

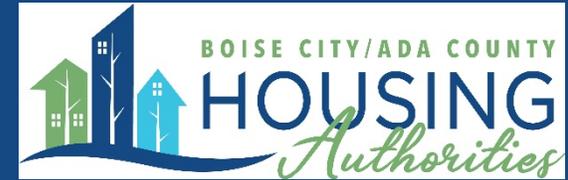


COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM

THE APPLICATION PROCESS:

APPLICANTS

ELIGIBILITY REQUIREMENTS



Understanding the basic eligibility requirements and documents needed in preparation for the application workflows, will ensure tenants are prepared before even beginning the application process.

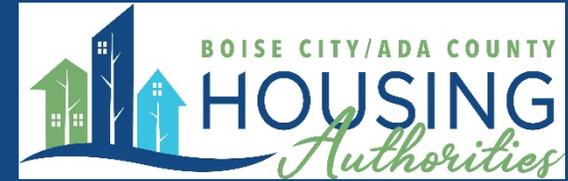
To be eligible, a household must:

- ❖ Be obligated to pay rent on a residential dwelling and:
- ❖ Be a resident of Ada County, Idaho; and
- ❖ Have a household income that does NOT exceed 80% Area Median Income; and

Household Size	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
Income Limit (80% AMI)	\$42,200	\$48,200	\$54,250	\$60,250	\$65,100	\$69,900	\$74,750	\$79,550

- ❖ One or more individuals within the household has qualified for unemployment benefits; **OR** experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak; and
- ❖ One or more individuals within the household is at risk of experiencing homelessness or housing instability.

PREPARATION STEPS



Required Documentation

It is *highly recommended* that you have the following applicable documents ready to upload. The portal accepts the following file types: .pdf, jpg, jpeg and .tiff):

❖ Landlord Information

- Landlord/Owner name, email, phone number, and mailing address
- **Important! Make sure you have accurate information, including the email address. It will create issues linking your account to your landlord's, and delay processing your application.**

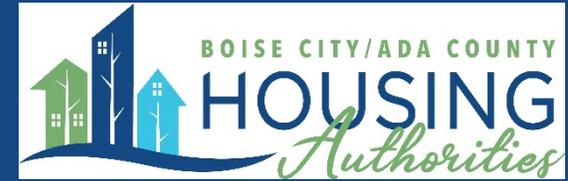
❖ Unit Information

- Current lease agreement, with signatures (all pages)
- Copy of an eviction notice or past due notice, if applicable
- Most recent utility bills (if requesting assistance with utilities)

❖ Household Information

- Income documentation (provide all applicable documentation):
 - **Employment Income:** 2020/2021 tax returns, W2's; **OR** last two months of pay stubs
 - **Unemployment:** Copy of benefit notice and print out of payments received for the last two months
 - **Self-Employment:** 2020/2021 tax returns
 - **Social Security Benefits:** 2020/2021 tax information or copy of a current award letter
 - **Child Support:** Print out of payments received in last two months or verification from absent parent
 - **Other Income:** Documentation from the source stating the monthly amount received. For example, VA pension, annuities, disability income, workmen's compensation, alimony, etc.

INITIAL REGISTRATION



- Complete the required fields, select "**Tenant**" as the user type, and click the "**Register**" button.
- An email will be sent to the email address used at registration. Follow the link in the email to create your password.
- Log in with your email address and password.

Registration

All fields are required.

First Name

Last Name

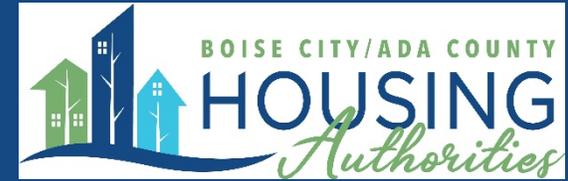
Email

User Type
Choose User Type ▼

- Choose User Type
- Tenant**

[Privacy](#) [Terms](#)

ELIGIBILITY PRE-CHECK



After you register in the portal as a tenant, the first step toward completing your application is the eligibility check. The **Registration** screen helps you determine if you are eligible to receive rental assistance.

You can complete the fields on the screen and then click the **Check Eligibility** button to make sure that the information that you have provided up to this point is within the framework of eligibility.

On this screen, you will be asked if you want to apply for rental assistance, utility assistance, or both.

