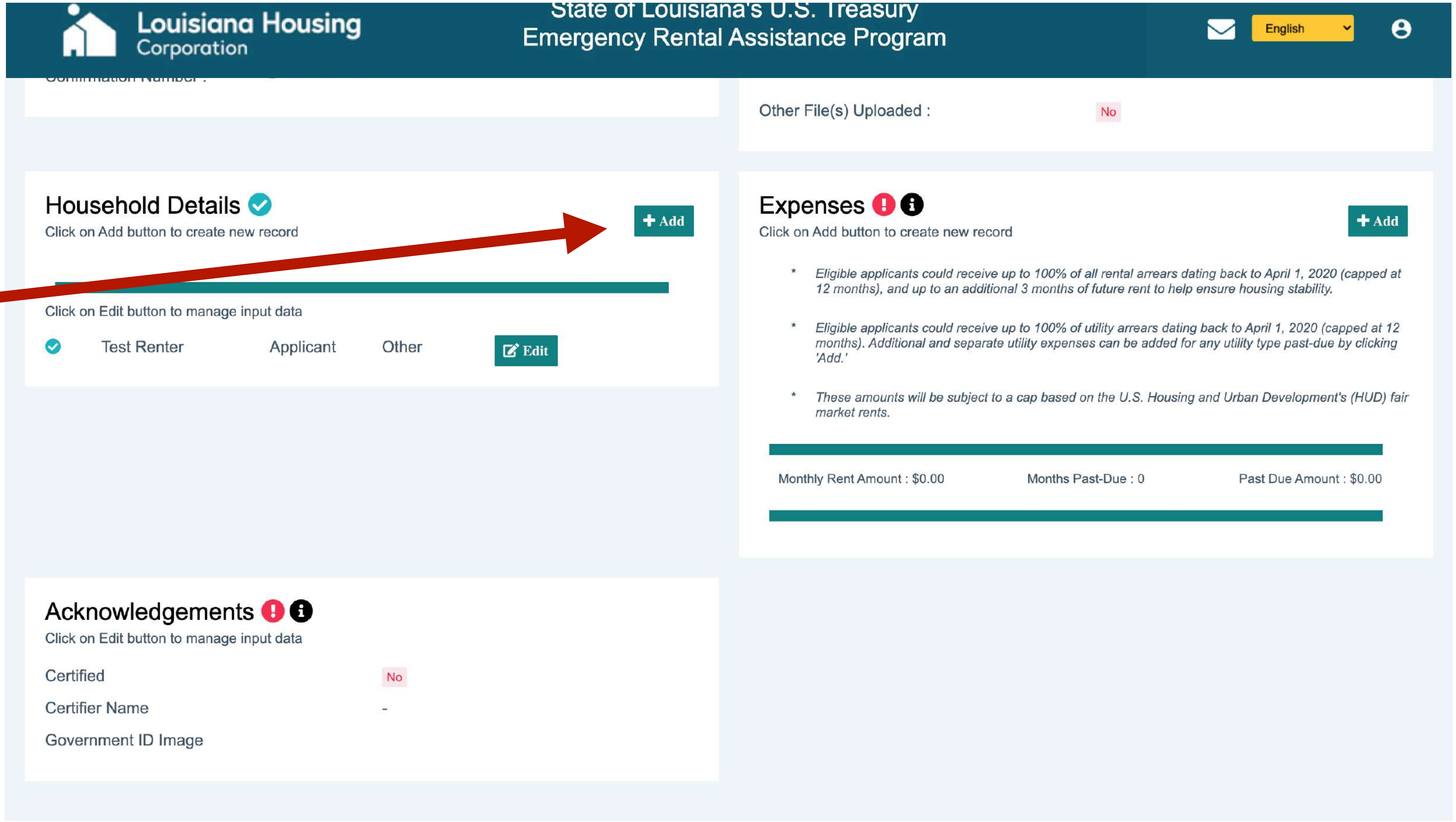


Note: If you choose Monthly Income, be careful to only enter your Amount of Monthly Income.

Renter Household Details

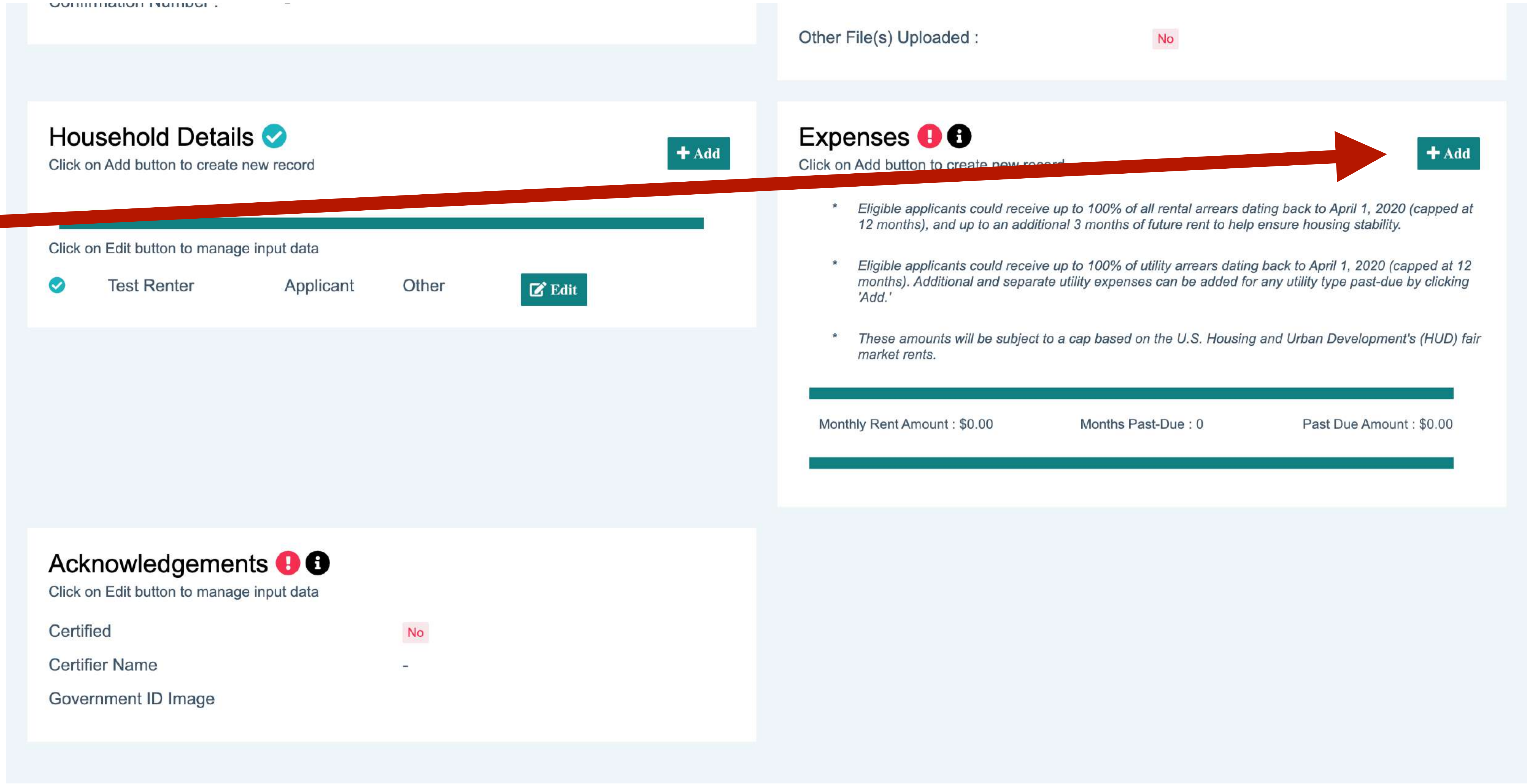
Remember to **Add** all other members of your household.

Click the **Add** button to add additional members of your household.

