



Housing Preservation Program

The Application Process - Applicant

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

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.

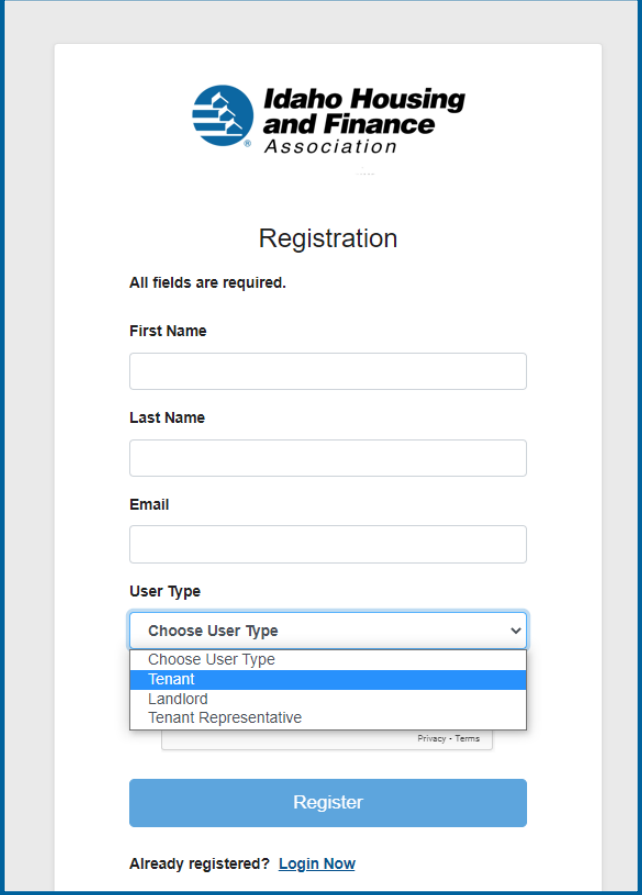
- Landlord/Owner name, email, phone number, and mailing address
- Complete lease agreement, fully signed
- Copy of eviction notice or past due rent notice, if applicable
- Most recent utility bill for each utility you are requesting assistance with
- Most recent 60 days of income for all adults in the household
- Certification of Program Eligibility form
- Release of Information form
- Photo ID for all adults in the household

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.



The screenshot shows a web registration form for the Idaho Housing and Finance Association. At the top right is the association's logo, which consists of a blue circle containing a white stylized house icon, followed by the text "Idaho Housing and Finance Association" in a bold, sans-serif font. Below the logo, the word "Registration" is centered. A note states "All fields are required." The form includes three text input fields labeled "First Name", "Last Name", and "Email". Below these is a "User Type" dropdown menu with a blue border and a downward arrow. The dropdown is open, showing four options: "Choose User Type" (the selected option), "Tenant", "Landlord", and "Tenant Representative". The "Tenant" option is highlighted with a blue background. At the bottom right of the dropdown is a small link that says "Privacy - Terms". Below the dropdown is a large blue button with the word "Register" in white. At the very bottom, there is a link that says "Already registered? Login Now".

Idaho Housing and Finance Association

Registration

All fields are required.

First Name

Last Name

Email

User Type

Choose User Type ▼

- Choose User Type
- Tenant**
- Landlord
- Tenant Representative

Privacy - Terms

Register

Already registered? [Login Now](#)

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.

Pre-Eligibility Screen

100%

* Indicates required fields

① We need to determine if you qualify for Emergency Rental Assistance (ERA). Answer all the questions on this page. If you initially qualify, we will ask for more details about your household, income, landlord, rent and utilities and supporting documentation. Initial qualification does not mean you will receive rental assistance. Once we have verified your income, rent and household information, we will determine your eligibility.

① Information you provide will be used for determining your eligibility for state assistance. We will not provide your information to third parties, except as needed to determine your eligibility for rent relief, comply with federal reporting and audit requirements, and evaluate or research the program.

① You can save and leave this application at any time. Later, when you return you can pick up where you left off.

