



# Housing Preservation Program

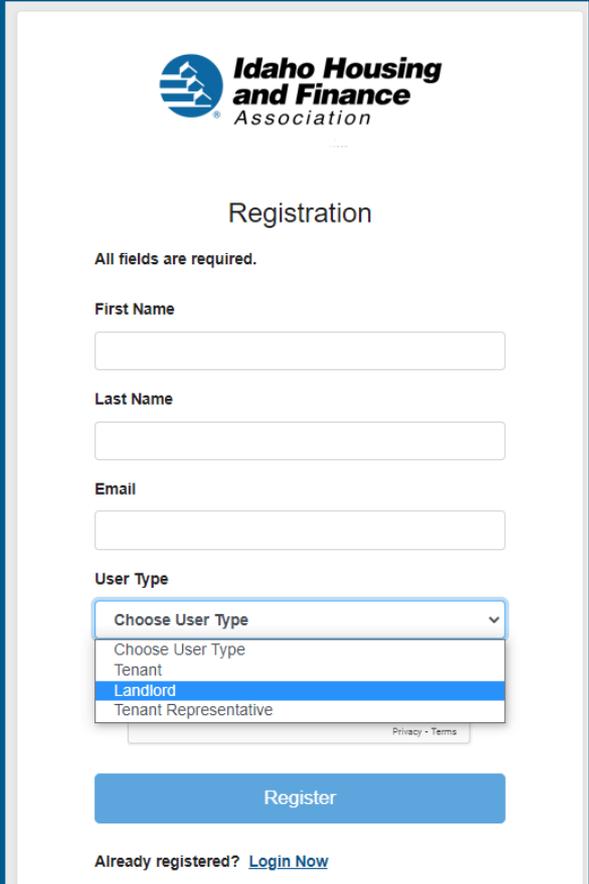
The Application Process: Landlords

# Registration

Complete the required fields, select “Landlord” 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 registration form for the Idaho Housing and Finance Association. At the top left is the logo, which consists of a stylized house icon with three horizontal lines below it, followed by the text "Idaho Housing and Finance Association". The word "Idaho" is in a larger font than "Housing and Finance", and "Association" is in a smaller font below "Finance".

Below the logo, the word "Registration" is centered. Underneath that, the text "All fields are required." is displayed. The form contains four input fields: "First Name", "Last Name", and "Email", each with a white rectangular box. Below these is a "User Type" dropdown menu. The dropdown is currently open, showing four options: "Choose User Type" (with a downward arrow), "Tenant", "Landlord" (highlighted in blue), and "Tenant Representative".

At the bottom of the form is a large blue button with the word "Register" in white. Below the button, the text "Already registered? [Login Now](#)" is displayed.

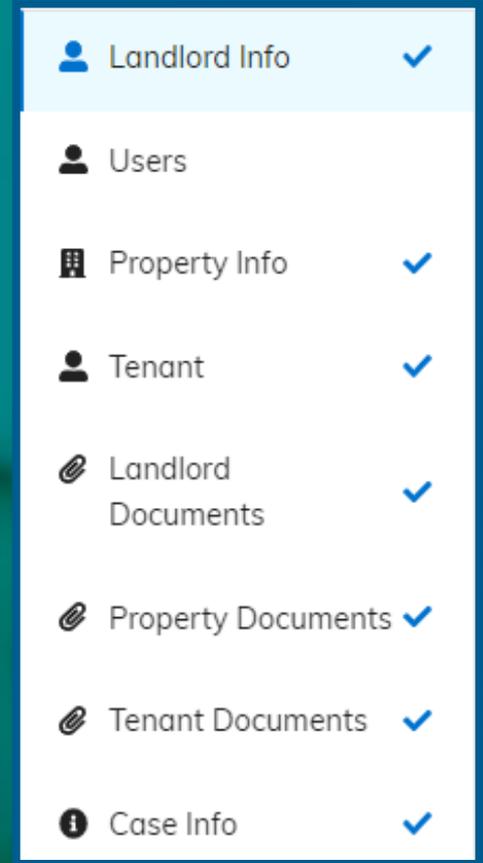
# Landlord Menu

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

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

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

- Landlord Info
- Users
- Property Info
- Tenants
- Landlord Documents (W9 and Management Agreement)
- Property Documents – only shows up if you have multiple properties. This tab allows you to upload W9 and Management Agreement for each property
- Tenant Documents (your tenant's lease and ledger)



# Landlord Info

On the Landlord Info tab, you can provide your contact information and mailing address

- When you enter your mailing address, the system might correct your entry with a suggested address. If the address matches, click Save.