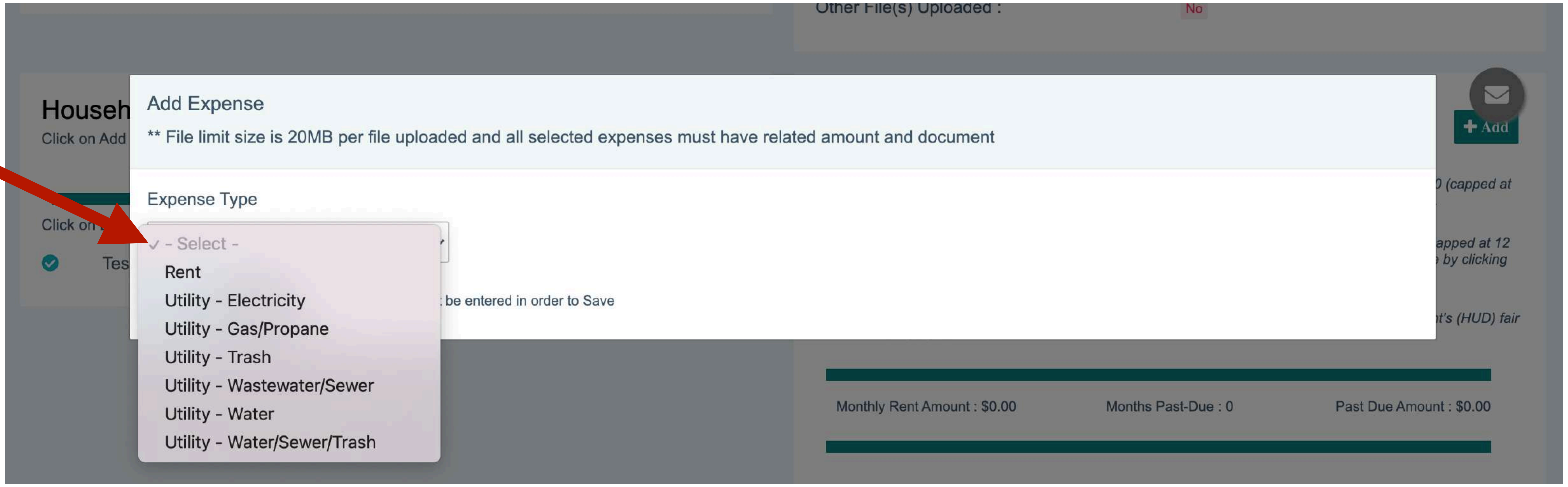


Expenses

Click the **Add** a household expense.

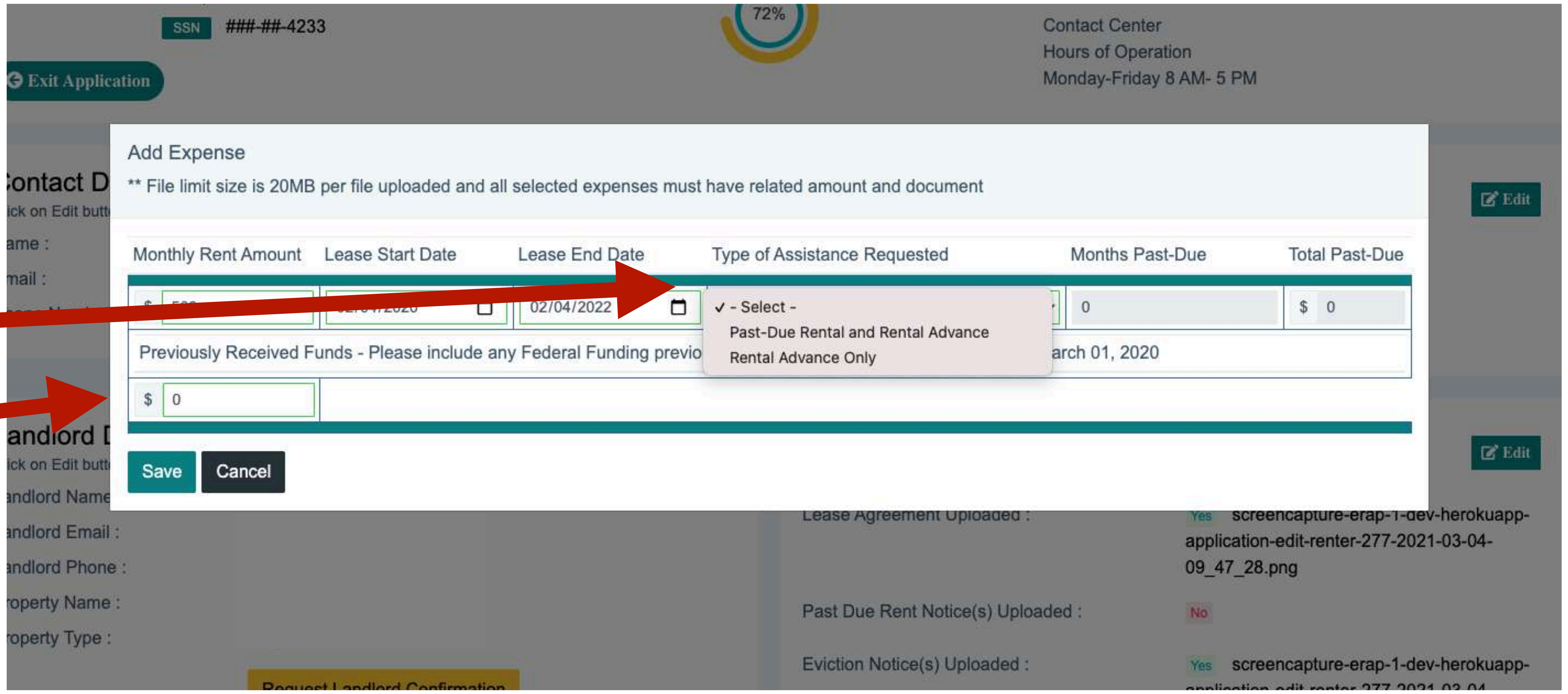


Choose the **Type of Assistance Requested** from the dropdown menu.

