

# Emergency Rental Assistance Landlord Application Guide

Prepared by

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**RentReliefRI**

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# Preparation Steps

Understanding the basic eligibility requirements and documents needed to apply, will ensure both tenants and landlords are prepared before even beginning the application process.

## Basic Eligibility Criteria

Landlord eligibility may be determined by the following basic criteria:

- Was your resident impacted by COVID-19?
- A property or unit that is currently being rented
- Tenant(s) behind on rent or unable to make future rent payments
- Valid rental agreement or lease

*Note:* Evicted or past residents will not qualify

## Required Documentation

Documents you may need to complete your application:

It is recommended that you have the following documents ready to upload:

- IRS Form W-9
- Tax return or filing document
- Copy of Lease or Rental Agreement
- Mortgage Statement
- Tax Bill
- Copy of Tenant Statement

You will also need to have your tenant(s) contact information (cell phone, email address) available.

# Completing the Landlord Application

In this section, we will review the application workflow.

## Landlord Portal Registration

After a tenant submits their application, RentReliefRI sends an email to the landlord inviting them to register in the RentReliefRI Landlord portal.

You will receive a RentReliefRI Invitation email with instructions to register with RentReliefRI, set up your login credentials, and obtain access to the Landlord Portal.

*To register from a tenant invitation email:*

1. In the **RentReliefRI Invitation** email that you received, follow the instructions to navigate to the RentReliefRI **Registration** screen.
2. On the **Registration** screen, complete the **First Name**, **Last Name**, and **Email** fields.

*By default, RentReliefRI selects **Landlord** as your user type. If you are registering independently and not from a tenant invite, you can manually select “**Landlord**” in the **Select User Type** drop-down list.*

3. Click **Register**. A confirmation message appears informing you that a validation email has been sent to your email address.
4. In the RentReliefRI confirmation email that you received, click the verification link. The RentReliefRI **Password Creation** screen appears in a new browser window.

Enter and verify your password to complete registration.

Password

Confirm Password

**Password must include**

- A minimum of 8 characters
- At least 1 lowercase letter
- At least 1 capital letter
- At least 1 number
- At least 1 special character

**Submit**

Already registered? [Login Now](#)

5. In the **Password** field, enter a password for your account and then enter the same password in the **Confirm Password** field.

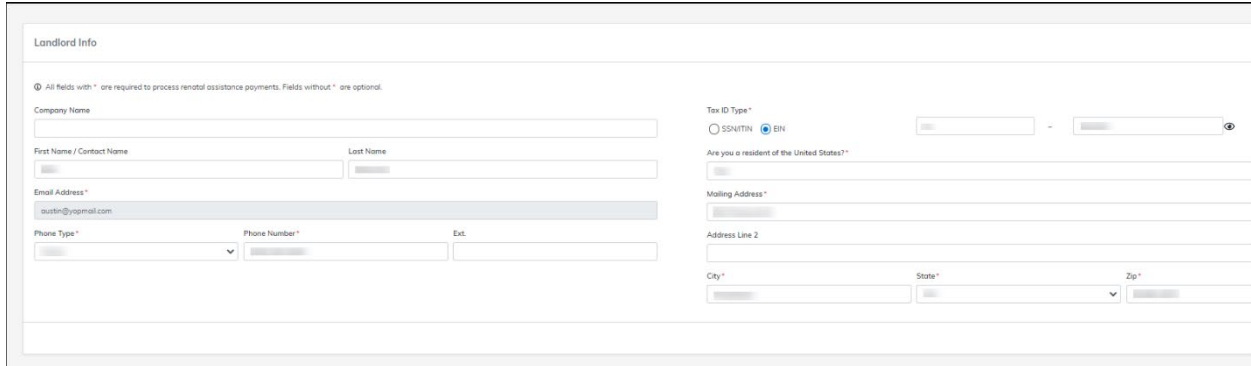
6. Click **Submit**. A message appears informing you that your registration is complete.
7. Click **Go To Login**.
8. Enter your email and password.
9. Click **Log in**.

## Entering Landlord Information

The **Landlord Info** screen requires you to enter basic contact, address, and identification information.

