



Colorado Emergency Rental Assistance Program Landlord Application Process Guide

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I. APPLICATION PROCESS

As the text of the appropriating legislation requires direct payment be made to landlords on behalf of the eligible and awarded tenant, there are two methods an eligible applicant can be considered for an award: either (a) Landlord initiates application process on behalf of tenant(s) for rent assistance; or (b) Tenant initiates application on behalf of his or her household. In either case, landlords and tenants should work together through the application process to ensure prompt eligibility review and the fastest disbursement of funds.

Whether an application has been initiated by the landlord or the tenant, both parties will have the responsibility to accurately complete their portion to allow for further processing. Both parties will attest that the information provided is complete and accurate. The program will have customer service representatives that will contact individuals (landlords or tenants) whose applications require additional documentation to continue processing. The eligibility and QC review processes for applications will be standardized for the program, regardless of which party initiated the application process. Likewise, the payment process will be the same for rental payments regardless of which party initiates the application. Tenant-initiated applications cannot be fully processed until landlord application is completed.

1 LANDLORD-INITIATED APPLICATION

Landlords will initiate the application process on behalf of their tenants by navigating to the Colorado Emergency Rental Assistance Portal at <https://portal.neighborlysoftware.com/erap-colorado/Participant> and creating their landlord profile. Landlords will need to provide contact information, lease or ledger documents, program approved W-9 and other information to create their profile and add tenants. Once the landlord profile is created, the landlord will be prompted to add as many tenants as they may have in their portfolio. Creation of a tenant profile does not guarantee receipt of an award on the tenant's behalf.

In the case of a landlord-initiated application, tenants will receive a notification from the system alerting them that their landlord has created a tenant profile on their behalf. Tenants will need to log in and complete the application process by entering their income and contact information and certifying the information provided by their landlord. Supporting documentation verifying identity and demonstrating eligibility must be provided during the application process and can be uploaded directly into the system. Once eligibility is confirmed and relevant substantiation is reviewed, payment will be made directly to the landlord on behalf of awarded tenant.

2 TENANT-INITIATED APPLICATION

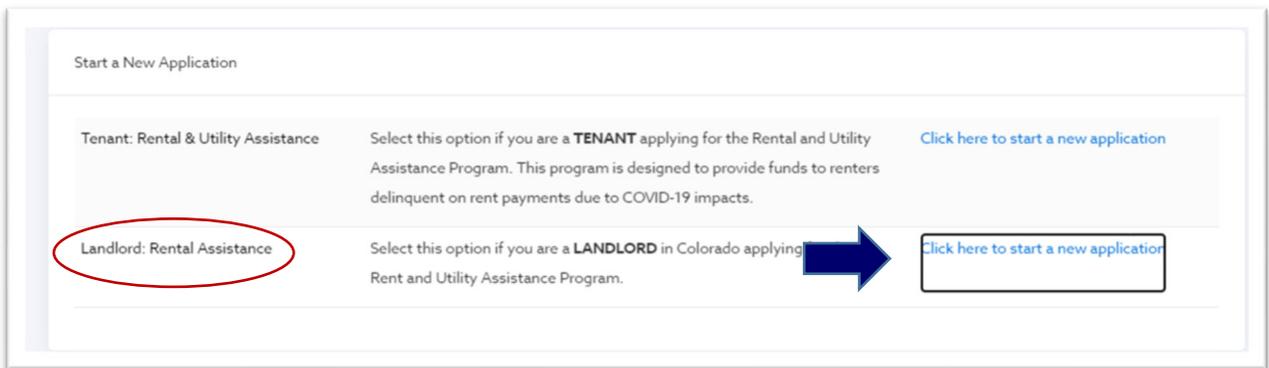
If a tenant creates a profile in the system without first being prompted by a landlord's actions, the tenant will be able to complete all of the required information necessary to complete a request, providing the same documentation as listed above and answering the same questions. Once the profile is complete application is submitted, the tenant will be prompted to provide the contact information (name, email address, phone number) for their landlord. The Program will reach out to the landlord to assist them in completing the required landlord portion of the application, including signing the landlord certification form and accepting the terms and conditions of the Program.

