Durham Emergency Rental Assistance Program: Tenants and Renters Application

This guide describes how tenants and renters can submit an application for the Durham Emergency Rental Assistance Program.

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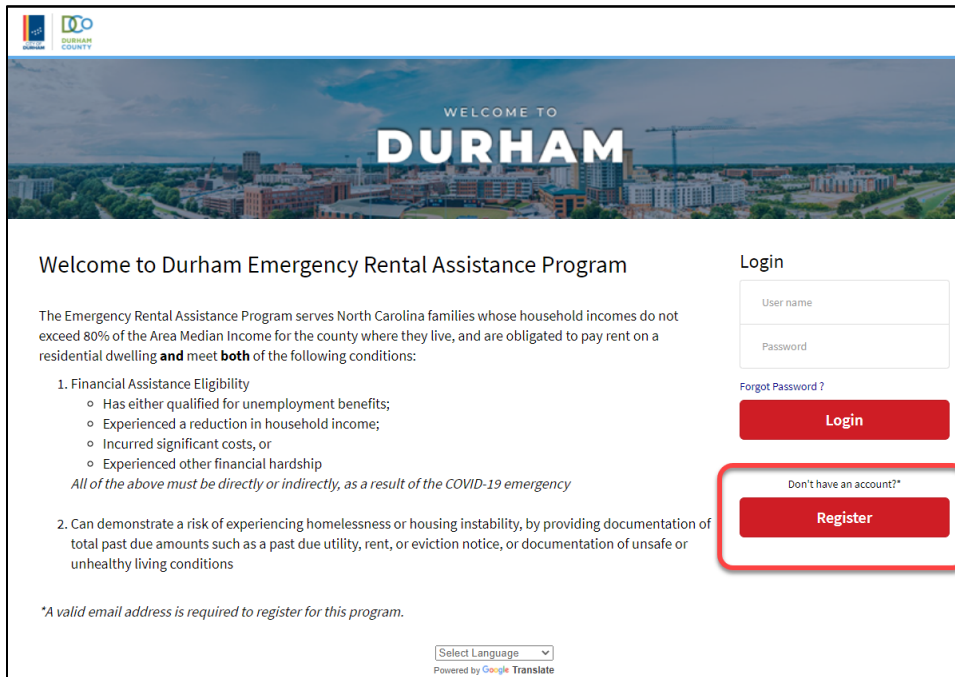   *All of the above must be directly or indirectly a result of the COVID-19 emergency,*

AND

2. You 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 (https://dcodev.servicenowservices.com/cares).
    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.
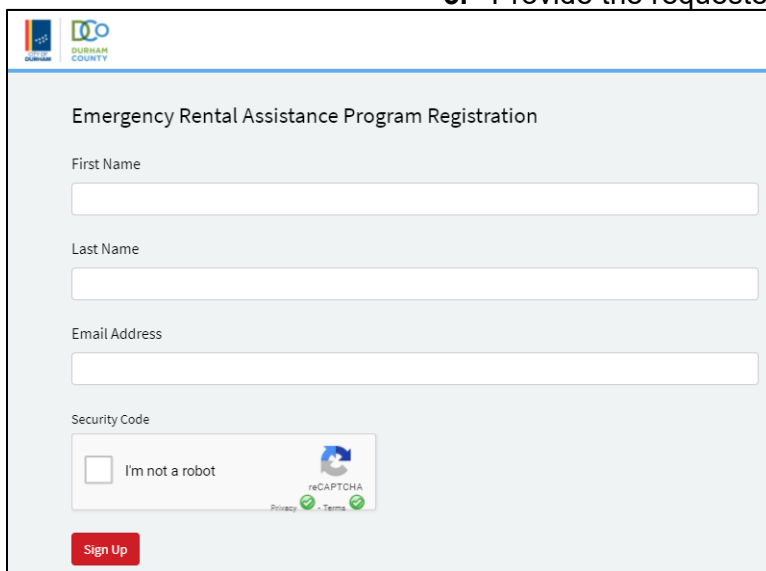
3. Provide the requested information: first name, last name, and

4. Check the CAPTCHA box and follow the instructions to authenticate your information.
5. When done, click **Sign Up.**
   You will see a message asking you to check your email to activate the account.
   a. Check your inbox or spam folder for an email from Okta with a subject line of "Activate Account."
   b. In the email message, click **Activate Account** to return to the website's app homepage.
      You will see a message stating that your email address has been verified.
6. You have completed user registration and can begin the application process.