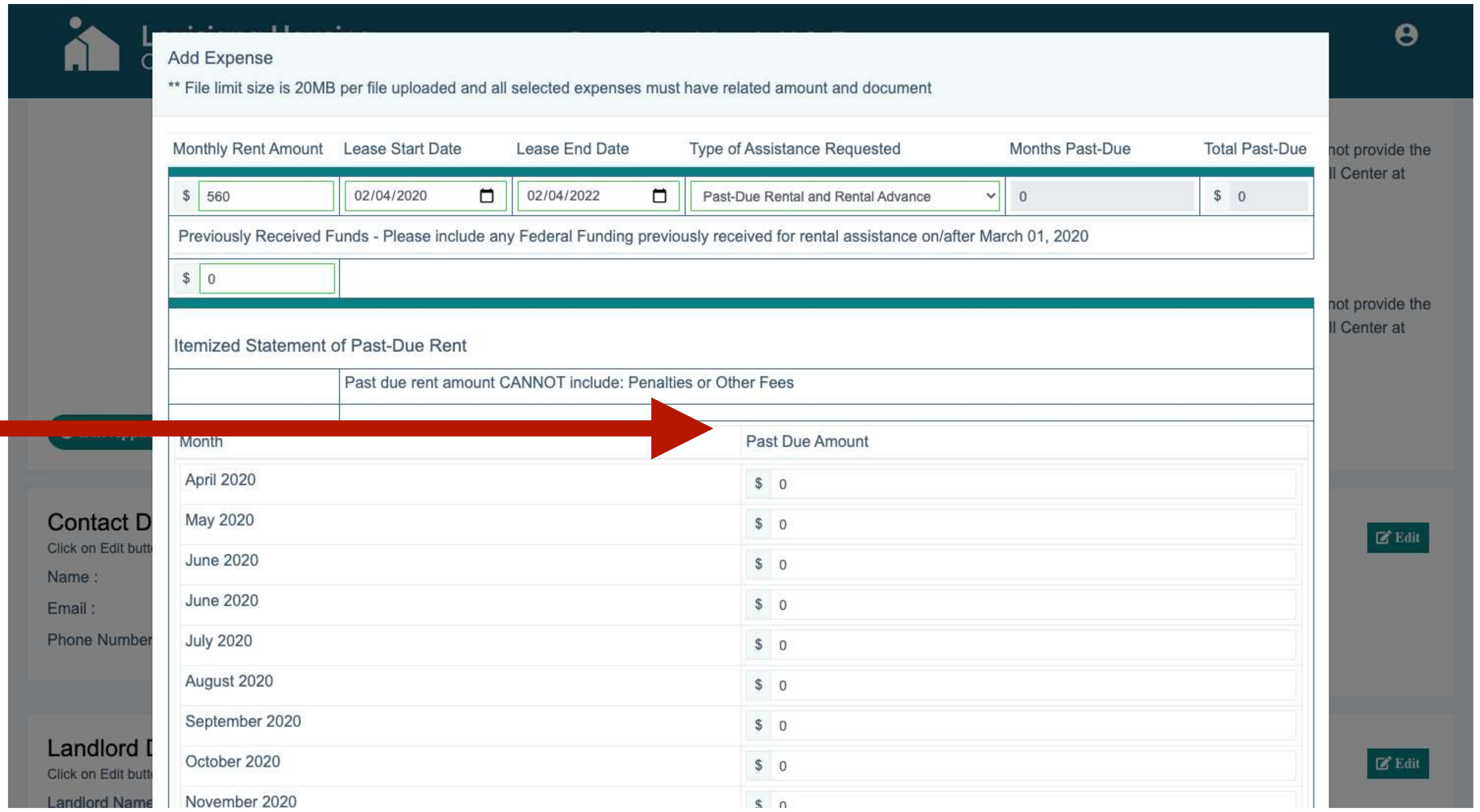


Expense Type: Rent

1. Enter your monthly rent amount, lease start date, and lease end date.
2. Choose the **Type of Assistance Requested** from the dropdown menu. (This is required)
3. Document **Previously Received Funds**.
4. Click **Save** to continue.

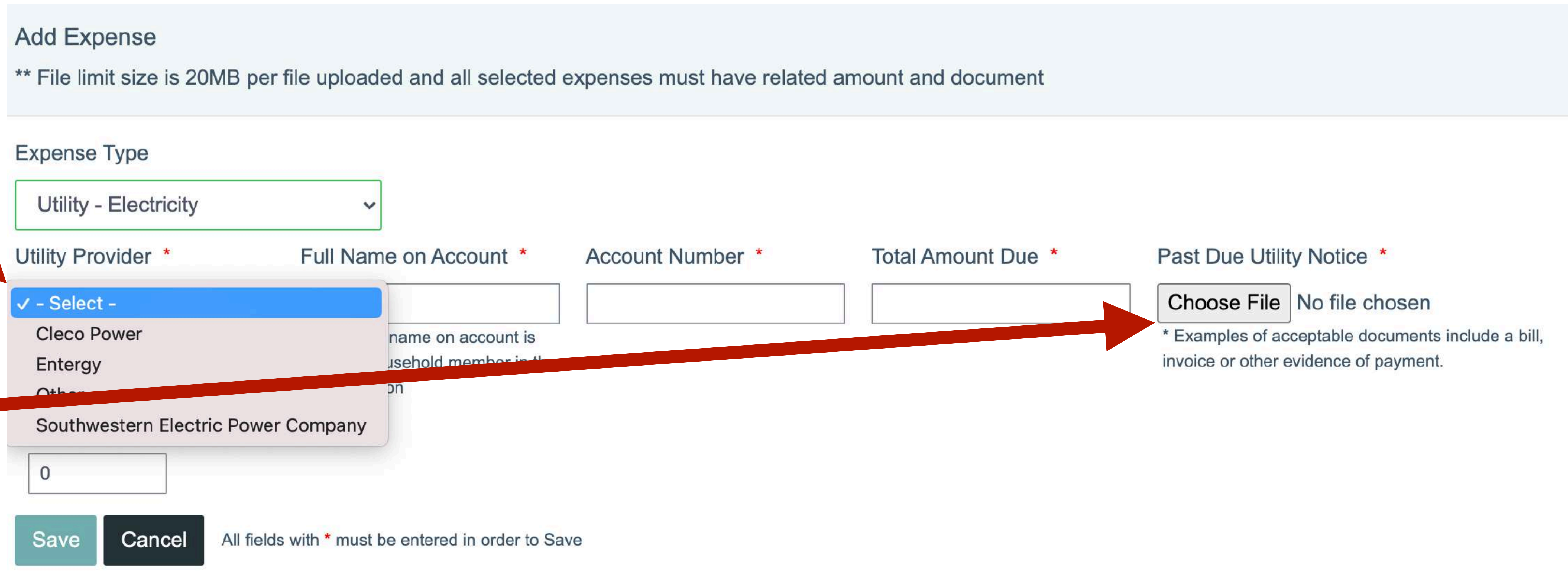


Note: If you are requesting assistance with rent that is past-due, you will need to complete the itemized statement and enter the past-due amount for each month that applies.



Expense Type: Utility- Electricity

1. Choose the **Expense Type** from the dropdown menu.
2. Choose the **Utility Provider** from the dropdown menu.
3. Enter your utility account details:
   - Full name on the utility account
   - Utility account number.
   - Total Amount Due
4. If the account holder for the utility is NOT a household member, check the box. Otherwise, leave it blank.
5. Upload your past due utility notice.
6. Click **Save** to continue.
7. Repeat steps for each separate type of utility expense that is past-due.



Note: Some utility providers may be able to verify your past-due information directly, so some fields may not be editable.

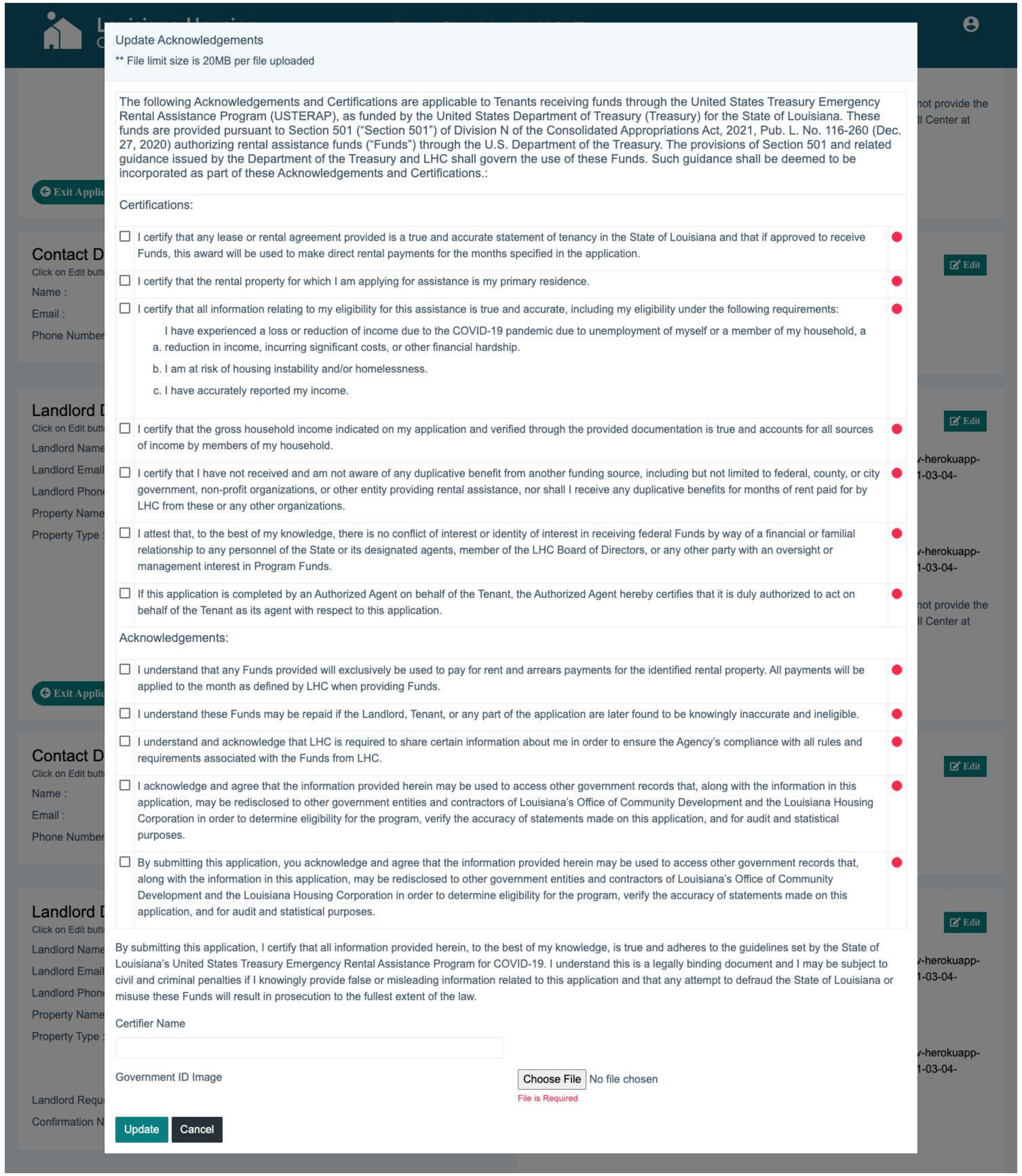
Acknowledgements

This is the last step before submitting your application.