Tenant Application

Eligibility Pre-check

* Indicates required fields

Are you renting your primary residence? *

① You must have a valid lease or rental agreement for eligibility.

Yes No

Are you receiving Section-8 or Rural Development rental assistance? *

Yes No

Are you currently living in public housing? *

Yes No

Has your household experienced a loss of income due to COVID-19? *

① Total household income decrease could be due to a layoff, reduction in hours or loss of business. The cause must be related to the COVID-19 pandemic.

Yes No

Has your household experienced a financial hardship due to COVID-19? *

① A hardship includes any significant costs or other financial hardship incurred due, directly or indirectly, to COVID-19

Yes No

Do you or any member of your household qualify for unemployment? *

① Does anyone in your household qualify for unemployment benefits?

Yes No

Preferred Language *

Select your geographical area *

① Select your County or other geographical area. If you do not know your geographical area, please contact (800) 101-4545 before proceeding with your application.

Number of People in Household *

① The number of people in your household includes all adults listed on your lease, any children living in the rental and any Foster adults or children.

Current Total Monthly Gross Household Income *

① Enter the total of all household income sources, including but not limited to: wages, business income, social security or pensions, interest on savings accounts, TANF (welfare), unemployment benefits and any other periodic payments or gifts from any source.

% of Area Median Income

SECTIONS OF THE APPLICATION

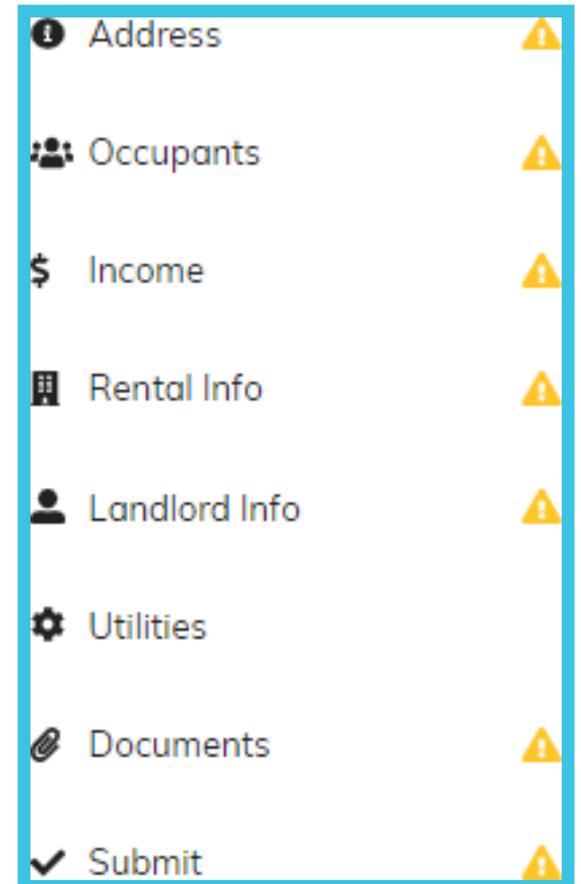


The picture to the right shows the necessary fields of the application

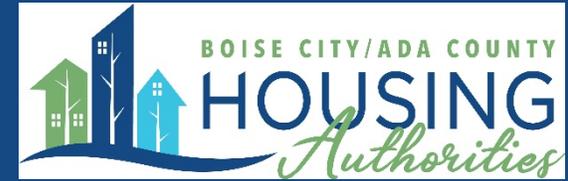
- A yellow triangle means there is missing information
- A blue check mark means that section is complete

During the application, you will be asked to fill out information regarding the following topics:

- Address
- Occupants living in your household
- Proof of income of **all adult occupants** in your household
- Rental information
- Landlord information
- Utilities (if you owe utility arrearages)
- Other documents



SECTION 1: APPLICANT ADDRESS



On the **Address** screen, you can provide your current physical address information and your mailing address information.

- *Note: You are only required to enter a mailing address if it differs from your current address.*

When you're finished completing the required fields, click **Save**. After the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

Helpful Tips: When you enter your address, the system might correct your entry. It will give you a suggested address. If the address matches, click Save.

