

# Durham Emergency Rental Assistance Program: Landlords

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

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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:** The tenant has either:
  - a. Qualified for unemployment benefits,
  - b. Experienced a reduction in household income,
  - c. Incurred significant costs, or
  - d. Experienced other financial hardship.

*All of the above must be directly or indirectly a result of the COVID-19 emergency,*

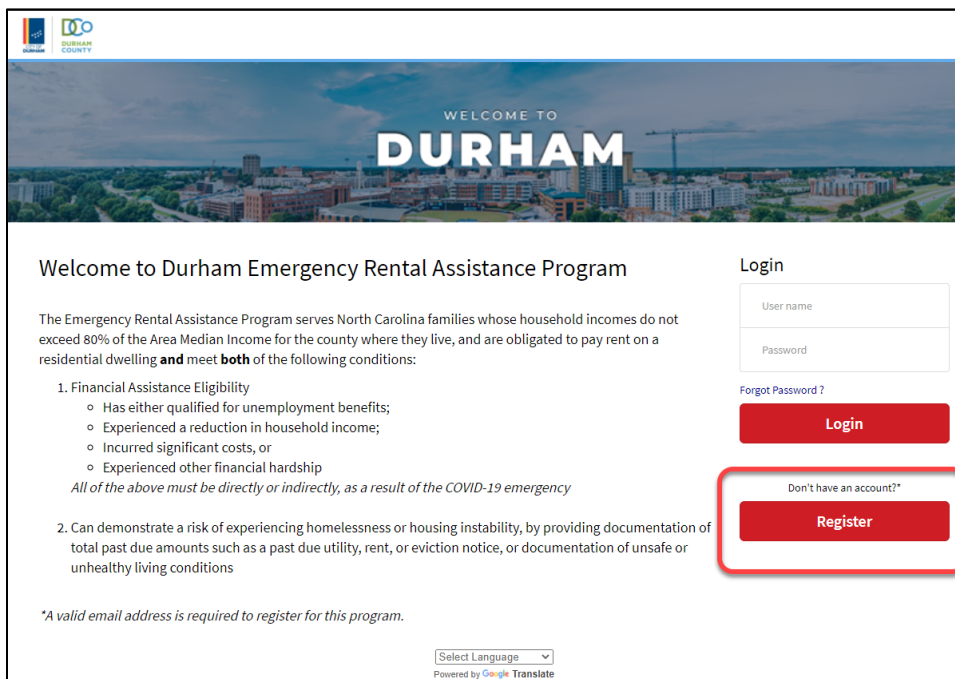
### AND

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

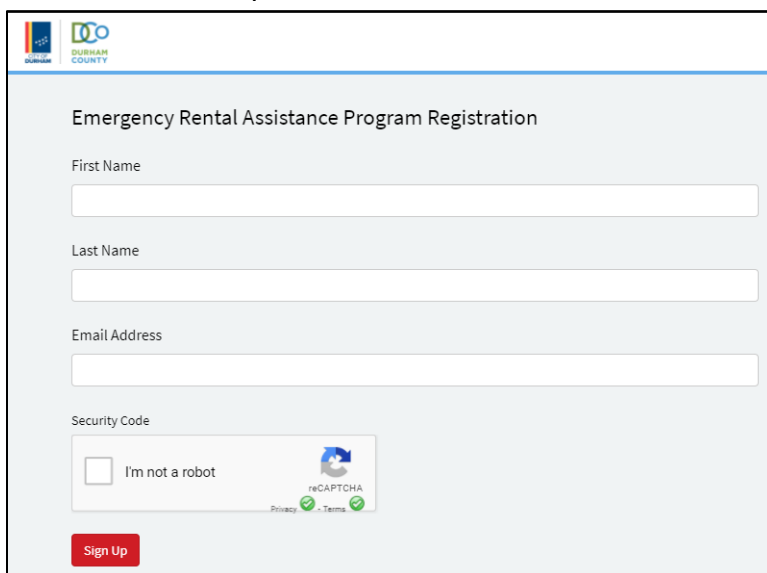
## User Registration

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

1. Go to [Durham Emergency Rental Assistance Program portal \(https://dcodew.servicenowservices.com/cares\)](https://dcodew.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 email.