Process
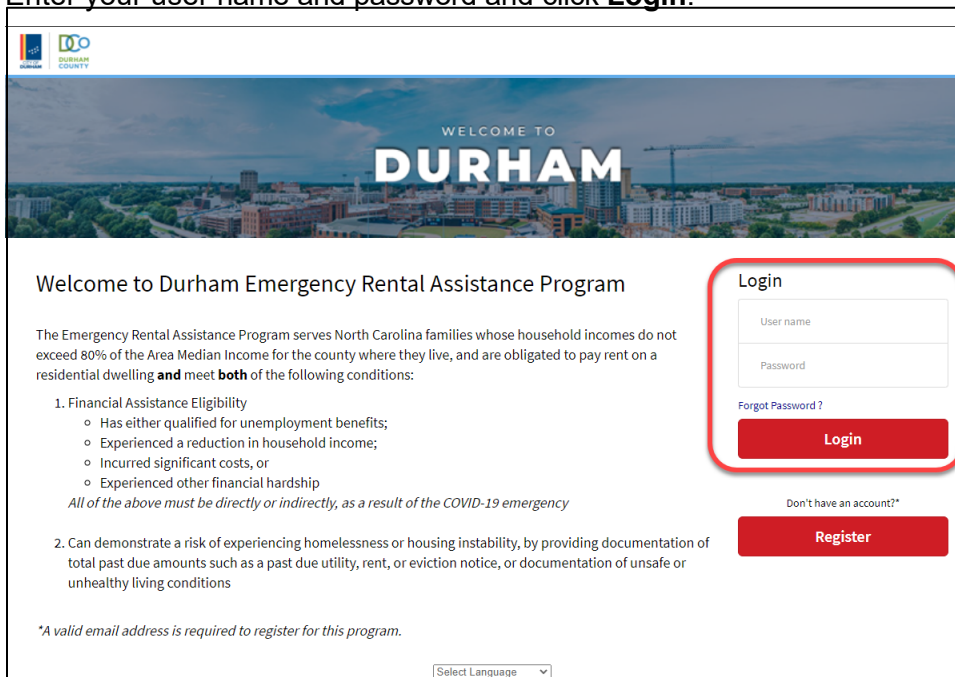
This section describes the options you have for starting the application process. If you meet the criteria listed in the Overview, you have several options for submitting an application through the Durham Emergency Rental Assistance Program portal.

- Submit your own application.
- Access an Application Started by a Landlord or Proxy.

Submitting an Application

As a tenant, you can only submit one application for your household. Follow these steps to access the portal and begin the application process.

1. Check your registered email to obtain your user name and password.
2. Go to the Durham Emergency Rental Assistance Program portal (https://dcodev.servicenowservices.com/cares).
3. Enter your user name and password and click **Login**.

4. Select the **Tenant/Renter** radio button and click **Start a New Application**.

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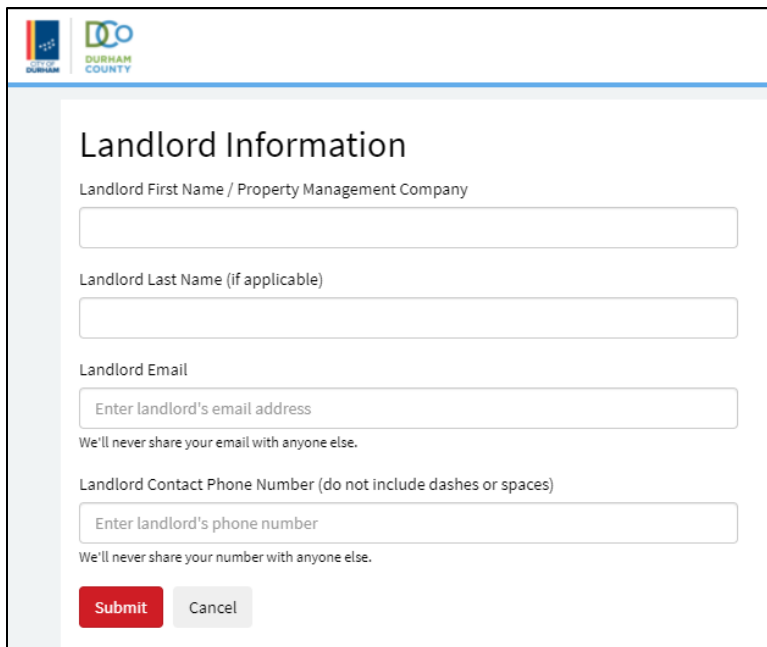
   If you cannot answer Yes to all three questions, you will not be able to start a new application.

6. Complete all relevant fields: Landlord First Name/Property Manager Company, Landlord Last Name (if applicable), Landlord Email, and Landlord Contact Phone Number (for example, 9191234567).
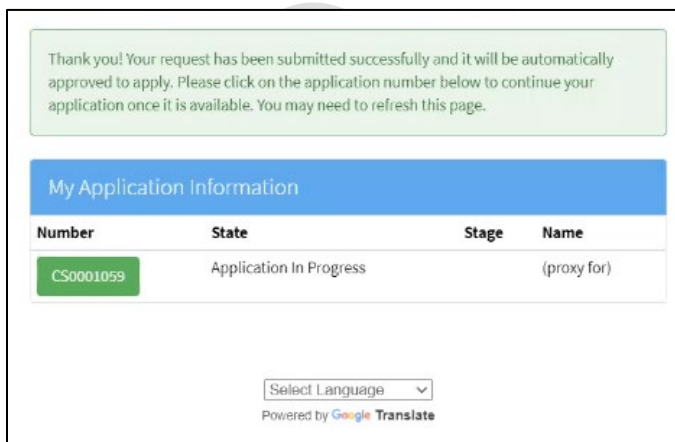
   If you do not know your landlord's email or phone number, leave these fields blank.

