Durham Emergency Rental Assistance Program: Proxy Applicants

This guide describes how a proxy can work with a tenant or renter to 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:** 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,

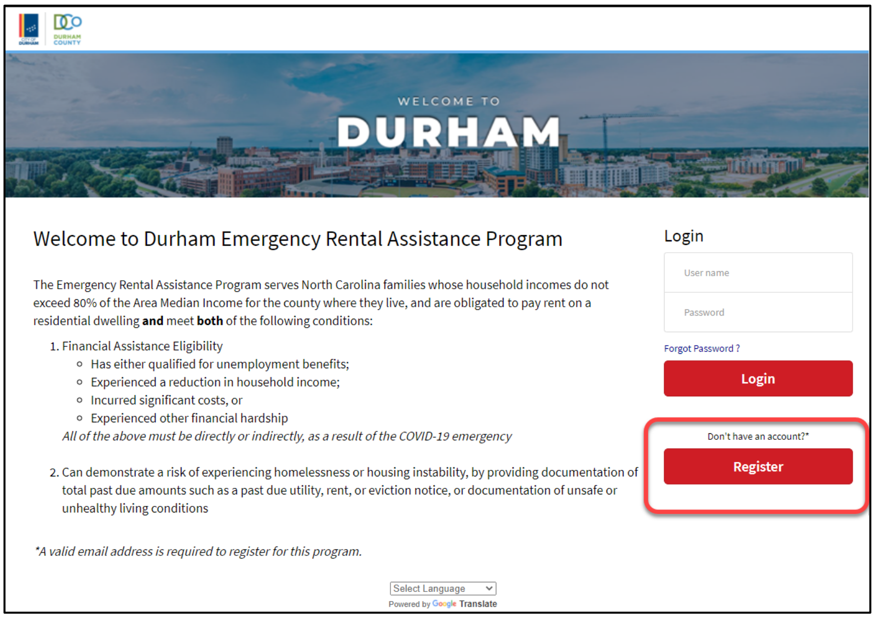
AND

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.

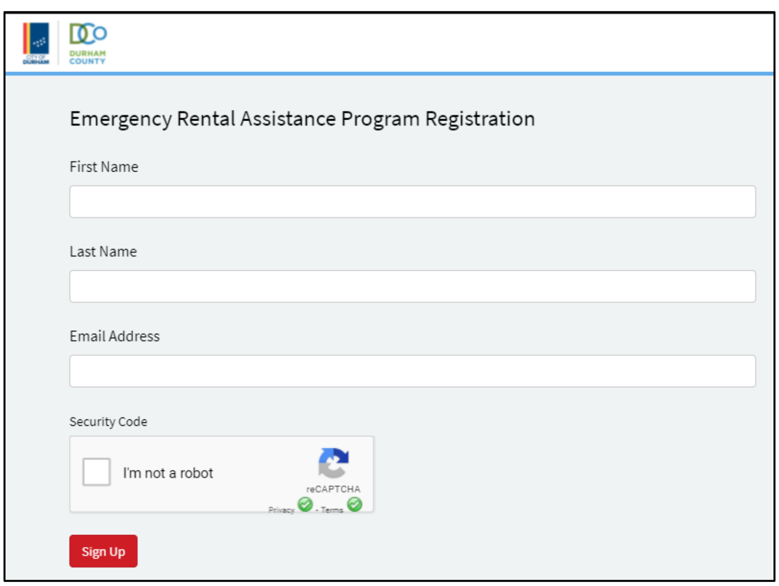
User Registration

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://dcodev.servicenowservices.com/cares) (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 email. All three fields are required, as indicated by the asterisk.



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

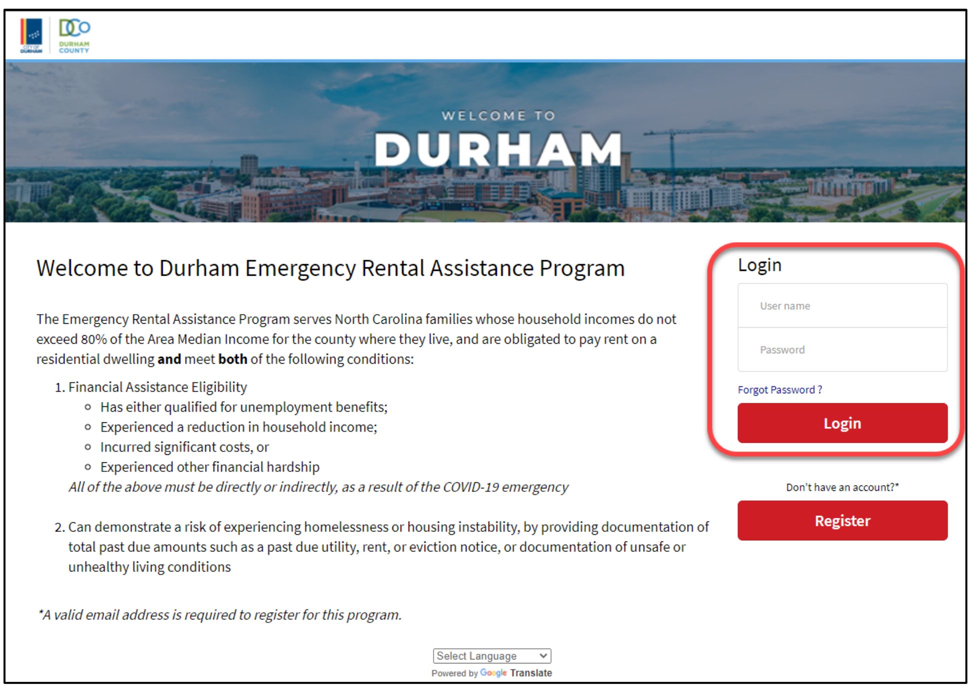
This section describes the options you have for starting the application process. If the tenant meets the criteria listed in the Overview, you have several options for submitting an application through the Durham Housing Application Portal.