Note: You need to complete all of the other application sections before you are able to edit the Acknowledgements section.

In this section you will:

1. Acknowledge and certify to the terms and conditions of your application.
2. Upload a clear copy or picture of your government ID.
3. Click **Update** to save.


Update Acknowledgements

** File limit size is 20MB per file uploaded

The following Acknowledgements and Certifications are applicable to Tenants receiving funds through the United States Treasury Emergency Rental Assistance Program (USTERAP), as funded by the United States Department of Treasury (Treasury) for the State of Louisiana. These funds are provided pursuant to Section 501 ("Section 501") of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260 (Dec. 27, 2020) authorizing rental assistance funds ("Funds") through the U.S. Department of the Treasury. The provisions of Section 501 and related guidance issued by the Department of the Treasury and LHC shall govern the use of these Funds. Such guidance shall be deemed to be incorporated as part of these Acknowledgements and Certifications.:

Certifications:

- I certify that any lease or rental agreement provided is a true and accurate statement of tenancy in the State of Louisiana and that if approved to receive Funds, this award will be used to make direct rental payments for the months specified in the application.
- I certify that the rental property for which I am applying for assistance is my primary residence.
- I certify that all information relating to my eligibility for this assistance is true and accurate, including my eligibility under the following requirements:
  a. I have experienced a loss or reduction of income due to the COVID-19 pandemic due to unemployment of myself or a member of my household, a reduction in income, incurring significant costs, or other financial hardship.
  b. I am at risk of housing instability and/or homelessness.
  c. I have accurately reported my income.
- I certify that the gross household income indicated on my application and verified through the provided documentation is true and accounts for all sources of income by members of my household.
- I certify that I have not received and am not aware of any duplicative benefit from another funding source, including but not limited to federal, county, or city government, non-profit organizations, or other entity providing rental assistance, nor shall I receive any duplicative benefits for months of rent paid for by LHC from these or any other organizations.
- I attest that, to the best of my knowledge, there is no conflict of interest or identity of interest in receiving federal Funds by way of a financial or familial relationship to any personnel of the State or its designated agents, member of the LHC Board of Directors, or any other party with an oversight or management interest in Program Funds.
- If this application is completed by an Authorized Agent on behalf of the Tenant, the Authorized Agent hereby certifies that it is duly authorized to act on behalf of the Tenant as its agent with respect to this application.

Acknowledgements:

- I understand that any Funds provided will exclusively be used to pay for rent and arrears payments for the identified rental property. All payments will be applied to the month as defined by LHC when providing Funds.
- I understand these Funds may be repaid if the Landlord, Tenant, or any part of the application are later found to be knowingly inaccurate and ineligible.
- I understand and acknowledge that LHC is required to share certain information about me in order to ensure the Agency's compliance with all rules and requirements associated with the Funds from LHC.
- I acknowledge and agree that the information provided herein may be used to access other government records that, along with the information in this application, may be redisclosed to other government entities and contractors of Louisiana's Office of Community Development and the Louisiana Housing Corporation in order to determine eligibility for the program, verify the accuracy of statements made on this application, and for audit and statistical purposes.
- By submitting this application, you acknowledge and agree that the information provided herein may be used to access other government records that, along with the information in this application, may be redisclosed to other government entities and contractors of Louisiana's Office of Community Development and the Louisiana Housing Corporation in order to determine eligibility for the program, verify the accuracy of statements made on this application, and for audit and statistical purposes.

By submitting this application, I certify that all information provided herein, to the best of my knowledge, is true and adheres to the guidelines set by the State of Louisiana's United States Treasury Emergency Rental Assistance Program for COVID-19. I understand this is a legally binding document and I may be subject to civil and criminal penalties if I knowingly provide false or misleading information related to this application and that any attempt to defraud the State of Louisiana or misuse these Funds will result in prosecution to the fullest extent of the law.