7. When done, click **Submit** to return to the portal homepage.

8. The application is now listed in the My Application Information list, 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.
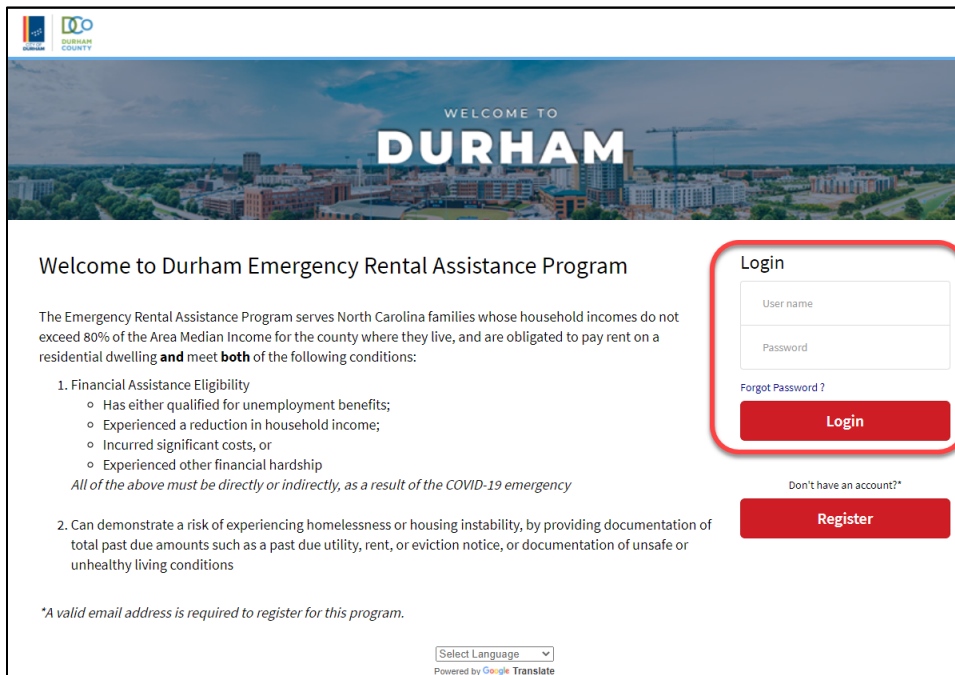
9. An email notification is sent to your landlord, informing them that you have applied. The notification includes a link to the portal and the application number and password. Your landlord must access the portal to complete their portion of the application.

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

Accessing an Application Started by Landlord or Proxy

If your landlord or a proxy started the application process, you should receive an email with the application and password or your landlord should have contacted you with this information.
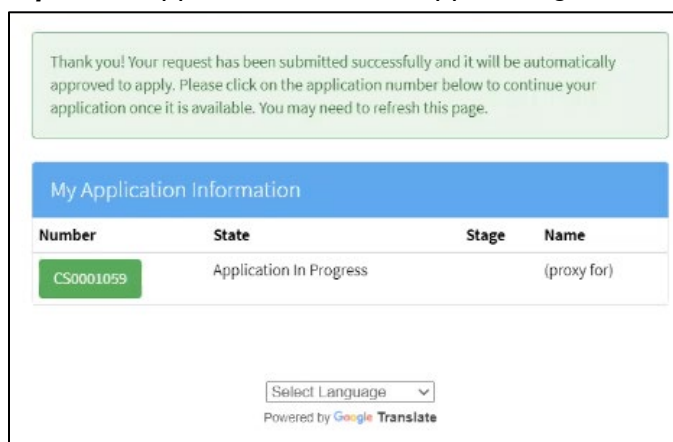
Check your registered email to obtain your user name and password.

1. Go to the Durham CARES portal (https://dcodev.servicenowservices.com/cares).

2. Enter your username and password and click **Login**.

3. The application is listed in the My Application Information list, with a state of Application in Progress.
Tip: If the application does not appear, log out and then log back in to refresh the

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

Completing the Application

Whether you, your landlord, or a proxy started the application, follow these steps to complete the form. You must complete all required information on each tab of the application and attach all required documents to complete the process.

Note: Your proxy may complete these steps on your behalf, if necessary.

