Housing Preservation Program

The Application Process - Applicant

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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
- Be a resident of Idaho (except Ada County)
- Have a household income that does not exceed 80% Area Median Income
- Be unable to pay rent or utilities because of a financial hardship during the COVID-19 pandemic

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Required Documents

The following documents are required to complete your application. It will speed up the application process if all documents are uploaded prior to submitting your application. The portal accepts the following file types: .pdf, .jpg, .jpeg, .tiff, .png, and zip.
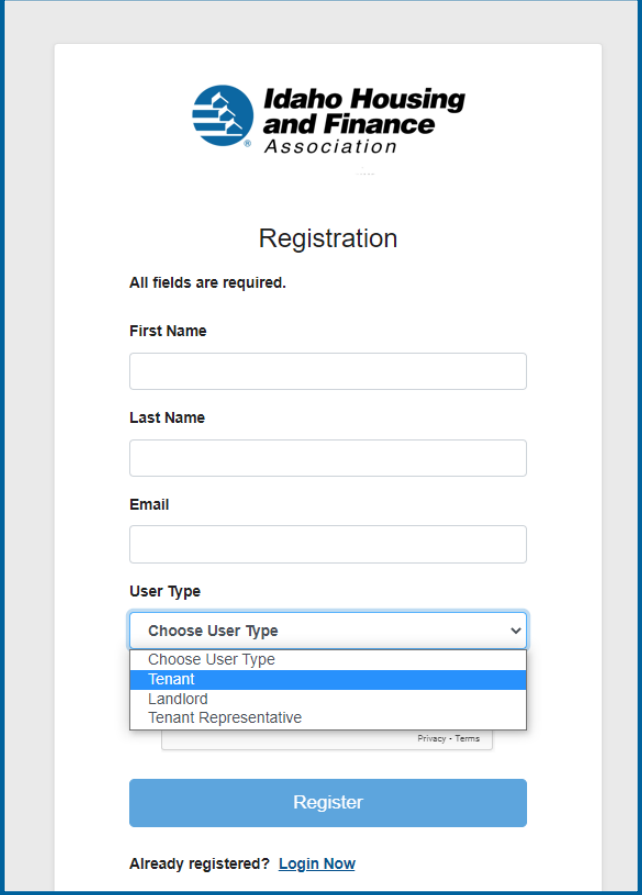
- Landlord/Owner name, email, phone number, and mailing address
- Complete lease agreement, fully signed
- Copy of eviction notice or past due rent notice, if applicable
- Most recent utility bill for each utility you are requesting assistance with
- Most recent 60 days of income for all adults in the household
- Certification of Program Eligibility form
- Release of Information form
- Photo ID for all adults in the household

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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.

Eligibility Check

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

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

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Application Menu

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 for all adults in your household
- Rental information
- Landlord information
- Utilities (if you are requesting utility assistance)
- Required documents

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Applicant Address

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

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

Current Address

○ Original Address:
565 W Myrtle St , Boise, ID, 83702

◉ Suggested Address:
565 W Myrtle St , Boise , ID, 83702-7675

Save   Edit Selected

Helpful Tip: When you enter your address, the system might correct your entry with a suggested address. If the address matches, click Save.

Applicant Address   ✎ Edit   90%

* Indicates required fields

ⓘ Provide the address of the property you are renting. If you receive mail at an address different than your rental address, provide your mailing address. When you save this page, we will validate addresses with the United States Postal Service and may suggest changes for standardization purposes.

Current Address *
565 W Myrtle St

Mailing Address (if different than Current Address)
Street Address

Address Line 2
Apartment, Unit, Suite, etc.

Address Line 2
Apartment, Unit, Suite, etc.

City *   State *   Zip *
Boise   ID   83702-7675

City   State   Zip
City   ▼   Zip

< Previous   Next >

Please visit our help center for immediate answers. This can be found at the top of the screen by selecting "Help". If you still have questions, you can call 855-452-0801.

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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.

Click the gray pencil next to the occupant's name 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 listed on the Occupants screen.

Occupant Information ✕

* Indicates required fields

Occupant Details

First Name *	Middle Name	Last Name *
Demo	Middle Name	Application

Phone Type	Phone Number	Email Address
Home	Phone Number	Email Address

Social Security Number / ITIN
☑ I am not providing Social Security Number

Date Of Birth *	Gender *
XX/XX/XXXX 👁	Male

Race *	Ethnicity *
Decline to Answer	Decline to Answer

Employment Status

Are you currently unemployed? *
No

Are you disabled?	Have you served in the US Military?
No	No

Alternate Contact Information

First Name	Middle Name	Last Name
First Name	Middle Name	Last Name

Phone Type	Phone Number	Email Address
	Phone Number	Email Address

Close   Edit

Occupants

ⓘ We need to know about everyone living in your residence. This includes all adults and children living in the rental, and any foster children or adults living in the rental. Do not include live-in aides. Do not include unborn children.
NOTE: we gather disability status, gender, race, and ethnicity information for statistical reporting purposes only. This information is not used for application approval purposes.