Certifier Name

Government ID Image

Choose File No file chosen

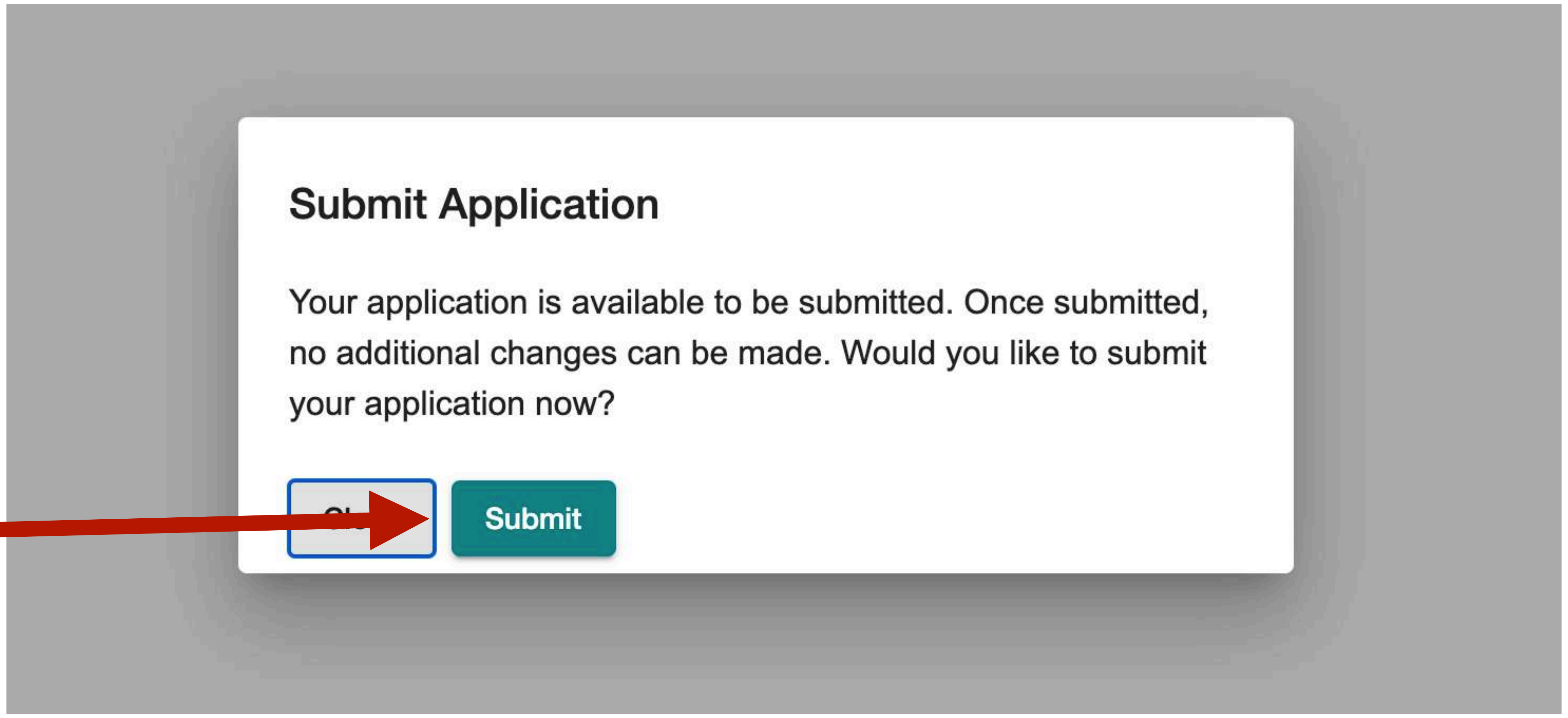
File is Required

Update Cancel

Submit Application

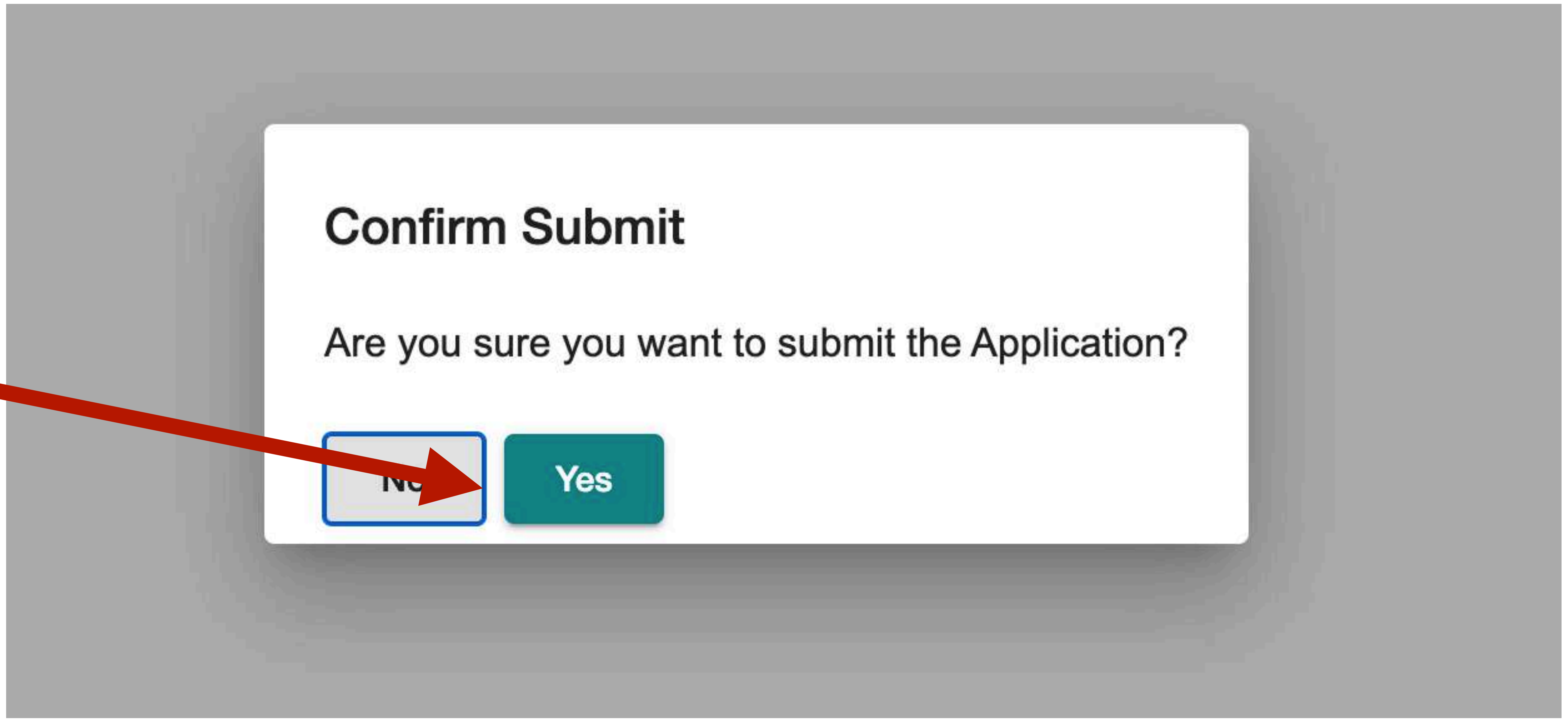
A pop-up will notify you when all of your sections are complete and your application is ready to submit.

To submit your application:



1. Click **Submit.**

2. Click **Yes** to confirm submit.



Note: Once your application is submitted, NO additional changes can be made. So, you want to be sure your application is **complete and accurate** before submitting. If you you need assistance before submitting, please call the Contact Center at (877) 459-6555.

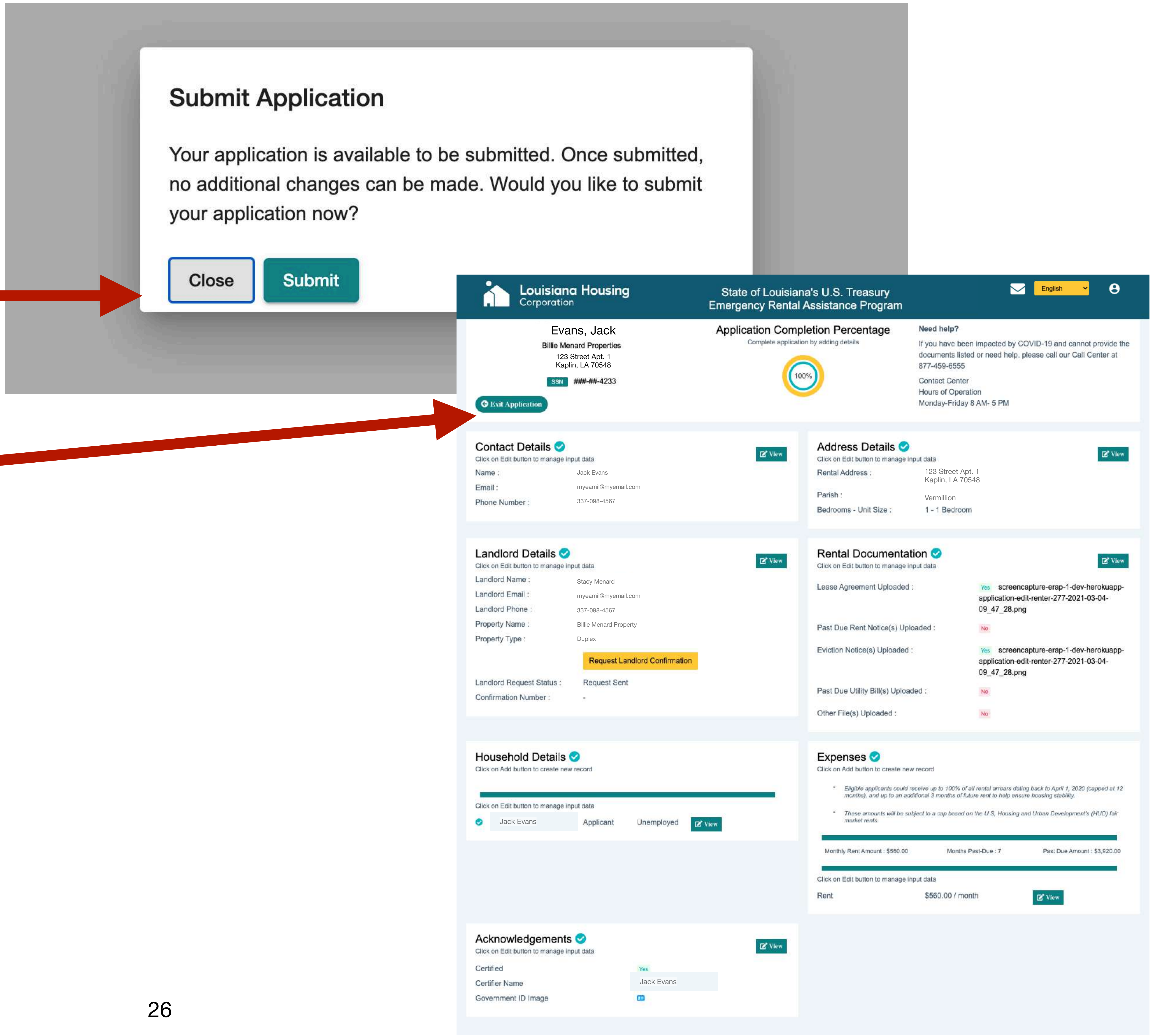
Option to Review Before Submitting Application

A pop-up will notify you when all of your sections are complete and your application is ready to submit.