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

Instructions Tab

This tab provides information about the Durham Emergency Rental Assistance Program and instructions for completing the application process.
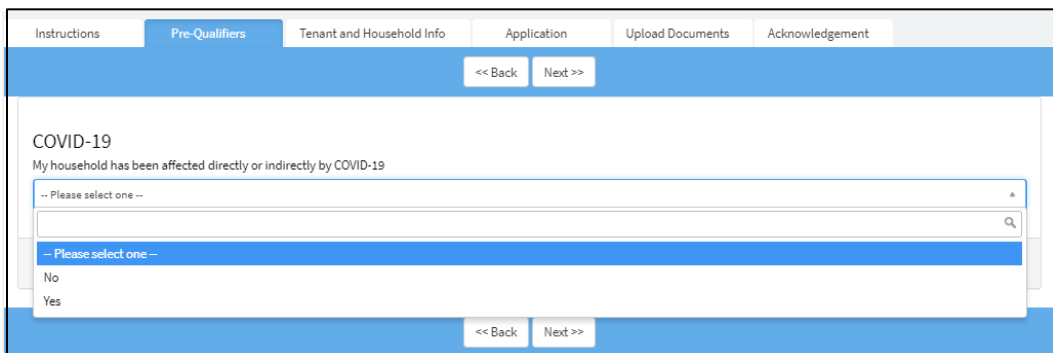
1. Please read all information on this page before going to the next tab.

2. Click **Next** to move to the next tab.

Pre-Qualifiers Tab

This tab is used to determine whether you qualify to complete an application for Emergency Rental Assistance. To qualify, you must answer yes to the first question and then indicate the type of hardship your household is experiencing. For each No option, a new field will appear, as described below.

1. Select Yes or No from the dropdown to indicate whether your household has been affected directly or indirectly by COVID-19.
   If you select No, you are not qualified to complete the application.

2. Indicate whether your household has qualified for unemployment benefits due to COVID-19.

COVID-19
My household has been affected directly or indirectly by COVID-19

Yes

* My household has qualified for unemployment benefits due to COVID-19

Yes

-- Please select one --
No
Yes

3. If you selected No in step 2, indicate whether your household has experienced a reduction in household income due to COVID-19.

COVID-19
My household has been affected directly or indirectly by COVID-19

Yes

* My household has qualified for unemployment benefits due to COVID-19

No

* My household has experienced a reduction in household income due to COVID-19.

Yes

-- Please select one --
No
Yes

4. If you selected No in Step 3, indicate whether your household has incurred significant costs as a result of COVID-19.

COVID-19
My household has been affected directly or indirectly by COVID-19

Yes

* My household has qualified for unemployment benefits due to COVID-19

No

* My household has experienced a reduction in household income due to COVID-19.

No

* My household has incurred significant costs as a result of COVID-19.

Yes

* Significant costs incurred due to COVID-19

× Childcare costs   × Purchasing of personal protective equipment

a. If Yes, click in the box that appears to select the costs incurred.
b. Repeat step 4a to add all relevant costs.
c. To remove a cost, click the x beside the name.

5. If you selected No in Step 4, indicate whether you household is unable to obtain employment due to COVID-19.

COVID-19

My household has been affected directly or indirectly by COVID-19

Yes ▼

* My household has qualified for unemployment benefits due to COVID-19

No ▼

* My household has experienced a reduction in household income due to COVID-19.

No ▼

* My household has incurred significant costs as a result of COVID-19.

No ▼

* My household is unable to obtain employment due to COVID-19.

Yes ▼

6. If you selected No in step 5, indicate whether your household has experienced other financial hardships dues to COVID-19.

COVID-19

My household has been affected directly or indirectly by COVID-19

Yes ▼

* My household has qualified for unemployment benefits due to COVID-19

No ▼

* My household has experienced a reduction in household income due to COVID-19.

No ▼

* My household has incurred significant costs as a result of COVID-19.

No ▼

* My household is unable to obtain employment due to COVID-19.

No ▼

* My household has experienced other financial hardships due to COVID-19

Yes ▼
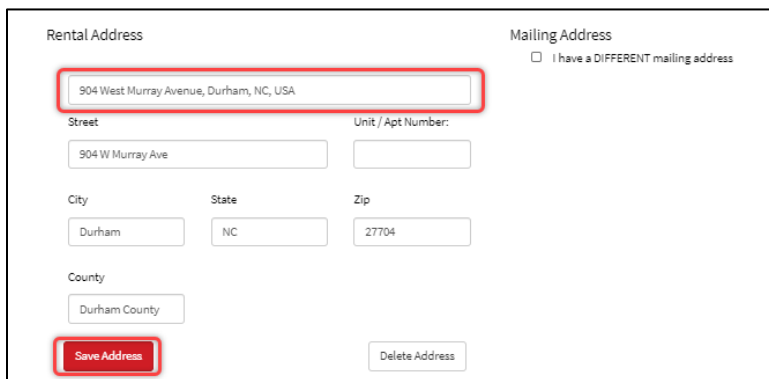
☐ Attest COVID-19 Hardship

7. After completing this section, check the Attest COVID-19 Hardship box.
8. Click **Save** and then click **Next** to advance to the next tab.