To enter landlord information:

1. On the **RentReliefRI/Landlord** side menu, click **Landlord Info**. The **Landlord Info** screen appears.



The screenshot shows the 'Landlord Info' registration form. At the top, it says 'Landlord Info' and includes a note: 'All fields with \* are required to process rental assistance payments. Fields without \* are optional.' The form is divided into several sections: 'Company Name' (text input), 'First Name / Contact Name' and 'Last Name' (text inputs), 'Email Address\*' (text input with 'austin@gmail.com' as an example), 'Phone Type\*' (dropdown menu), 'Phone Number\*' (text input), and 'Ext.' (text input). On the right side, there is a 'Tax ID Type\*' section with radio buttons for 'SSN/TIN' and 'EIN', and a 'Are you a resident of the United States?\*' section with a radio button. Below these are 'Mailing Address\*' (text input), 'Address Line 2' (text input), 'City\*' (text input), 'State\*' (dropdown menu), and 'Zip\*' (text input).

2. Complete the required fields and any optional fields as needed:

**Company Name:** The name of your organization, corporation, or LLC.

**Phone Type:** The phone that you want to be contacted through.

**Tax ID Type:** **EIN** Your Employer Identification number. **SSN** Your Social Security number.

**Are you a resident of the United States?:** Yes or No.

**Mailing Address:** Your current mailing address information.

3. Click **Save**.
4. If you want to advance to the next step in the Landlord workflow, click **Next**.

## Validating Bank Information

This section describes the procedure for entering and validating bank information in RentReliefRI. You must add at least one bank account in the Landlord Portal to associate with your properties. When adding the account information, you will also perform a “penny test” to verify the accuracy of the information and validate the account.

After your tenants have been approved for RentReliefRI, you will receive money through the bank account(s) selected for the qualifying properties. For more information about associating a bank account with a property in RentReliefRI, see “Entering Property Information.”

To add and validate bank information:

1. On the RentReliefRI side menu, click **Bank Info**. If you would like to be funded through ACH, then you will need to add one or more bank accounts on this screen. The ACH process will involve the verification of a small deposit within 48 hours.

RentRelief / Landlord

Landlord Info ✓

**Bank Info** ✓

Users

Property Info ✓

Tenant ✓

Landlord Documents ✓

Property Documents ⚠

Tenant ⚠

### Bank Information + Add Bank Account (83%)

① 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.

② Please link verified bank account to properties on property info screen.

Search 2 Accounts

Account Name	Routing Number	Account Number	Account Type	Verification Status	Created Date	Verified Date
			Checking Account	Verified	May 11, 2021	May 11, 2021
			Checking Account	<b>Verify Account</b>	May 12, 2021	

2. For each bank account that you want to add, click **+Add Bank**. You may add multiple banks.

New bank accounts must be verified before you can use them to receive payments. To Verify that this is your bank account, RentReliefRI will make a nominal deposit labeled “Bank Verify” into your account in a random amount. **Please allow 48 hours for the deposit to appear.** After the deposit has been made, please note the amount that was deposited, log into your RentReliefRI account, click the “Verify” button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process, you can immediately begin using your bank account to receive payments.

Bank Information ✕

\* indicates required fields

Joe Smith  
1234 Anystreet Court  
Anycity, AA 12345      1234

Pay to the order of \_\_\_\_\_ Dollars

Bank Anywhere

123456789 | 123456789123 || 1234

Routing Number      Account Number      Check Number

Account Name \*

Routing Number (9 digits) \*

Confirm Routing Number \*

Account Number (3-17 digits) \*

Confirm Account Number \*

Account Type \*

Checking Account ▼

Cancel Save

3. On the **Bank Information** screen, complete the fields.

If you have a check available for the bank account you are adding, refer to the sample check on the **Bank Information** screen to help you locate and identify the routing and account numbers for your bank account.

**Account Name:** The identifying name that you want to appear for the account.

**Routing Number:** The routing number for the bank account that you are adding.

**Confirm Routing Number:** Re-enter the number that you entered in the **Routing Number** field. Both numbers must match.

