

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.

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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.

- Go to <u>Durham Emergency Rental Assistance Program portal</u> (<u>https://dcodev.servicenowservices.com/cares</u>).
 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.

WELCOME TO DURHAM	
Welcome to Durham Emergency Rental Assistance Program	Login
The Emergency Rental Assistance Program serves North Carolina families whose household incomes do not	User name
exceed 80% of the Area Median Income for the county where they live, and are obligated to pay rent on a residential dwelling and meet both of the following conditions:	Password
1. Financial Assistance Eligibility	Forgot Password ?
 Has either qualified for unemployment benefits; Experienced a reduction in household income; 	Login
 Incurred significant costs, or Experienced other financial hardship 	
All of the above must be directly or indirectly, as a result of the COVID-19 emergency	Don't have an account?*
2. Can demonstrate a risk of experiencing homelessness or housing instability, by providing documentation of total past due amounts such as a past due utility, rent, or eviction notice, or documentation of unsafe or unhealthy living conditions	Register
*A valid email address is required to register for this program.	
Select Language Powerd by Google Translate	

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

DURHAM COUNTY
Emergency Rental Assistance Program Registration
First Name
Last Name
Email Address
Security Code
I'm not a robot
Printy 🖉 - Terma 🎯
Sign Up





- 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

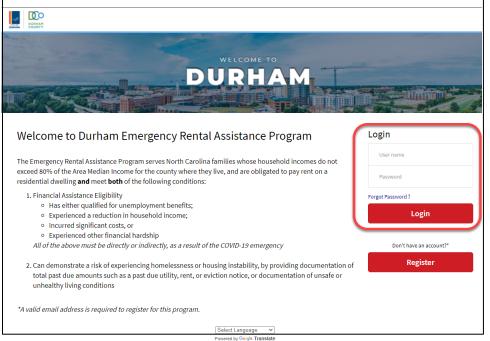
This section describes the options you have for starting the application process. If you meet the criteria listed in the <u>Overview</u>, you have several options for submitting an application through the Durham Emergency Rental Assistance Program portal.

- 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 <u>Durham Emergency Rental Assistance Program portal</u> (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.

	Home	Tours
WELCOME TO		
DURHAM		
		10
Lama:		
O Tenant / Renter		
○ Landlord / Property Manager ○ Tenant Proxy (you are assisting a tenant with an application)		
Start a new application		
Select Language 🗸		
Powered by Google Translate		

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.*

										Home	Tours	Mark Tester 55
	n Emer{ s before we start			ssistand	ce Prog	ram						
Are you a Durh	am City/ County	Resident?										
Choose an o	ption											~
Is this request for assistance related to COV/ID?												
Choose an option										~		
ls your annual	household incor	ne less than the	amount displa	ved in the incon	ne chart below?							
Choose an o	ption											~
Income chart:	(Example: for a h	iousehold of 4 p	eople, the incor	me amount is \$7	2,700).							
		Hou	sehold Siz	ze (# Perso	ons)			i				
1	2	3	4	5	6	7	8+	ĺ				
\$50,900	\$58,200	\$65,450	\$72,700	\$78,550	\$84,350	\$90,150	\$96,000]				
Start a new a	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.



 DURHAM
Landlord Information
Landlord First Name / Property Management Company
Landlord Last Name (if applicable)
Landlord Email
Enter landlord's email address
We'll never share your email with anyone else.
Landlord Contact Phone Number (do not include dashes or spaces)
Enter landlord's phone number
We'll never share your number with anyone else.
Submit Cancel

- 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.

My Applicat	ion Information		
Number	State	Stage	Name
CS0001059	Application In Progress		(proxy for)

- **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 <u>Completing the Application</u> to continue the process.



Accessing an Application Started by Landlord or Proxy

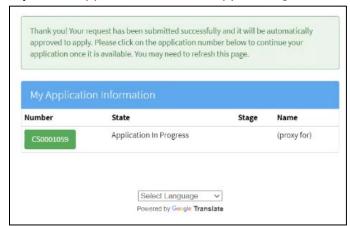
If your landlord or a proxy started the application process, you should receive an email with the application and password or your landlord should have contacted you with this information. Check your registered email to obtain your user name and password.

- 1. Go to the Durham CARES portal (https://dcodev.servicenowservices.com/cares).
- 2. Enter your username and password and click Login.

WELCOME TO DURHAM	
Welcome to Durham Emergency Rental Assistance Program	Login
The 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, and are obligated to pay rent on a residential dwelling and meet both of the following conditions:	User name Password
 Financial Assistance Eligibility Has either qualified for unemployment benefits; Experienced a reduction in household income; Incurred significant costs, or Experienced other financial hardship 	Forgot Password ? Login
All of the above must be directly or indirectly, as a result of the COVID-19 emergency	Don't have an account?*
2. Can demonstrate a risk of experiencing homelessness or housing instability, by providing documentation of total past due amounts such as a past due utility, rent, or eviction notice, or documentation of unsafe or unhealthy living conditions	Register
*A valid email address is required to register for this program.	
Select Language Powered by Goode Translate	

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.

lumber	State	Stage	Name
--------	-------	-------	------

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.