A screenshot of a web form titled "Applicant Address". The form is divided into two columns: "Current Address" and "Mailing Address (if different than Current Address)". Each column has three input fields: "Current Address" (with a placeholder "Input your address"), "Address Line 2" (with a placeholder "Apartment, Unit, Suite, etc."), and "City", "State", and "Zip" (each with a dropdown menu). The "City", "State", and "Zip" fields in the "Current Address" column are marked with an asterisk (*). A legend at the top left indicates "* Indicates required fields". At the bottom right, there are "Cancel" and "Save" buttons.A screenshot of a dialog box titled "Current Address". It contains two radio button options. The first option is "Original Address:" with a radio button that is not selected, and the text "1001 S. Orchard St. , Boise, ID, 83709". The second option is "Suggested Address:" with a radio button that is selected, and the text "1001 S Orchard St , Boise , ID, 83705-1932". At the bottom, there are two buttons: "Save" (highlighted in blue) and "Edit Selected" (greyed out).

SECTION 2: HOUSEHOLD OCCUPANTS



On the **Occupants** screen, a section for each occupant appears based on the number you entered in the **Number of People in Household** field during preregistration. The name of the primary applicant appears in the **Applicant** section. The section for each additional member of the household appears in the **Occupant** section(s).

Click the **Applicant** row to reveal the fields that you must complete for each occupant in the household. When you're finished completing all required fields in the section, click **Save**. You must also complete this process for each **Occupant** section that is listed on the **Occupants** screen.

Occupants

ⓘ Please include information on all adults listed on the lease or rental agreement.
Include children residing in the rental more than 50% of the year.
Include any foster children or adults residing in the rental.
Exclude unborn children and live-in aides.

Applicant Name

Applicant

■ Incomplete

[< Previous](#)

[+ Add Details](#)

Occupant Information

* Indicates required fields

Occupant Details

First Name* Middle Name Last Name*

Phone Type Phone Number Email Address

Social Security Number / ITIN

Date Of Birth* Gender*

Race* Ethnicity*

Employment Status

Are you currently unemployed? *

Are you disabled? Have you served in the US Military?

Alternate Contact Information

First Name Middle Name Last Name

Phone Type Phone Number Email Address

Close Save

SECTION 3: HOUSEHOLD INCOME



The Income screen requires you to enter and document all sources of income for each adult of the household. To complete this step, you will need to provide supporting documentation. It is highly recommended that you have the following applicable documents ready to upload. There are two options to determine your household income. You only need to complete **ONE** of these options.

Option #1

2020/2021 Tax Returns

- If you choose this option to document your household income, you DO NOT need to complete any other income source.
- The monthly amount should be the total of line 11 divided by 12 months.
- Mark N/A on all other sources of income and continue.

OR

Option #2

Income over last 60 days

- Wages, Tips, Overtime: Last two months of pay stubs
- Unemployment: Copy of benefit letter or print out of payments received for the last two months.
- Government Assistance: Copy of current benefit letter or print out of payments received for the last two months.
- Child Support & Alimony: Print out of payments received for last two months.
- Pension/Social Security Benefits: Copy of current award letter

SECTION 3: HOUSEHOLD INCOME



At the top of the **Income** screen, the BCACHA portal displays the income amount that you entered in the **Current Total Monthly Gross Household Income** field during preregistration.

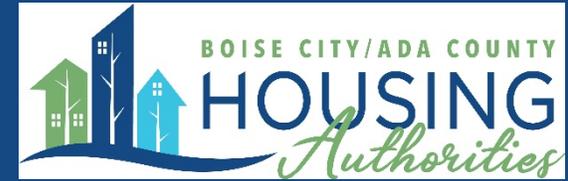
A screenshot of a web form titled "Income". Below the title, there is a line of text: "Current Total Monthly Gross Household Income: \$2,500.00". Below that, there is a line of text: "Select N/A wherever not applicable". Both lines of text are preceded by a small circular icon containing a lowercase letter 'i'.

Below the total income amount is a section for each household occupant. The primary applicant's name appears in the **Applicant** section. The section for each additional member of the household appears in the **Occupant** section(s).

A screenshot of a web form showing a list of household members. The first entry is "+ Applicant Michael ~~Smith~~". The second entry is "+ Occupant Jamie Hamblin". At the bottom left, there is a button labeled "< Previous". At the bottom right, there is a button labeled "Next >".

To complete the **Income** step of the Applicant workflow, you must enter and document the income amounts and sources for each member of the household. Each source of income that you claim must include supporting documentation.

SECTION 3: HOUSEHOLD INCOME



For each occupant listed on the **Income** screen, click in the **Occupant** row. The row expands to reveal a list of different income sources.

In the row for each applicable income source, in the **Amount** field, enter the monthly amount that you receive from that income source.