Tenant and Household Info Tab
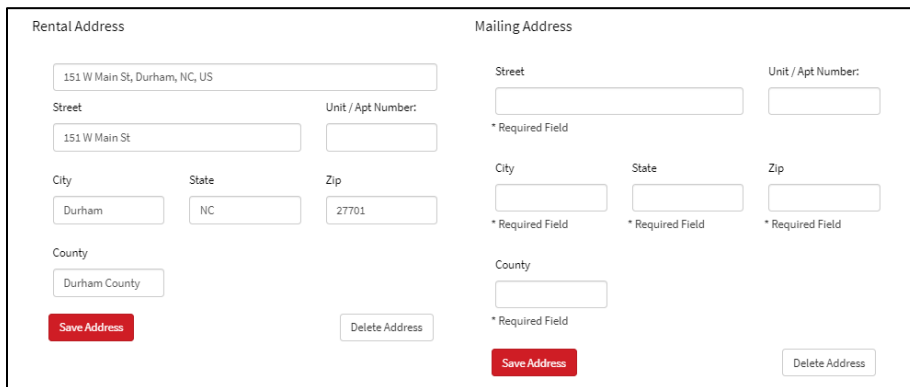
Important: All fields marked with an asterisk are required. Your application will not be complete until you provide all required information.

1. Under Rental Address, start typing your address in the top field. Select the address from the list of options. The information will automatically populate the remaining fields. When done, click **Save Address**.

2. If you have a separate mailing address, check the box and enter the information.

    a. To remove an address, click **Delete Address**.

    b. To edit the address, make any changes and click **Save** when done.

3. Answer the questions for Additional Rental Details.

    a. Indicate whether the rental address provided is your primary address.

    b. Indicate whether you have lived at this address for fewer than 30 days. If Yes, you may choose to enter the details in the field that appears.

    c. Indicate whether you are responsible for paying the rent.

4. Review the Tenant Profile and provide any missing information.

a. If you are the head of the household, check the box to automatically fill in the fields with your information. Provide any information that is missing.
b. If you are not the head of the household, do not check the box, and enter the first and last name and middle initial of the head of household.
c. Enter the Birthday (Day), Birthday (Month), and Birthday (Year) for the head of household by selecting the appropriate option from each drop-down.
d. For the head of household, select an option from the Ethnicity, Gender, and Race drop-downs.
    *You may select **Choose not to disclose** for each option.*
e. If you need an interpreter for phone calls, type the preferred language in the field.

5. Under Household Income, enter the Household Yearly Income.
    Tip: When you click in the box, double-click to highlight 0.00 and insert the yearly income.
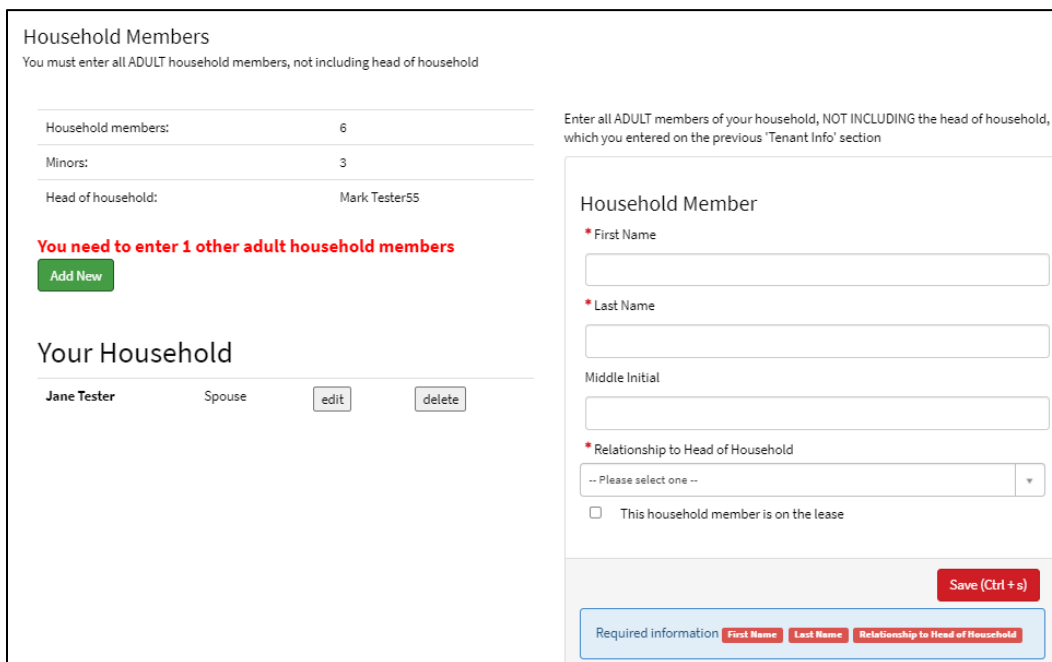
6. Under Head of Household:

Head of Household

*Number of total persons in household

3

*Number of minors in household

1

If household members do not match those listed on lease, please explain

Save (Ctrl + s)

    a. Enter the total number of people who live in the household.

    b. Enter the total number of minors (under the age of 18) who live in the household.

    c. If the household members do not match those listed on the lease, please explain.