- Start the application process by entering the tenant's information.
- Access an application started by a landlord or tenant.

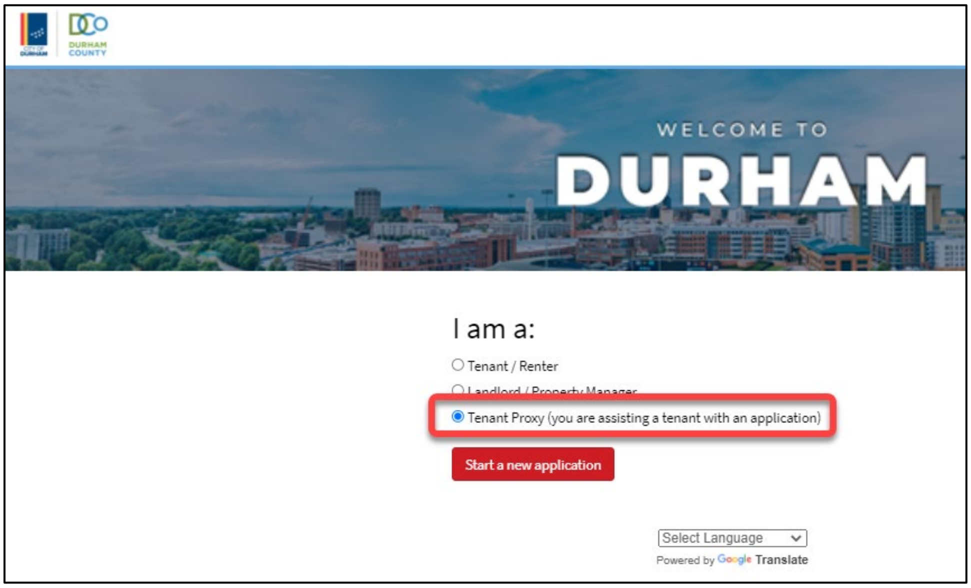
Starting the Application Process for the Tenant

As a proxy, you can complete an application for one or more tenants. You must submit a different application for each household, and each household can submit only one application. Follow these steps to access the portal and begin the application process.

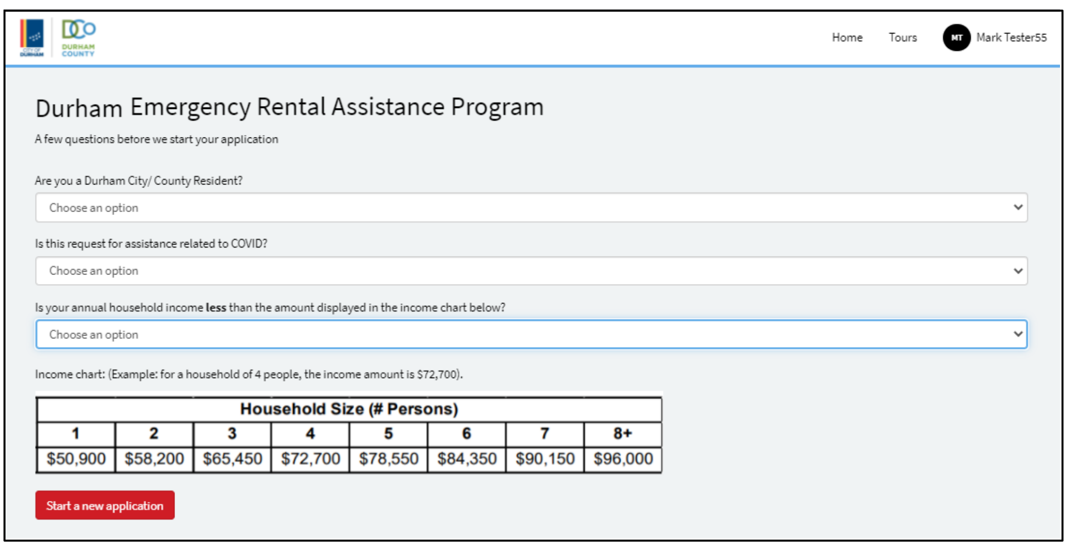
1. Check your registered email to obtain your user name and password.
2. Go to the Durham Emergency Rental Assistance Program portal (https://dcodev.servicenowservices.com/cares).
3. Enter your user name and password and click **Login**.



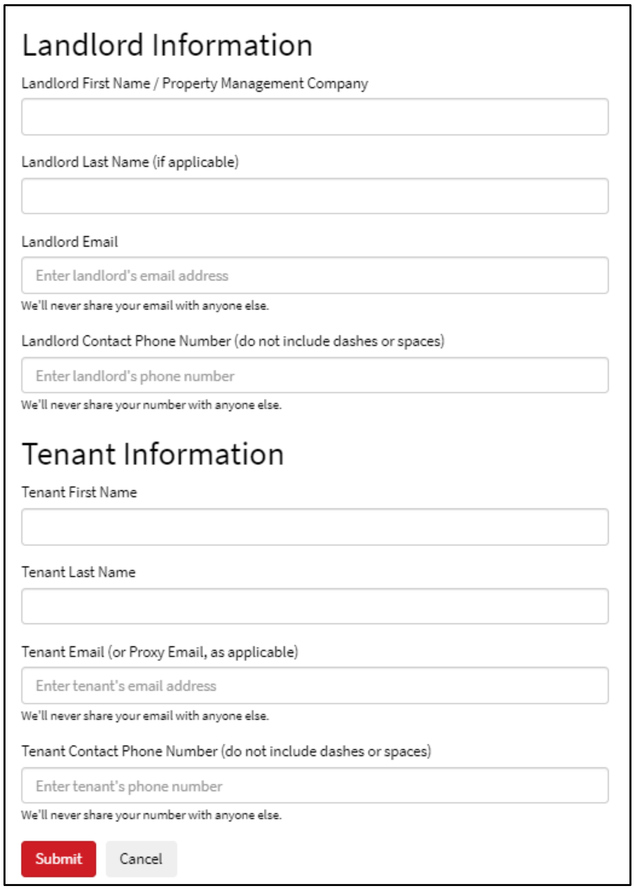
4. Select the **Tenant/Proxy** radio button and click **Start a New Application**.