If you want to review your application before submitting:

1. Click **Close.**

2. Review and edit your application if needed.
3. Click the **Home** button when you are done reviewing.



Note: Once your application is submitted, NO additional changes can be made. So, please be sure your application is **complete and accurate** before submitting. If you you need assistance before submitting, please call the Contact Center at (877) 459-6555.

Submit Application After Reviewing

Click **Submit Application.**

Note: Once your application is submitted, NO additional changes can be made. So, please be sure your application is **complete and accurate** before submitting. If you you need assistance before submitting, please call the Contact Center at (877) 459-6555.

How do I know my application was submitted?

Your application status will change from Open to **Submitted.**

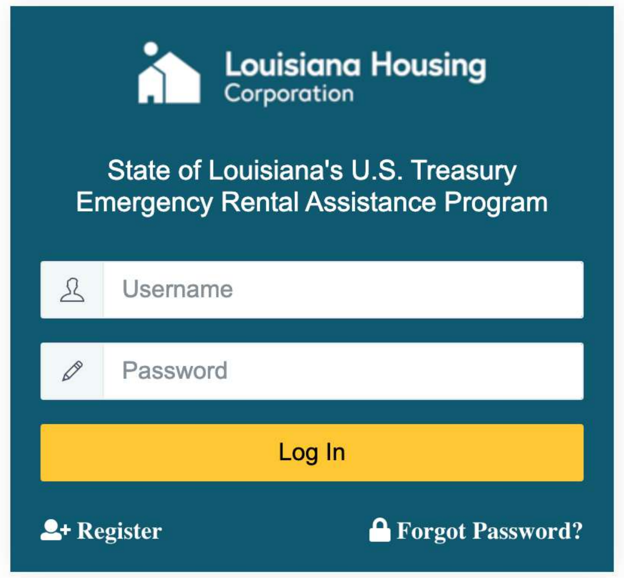
Note: Even though your application is submitted, you will need to notify your landlord. They need to complete a required landlord review of your application before it can be processed.

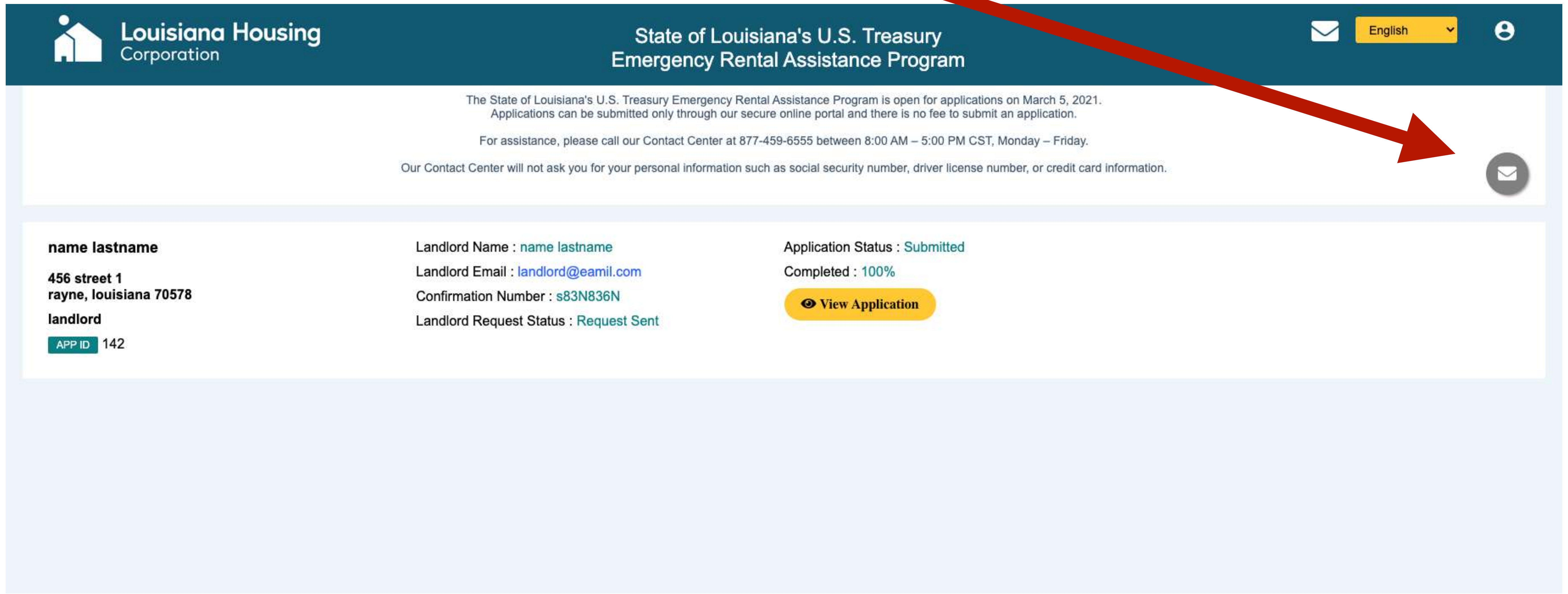
Request For Additional Information

After submitting your application, a program Case Worker might call or email you to request additional documents or clarify information provided.

How To Respond:

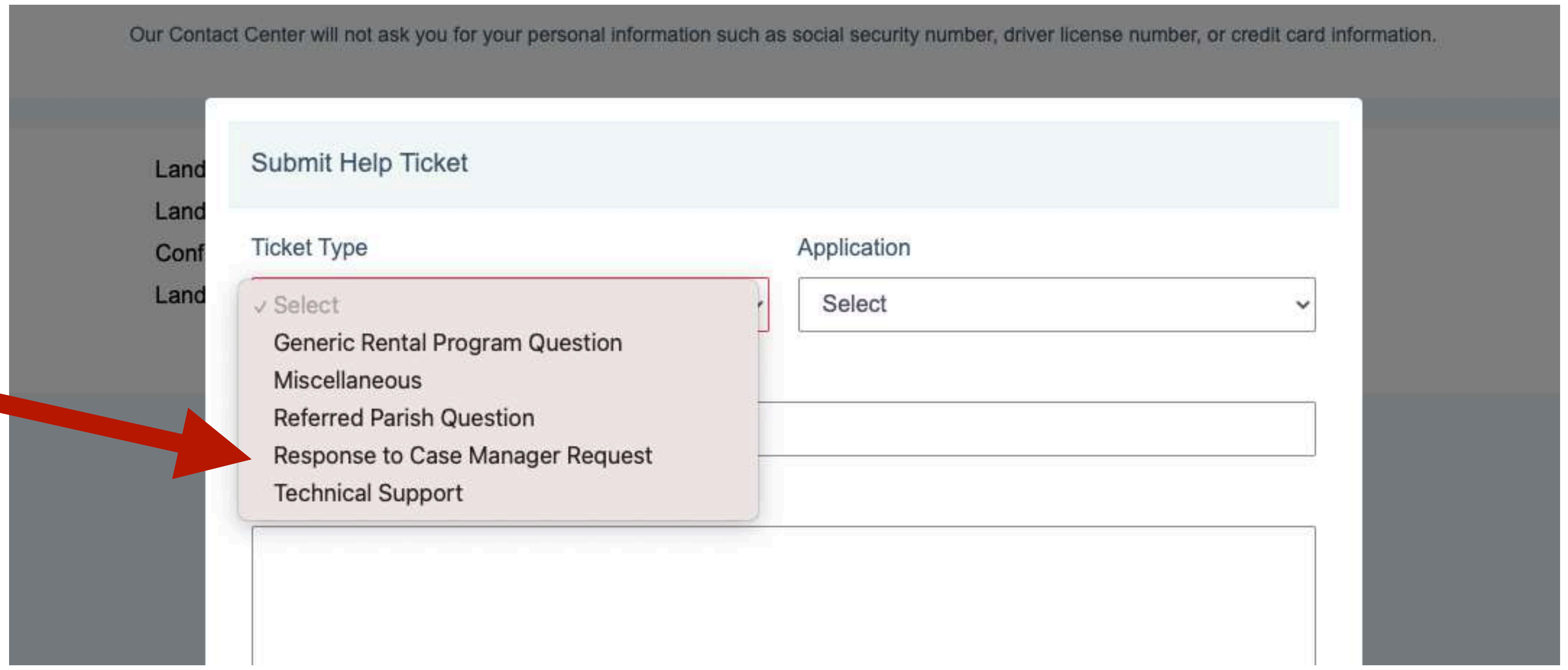
1. **Login** to the application portal.
2. Select the **Communications Envelope**.