When you're finished completing the required fields, click Save

## Current Address

Original Address:

565 W Myrtle St , Boise, ID, 83702

Suggested Address:

565 W Myrtle St , Boise , ID, **83702-7675**

Save

Edit Selected

The screenshot shows a web application interface for entering landlord information. On the left is a navigation menu with items: Landlord Info (selected), Users, Property Info, Tenant, Landlord Documents, Tenant Documents, and Case Info. The main content area is titled 'Landlord Info' and includes a progress indicator '100%'. A legend indicates that an asterisk (\*) denotes required fields. The form contains several sections: 'Company Name' with a text input; 'Owner/Contact First Name' and 'Owner/Contact Last Name' with text inputs; 'Email Address\*' with a text input; 'Phone Type\*' (dropdown with 'Cell' selected), 'Phone Number\*' (text input), and 'Extension' (text input with placeholder 'Enter Extension'); 'Are you a resident of the United States?\*' (dropdown with 'Yes' selected); 'Mailing Address\*' (text input); 'Address Line 2' (text input with placeholder 'Enter your more address details'); 'City\*' (text input), 'State\*' (dropdown with 'ID' selected), and 'Zip\*' (text input); and 'Are you Landlord Representative?\*' (radio buttons for 'Yes' and 'No', with 'No' selected).

# Landlord Users

If you have multiple landlords who want to access the same account, you have the option to add additional users.

- The role “Admin” has the ability to edit applications
- The role “User” has the ability to view applications

Landlord Users + Add User 100%

ⓘ This section is optional. If you are a large landlord or property manager, please use this section to add additional landlords or support staff so they can view your application. If you want to add someone who can view your application(s), you may add them as a User. If you want to add someone who can edit your application(s), you may add them as an Admin.

ⓘ You may add an additional landlord or property manager by clicking the "Add User" button in the top right corner. Once you click "invite," this individual will receive an invite link sent to their email to create an account. Please do not add Users or Admins who are already existing landlords in the system.

Search Name or Email 1 User

Email	Phone Number	Role	Inactive?	
[REDACTED]	[REDACTED]	Admin	No	

< 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.

✕

\* indicates required fields

ⓘ User: Can add tenants and tenant related documents for assigned properties.

ⓘ Admin: Access to all

First Name\*

Last Name\*

Email\*

Phone Type  Phone\*

Role\*   Inactive

Cancel Save

# Property Info

The next step is to add a property for each of your tenants.

- The process works best if each address is its own property. If you are the landlord for multiple units at the same address, only create one property for that address.

When you add a property, you will need to enter the property's address and the payment information. Enter the "Pay to the order of" name exactly as your name is on your W9.

- The Payment Mailing Address is the address where we will mail your check.

The screenshot shows a 'Property Info' dashboard. At the top right, there is a '+ Add Property' button and a '100%' progress indicator. Below this, a message states: 'Adding properties is required to receive payments.' A search bar is present, followed by a '1 Property' indicator. A table lists property details with columns: Property Name, Payment Method, Bank Account, Address, City, State, Zip, County, and Users. One property is listed with a checkmark icon, a redacted name, 'Check' as the payment method, a redacted address, a redacted city, 'ID' as the state, a redacted zip, 'Caribou County' as the county, and a 'Link User' button. At the bottom, there are '< Previous' and 'Next >' buttons. A footer note says: '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.'

The screenshot shows the 'Add Property' form. It includes a close button (X) in the top right. A note says: '\* indicates required fields'. A sub-note says: 'Apartment complexes enter office address. All other properties, (example duplexes) enter physical address.' The form has the following fields:

- Property Name\* (text input)
- County\* (dropdown menu)
- Property Address\* (text input)
- Address Line 2 (text input)
- City\* (text input)
- State\* (dropdown menu)
- Zip\* (text input)
- Name shown on your "IRS Form W-9 or W8ECI" \* (text input)
- Tax ID Type\* (radio buttons for SSN/ITIN and EIN)
- EIN (text input)
- Payment Mailing Address\* (text input)
- Address Line 2 (text input)
- City\* (text input)
- State\* (dropdown menu)
- Zip\* (text input)

A red note below the address fields says: 'The name and address entered here will be used to process checks for this property.'

# Tenant

You will need to create a profile for each of your tenants.

If you are sent an invite email, using that link will automatically populate your tenant's information.

If you are not using the invite link, you will need to add your tenant by clicking Add Tenant.

- Make sure you have verified with your tenant that you have the correct email address. If the email address is incorrect, it may create issues linking your account to your tenant's and delay processing the application.

Tenant Information

100%

+ Add Tenant

Click on Tenant Name to associate tenants with properties and validate data. Click Add Tenant to invite additional tenants to apply for Rent Relief.

Search  Show incomplete only  Show complete only

Property Name	Unit	Tenant Name	Tenant Phone	Tenant Email	Bedrooms	Monthly Rent	No. of months past due	Past Due Rent	Lease Start	Case #	Case Status	Message
█	█	█	(208) █	█	2	\$485.00	3	\$1,190.00	Sep 21, 2015	█	Applied	

< 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.

Add Tenant

\* indicates required fields

Review and confirm information.

Select Property to Receive Funds \*

Monthly Rent \* No. of months past due \*

Unit Bedroom \*

Past Due Rent \* Lease Start \*

First Name \* Last Name \*

Enter Tenant address (if different than the property address)

Phone \* Address Line 2

Email \* City State Zip

Cancel Save



# Landlord Documents

You will need to provide a copy of your W9 and Management Agreement

- If you are the owner of the property, you do not need to provide a Management Agreement
- If you have multiple properties, you will be able to upload the W9 and Management Agreement for each property within the Property Documents tab

Landlord Documents 100%

\* indicates required documents

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

① Identification and Tax Information are required in order to issue payment.