- If you are using a computer, click "choose file" and upload your files directly to the portal.
- If you are using a phone
 - Login to your account
 - Go to this Income section
 - Click "Choose File"
 - Either take a picture of your document or upload a previous picture of your document
 - Click save

2020 Federal Tax Return (IRS Form 1040)	<input type="checkbox"/> N/A	Monthly Amount*	<input type="button" value="Choose File"/> No file chosen
Please submit an IRS 1040, not a Connecticut 1040. If you submit an IRS 1040, you do not need to complete other forms of income. If you do not have an IRS 1040, check the N/A checkbox and proceed.		<input type="text" value="\$0.00"/>	* or drag and drop one or more files to upload
		Input required.	
		Document required.	
Wages, Tips & Overtime	<input type="checkbox"/> N/A	Monthly Amount*	<input type="button" value="Choose File"/> No file chosen
Submit 4 weeks of current income documentation. If you do not have a type of income, check the "N/A" checkbox. If you have income that does not match the listed income types, enter it on the "Other Income" line.		<input type="text" value="\$0.00"/>	* or drag and drop one or more files to upload
		Input required.	
		Document required.	

SECTION 4: RENTAL INFO



On the **Rental Info** screen, you can provide details about your lease agreement, along with any information regarding past due amounts.

All fields on this screen are required. When the screen is complete, click **Save**, and then click **Next** to advance to the next step in the Applicant workflow.

You will be asked to report the following:

- Number of bedrooms
- Lease Start Date
- Monthly rent
 - Past Due Rent (if none, put \$0)
 - Number of months past due

A screenshot of a web form titled "Rental Info". At the top, it says "* Indicates required fields". The form contains several input fields: "Number of Bedrooms *" with a note "① For Efficiencies, Studios or Single Room Occupancy units, please enter 0.", "Lease Start Date *" with a date picker icon and a placeholder "mm/dd/yyyy", "Monthly Rent *" with a text input field, "Past Due Rent *" with a note "① Only enter past due amounts after March 12, 2020" and a text input field, and "Number of months past due *" with a text input field. At the bottom right, there are "Cancel" and "Save" buttons.

SECTION 5: LANDLORD INFO



The **Landlord Info** screen requires you to provide details about your landlord or a contact representing your landlord, including their name, address, email, and phone number. It is recommended that you refer to your lease agreement document if you do not readily know this information.

Complete the required fields on this screen as well as any additional fields as needed.

When you're finished, click **Save**. Then, after the screen refreshes, click **Next** to advance to the next step in the Applicant workflow.

IMPORTANT!

Your application will only be linked to your landlord's if you enter the correct email address.

If it is entered incorrectly, it will create issues linking your application to your landlord and delay processing your application. Contact your landlord to confirm the correct email to use.

A screenshot of a web form titled "Landlord Info". At the top left, it says "* indicates required fields". Below this is a paragraph of instructions: "Landlord Information is required in order to invite them to complete their portion of the application. This information may be found on your lease or by contacting your leasing office or property management company directly. If you do not have this information at this time. Please save the screen and proceed with the application once it is obtained." The form is divided into two columns. The left column contains: "Company Name" (text input), "Contact First Name *" (text input), "Contact Last Name *" (text input), "Email Address *" (text input), "Phone Number*" (text input), and "Ext." (text input). The right column contains: "Landlord Mailing Address*" (text input), "Address Line 2" (text input), "City*" (text input), "State*" (dropdown menu), and "Zip*" (text input). At the bottom right, there are "Cancel" and "Save" buttons.

SECTION 6: UTILITIES



- Utilities are an area or expense that can be considered under BCACHA. Eligible utilities include electricity, gas, water and wastewater (sewer) and internet. Please provide the information requested on the **Utilities** screen as it relates to any utility expenses that you currently pay for. Before completing this step, it is recommended that you have a utility bill showing past due balances and number of months past due saved to your computer and ready to upload for each utility that you want to add to BCACHA.
- Then, on the **Utility** screen, complete the fields as needed.
- To upload a utility bill, click **Choose File**. In your computer's file management system, locate, select, and then open the copy of your saved utility bill. *Note: the portal accepts the following file types: .pdf, .jpg, and .tiff.*
- After you've completed the necessary fields, click **Save**. If you need to add an additional utility, click **+Add Utility** and then complete and save the fields in the new **Utility** section.
- When you're ready to advance to the next step of the Applicant workflow, click **Next**.

