Housing Preservation Program

The Application Process: Landlords

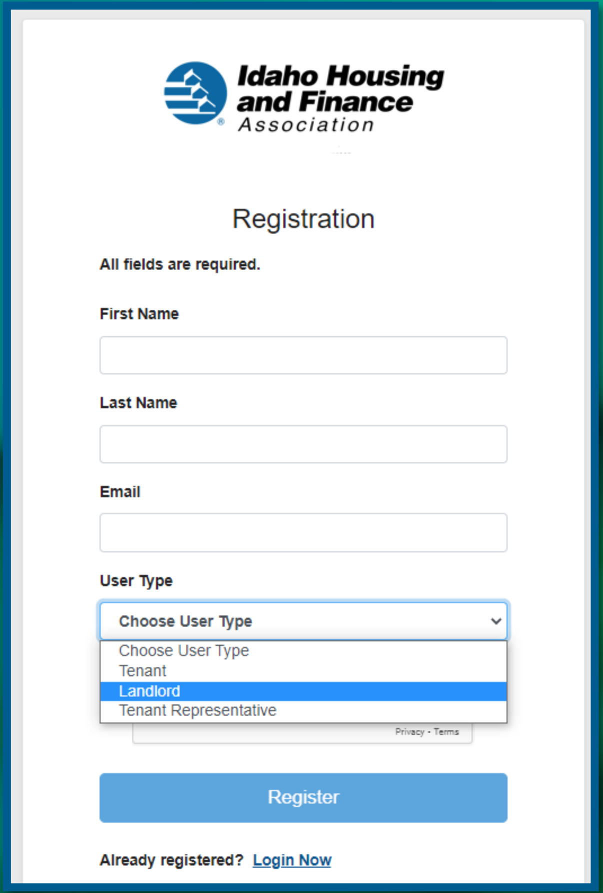
Idaho Housing and Finance Association

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.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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

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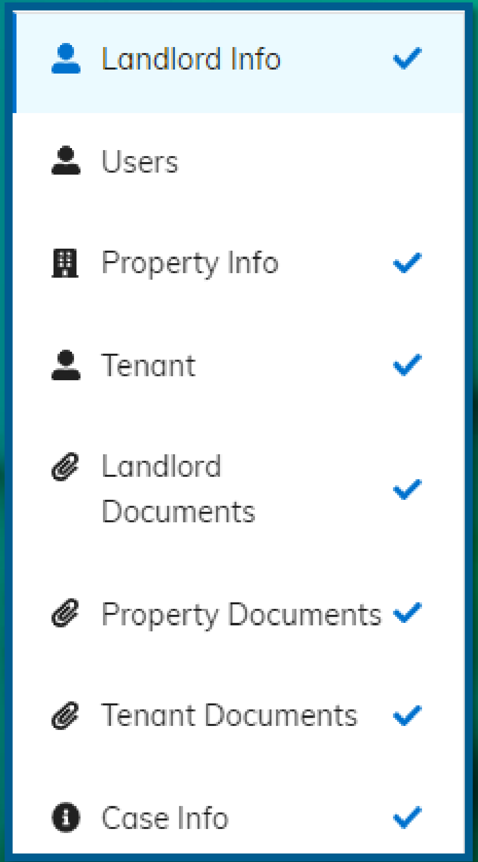
Landlord Menu

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)