7. When all required fields are complete on this tab, click **Save (Ctrl + s)**.

8. At the bottom of the form, provide information for all adult members of the household, other than the head of household.

Household Members

You must enter all ADULT household members, not including head of household

Household members: 6

Minors: 3

Head of household: Mark Tester55

You need to enter 1 other adult household members

Add New

Your Household

Jane Tester   Spouse   edit   delete

Enter all ADULT members of your household, NOT INCLUDING the head of household, which you entered on the previous 'Tenant Info' section

Household Member

*First Name

*Last Name

Middle Initial

*Relationship to Head of Household

-- Please select one --

☐ This household member is on the lease

Save (Ctrl + s)

Required information First Name Last Name Relationship to Head of Household

    a. Click **Add New**.

    b. Enter the First and Last Name and Middle Initial (optional).

    c. Select the relationship of this person to the head of household.

    d. Check the box if this household member is on the lease.

    e. When done, click **Save**.

    f. Repeat Steps a–e for each adult member of the household.

9. Click **Next** to move to the next tab.

Application Tab

On this tab, you will provide all the information regarding your financial status and hardship due to Covid to confirm eligibility for assistance.

1. **Income Eligibility:** Choose the Income Verification Method from the drop-down.

   a. If you select 2020 IRS Form 1040, be prepared to attach this document on the Upload Documents tab.

   b. If you select I Am Already Enrolled in a Federal Assistance Program, use the Other Federal Assistance field that appears.

   > **Income Eligibility**
   > Income Verification Method
   >
   > I Am Already Enrolled in a Federal Assistance Program ▾
   >
   > ***** Other Federal Assistance
   > × Child Care Subsidy   × SSI

       i. Click in the field to select the type(s) of assistance in which you are enrolled. Repeat this step as often as needed to show all types of federal assistance.

       ii. To remove an item, click the x beside the name.

   c. If you select One Month of Income Documentation (as shown in the screenshot), use the Income Documentation field to select the types of documentation.
   Be prepared to attach the related documents on the Upload Documents tab.

   > **Income Eligibility**
   > Income Verification Method
   >
   > One Month of Income Documentation ▾
   >
   > ***** Income Documentation (select all that apply)
   > × Child Support award statement/Parental Plan or other written documentation   × Pension Award Letter

       i. Click in the field to select the first method of income documentation.
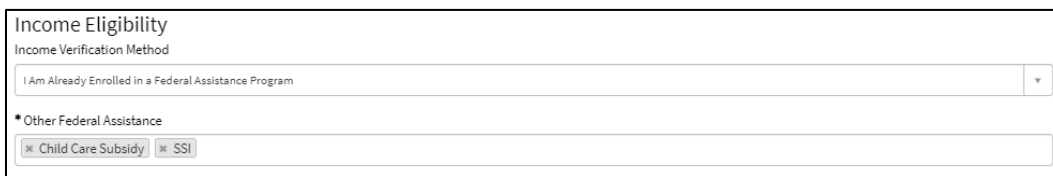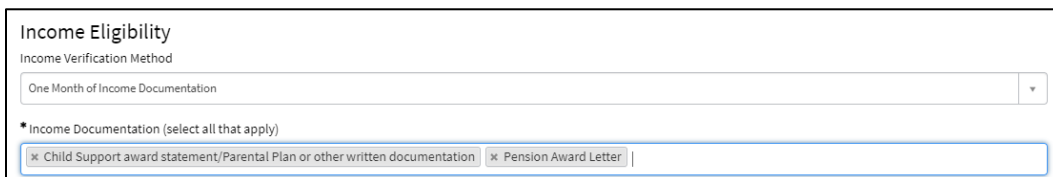
       ii. Click in the field again to add the second method of income verification.

       iii. To remove an item from this field, click the "x" beside the document name.

2. **Risk of Homelessness/Housing Instability:** Check one or more boxes.

If you do not select one of the boxes or enter information in the Other Condition field, you will not be able to complete the application.

> **Risk of Homelessness/Housing Instability**
> ☐ My household has a current past due rent notice
> ☐ My household has received an eviction notice
> ☐ Do you require legal assistance or services?
> ☐ My household is past due on utilities and/or has a shut off notice
> ☐ I have experienced homelessness before
> ***** Other Condition
> _____

   a. If none of the options apply, enter information in the Other Condition field.

   b. If you require legal assistance or services, indicate whether you would like to receive additional information.

3. **Rent and Utility Assistance:** Answer questions and enter information. Depending on your answer to each question, additional fields may appear.

   a. Indicate whether your household is currently receiving rental subsidy. If Yes, enter the resident portion of the rent that you are required to pay each month.