Are you renting your primary residence? *

① You must have a valid signed lease, rental agreement, or alternative documentation demonstrating an obligation to make rental payments for your unit, to be eligible.

☒ Yes ☐ No

Preferred Language *

English

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

① Does your household receive any Federal rental subsidy, for example tenant based or project based Section 8

☐ Yes ☒ No

Select your geographical area *

① If your County of Primary Residence is not listed this county may not qualify for federally released ERA(Emergency Rental Assistance). Please contact your local city or county for additional information on how to apply for additional funding in your jurisdiction.

Bingham County

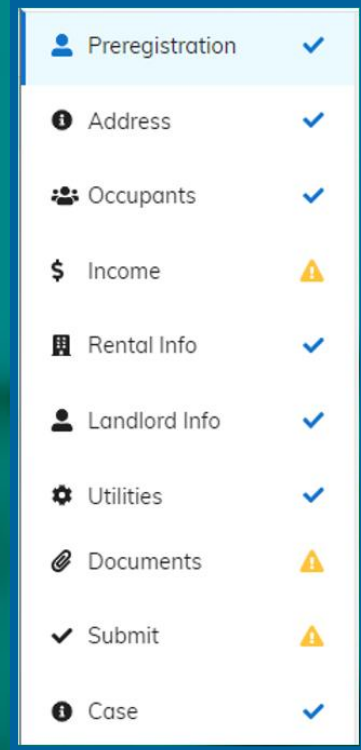
Application Menu

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



A screenshot of a web application menu. The menu is a vertical list of items, each with an icon on the left, the item name in the center, and a status indicator on the right. The status indicators are either a blue checkmark (meaning complete) or a yellow triangle with an exclamation mark (meaning missing information). The items are: Preregistration (blue checkmark), Address (blue checkmark), Occupants (blue checkmark), Income (yellow triangle), Rental Info (blue checkmark), Landlord Info (blue checkmark), Utilities (blue checkmark), Documents (yellow triangle), Submit (yellow triangle), and Case (blue checkmark). The 'Preregistration' item is highlighted with a light blue background.

	Preregistration	✓
	Address	✓
	Occupants	✓
	Income	⚠
	Rental Info	✓
	Landlord Info	✓
	Utilities	✓
	Documents	⚠
	Submit	⚠
	Case	✓

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.



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

① 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

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.

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.

Income

① Please complete the attached Certification of Program Eligibility form and attach it through the Add document link.

② Current Total Monthly Gross Household Income: **\$0.00**

③ County: **Ada** — % of Area Median Income: **0%**

Demo Application

Total Monthly Amount: \$0.00

■ Complete

[< 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.

Income: Demo Application

① Tell us about all sources of income for the household. All amounts should be monthly. 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.

② Select N/A wherever not applicable

③ Allowed file types: pdf,jpg,peg,png,tiff,zip

Wages, Tips & Overtime

Submit your last two months of paystubs or a letter from your employer detailing your earnings for the past two months.

☐ N/A

Monthly Amount *

\$0.00

Document required.

Choose File

No file chosen

* or drag and drop one or more files to upload

Unemployment

Submit two months of payment information, a benefit letter, bank statements, or other supporting documentation.

☒ N/A

Monthly Amount

\$0.00

Government Assistance

Submit two months of payment information, a benefit letter, bank statements, or other supporting documentation. Do not include SNAP/food stamps.

☒ N/A

Monthly Amount

\$0.00


Child Support and Alimony

Submit two months of statements from child support services, or other supporting documentation.

☒ N/A

Monthly Amount

\$0.00



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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.

Add Breakdown of Past Due Rent

① Past Due Rent: **\$1,500.00**

① Number of Months Past Due: **3**

Year	Month	Amount
2021	Dec	\$500.00
2022	Jan	\$500.00
2021	Nov	\$500.00
Total		\$1,500.00
Pending Amount		\$0.00

Close

Save

Rental Info

* Indicates required fields

☒ Future Rent Assistance

☐ Security Deposit Assistance

Number of Bedrooms *

1

① For studios, or single room occupancy units, enter zero.