**Account Number:** The account number for the bank account that you are adding.

**Confirm Account Number:** Re-enter the number that you entered in the **Account Number** field. Both numbers must match.

**Account Type:** Select whether the account is a checking or savings account.

4. Click **Save**. The bank account appears on the **Bank Info** screen.

The screenshot shows a table titled "Bank Information" with a "+ Add Bank" button in the top right. The table has five columns: "Account Name", "Routing Number", "Account Number", "Account Type", and an empty column. The first row contains the following data: "Checking", "00000000", "XXXX", "Checking Account", and a "Verify" button. At the bottom left is a "< Previous" button and at the bottom right is a "Next >" button.

5. In the row for the bank account that you added, click **Verify**. The **Bank Information** screen appears.

*The **Verify** option initiates a “penny test” for the corresponding bank account. After the test has been successfully completed, the bank account will be available to receive RentReliefRI funds for the eligible property or properties.*

The screenshot shows the "Bank Information" verification screen. It features a blue instruction box: "To verify your bank account, enter the amount that was deposited by Yardi Systems and labeled Bank Verify." To the right, a legend states "\* indicates required fields". The form includes the following fields: "Account Name\*", "Routing Number (9 digits)\*", "Account Number (3-17 digits)\*", "Account Type\*", and "Amount Deposited to Bank Account". A sample check is shown on the left with labels: "Routing Number" (123456789), "Account Number" (123456789123), and "Check Number" (1234). At the bottom right are "Cancel" and "Verify" buttons.

6. In the **Amount Deposited to Bank Account** field, enter the amount deposited to the bank account.

7. Click **Verify**.

8. If you want to advance to the next step in the landlord application, click **Next**.

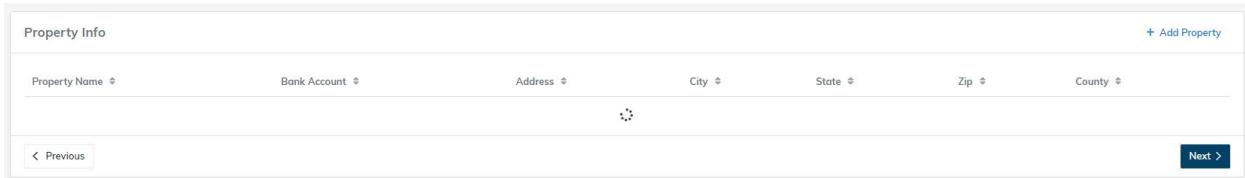


## Entering Property Information

This section describes the procedure for entering information about the properties that you want to include in RentReliefRI. Enter, edit, and verify the property information for each of your properties that includes tenants who qualify or are applying for RentReliefRI. To enter or edit property information:

1. On the RentReliefRI side menu, click **Property Info**. The **Property Info** screen appears, including any properties that have already been added to RentReliefRI.