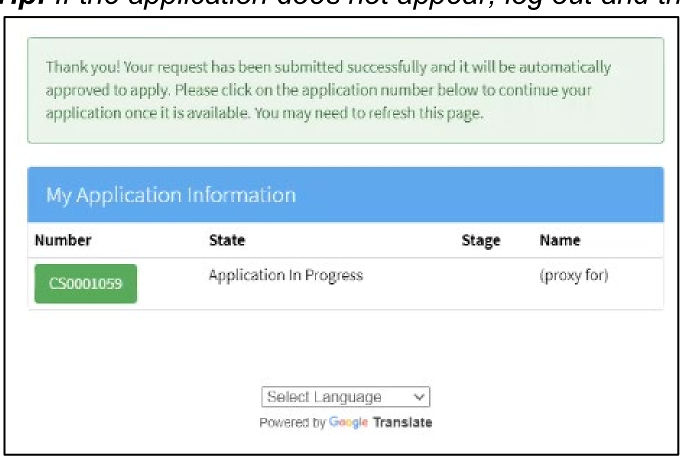
5. Answer the qualification questions on behalf of the tenant and click **Start a new application**.
If the tenant cannot answer Yes to all three questions, you will not be able to start a new application.



6. Complete all relevant fields for both the landlord and the tenant. For the Tenant Email field, enter **your** (the proxy's) email, so that you receive all communications and notifications.
   If you do not know the 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, 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.*

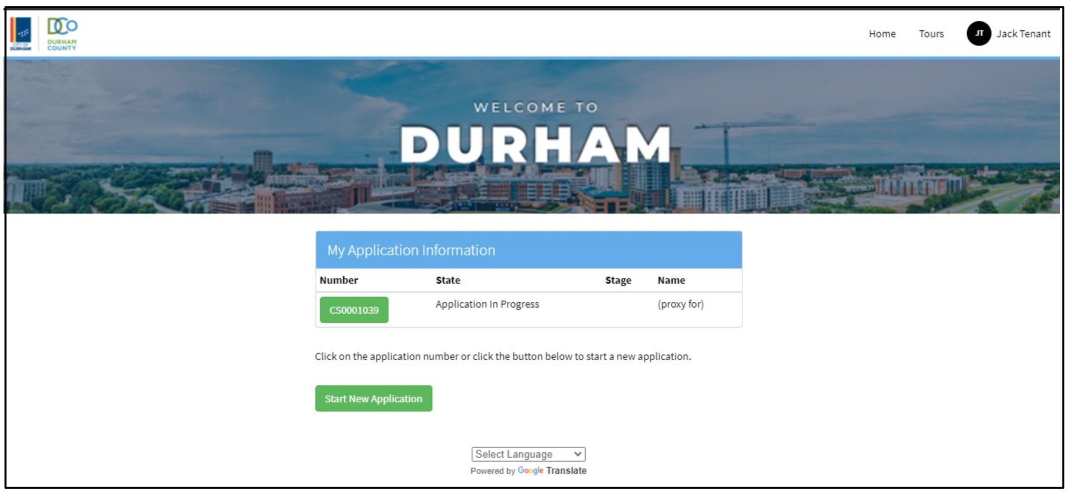


9. An email notification is sent to the landlord and the tenant, including a link to the portal and the application number and password. The landlord must access the portal to complete their portion of the application.
10. Refer to Completing the Application to continue the process.

Accessing an Application Started by Landlord or Tenant

If a landlord or tenant started the application process, you should receive an email with the application and password.

1. Check your registered email to obtain your user name and password.
2. Go to the Durham CARES portal (https://dcodev.servicenowservices.com/cares).
3. Enter your username and password and click **Login** to see the list of applications.
   Tip: *If the application does not appear, log out and then log back in to refresh the page.*



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

Completing 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.

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

Instructions Tab

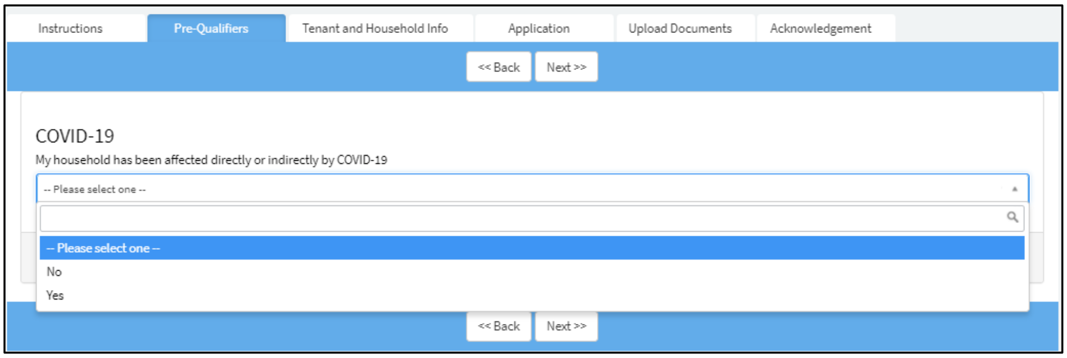
This tab provides information about the Emergency Rental Assistance Application Form and instructions for completing the application process.