Lease Start Date *

09/13/2021

① Enter the date your lease or rental agreement began even if you are now renting month-to-month. If your lease has not started yet, please select the current date

Monthly Rent *

\$500.00

Future Rent

\$500.00

① Only Enter Future Rent amount.

Future Lease Start Date

10/14/2021

① Enter the date your future lease or rental agreement will begin even if you will be renting month-to-month.

Past Due Rent *

\$1,500.00

① Only enter past due amounts after April 1, 2020. Do not include current month. Include in Future Rent Assistance.

Number of months past due *

3

① How many months is your rent now past due? Do not count months prior to April 1, 2020. Do not include current month.

[Click here to add Breakdown of Past Due Rent](#)

[Click here to add Breakdown of Future Rent](#)

Cancel

Save

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.

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.

Landlord Info

90%

* indicates required fields

④ We need to contact your landlord to invite them to complete their portion of the application. Landlord information may be found on your lease, your rental agreement, or by contacting your leasing office or property management company directly. Ask your landlord if they are already registered in the portal and enter the corresponding email address in your application. If they are not registered, ask your landlord what email address they want you to use. Please be sure that your entries are without any typos and do not enter "placeholder" information.

Property/Company Name

Property/Company Name

Landlord Mailing Address *

565 W Myrtle St

Landlord/Owner's First Name *

Matt

Landlord/Owner's Last Name *

Test

Address Line 2

Apartment, Unit, Suite, Building, etc

Property or Landlord's Email *

MattR@ihfa.org

City *

Boise

State *

ID

Zip *

83702-7675

Property or Landlord's Phone Number *

(855) 452-0801

Ext.

Extension

Cancel

Save

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.

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.

Add Utility

① Allowed file types: pdf,jpg,jpeg,png,tiff,zip

Utility Details

Utility Type*

Total Amount*

① List the total amount you owe for this utility including any past due amounts, do not include amounts prior to April 1, 2020.

Past Due Amount

① Enter only the amount past due. Do not include amounts prior to April 1, 2020.

\$0.00

Months Past Due

① Enter the number of months your utility bill is past due. Do not count months prior to April 1, 2020.

0

Current Amount Due

\$0.00

Invoice Date

Invoice Date

Due Date

Due Date

Vendor Information

Account Number

Account Number

Close

Save

Utilities

+ Add Utility

① List all utilities you pay for. ☐ I do not need utility assistance.

< 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.

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

Complete Applicant: Demo Application

Applicant info* Provide a copy of a valid government photo ID. Expired documents are acceptable.	File: miscellaneous.jpg Download Delete Uploaded by iHFA Phone Application on Sep 23, 2021	Choose File No file chosen or drag and drop one or more files to upload
Certification of Program Eligibility* Please download, complete, save, and then upload this form, which can be found above.	File: miscellaneous.jpg Download Delete Uploaded by iHFA Phone Application on Sep 23, 2021	Choose File No file chosen or drag and drop one or more files to upload
Authorization for the Release of Information* Please download, complete, save, and then upload this Release of Information with all adults completing the form.	File: miscellaneous.jpg Download Delete Uploaded by iHFA Phone Application on Sep 23, 2021	Choose File No file chosen or drag and drop one or more files to upload
Lease Document* Provide a copy of your lease or rental agreement. If you do not have a lease or rental agreement, upload a statement that says: "I will upload this document at a later time".	File: miscellaneous.jpg Download Delete Uploaded by iHFA Phone Application on Sep 23, 2021	Choose File No file chosen or drag and drop one or more files to upload
Past Due Rent If you have one, provide a copy of your most recent past-due rent statement. If you do not have a past due rent statement, upload a statement that says: "I do not have this document".		Choose File No file chosen or drag and drop one or more files to upload

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 ██████████ ✓ Submitted	Case Worker ██████████ ██████████@ihfa.org	Submitted on Mar 4, 2022	Updated on Apr 21, 2022
Past Due Rent (pending review) \$0.00	Monthly Rent (pending review) \$1,000.00	Future Rent (pending review) \$3,000.00		

[< Previous](#)

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.

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.