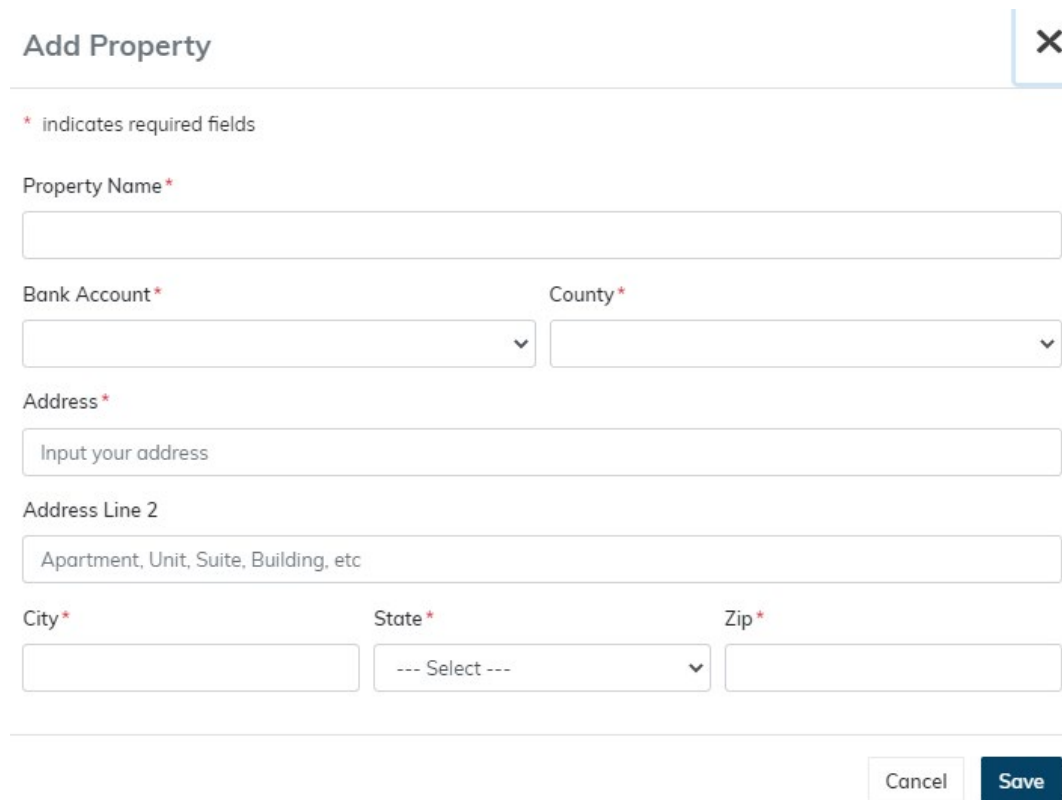
*Properties that appear listed here which you did not add are generated using information provided by the tenant that invited you to RentReliefRI.*



The screenshot shows a web interface titled "Property Info" with a "+ Add Property" button in the top right. Below the title is a table with columns: "Property Name", "Bank Account", "Address", "City", "State", "Zip", and "County". The table is currently empty. At the bottom left is a "< Previous" button, and at the bottom right is a "Next >" button.

2. For each property that you want to add:

- a. Click **+Add Property**.



The screenshot shows the "Add Property" form. At the top right is a close button (X). Below the title is a note: "\* indicates required fields". The form contains the following fields:

- Property Name \*
- Bank Account \*
- County \*
- Address \*
- Address Line 2
- City \*
- State \*
- Zip \*

At the bottom right are "Cancel" and "Save" buttons.

- b. On the **Add Property** screen, complete the fields.

**Property Name:** The legal name of the property. [Note: if there is no name for your property, you can enter the property address in this field]

**Bank Account:** The bank account that you want to associate with the property. The list of available bank accounts is generated using the information entered on the **Bank Info** screen. For more information, see “Validating Bank Information.”

**County:** The county where the property you are adding is located.

c. Click **Save**. The property appears on the **Property Info** screen.

*You must add each property that you want to receive RentReliefRI to the Landlord Portal. If you do not add a property that qualifies for RentReliefRI, you will not receive RentReliefRI payments for that property.*

Property Info <span style="float: right;">+ Add Property</span>						
Property Name	Bank Account	Address	City	State	Zip	County
Legacy Park	Checking	705 N Mountain Rd	Newington	CT	06111-1412	Fairfield County - Bethel

< Previous Next >

3. If you want to edit the details for a specific property:

- a. In the **Property Name** column, click the name of the property that you want to edit.
- b. Edit the fields as needed.
- c. Click **Save**.

4. If you want to navigate to the next step of the Landlord application, click **Next**.

## Adding, Verifying, and Editing Tenant Information

This describes the procedure for adding, verifying, and editing tenant information. Complete this process for each tenant that qualifies or is applying for RentReliefRI. To add, verify, and edit tenant information:

1. On the RentReliefRI side menu, click **Tenant**.

Tenant Information <span style="float: right;">+ Add Tenant</span>									
Property Name	Unit	Tenant Name	Tenant Phone	Tenant Email	Bedrooms	Monthly Rent	No. of months past due	Past Due Rent	Lease Start

< Previous Next >

2. For each tenant that you want to add to RentReliefRI, click **Add Tenant**.

If you were invited to RentReliefRI by one of your tenants, that tenant already appears listed on the **Tenant Information** screen.