1. Please read all information on this page.
2. Click **Next** to move to the next tab.

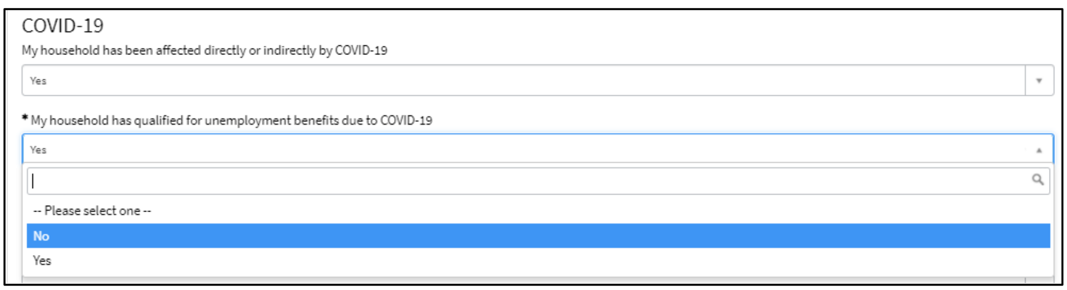
Pre-Qualifiers Tab

This tab is used to determine whether the tenant qualifies 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 the household is experiencing. For each No option, a new field will appear, as described below.

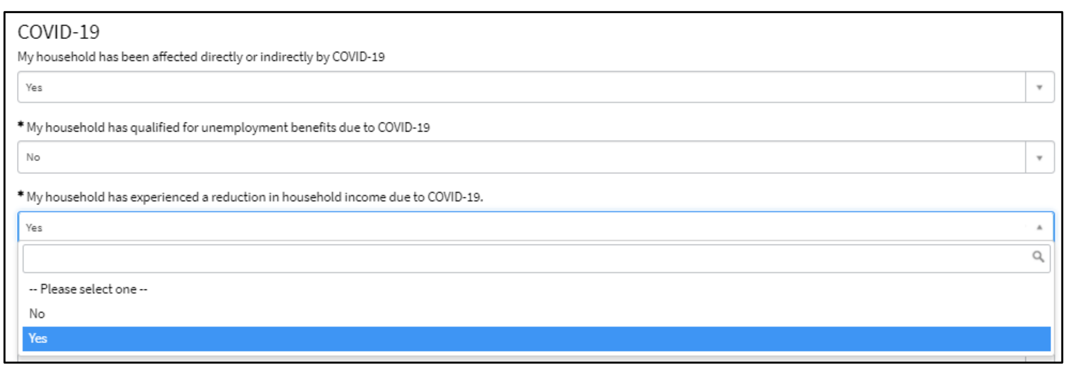
1. Select Yes or No from the dropdown to indicate whether the household has been affected directly or indirectly by COVID-19.
   If you select No, the tenant is not qualified to complete the application.



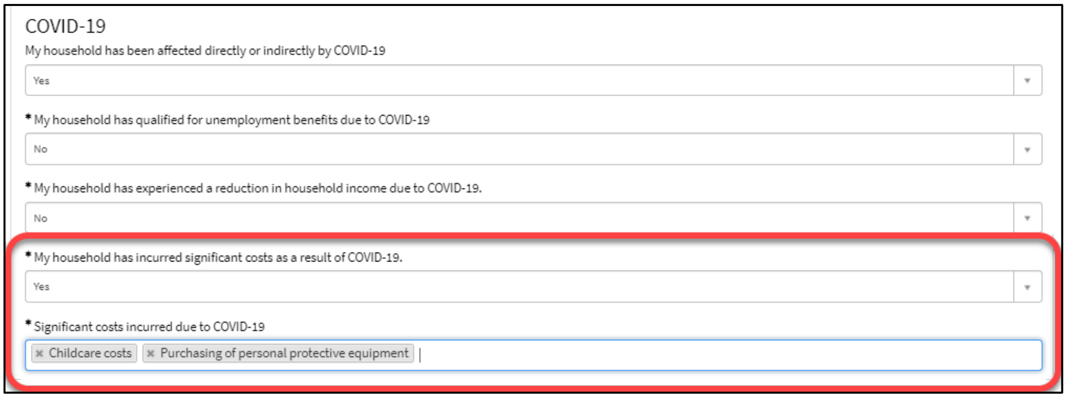
2. Indicate whether the household has qualified for unemployment benefits due to COVID-19.