   Rent and Utility Assistance
   My household is currently receiving rental subsidy
   | Yes | ▾ |

   * What is the resident portion of rent that you are required to pay monthly?
   | $ ⌄ | 0.00 |

   b. Indicate whether your household has received other rental assistance since April 2020.

   Rent and Utility Assistance
   My household is currently receiving rental subsidy
   | No | ▾ |

   My household has received other rental assistance since April 2020
   | Yes | ▾ |

   * Other Assistance Received
   | Community Development Block Grants | ▾ |

   * Check which months apply for Other Assistance Received
   | ✕ April 2021 | |

      i. If Yes, select the type of assistance received (Community Development Block Grants or Hope Programs).
      ii. Select the month(s) for which you received other assistance.
      iii. To remove a month, click the x by the name.

   c. If you selected No for steps 3a and 3b, check the Attest No Action box.

   d. If your household is currently past due on rent:

   My household is currently past due on rent
   | Yes | ▾ |

   * Which past due months are you applying for?
   | ✕ February 2021 |

   * Enter amount the rent is past due
   | $ ⌄ | 500.00 |

      i. Select Yes from the drop-down.
      ii. Click in the field to add each month that applies. Repeat this step as often as needed.
      iii. Enter the total amount of rent that is past due.

   e. Indicate whether your household needs assistance for future rent or if your household requires deposit assistance and needs help with future rent.

   My household needs assistance for future rent
   | Yes | ▾ |

   My household is requesting deposit assistance and needs help with future rent.
   | No | ▾ |

   * Which future months are you applying for?
   | ✕ May 2021   ✕ June 2021 |

    i. If you select Yes for either option, select the month(s) for which you are applying.

    ii. To remove a month, click the x by the name.

f. If you are receiving assistance for utilities, click in the field to add each utility that applies.

> What utilities are you receiving assistance for? (select all that apply)
> x Natural Gas

    i. Repeat this step as often as needed.

    ii. To remove a utility, click the x by the name.

g. Indicate whether your household is past due on utilities.

h. If your household is requesting assistance for future utilities:

> My household is requesting assistance for future utilities.
> Yes   ▼
>
> *Check which months apply for future utilities:
> x April 2021

    i. Select Yes from the drop-down.

    ii. Click in the field to add each month that applies. Repeat this step for up to three months.

    iii. To remove a month, click the x by the name.

  i. Indicate whether your household is requesting help with a utility deposit.

4. Confirm that the household yearly income amount matches the information entered on the Tenant and Household Info tab.

> **Household Income**
> *Enter Household Yearly Income
> $ ▼   4,000.00

5. Once all the necessary fields are completed, click **Save (Ctrl+s)**.

6. At the bottom of the form, enter information regarding the assistance required for each utility vendor and landlord that applies.
   Be prepared to upload statements for these providers in the Documents tab of the application.
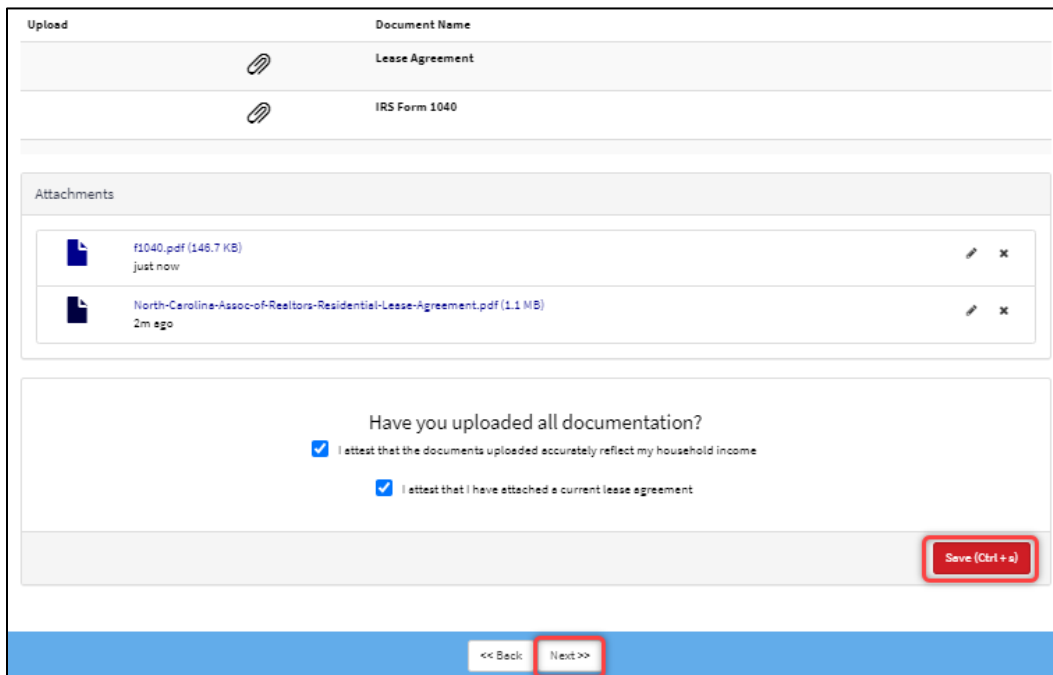
> **Assistance Requested**
>
> | Payee Type | Vendor | Month | Amount | | Account Number | Name on Account |
> |---|---|---|---|---|---|---|
> | Utility Vend ▼ | abc | April 2021 ▼ | $ 500 | .00 | | |

  a. Select Utility Vendor or Landlord from the Payee Type field.