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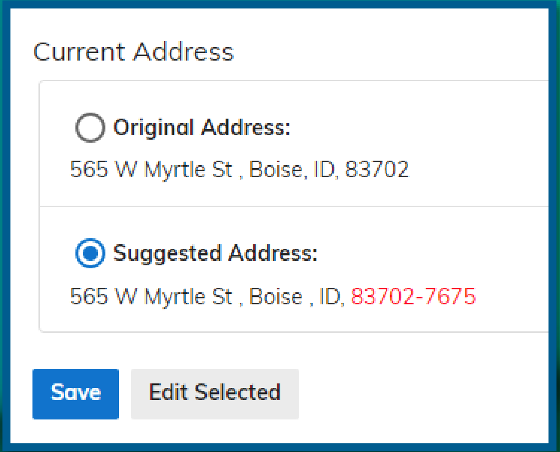
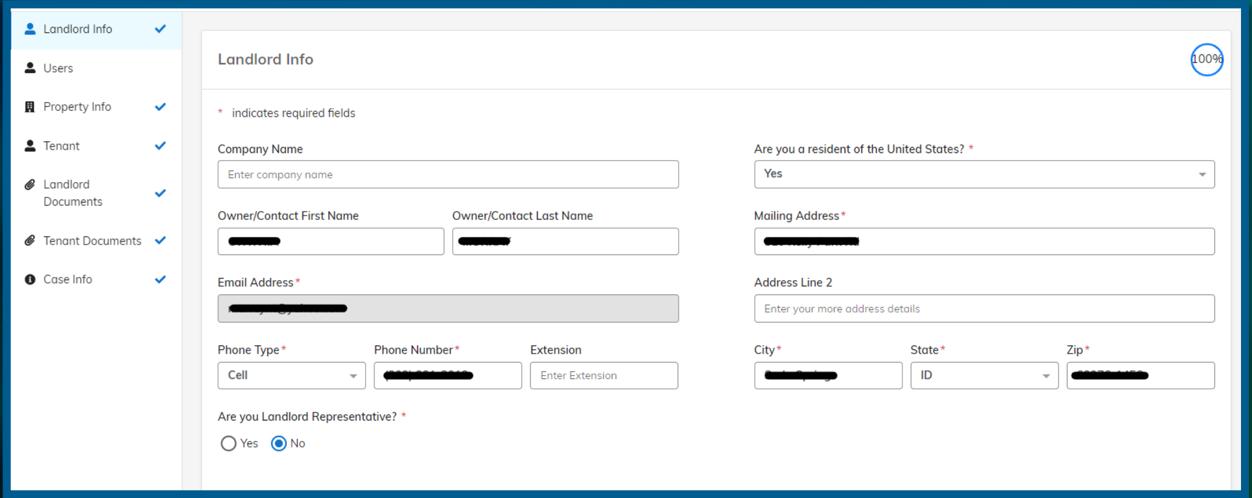
Landlord Info

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





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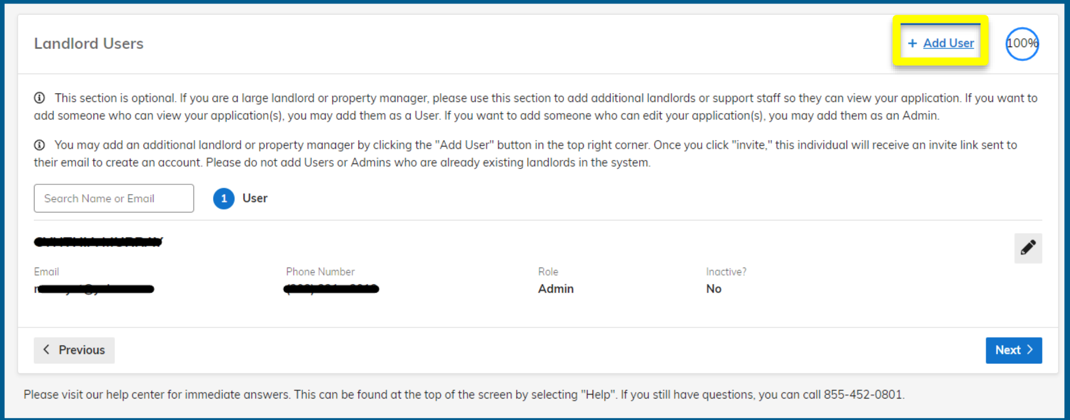
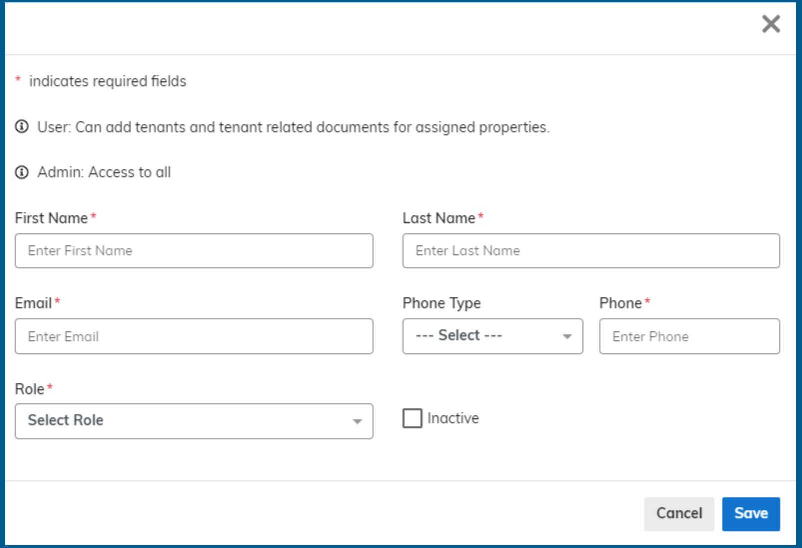
Landlord Users