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

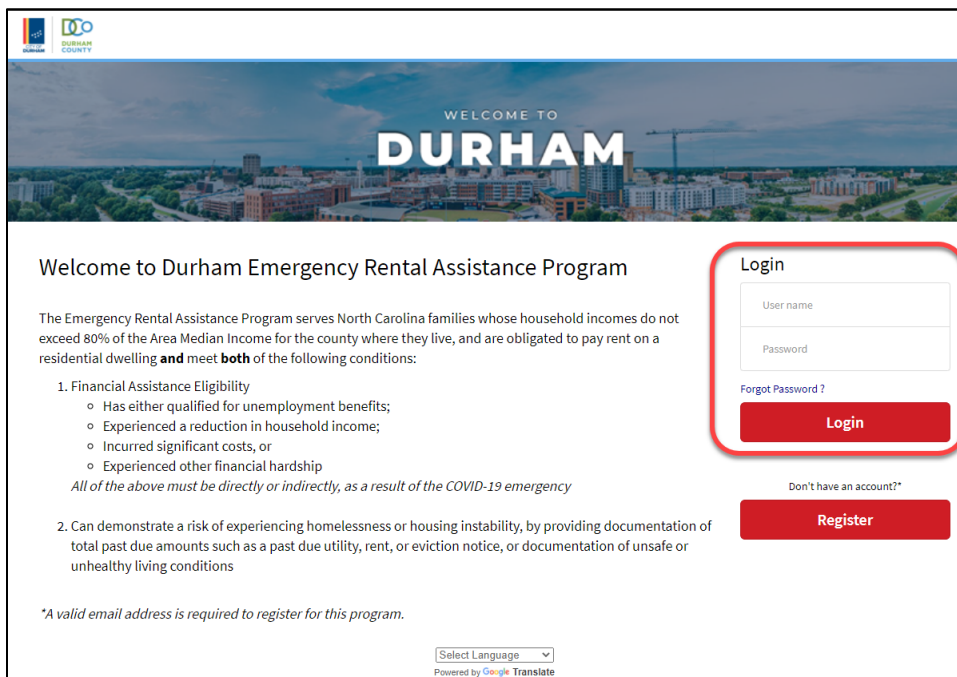
This section describes the options you have for starting the application process. If a tenant meets the criteria listed in the [Overview](#), you have several options for submitting an application through the Durham Housing Application Portal.

- [Start the application process by entering the tenant’s information.](#)
- [Access an application started by a tenant or proxy.](#)

### Starting the Application Process for the Tenant

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

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



Welcome to Durham Emergency Rental Assistance Program

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:

1. Financial Assistance Eligibility
  - o Has either qualified for unemployment benefits;
  - o Experienced a reduction in household income;
  - o Incurred significant costs, or
  - o Experienced other financial hardship

*All of the above must be directly or indirectly, as a result of the COVID-19 emergency*
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

*\*A valid email address is required to register for this program.*

Select Language Powered by Google Translate

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

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

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

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

### Tenant Information

Tenant First Name

Tenant Last Name

Tenant Email (or Proxy Email, as applicable)  
  
We'll never share your email with anyone else.

Tenant Contact Phone Number (do not include dashes or spaces)  
  
We'll never share your number with anyone else.

Select Language   
Powered by Google Translate

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

Number	State	Stage	Tenant Name
CS0001048	Application In Progress		Jenna Tenant

Click on the application number or click the button below to start a new application.