① [Click here](#) to download IRS form W9.

**Management Agreement** Choose File No file chosen  
Please provide a property management agreement between a property manager and owner, if applicable. or drag and drop one or more files to upload

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**IRS Form W-9\*** Choose File No file chosen  
IRS Form W-9 is required for payment and 1099 processing. or drag and drop one or more files to upload

File: w-9seicca.pdf  
[Download](#)  
Uploaded by ██████████  
on Apr 2, 2022

[< 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.

# Tenant Documents

For each of your tenants, you will need to provide a copy of their lease and ledger.

- The lease should be a complete copy that is signed by both parties.
- The ledger should include the current balance owed and a breakdown of what is owed for each month past due.
- If your tenant has no past due rent, upload a document that indicates this.

### Tenant Documents

100%

\* indicates required documents

ⓘ Allowed file types: pdf, jpg, jpeg, png, tiff, zip.

ⓘ Click > to see a list of required documents for each tenant.

ⓘ Exclamation ⚠ indicates missing information.

▼  Complete Tenant: ██████████ Unit: Not indicated ██████████ Case #: ██████████ Case Status: Applied

Rental Relationship * Copy of the Lease or Rental Agreement	File: ██████████ leaseagreement.pdf <a href="#">Download</a> Uploaded by ██████████ on Apr 2, 2022	<input type="button" value="Choose File"/> No file chosen or drag and drop one or more files to upload
Arrears Amount * Copy of Tenant Statement	File: ██████████ noticeoverduerent.pdf <a href="#">Download</a> <a href="#">Delete</a> Uploaded by ██████████ on Apr 2, 2022	<input type="button" value="Choose File"/> No file chosen or drag and drop one or more files to upload

# Submit

Once you have provided all the required information, you will be able to submit the application.

- If any information is missing, this will be indicated on the submit tab by a red triangle.
- If an application is ready to submit, you will see a green check mark.
- You must agree to the program's Terms and Conditions before you can submit the application.

### Submit

① Your application will not be fully ready for review until your tenant completes their portion of your application. An email will be sent to the tenant email address you provided, prompting them to complete their section. Please follow up with them to make sure they proceed. You can also check back here to see the status of your application at any time. If your tenant already completed their section, your application will be sent for review.

① Cases yet to be submitted for following tenant applications.

 1

Application Status	Property	Post Approval Payment Method	Unit	Tenant	Phone	Email	No. of Months Past Due	Past Due Rent	Missing Information
<span>⚠</span> Missing information		To: Address: , , ,		██████	██████	████████████████████	0	\$0.00	Tenant is not mapped to any property.

#### Terms and Conditions

Funds are intended to provide rental assistance to avoid housing instability for Idaho renters. As such, the following terms and understandings apply: 1) whenever possible, assistance payments will be made directly to the payee (landlord/utility company); 2) the tenant does not intend to vacate the unit during the period of assistance; 3) the landlord will not evict the tenant for non-payment of rent or related fees during the period of assistance; 4) the owner/landlord is NOT related to the tenant(s) – If related, landlord/owner will immediately notify IHFA of this relationship; 5) funds issued for rental assistance or temporary accommodations will be pro-rated with excess funds being refunded to the program if tenancy ends during the period of assistance; 6) if funds are issued for security deposits, the landlord may deduct reasonable and documented damage from said deposit. The difference remaining will be refunded to the program regardless of when tenancy ends; 7) rental assistance funds are not to be used for any costs other than rent and agreed upon late fees; 8) there is not a duplicate assistance being paid for the period of assistance; and 9) the landlord may not continue to assess late or other fees following approval of an application. FRAUD 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 submitting 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

# Case Info

Once you have submitted applications, you will be able to keep track of them on the Case Info tab. Here, you can see once a case auditor is assigned to your tenant's application. You can also keep track of the status and what amount an application was approved for.

- If it does not say Submitted under your tenant's name, it means they have not completed their portion of the application. You may want to contact them and remind them to complete their portion.

### Case Info

📌 Thank you for submitting the information and documents for the tenant.  
A case auditor will review application and will contact you for further questions(if any).

 1

Case#	Property	Unit	Tenant Name	Requested Amount	Approved Amount	Case Auditor	Case Status	Submitted On
████████	████████████████████	████████	████████ ✓ Submitted	Past Due Rent: \$705.00 Monthly Rent: \$485.00 Future Rent: \$1,455.00		████████ ████████@ihfa.org	Applied	Apr 2, 2022

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# FAQs

## What if my application is not merging to my tenant's application?

- Make sure you have entered the correct email address for your tenant on the Tenant tab. If you are unsure if you entered the correct email address, contact your tenant and confirm that what you have entered is correct. If your tenant 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](mailto: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.

## 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 uploaded.

## What if I need help while completing the application?

- You can call 855-452-0801 or email [HPP@ihfa.org](mailto:HPP@ihfa.org).