A screenshot of a web form titled "Utility" with a "+ Add Utility" link in the top right corner. The form is divided into two columns. The left column contains: "Utility Type*" (dropdown), "Total Amount*" (text input), "Past Due Amount" (text input with "\$0.00" value) and "Months Past Due" (text input with "0" value), "Invoice Number" (text input), "Current Amount Due" (text input with "\$0.00" value) and "Invoice Date" (calendar icon). The right column contains: "Vendor Name" (text input), "Account#" (text input), "Address Line 1" (text input with "Input your address" placeholder), "Address Line 2" (text input), "Address Line 3" (text input) and "Address Line 4" (text input), "City" (text input), "State" (dropdown with "--- Select ---" value) and "Zip" (text input). At the bottom left, there is a "Choose File" button with "No file chosen" text and a note "or drag and drop file to upload utility invoice". A "Save" button is located at the bottom right.

SECTION 7: DOCUMENTS



On the **Documents** screen, you can upload the final documentation required for each occupant of the household. In addition to photo identification for the primary applicant, it is recommended that you also have the following documents saved to your computer before beginning the upload process:

- Lease Document (signed by all parties)
- Past Due Rent Statement
- Eviction Notice, if applicable

The portal supports the following file types:
.pdf, .jpg, .jpeg and .tiff.

A screenshot of the "Documents" screen in a web portal. The title "Documents" is at the top left. Below it, a note says "* indicates required documents". There are two rows of information, each with a plus sign, a red triangle warning icon, and the word "Incomplete". The first row says "Applicant: Michael [redacted]" and the second row says "Occupant: Jamie Hamblin". At the bottom left is a "< Previous" button and at the bottom right is a "Next >" button.

The **Documents** screen includes a section for the primary applicant as well as each additional household occupant. Initially, each tenant listed includes an **Incomplete** status. After all required documentation has been uploaded for a tenant, BCACHA updates their status to Complete. To complete the **Tenant Documents** step in the Tenant Workflow, all tenants must include a **Complete** status.

To upload documents for a particular occupant, click the **Expand** button **+** in the **Applicant** or **Occupant** row to view the list of required documents

SECTION 7: DOCUMENTS



For each document listed, click **Choose File**. In your computer's file management system, locate, select, and open the file that you want to provide as your documentation.

If you want to download the document, click the document name. If you want to delete the document, click the **Delete** button .

A screenshot of a web application interface titled "Documents". At the top right, there is a progress indicator showing "60%". Below the title, there is a note: "* indicates required documents". A sub-header indicates "Allowed file types: pdf, jpg, png, tiff, zip". A message states: "We need a few additional documents to complete your application. If you do not have a supporting document, upload a statement that says: 'I do not have this document.'". The main content area shows a list of documents for an applicant named "Michael". Each document entry includes a "Choose File" button, a "No file chosen" status, and a "or drag and drop file to upload" instruction. The documents listed are: "Applicant Info*", "Lease Document*", "Past Due Rent*", and "Eviction Notice". At the bottom of the page, there are "Previous" and "Next" navigation buttons.A close-up screenshot of the "Applicant Info*" document entry. The entry shows a "Choose File" button, a "No file chosen" status, and a "or drag and drop file to upload" instruction. Below the button, there is a document icon and the text "photo_identificat...". To the right of the document icon, it says "Uploaded by [redacted] on Feb 18, 2021".

After you've uploaded the required documents for each applicant and occupant, click **Next** to advance to the next step in the Applicant workflow

SECTION 8: SUBMIT



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

Before completing this final step of the Applicant workflow, 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 ⚠️

When you're ready to submit your full application, click **Submit** on the BCACHA RentRelief side menu.

The **Review & Submit** screen requires you to declare that the information that you provided in this application is true, complete, and correct to the best of your knowledge, belief, and ability. If this is a statement that you can agree with, and you are ready to submit this application, then select the check box, sign the document, and click **Submit**.