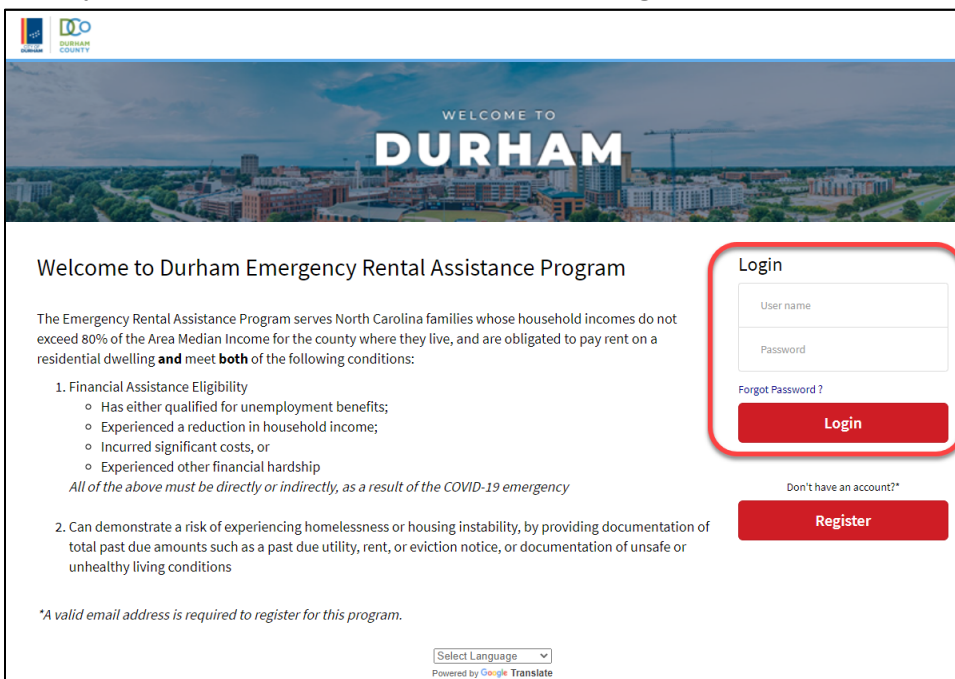
Select Language   
Powered by Google Translate

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

**Accessing an Application Started by Tenant or Proxy**

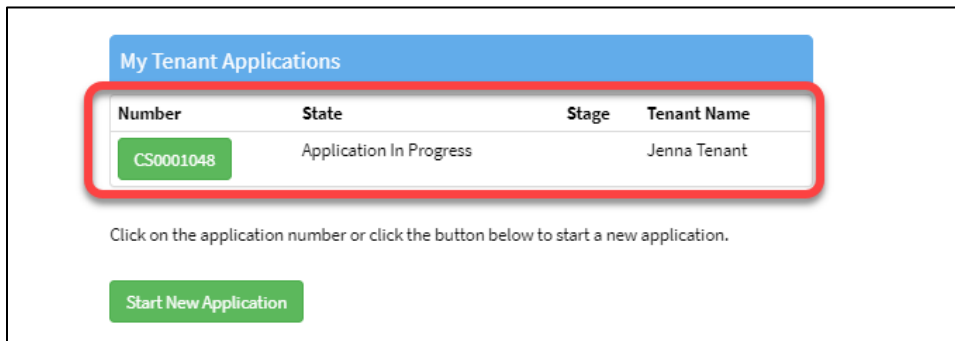
If your tenant or their proxy started the application process, you should receive an email with the application and password or they should have contact you with this information.

1. Check your registered email to obtain your user name and password.
2. Go to the [Durham CARES portal](https://dcodev.servicenow.com/cares) (<https://dcodev.servicenow.com/cares>).
3. Enter your username and password and click **Login**.



4. The application is now listed in the My Tenant Applications, with a state of Application in Progress.

*Tip: If the application does not appear, log out and then log back in to refresh the page.*