### Add Tenant ✕

\* indicates required fields

Property *	Monthly Rent *	No. of months past due *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit	Bedroom *	Past Due Rent *
<input type="text"/>	<input type="text"/>	<input type="text"/>
First Name *	Last Name *	Lease Start *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone *	Enter Tenant address (if different than the property address)	
<input type="text"/>	<input type="text"/>	
Email *	Address Line 2	
<input type="text"/>	<input type="text"/>	
	City	State
	<input type="text"/>	<input type="text"/>
		Zip
		<input type="text"/>

3. In the **Property** field, click the **Properties List** button  and then select the property where the tenant currently lives.

4. Complete the remaining fields as needed.

**Unit:** The unit that the tenant is renting.

**Bedroom:** The number of bedrooms in the unit.

**First Name, Last Name:** The first and last name of the tenant.

**Phone:** The tenant's contact number.

**Email:** The tenant's email address.

**Monthly Rent:** The tenant's monthly rent payment.

**No. of months past due:** The number of months that the tenant has missed rent since March 12, 2020.

**Past Due Rent:** The exact total amount of the tenant's past due rent accrued since March 12, 2020. **Note:** Do not include past due rent prior to March 12, 2020.

**Lease Start:** The start date of the tenant's current lease.

**Enter Tenant Address (if different), Address Line 2, City, State, Zip:** If the tenant's address differs from the address for the selected property in the **Property** field, enter that information in these address fields.

5. Click **Save**. The tenant appears on the **Tenant Information** screen.

*You must repeat this process for each tenant that you want to add to RentReliefRI.*

Property Name	Unit	Tenant Name	Tenant Phone	Tenant Email	Bedrooms	Monthly Rent	No. of months past due	Past Due Rent	Lease Start
Legacy Park	201	Michelle Daniels	(555) 555 - 5555		2	\$800.00	5	\$4,000.00	Jun 1, 2020

6. If you want to verify or edit the information for a tenant listed on the **Tenant Information** screen:

- a. Click the name of the tenant.
- b. Review and edit the fields as needed.
- c. Click **Save**.

7. If you want to advance to the next step in the landlord application, click **Next**.

## Reviewing and Adding Landlord and Tenant Documents

This describes the process for adding landlord and tenant documents. RentReliefRI requires you to upload supporting documentation for the information that you enter in the Landlord portal. Before beginning the upload process, make sure that you have the necessary documents saved to your computer.

- For your landlord documents, you will need an IRS Form W-9, as well as a tax return or filing document.
- For tenant documents, you will need a:
  - Copy of the lease or rental agreement.
  - Mortgage statement or tax bill for proof of ownership.
  - Copy of the Tenant Statement indicating the arrears amount.
- RentReliefRI accepts the following file types: .pdf, .jpg, .jpeg, and .tiff

To upload, preview, or delete landlord documentation:

1 On the RentReliefRI side menu, click **Landlord Documents**.

**A.** In the row for **Identification**, click **Choose File**.

**B.** In your computer's file management system, select and open the file that you want to upload. The document appears on the **Landlord Documents** screen.

### Landlord Documents 67%

\* indicates required documents

① Allowed file types: pdf, jpg, jpeg, png, tiff, zip.

② Identification and Tax Information are required in order to issue payment.

**Identification\***  
Documentation that verifies the EIN number listed on your W-9 (ex; tax return or filing document)

No file selected.  
or drag and drop one or more files to upload

2. If you want to upload IRS Form W-9:

**A.** On the RentReliefRI side menu, click **Property Documents**.

**B.** Select the property associated with the IRS Form W-9 that you are uploading.


**C.** In the row for **IRS Form W-9**, click **Choose File**.

**D.** In your computer's file management system, select and open the file that you want to upload. The document appears on the **Property Documents** screen.