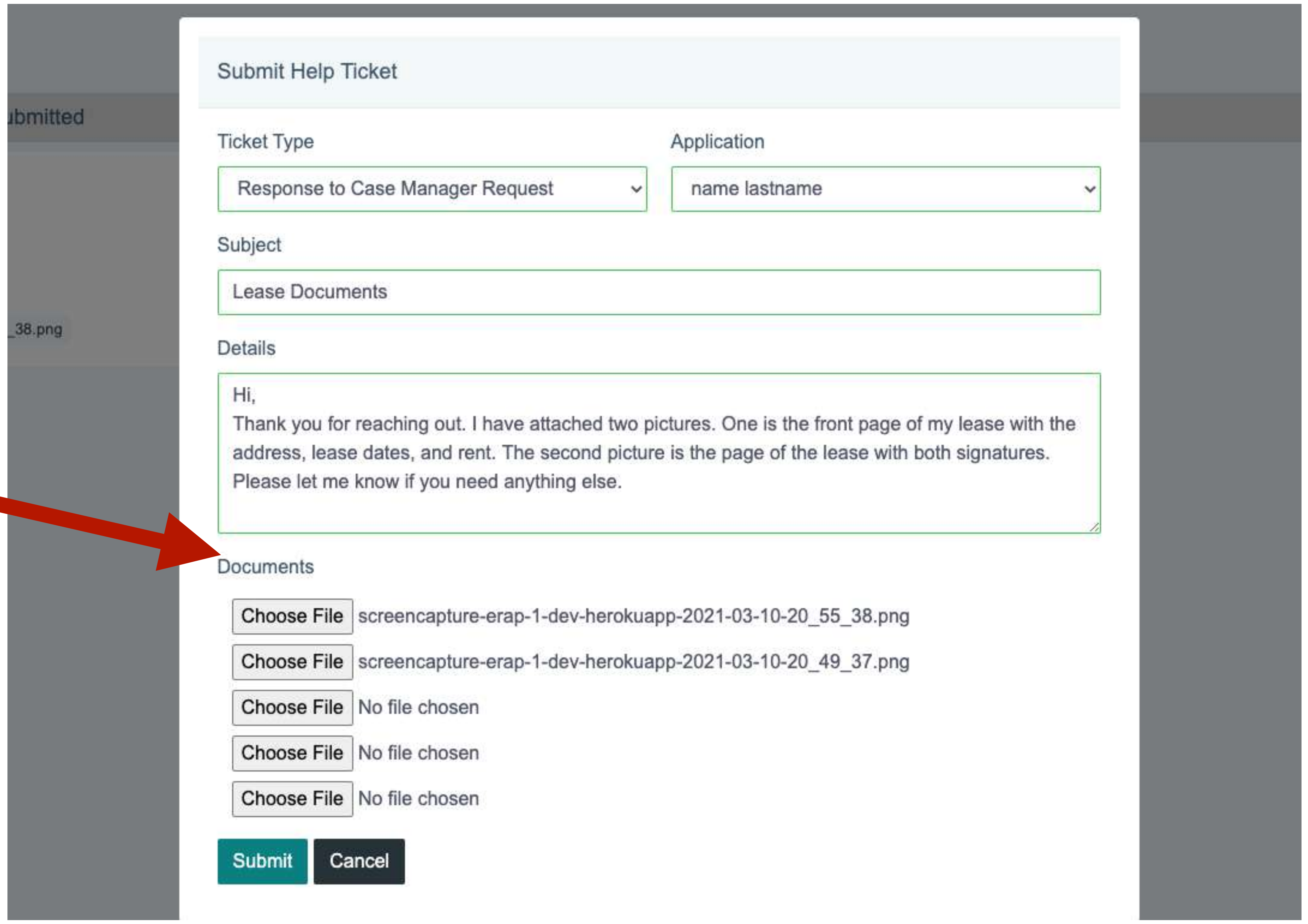


How do I respond to a request for more information?

3. Select **Response to Case Manager Request** from the Ticket Type dropdown.



4. Select your corresponding **Application**.
5. Type a **Subject**.
6. Type a note for the Case Manager and include any relevant **Details**.
7. Upload all requested **Documents**.
8. Click **Submit**.

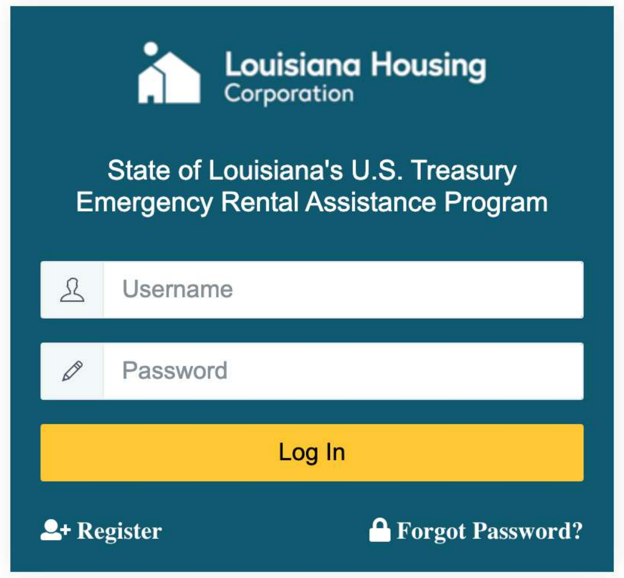


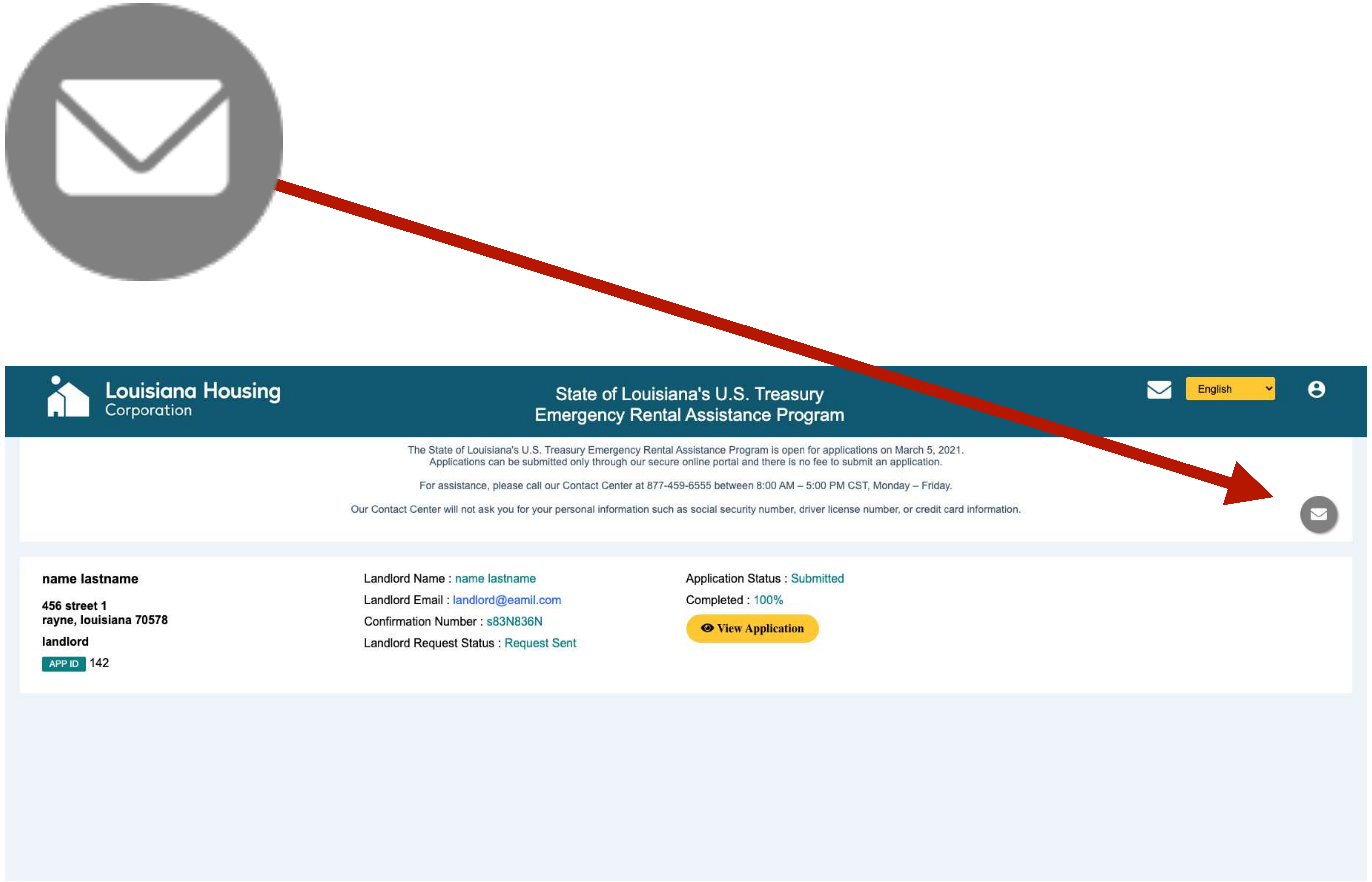
Request Assistance With Past-Due Utility Bills