  b. Select the Utility Vendor or Landlord name from the Vendor dropdown.
   Tip: Start typing in the field to narrow down the options.

  c. Select the month for which you need assistance.

  d. Enter the amount, account number, and the name on the account.

  e. When done, click the checkmark to the left of the row.

  f. To add more vendor or landlord information, repeat steps a–e.

7. If you cannot find the vendor, a popup appears informing you that it will direct you to an Add Vendor form. Enter the Vendor or Landlord Name and Address and click Save.

8. Click **Next** to move to the next tab.

Upload Documents Tab

On this tab, attach all required forms. This page lists all documents indicated on previous tabs of the application process.
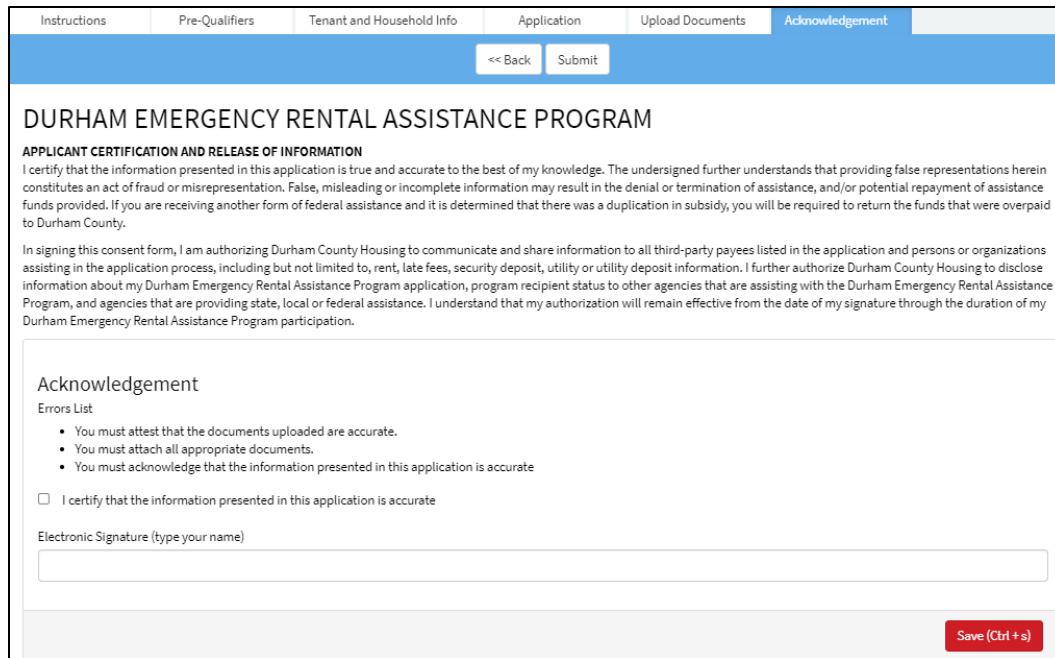

You may need to scan in all documents and save them to your computer before proceeding.

9. Click the Upload icon (paperclip) for each document to attach the file from your computer.

10. To edit the name of an attachment, click the Edit icon (pencil). To remove an attachment, click the Delete icon (x).

11. Check the boxes to confirm that the documents uploaded accurately reflect your household income and that you have attached a current lease agreement.

12. When done, click **Save** and then click **Next** to move to the next tab.

Acknowledgement Tab

Once all required fields are complete and you have attached all documents, you must acknowledge that the application is complete.

Note: You cannot submit your application until all errors noted are resolved.

1. Read the Applicant Certification and Release of Information section.
2. Address any items on the Errors List. This may require returning to earlier tabs to ensure that all information is complete.
3. Check the box to confirm that the information presented in the application is accurate.
4. Type your name as an Electronic Signature.
5. When done, click **Save**.
6. If your application is complete and no errors are listed on this page, click **Submit**.
    a. You will receive an email acknowledging application submission.
    b. Your landlord will be required to complete a W-9 and EFT form, as well as complete the Landlord Verification form and Management Company Contract with Owner.
7. On the portal homepage, your application will show as Ready for Review.
    Note: If you open your application in this state, all fields will be read only. You cannot change information once the application is submitted.