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





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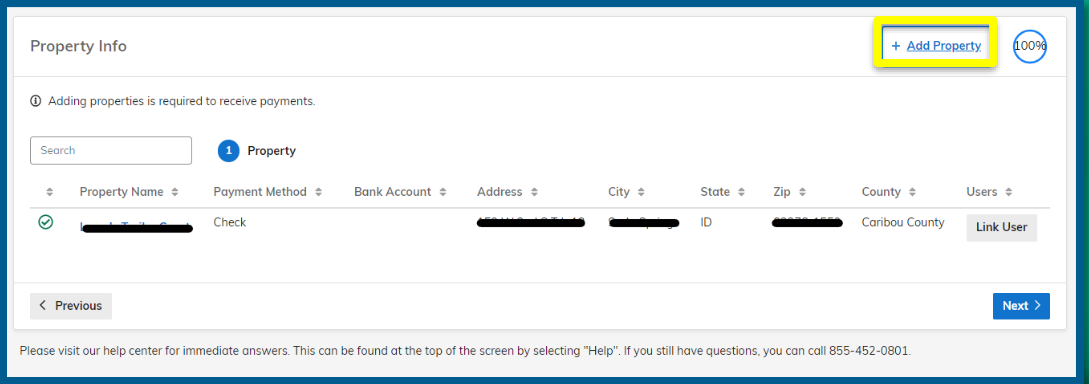
Property Info

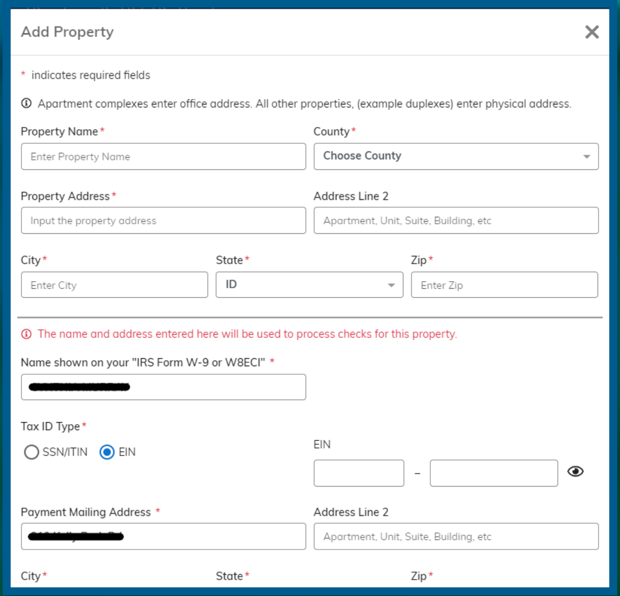
The next step is to add a property for each of your tenants.

- 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.