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

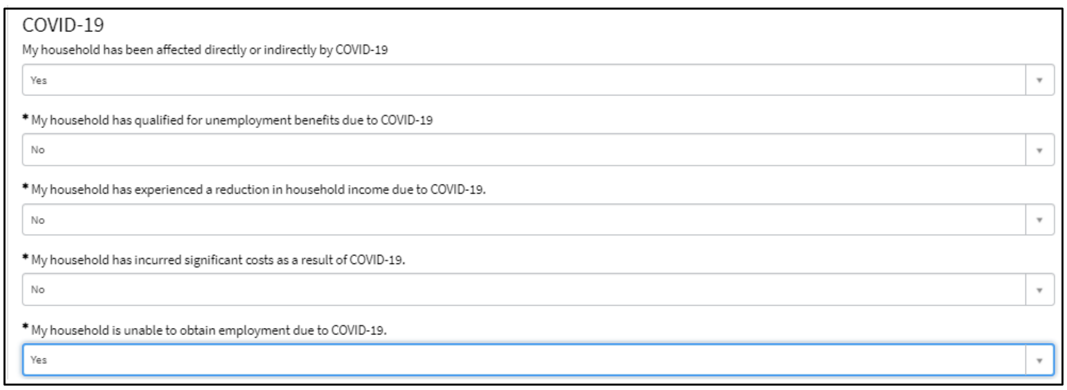


4. If you selected No in Step 3, indicate whether the household has incurred significant costs as a result of COVID-19.

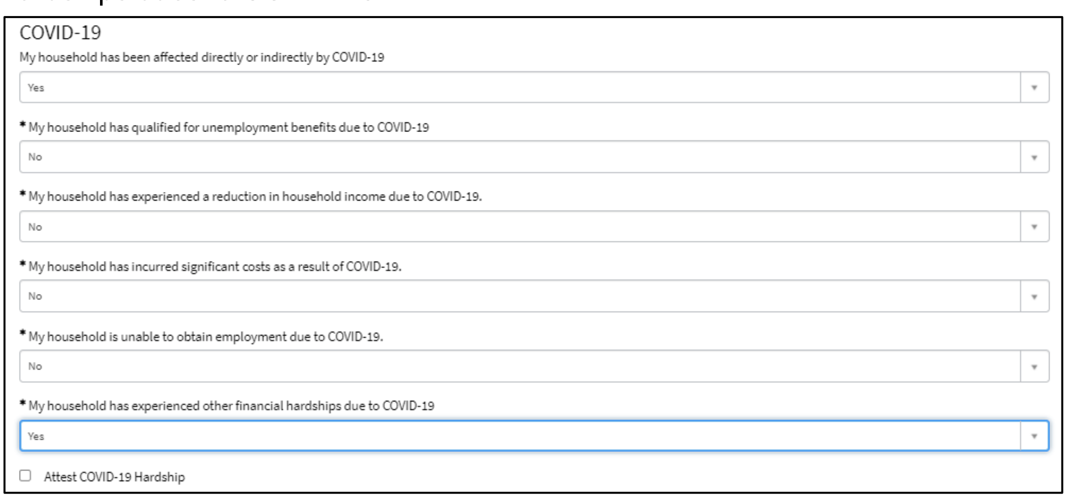

COVID-19
My household has been affected directly or indirectly by COVID-19
Yes
* My household has qualified for unemployment benefits due to COVID-19
No
* My household has experienced a reduction in household income due to COVID-19.
No
* My household has incurred significant costs as a result of COVID-19.
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 the 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 the household has experienced other financial hardships dues to COVID-19.

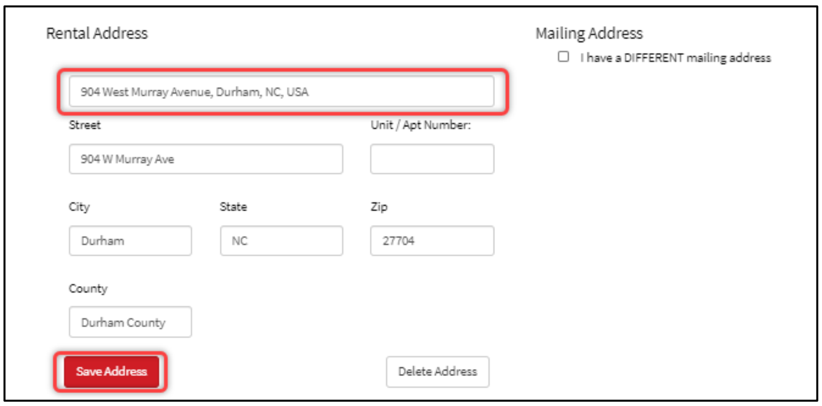

COVID-19
My household has been affected directly or indirectly by COVID-19
Yes
* My household has qualified for unemployment benefits due to COVID-19
No
* My household has experienced a reduction in household income due to COVID-19.
No
* My household has incurred significant costs as a result of COVID-19.
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.

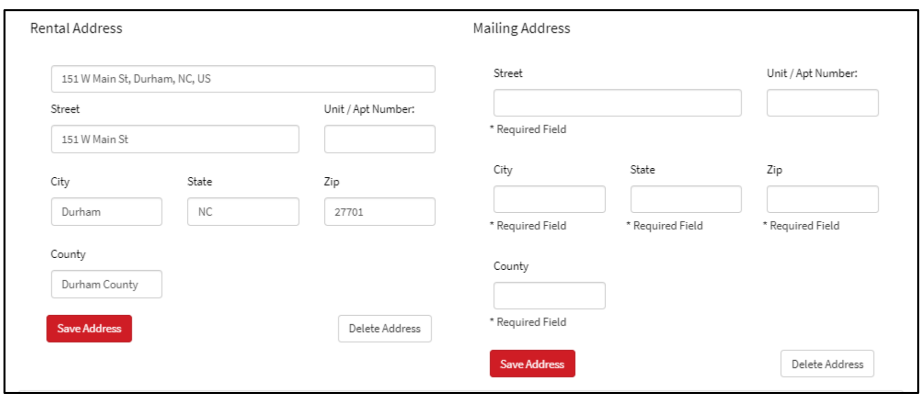
Tenant and Household Info Tab

Important: All fields marked with an asterisk are required. The application will not be complete until all required information is provided.

1. Under Rental Address, start typing the tenant's 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 the tenant has a separate mailing address, check the box and enter the information.