5. Refer to [Completing the Application](#) to continue the process.

## Completing the Landlord Verification Form

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

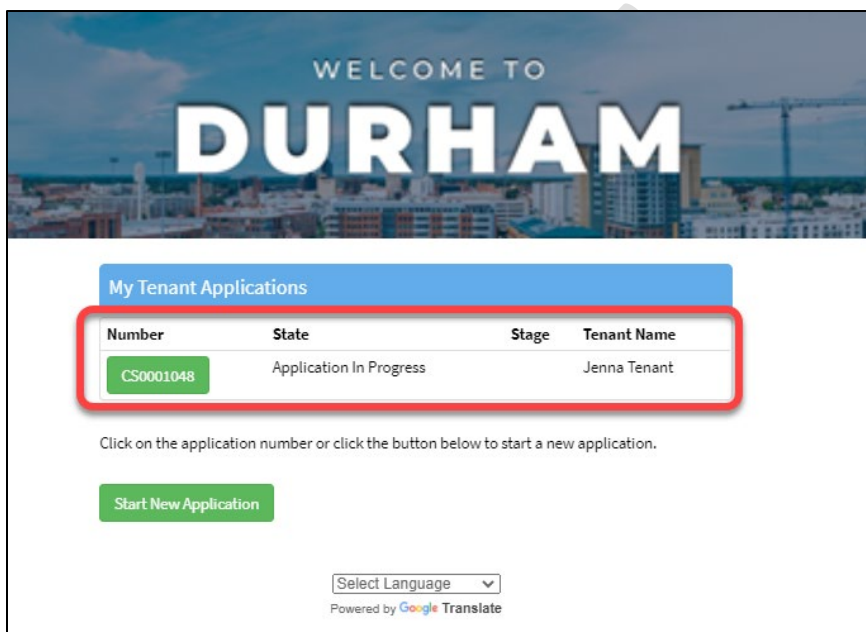
### Required Documents

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

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

### Landlord Verification Form

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



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

<b>Jenna Tenant</b>		<b>State:</b> Application In Progress
<b>Landlord:</b> Bobbi Landlord		<b>Number:</b> CS0001048
<b>Proxy:</b> N/A		

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

Rental Address (Tenant's Address)

5219 Page Road, Durham, NC, USA

Street

\* Required Field

Unit / Apt Number:

City

\* Required Field

State

\* Required Field

Zip

\* Required Field

County

\* Required Field

Save Address

Delete Address

4. Confirm that all information in the Landlord Information section is accurate. Select a **Federal Tax Classification** from the drop-down.

Landlord Information

First name

Email

Last name

Contact Phone Number (do not include dashes or spaces)

Middle name

\* Federal Tax Classification

5. Complete the information in the Rental Information section.

Rental Information

Lease Start Date

Monthly Rent Amount

Lease End Date

Pro-Rated Amount (if applicable)

Tentative Move-In Date (for new units only)

Security Deposit (new units only)

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



6. In the Tenant Information section, check the box if the tenant is receiving any other form of assistance.

Tenant Information

Is Tenant receiving any other form of assistance?

7. In the Rent Owed section:

Rent Owed

Amount Past Due:

\$

Months Past Due (select up to three (3) months)

January 2021  February 2021

Late Fees Accrued From 04/01/2020

\$

- a. Indicate the **Amount Past Due**.
- b. Click in the **Months Past Due** field to select up to three months for which rent is past due.  
*To remove an item from this field, click the small "x" to the left of the item.*
- c. Enter the **Late Fees Accrued** since April 1, 2020, if applicable.

8. Complete the W-9 Section.

W-9

\* Name (as shown on your income tax return) SSN

Landlords will receive a 1099 for MERA funds Please enter one or the other (SSN or TIN/EIN)

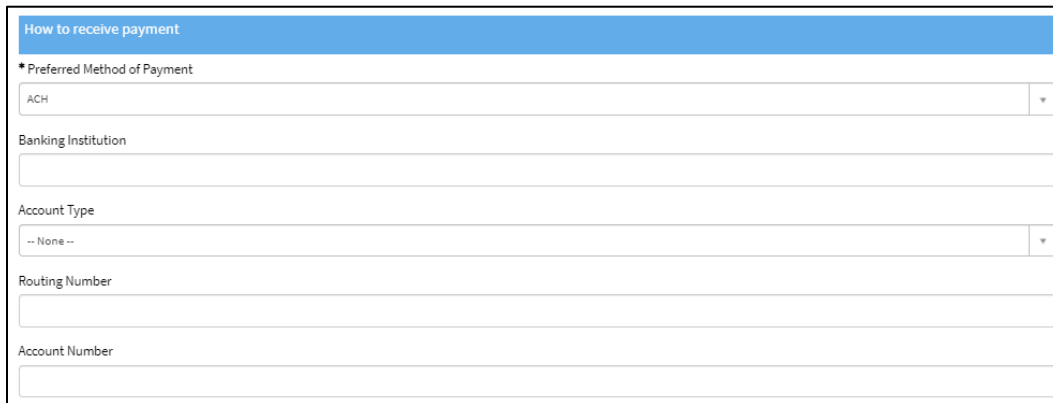
Business Name (if different from above) TIN/EIN