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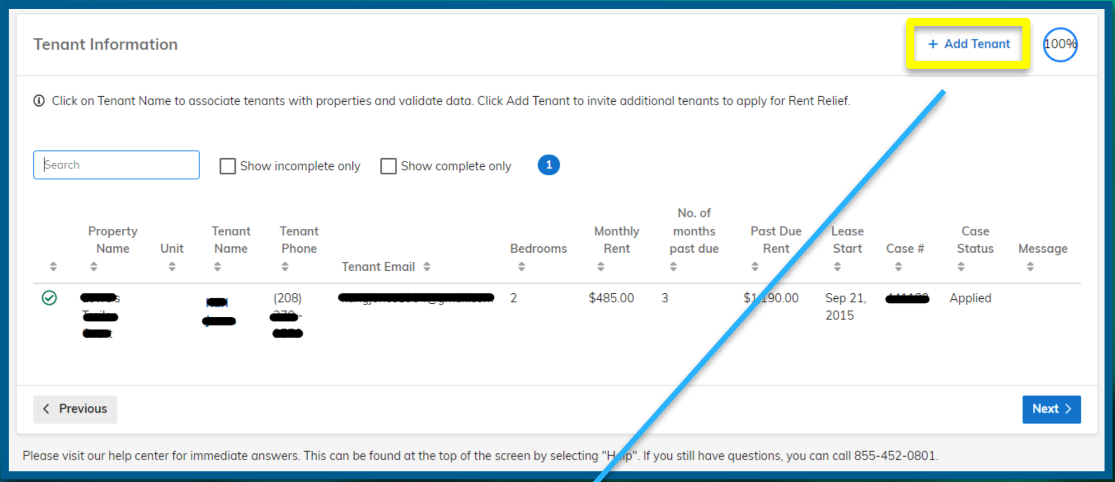
Tenant

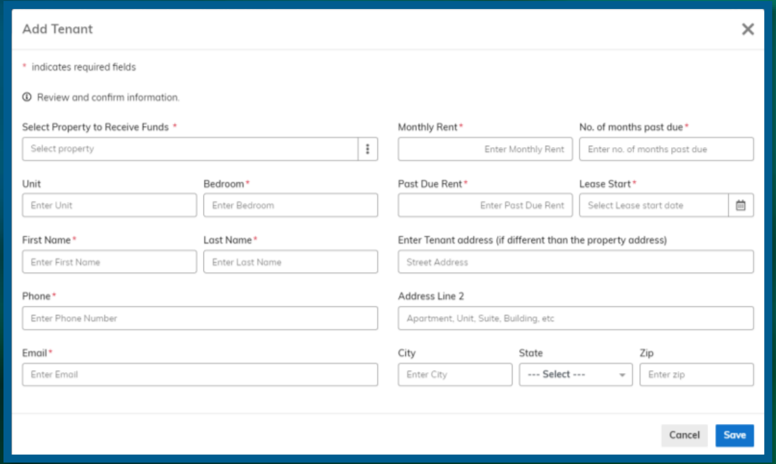
You will need to create a profile for each of your tenants.

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.





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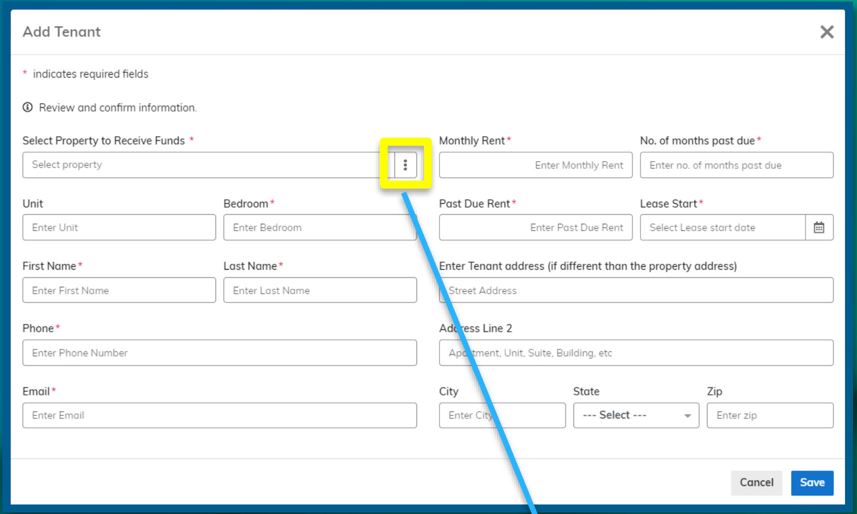
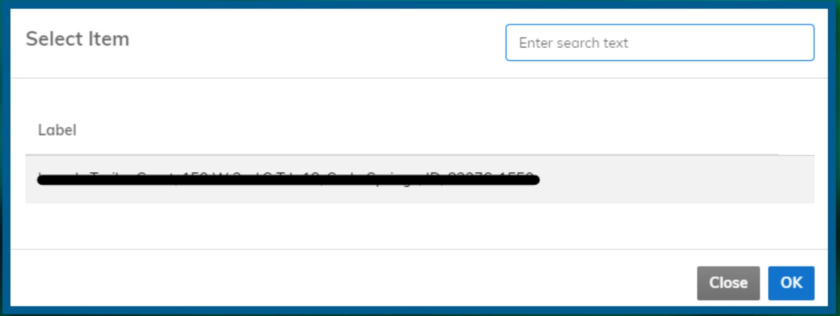
Tenant