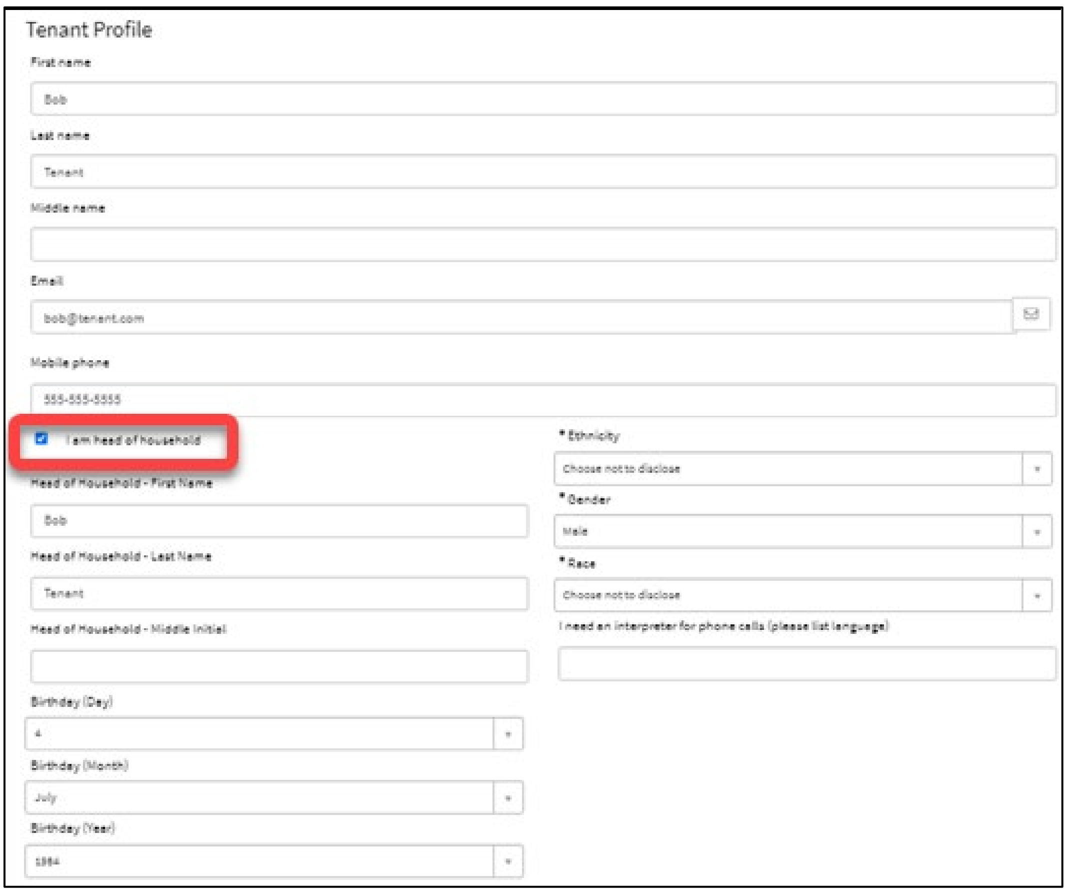


   a. To remove an address, click **Delete Address**.
   b. To edit the address, make any changes and click **Save** when done.

3. Answer the questions for Additional Rental Details.

   a. Indicate whether the rental address provided is the tenant's primary address.
   b. Indicate whether the tenant has 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 the tenant is responsible for paying the rent.

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



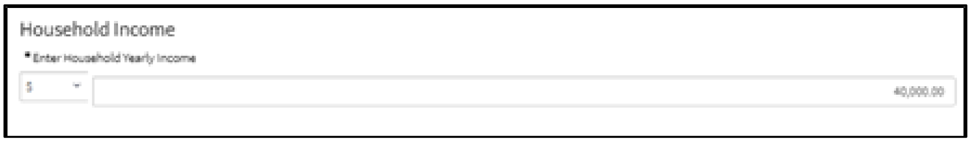
   a. If the tenant is the head of the household, check the box to automatically fill in the fields with their information. Provide any information that is missing.
   b. If the tenant is not the head of the household, do not check the box, and enter the first and last name and middle initial of the head 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 the tenant needs an interpreter for phone calls, enter the preferred language.

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:

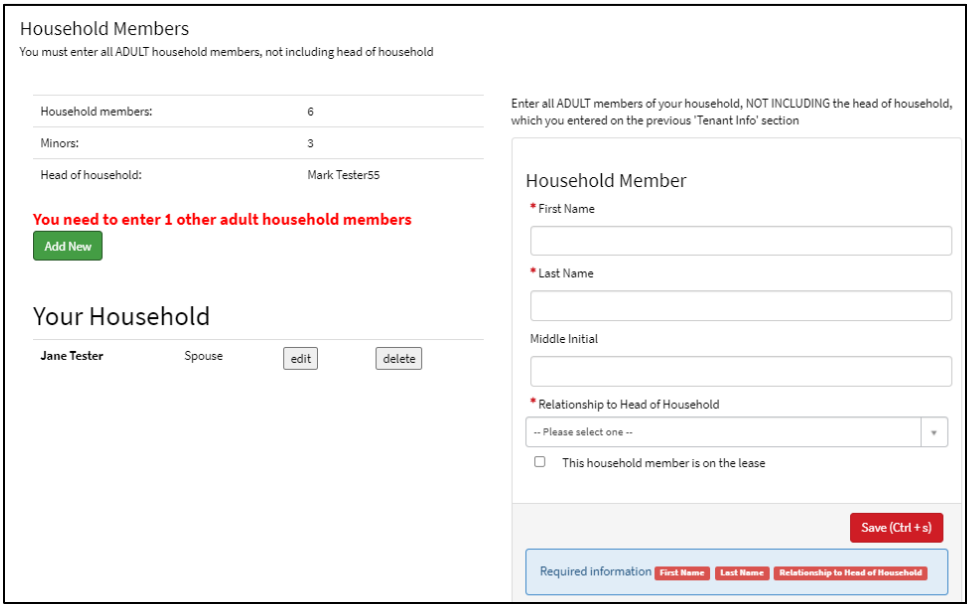
a. Enter the total number of people who live in the household.

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.



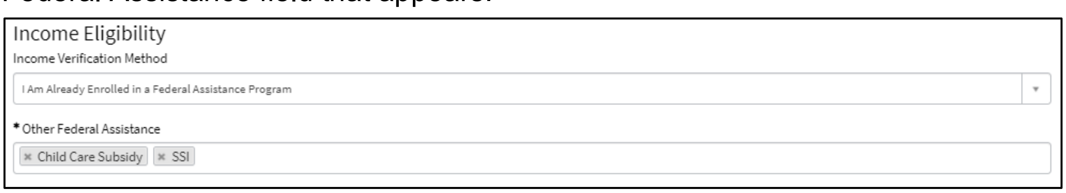
a. Click **Add New**.
b. Enter the First and Last Name and Middle Initial (optional).
c. Select the relationship of this person to the head of household.
d. Check the box if this household member is on the lease.
e. When done, click **Save**.
f. Repeat Steps a–e for each adult member of the household.