Demo Application
Applicant
🟩 Complete   Invite

‹ Previous

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Income

The income screen requires you to enter and document all sources of income for each adult in the household. To complete this step, you will need to provide the following supporting documentation for each source of income:

- **Wages, Tips, Overtime**: Copy of last 60 days of paystubs
- **Unemployment**: Copy of payments received for the last 60 days
- **Government Assistance**: Copy of current benefit letter or screenshot of last two months of bank statements. Does not include food stamps.
- **Child Support & Alimony**: Copy of payments received for last 60 days.
- **Pension/Social Security Benefits**: Copy of current award letter or last two months of bank statements
- **Other income**: Copy of documentation for all other sources of income you receive on a regular basis.

Photos, screenshots, or scanned copies are acceptable for all sources of income.

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Income

For each occupant listed on the Income screen, click the gray pencil next to their name. This will reveal the list of different income sources.

In the category for each applicable income source, enter the monthly amount that you receive from that income source.

- If you do not receive income for any given category, select N/A
- For all income you receive, select "choose file" and upload your documentation to that category.

Rental Info

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

You will be asked to provide a breakdown of your past due rent. Include all months except the current one.

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.

Important: Your application will only link to your landlord's if you enter the correct email address.

Contact your landlord to confirm the correct email address to use.

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Utilities

Provide the information requested on the Utilities screen as it relates to any utility expense you need assistance with. Before completing this step, you will want to have a copy of the most recent utility bill for each utility you are requesting assistance with.

If you need assistance with more than one utility, click +Add Utility and complete the fields for each additional utility.

Note: Only include utilities which you pay directly to the utility company. Utilities paid to your landlord will be included with rent.

Documents

On the Documents screen, you can upload the documentation required for each occupant of the household. You will be required to upload the following documents:

- Photo ID for each adult
- Certification of Program Eligibility
- Release of Information
- Complete lease agreement
- Past due rent statement, if in possession of one

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

Submit

After you have completed each of the steps listed on the side menu, you can submit your application. Before completing this step, make sure to review the information you've already entered to confirm it is all accurate and complete.

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

Review & Submit   90%

Terms and Conditions

☐ WARNING: Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the United States as to any matter within its jurisdiction. By signing this application, I understand that knowingly supplying false, incomplete or inaccurate information is punishable under Federal or State laws and may result in prosecution and repayment of assistance. I have read the above and understand my responsibilities. I certify that the information I provide is accurate and complete to the best of my knowledge. By completing and submitting this application, I acknowledge that my typed name shall have the same legal validity and enforceability as a manually executed signature to the fullest extent permitted by applicable law.

‹ Previous   Submit

Please visit our help center for immediate answers. This can be found at the top of the screen by selecting "Help". If you still have questions, you can call 855-452-0801.

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Case Summary

Once you submit your application, the Case Summary screen will appear. If you feel that you may have missed something in the application, or that you have any additional documentation to provide, you can use the side menu or click the Previous button to navigate back to a previous screen.

You can log into your portal at any time to check the status of your application. Once it is assigned to a case auditor, their name and email address will appear on this tab. At that time, they will contact you via email and phone if they need any additional documentation from you.

Current Case Summary

ⓘ Your case has been submitted and will be reviewed by a case auditor to ensure it qualifies for Emergency Rental Assistance. A case auditor may reach out to you with questions. Feel free to log back in to see the updated case status. Thank you.

Case: ⬛⬛⬛⬛ **- Applied**

Applicant	Landlord	Case Worker	Submitted on	Updated on
⬛⬛⬛⬛⬛	⬛⬛⬛⬛⬛ ✓ Submitted	⬛⬛⬛⬛ ⬛⬛⬛⬛@ihfa.org	Mar 4, 2022	Apr 21, 2022

Past Due Rent (pending review)	Monthly Rent (pending review)	Future Rent (pending review)
$0.00	$1,000.00	$3,000.00

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Post Determination

Once a determination has been made on your application, additional information will appear on the Case tab.

- If your application was denied, you will have the option to appeal. If you wish to appeal, type in the Appeal Notes the reason why you are appealing. Your application will then be reviewed by a supervisor.

- If your application was approved or your appeal was denied, you will have the option to reapply at a later date. If your landlord is the same as before, select Recertify. Make sure to use the same email address for your landlord if you select Recertify. If you have a different landlord from your previous application, select Add New Case.

Appeal Notes *

[   ]

Appeal

ⓘ If your landlord is the SAME as your original application, click Recertify (Current Landlord). If you have a NEW landlord, click Add New Case (New Landlord).

+ Recertify (Current Landlord)   + Add New Case (New Landlord)

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FAQs

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.

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.

What if I need help while completing the application?

- You can call 855-452-0801 or email HPP@ihfa.org.

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

- If you are submitting the application on your phone, you can take pictures of your documents as you are going through the application. You can also download a free app on your phone to use as a scanner.

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FAQs Continued

How do I edit my application?

▪ 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 updated.

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

▪ Make sure you have entered the correct email address for your landlord on the Landlord Info tab. If you are unsure if you entered the correct email address, contact your landlord and confirm that what you have entered is correct. If your landlord already has an account, make sure you have entered the email address their account is registered under. If the applications are still not linked, contact 855-452-0801 or email HPP@ihfa.org.

How do I reset my password?

• Click the "Forgot your password?" button on the login page. You will be sent an email with a link to reset your password.

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