When you are entering your tenant's information, you will need to select which property will receive funds. If you click the three dots, it will open a list of all your properties.

- The property you select will link your tenant to the payee you entered for that property. Make sure you select the correct property, and that the payee associated with that property is who payment should be sent to for this tenant.





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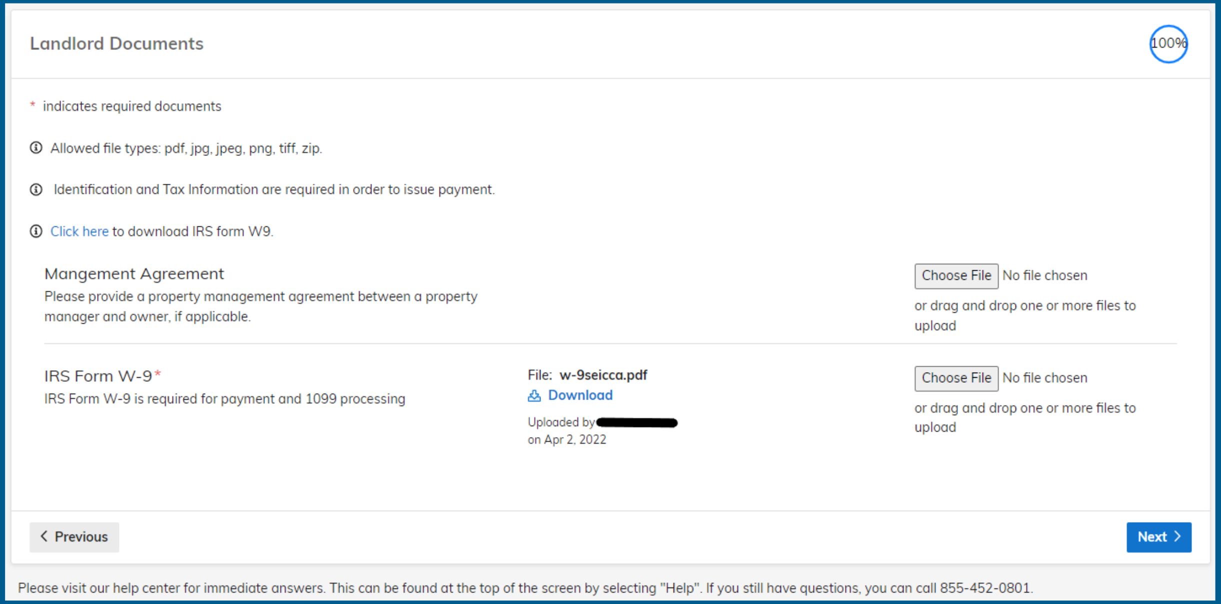
Landlord Documents