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

Application Tab

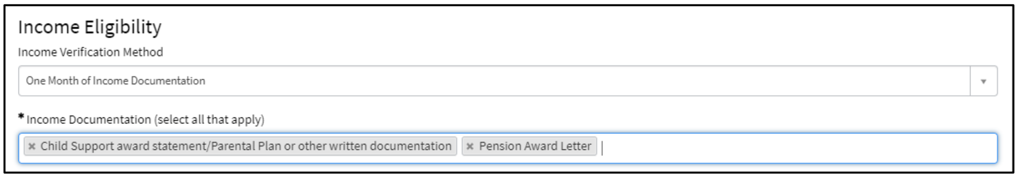
On this tab, provide all the information regarding the tenant's financial status and hardship due to Covid to confirm eligibility for assistance.

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.



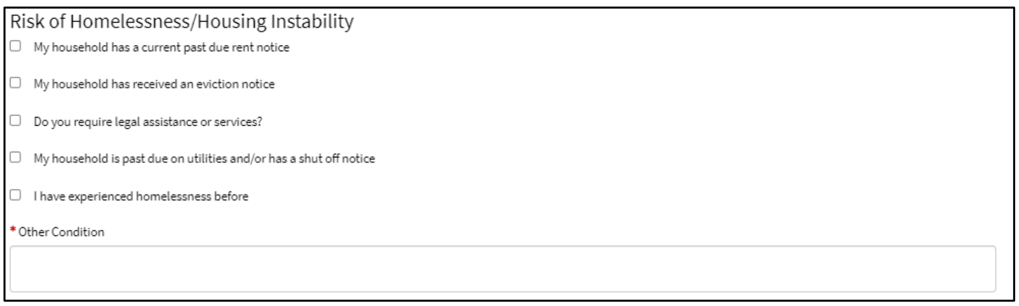
      i. Click in the field to select the type(s) of assistance in which the tenant is enrolled. Repeat this step as often as needed to show all types of federal assistance.
      ii. To remove an item, click the x beside the name.

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



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.



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 the answer to each question, additional fields may appear.

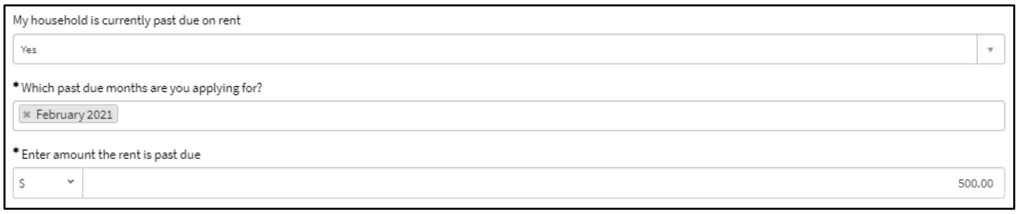
c. Indicate whether the household is currently receiving rental subsidy. If Yes, enter the resident portion of the rent that the tenant is required to pay each month.

d. Indicate whether the household has received other rental assistance since April 2020.

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

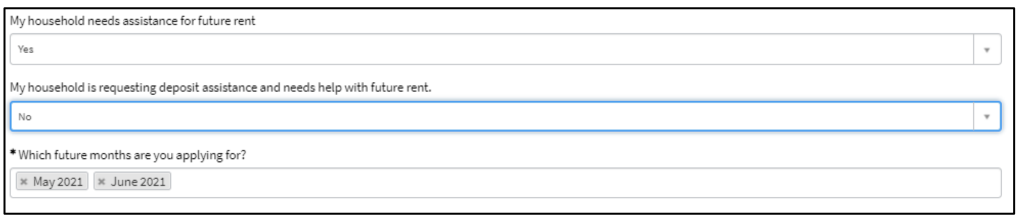
e. If you selected No for steps 3a and 3b, check the Attest No Action box.

f. If the household is currently past due on rent:



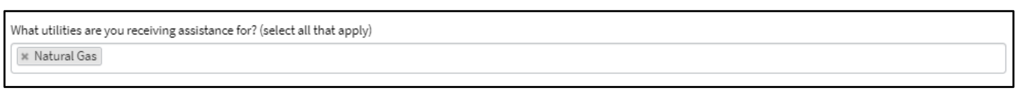
   i. Select Yes from the drop-down.
   ii. Click in the field to add each month that applies. Repeat this step as often as needed.
   iii. Enter the total amount of rent that is past due.

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



   i. If you select Yes for either option, select the month(s) for which the tenant is requesting assistance.
   ii. To remove a month, click the x by the name.

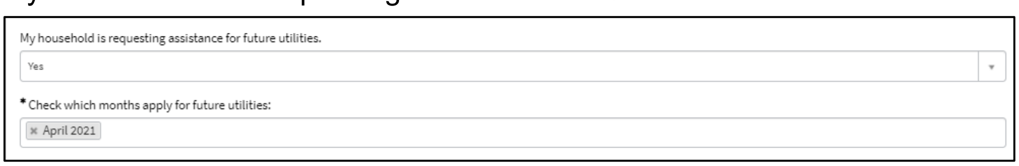
h. If the tenant is receiving assistance for utilities, click in the field to add each utility.



   i. Repeat this step as often as needed.
   ii. To remove a utility, click the x by the name.

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

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

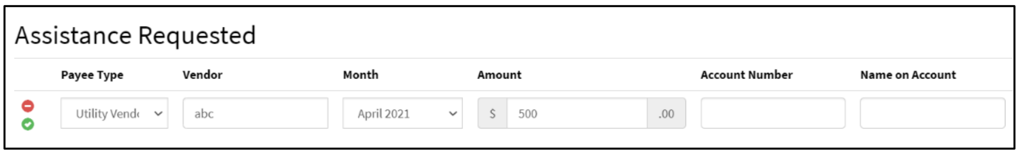


   i. Select Yes from the drop-down.
   ii. Add each month that applies. Repeat this step for up to three months.
   iii. To remove a month, click the x by the name.

k. 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.