Instructions		Tenant and Household Info	Application		Upload Documents	Acknowledgement	
			<< Back Next	>>			
COVID-19							
	en affected directly or ind	irectly by COVID-19					
Please select one							
							Q,
- Please select one	2						
No							
Yes							
			<< Back Next	>>			



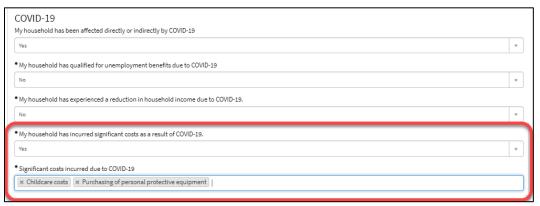
2. Indicate whether your household has qualified for unemployment benefits due to COVID-19.

COVID-19	
My household has been affected directly or indirectly by COVID-19	
Yes	v
* My household has qualified for unemployment benefits due to COVID-19	
Yes	
1	Q,
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	Ŧ
* 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	
	Q
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.



- 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	Ŧ
* 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**.

Rental Address			Mailing Address
904 West Murray	904 West Murray Avenue, Durham, NC, USA Street Unit / A		
Street			
904 W Murray Av	e		
City	State	Zip	
Durham	NC	27704	
County			
Durham County			
Save Address		Delete Address	

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

Rental Address			Mailing Address		
151 W Main St, Durham, NC,	US		Street		Unit / Apt Number:
Street		Unit / Apt Number:			
151 W Main St			* Required Field		
City Si	tate	Zip	City	State	Zip
Durham	NC	27701	* Required Field	* Required Field	* Required Field
County Durham County			County		
Save Address		Delete Address	* Required Field		
			Save Address		Delete Address

- 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.

Additional Rental Details	
Is this your primary address?	
Yes	Ŧ
Have you lived at this address for less than 30 days?	
Yes	Ŧ
If you have lived at your rental address for less than 30 days, explain why	
Are you responsible for the rent?	
Ves	٣

- **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.

Tenant Profile			
First name			
Bob			
Last name			
Tenant			
Niddle name			
Emeil			
bob@tenent.com			8
Mobile phone			
555-555-5555			
I am head of household		• Ethnicity	
Head of Household - First Name		Choose not to diaclose	
Bob		*Gender	
		Male	
Head of Household - Last Name		*Rece	
Tenent		Choose not to disclose	
Meed of Mousehold - Middle Initial		I need an interpreter for phone calls (please list lan	Enels)
Birthdey (Dey)			
4	•		
Birthdey (Month)			
July			
Birthday (Year)			
1944			

- **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.

		old Income ehold Yearly Income	
5	*		40,000.00



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 (Orl + 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	Enter all ADULT members of your household, NOT INCLUDING the head of household, which you entered on the previous 'Tenant Info' section		
Minors: 3			
Head of household: Mark Tester 55	Household Member		
You need to enter 1 other adult household members	* First Name		
Add New	* Last Name		
Your Household			
Jane Tester Spouse edit delete	Middle Initial		
	* Relationship to Head of Household		
	Please select one v		
	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) X Child Support award statement/Parental Plan or other written documentation X 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.



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	Ŧ
My household is requesting deposit assistance and needs help with future rent.	
No	×
* Which future months are you applying for?	
K May 2021 K 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)

        * 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	Y
* Check which months apply for future utilities:	
× 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.



- 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							
	Рауее Туре	Vendor	Month	Amount	Account Number	Name on Account	
00	Utility Vende 🗸 🗸	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.

Upload		Document Name				
	Ø	Lease Agreement				
	Ø	IRS Form 1040				
Attachments						
	f1040.pdf (146.7 KB) just now		ø x			
Ŀ	North-Carolina-Assoc-of-Realtors-Residential-Lease-Agreement.pdf (1.1 MB) 2m ago X					
		Have you uploaded all documentation?				
		sttest thet the documents uploaded accurately reflect my household income				
	_	✓ I sttest that I have attached a current lease agreement				
			Save (Ctrl + s)			
		<< Beck Next>>				

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.

Instructions	Pre-Qualifiers	Tenant and Household Info	App	lication	Upload Documents	Acknowledgement		
			<< Back	Submit				
DURHAM EMERGENCY RENTAL ASSISTANCE PROGRAM								
APPLICANT CERTIFICATION AND RELEASE OF INFORMATION I certify that the information presented in this application is true and accurate to the best of my knowledge. The undersigned further understands that providing false representations herein constitutes an act of fraud or misrepresentation. False, misleading or incomplete information may result in the denial or termination of assistance, and/or potential repayment of assistance funds provided. If you are receiving another form of federal assistance and it is determined that there was a duplication in subsidy, you will be required to return the funds that were overpaid to Durham County.								
In signing this consent form, I am authorizing Durham County Housing to communicate and share information to all third-party payees listed in the application and persons or organizations assisting in the application process, including but not limited to, rent, late fees, security deposit, utility or utility deposit information. I further authorize Durham County Housing to disclose information about my Durham Emergency Rental Assistance Program application, program recipient status to other agencies that are assisting with the Durham Emergency Rental Assistance Program, and agencies that are providing state, local or federal assistance. I understand that my authorization will remain effective from the date of my signature through the duration of my Durham Emergency Rental Assistance Program participation.								
Acknowledge	ement							
Errors List	linene							
	est that the documents up							
	ich all appropriate docum nowledge that the inform	ients. ation presented in this application	is accurate					
	-							
I certify that the information presented in this application is accurate								
Electronic Signature (type your name)								
							Save (Ctrl + s)	

- 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.