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



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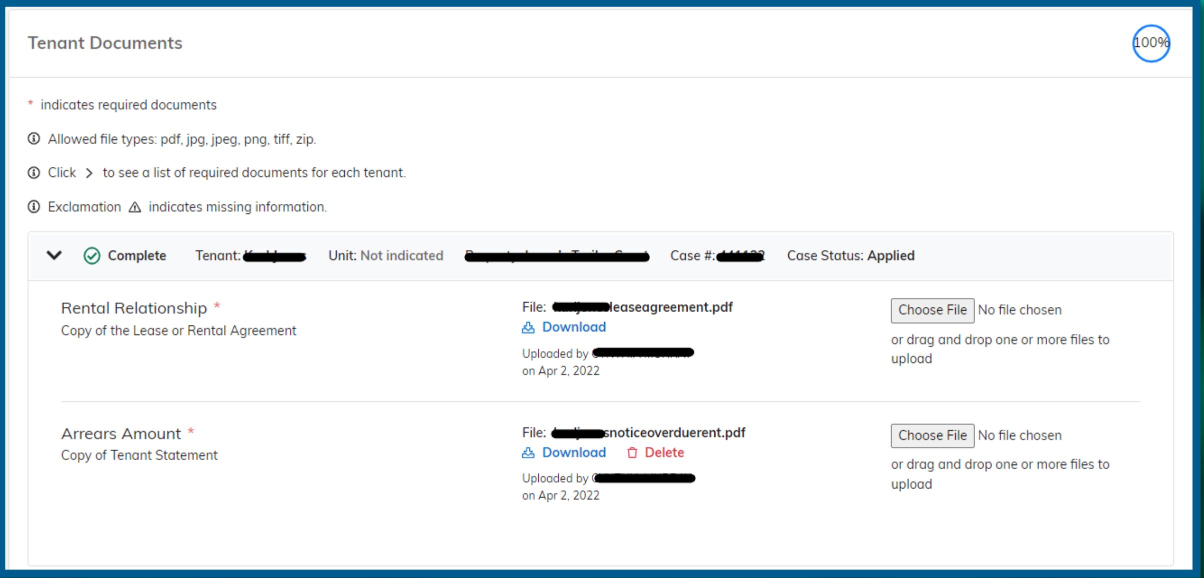
Tenant Documents

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.



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 <u>must</u> agree to the program's Terms and Conditions before you can submit the application.

Submit

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.

Cases yet to be submitted for following tenant applications.

Search 1

Application Status	Property	Post Approval Payment Method	Unit	Tenant	Phone	Email	No. of Months Past Due	Past Due Rent	Missing Information
Missing information		To: Address: , , ,		[redacted]	[redacted]	[redacted]	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

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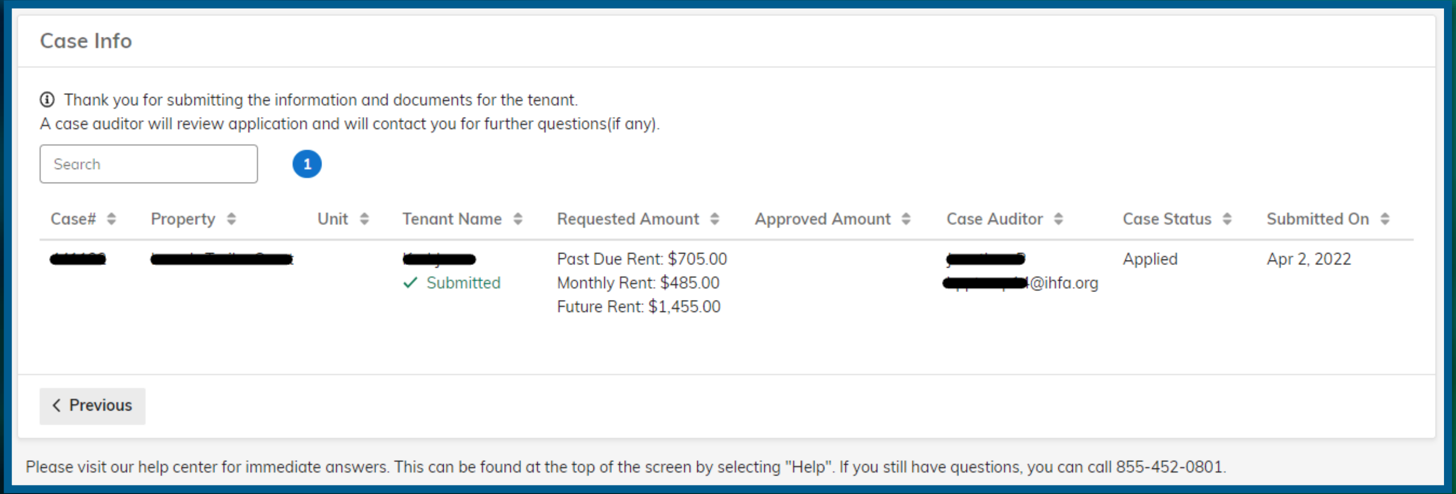
Case Info

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.



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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.

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.

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