IRS Form W-9\*  
IRS Form W-9 or W-8ECI

No file selected.  
or drag and drop one or more files to upload

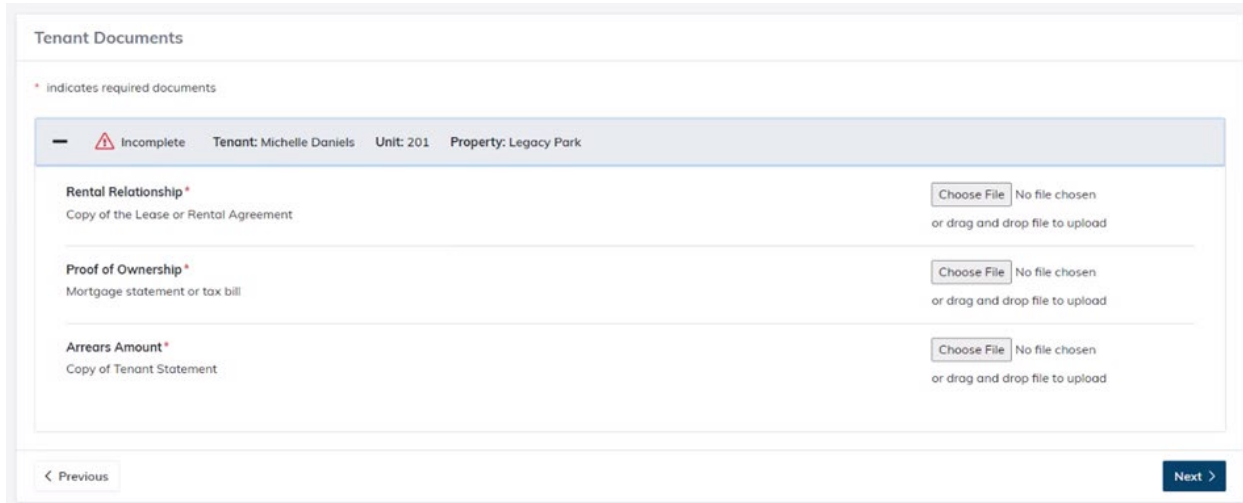
4. If you want to view a preview of a document that you uploaded, click the name of the document.

5. If you want to delete a file that you have uploaded, in the row for the file that you want to delete, click the **Delete** button .

To upload, view, or delete tenant documentation:

1. On the RentReliefRI side menu, click **Tenant Documents**. The **Tenant Documents** screen appears, including a list of your tenants that have been added to RentReliefRI.

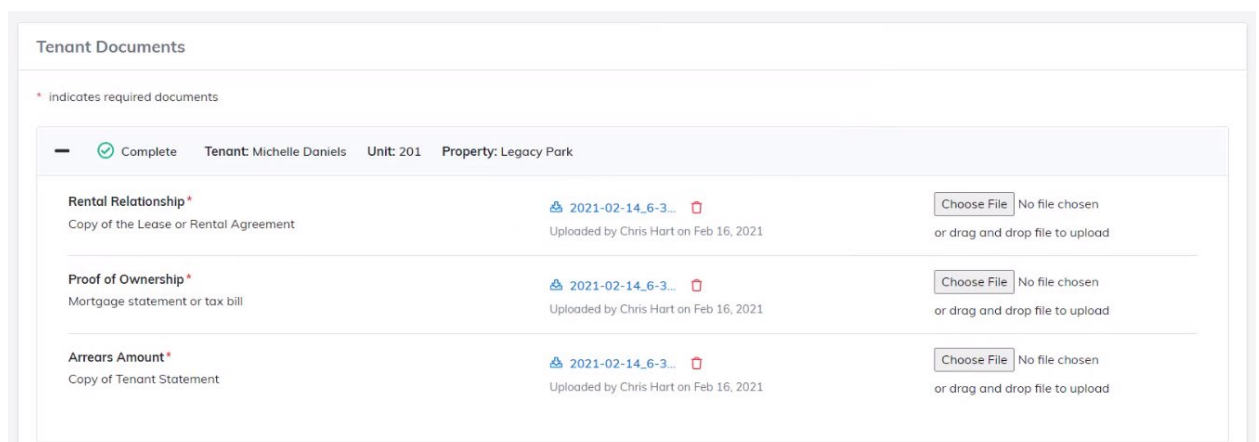
Initially, each tenant listed includes an **Incomplete** status. After all required documentation has been uploaded for a tenant, RentReliefRI updates their status to **Complete**. To complete the **Tenant Documents** step in the landlord application, all tenants must include a **Complete** status.