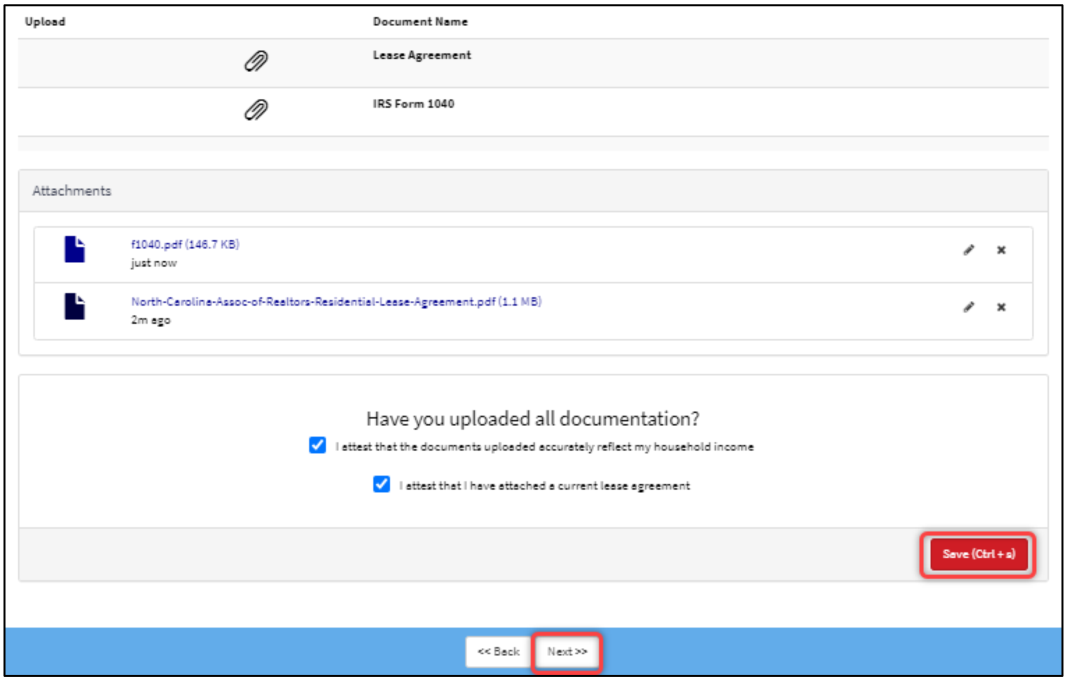


   a. Select Utility Vendor or Landlord from the Payee Type field.
   b. Select the Utility Vendor or Landlord name from the Vendor dropdown.
      Tip: Start typing in the field to narrow down the options.
   c. Select the month for which the tenant needs assistance.
   d. Enter the amount, account number, 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.

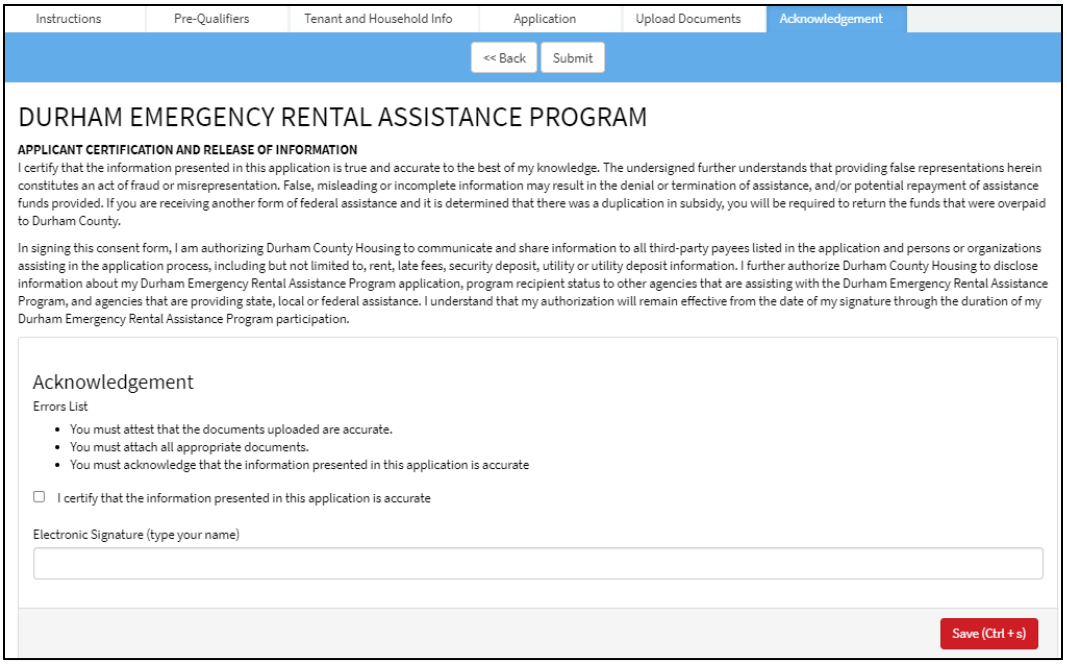


1. You may need to scan in all documents and save them to your computer before proceeding.
2. Click the Upload icon (paperclip) for each document to attach the file from your computer.
3. To edit the name of an attachment, click the Edit icon (pencil). To remove an attachment, click the Delete icon (x).
4. Check the boxes to confirm that the documents uploaded accurately reflect the household income and that you have attached a current lease agreement.
5. 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 the 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 and the tenant will receive an email acknowledging application submission.
   b. The 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, the application will show as Ready for Review.
   Note: *If you open the application in this state, all fields will be read only. You cannot change information once the application is submitted.*