\* Federal Tax Classification

\* Electronic Signature Signature Date

- a. Enter your **Name** as shown on your income tax return.  
*You will receive a 1099 for MERA funds.*
- b. If applicable, enter a **Business Name**.
- c. If selected the **Federal Tax Classification** in the Landlord Information section, this field will automatically populate.
- d. Enter *either* your Social Security Number (**SSN**) or your Tax/Employer Identification Number (**TIN/EIN**).
- e. Type your name in the **Electronic Signature** field to serve as your signature.
- f. The **Signature Date** automatically populates with today's date.

9. Under How to Receive Payment, select the **Preferred Method of Payment** (check or ACH). If you select ACH:



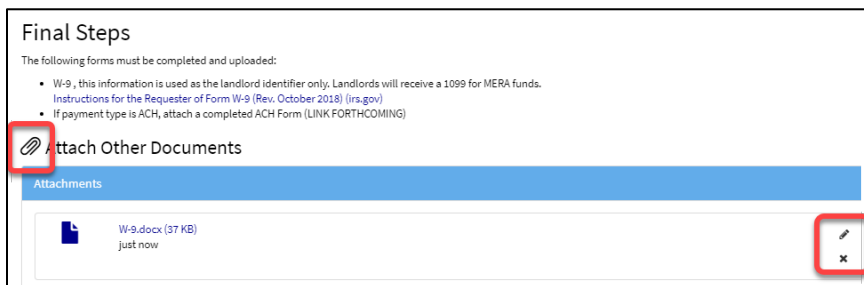
- a. Enter the Banking Institution.
- b. Select the **Account Type** (savings or checking).
- c. Provide your financial institution’s **Routing Number** and **Account Number**.

10. Click **Save** to save your work. This does not complete the process, but it ensures that information entered will not be lost.

11. Under Landlord Address, provide your full address. If your mailing address is different, check the box and enter the required information. When done, click **Save Address**.

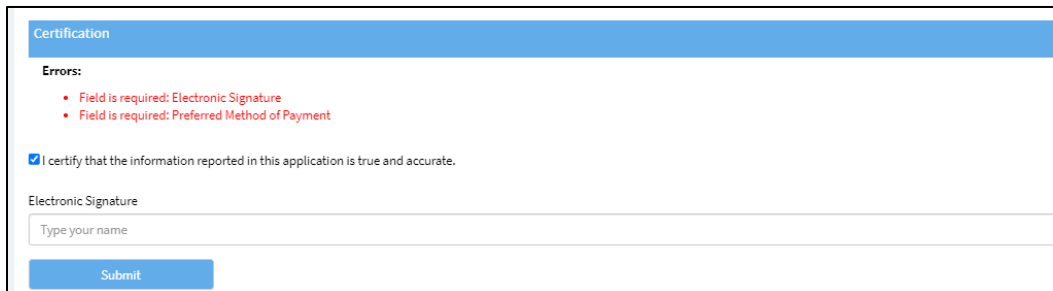


12. Under Final Steps, click the paperclip icon to attach all necessary documents—a completed W-9 and the management company contract with the owner (if applicable).



- a. To change the name of an attachment, click the edit (pencil) icon.
- b. To remove an attachment, click the delete (x) icon.

13. To complete the process:



The screenshot shows a web form titled "Certification". Under the heading "Errors:", there are two red bullet points: "Field is required: Electronic Signature" and "Field is required: Preferred Method of Payment". Below the errors, there is a checkbox that is checked, with the text "I certify that the information reported in this application is true and accurate." Underneath, there is a section labeled "Electronic Signature" with a text input field containing the placeholder "Type your name". At the bottom of the form is a blue "Submit" button.

- a. Ensure that all errors have been resolved. You cannot submit the form until all required fields are complete.
- b. Check the Certification checkbox to confirm that the information reported in the application is true and accurate.
- c. Type your name in the **Electronic Signature** field.
- d. Click **Submit**.  
*A confirmation message will appear confirming that the application is complete, and you will return to the application portal homepage.*