Terms and Conditions

Authorization to Release of Information

By submitting this application, you are authorizing the Boise City & Ada County Housing Authorities to request information including but not limited to: identity and marital status, income and assets, rental activity. BCACHA needs this information to verify your eligibility for emergency rental assistance benefits. BCACHA may participate in computer matching programs with these sources in order to provide benefits. The groups or individuals that may be asked to release the authorized information include but are not limited to:

Past/Present Employers Social Security Administration Utility Companies Dept. of Health and Welfare Current and Prospective Landlords State Unemployment Agencies Schools and Colleges Law Enforcement Agencies Child Care Providers Previous Landlords Veterans Administration Retirement Systems Support and Alimony Providers Banks and other Financial Institutions Courts & Post Offices

By checking this box, I consent to allow BCACHA to request and obtain any information from any Federal, State, or local agency, organization, business, or individual for the purpose of verifying my eligibility for emergency rental assistance. I read and understand by submitting this application, I certify that I am giving permission for BCACHA to obtain or share information for emergency rent and utility assistance.

Attestation and Certification of Eligibility

I do hereby certify and attest to the following:

- At least one of the individuals in my household is obligated to pay rent on the residential dwelling listed in this application;
- The income reported on this application represents all household income of any form;
- One or more members in my household has a demonstrable risk of experiencing homelessness or housing instability;

SECTION 8: CASE SUMMARY



The **Case Summary** screen appears.

A screenshot of a web application interface titled "Case Summary". The content includes:

- Case: 1533**
- New (Unassigned)
- Submitted on Feb 15, 2021
- Applicant: [Redacted]
- Case Worker: Unassigned

Below this information is a message: "Thank you for submitting your application. A case worker will review your application and will contact you with any further questions." At the bottom left, there is a button labeled "< Previous".

If you feel that you may have missed something in the application, or that you have any additional documentation to provide that might help with the decision, you can use the side menu or click the **Previous** button to navigate back to a previous screen in the Applicant workflow.

BCACHA will continue to send you emails explaining any next steps you need to take or requests for additional communication.

You can log into your portal at any time and check the status of your application under the "case" tab. We are assigning completed applications to staff multiple times a day. If your assigned representative needs more information from you, they will reach out directly via email or phone.

FREQUENTLY ASKED QUESTIONS



What if I don't have access to a phone or computer to submit the application?

- You can ask your friends, family, neighbors, local school, or library to access their computer. The online software portal is secure and can be accessed on a public device. Make sure to save your username and password. All documentation will be emailed to the email account you used to create your account. Remember to save your application often so you can access it on multiple devices.
- You can ask them to be your "**Tenant Representative (TR)**," which means they create an account, fill out the application and upload all your documents for you. They will be the main point of contact during the application process and all of your information will be linked to the account they create on your behalf. *Important: This means if you need to reapply in the future, you must use the same account they originally applied with.*
- The portal also provides training videos within the application. You can find these resources by clicking the "?" in the top right corner. This is the help center, and you can search their database with any questions you might have. BCACHA will also come out with training videos that will be posted on this website. Check back for updates.
- You may also call (208) 363-9710 for additional assistance.

How do I check the status of my application?

- You can log into your portal at any time and check the status of your application under the "case" tab. We are assigning completed applications to staff multiple times a day. If your assigned representative needs more information from you, they will reach out directly via email or phone.

What if I need help while completing the application?

- You may call 1-208-363-9710 or email erap@bcacha.org.

FAQ'S CONTINUED



How do I edit my application?

- For applicants who are in the process of submitting an application that has missing or incorrect information, there is an "edit" button on the top right of each section for changes to be made or documents to be added to your application. Make sure to click save so this information is uploaded. Please do not email in documents, add them to the portal and they will be reviewed by your case manager once assigned.

What if I do not have a scanner? How can I upload my documents?

- You can use your phone as a scanner. This is helpful when you are trying to upload large documents (ex: lease) to your application. Below is **one** example of a free app that you can download and use it as a scanner.
 - Download link if you have an iPhone: <https://apps.apple.com/us/app/id1199564834>
 - Download link if you have an Android: https://play.google.com/store/apps/details?id=com.adobe.scan.android&hl=en_US

What if my application is not merging to my landlord's application?

- Make sure your Rental Info tab is complete. Even if there is a blue checkmark next to that section, it might be incomplete. Once you complete that section, your landlord should be able to log into their portal and see your application. Also within your Landlord Info tab make sure your landlord's name, email address, phone number, and address **match exactly how they submitted it in their application**. If the problem still remains, contact our office at (208) 363-9710.

How do I reset my password?

- You can click on the button "Forgot your password?" on your login page to reset your password.

RESOURCES FOR TENANTS



Website: erap.bcacha.org

Call Center: (208) 363-9710

Email to technical support: erap@bcacha.org