2. If you want to upload a document for a tenant:

- a. Click in the row for the tenant that you need to upload a document for.
- b. In the row for each corresponding document type that you need to upload, click **Choose File**.
- c. In your computer's file management system, locate and then open the file that you want to upload. The document appears on the **Tenant Documents** screen.


*You must upload a valid document for each document type listed for each tenant.*



3. If you want to view an uploaded document:

- a. Click in the row for the tenant with the documentation that you want to view.
- b. Click the name of the document that you want to view.

4. If you want to delete an uploaded document:

- a. Click in the row for the tenant with the document that you want to delete.
- b. Click the **Delete** button  for the document that you want to delete.

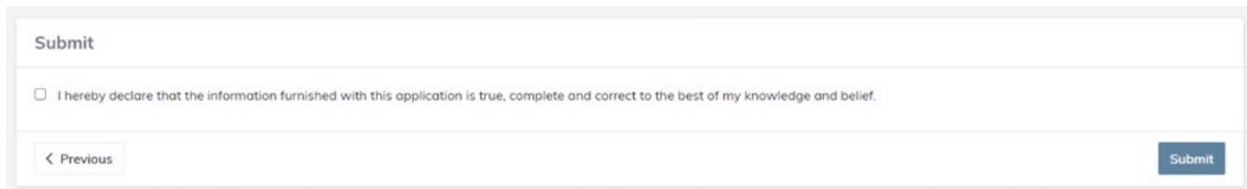
*When you delete a file, you must upload a new, valid replacement for the document that you removed.*

## Submitting Your Information

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

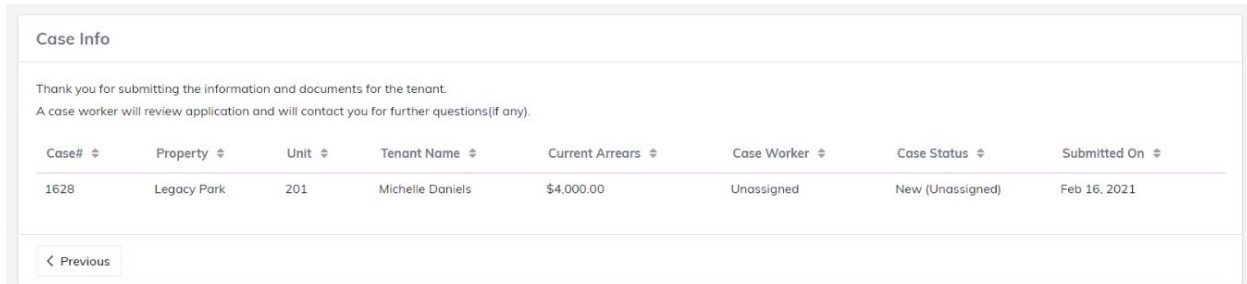
Before completing this final step of the Landlord application, make sure to review the information you've already entered to confirm that each previous step is accurate and complete. If a step listed on the side menu includes a **Warning** icon, you must return to that step and complete any pending or incomplete requests.

When you are ready to submit your full application, click **Submit** on the RentReliefRI side menu.



On the **Submit** screen, select the check box to confirm that the information you've entered is complete and accurate to the best of your knowledge.

Then, click **Submit**. The **Case Info** screen appears.



Case#	Property	Unit	Tenant Name	Current Arrears	Case Worker	Case Status	Submitted On
1628	Legacy Park	201	Michelle Daniels	\$4,000.00	Unassigned	New (Unassigned)	Feb 16, 2021

RentReliefRI generates a list of “cases” corresponding to the information that you entered in the Landlord application. You can view the number for each case as well as the case details and the case status.

If you want to review the status of a case, you can log in to the RentReliefRI Landlord Portal at any time. Additionally, RentReliefRI will continue to send you emails explaining any next steps you need to take or requests for additional communication. You may contact the Call Center at 1-855-608-8756.