The State of Louisiana's Treasury Emergency Rental Assistance Program is now accepting claims for past-due utility bills including for applicants that have already submitted their application for rental assistance.

Important: If you have already submitted your application for rental assistance and need assistance with a past-due utility bill, please follow these steps:

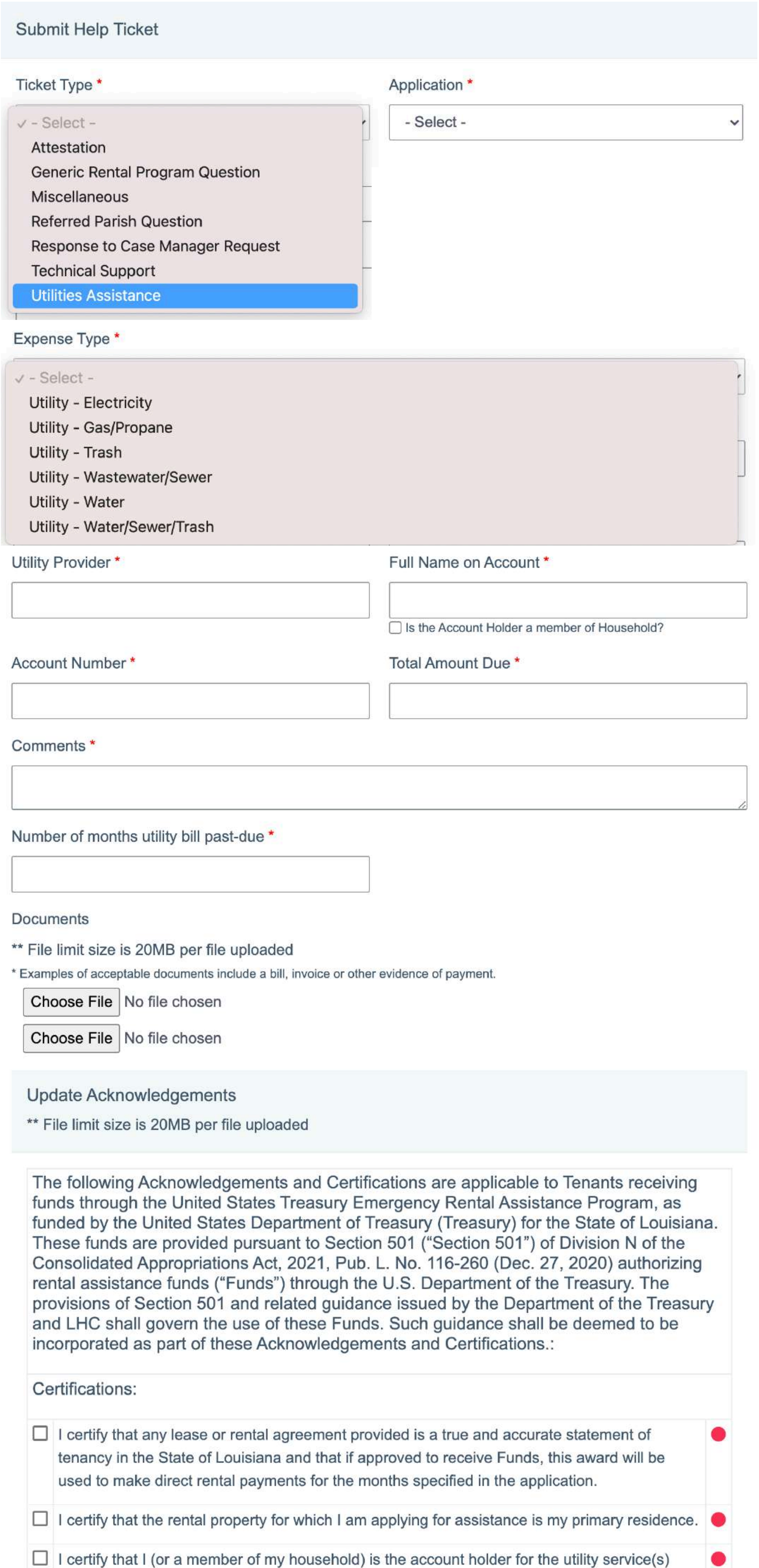
1. **Login** to the application portal.
2. Select the **Communications Envelope.**





Request Assistance With Past-Due Utility Bills

3. Choose **Utility Assistance** from the ticket type dropdown.
4. Choose your **Application**.
5. Choose your **Expenses Type** from the dropdown.
6. Provide your utilities account details.
    - Utility Provider
    - Full Name on Account
    - Account Number
    - Total Amount Due
    - Comments
    - Number of Months Past-Due
7. Upload the corresponding past-due utility bill **Document**.
8. Agree to the **Certifications** and acknowledgement so that the Program can confirm your past-due amount with the utility provider and complete payment.
9. Repeat steps for each separate type of utility that is past-due.


Submit Help Ticket

Ticket Type *

- Select -
Attestation
Generic Rental Program Question
Miscellaneous
Referred Parish Question
Response to Case Manager Request
Technical Support
Utilities Assistance

Application *

- Select -

Expense Type *

- Select -
Utility - Electricity
Utility - Gas/Propane
Utility - Trash
Utility - Wastewater/Sewer
Utility - Water
Utility - Water/Sewer/Trash

Utility Provider *

Full Name on Account *

Is the Account Holder a member of Household?

Account Number *

Total Amount Due *

Comments *

Number of months utility bill past-due *

Documents

** File limit size is 20MB per file uploaded

* Examples of acceptable documents include a bill, invoice or other evidence of payment.

Choose File No file chosen

Choose File No file chosen

Update Acknowledgements

** File limit size is 20MB per file uploaded

The following Acknowledgements and Certifications are applicable to Tenants receiving funds through the United States Treasury Emergency Rental Assistance Program, as funded by the United States Department of Treasury (Treasury) for the State of Louisiana. These funds are provided pursuant to Section 501 ("Section 501") of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260 (Dec. 27, 2020) authorizing rental assistance funds ("Funds") through the U.S. Department of the Treasury. The provisions of Section 501 and related guidance issued by the Department of the Treasury and LHC shall govern the use of these Funds. Such guidance shall be deemed to be incorporated as part of these Acknowledgements and Certifications.:

Certifications:

I certify that any lease or rental agreement provided is a true and accurate statement of tenancy in the State of Louisiana and that if approved to receive Funds, this award will be used to make direct rental payments for the months specified in the application.

I certify that the rental property for which I am applying for assistance is my primary residence.

I certify that I (or a member of my household) is the account holder for the utility service(s)