II. SYSTEM OF RECORD

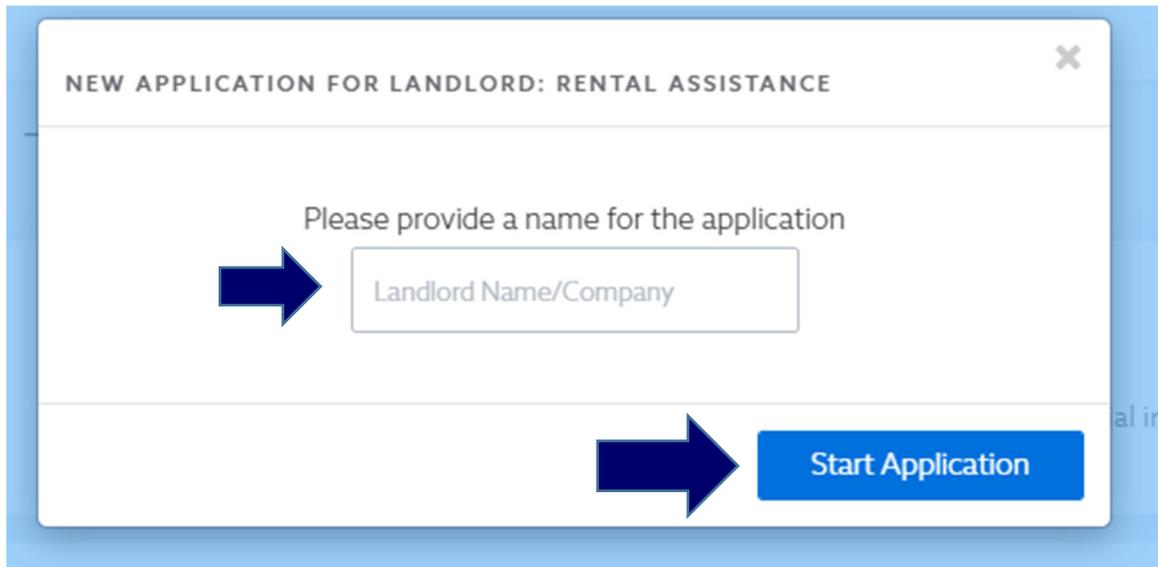
Overview: All users will have a secured login to access the system of record, Neighborly, to submit and review applications and payments statuses and updates. All users should bookmark this website as a “Favorite” for ease of future login access. Neighborly will also house all documentation to support the application and payment process. All communications with applicants will be logged in the system. To save a section and return later, users should select the “Save” option in each section below. Selecting “Complete & Continue” will **LOCK** the sections and will require the Program team to Reopen.

1 CREATING A LANDLORD APPLICATION

- 1.1 Open Internet Browser or Google Chrome
- 1.2 Navigate to the website
- 1.3 In the “Landlord: Rental Assistance” section, select “Click here to start a new application”



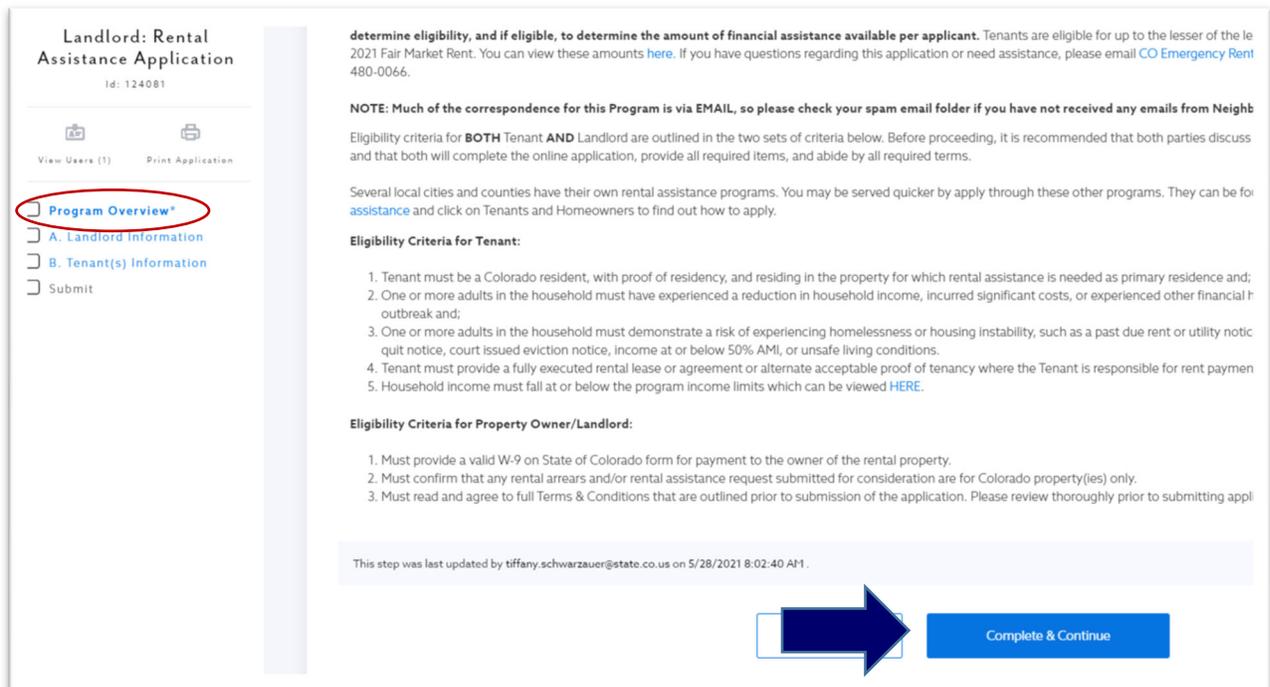
- 1.4 A new window will open
- 1.5 Enter the Landlord name or Company that you wish to be the identifying name of the application.
- 1.6 Select “Start Application”



1.7 A new application will open.

A. Program Overview

- i. It is important to read through this section to understand the Program and documentation requirements.
- ii. **NOTE:** If you are initiating the application process for your tenants, there is no requirement to complete this page. Select “Complete & Continue” to confirm you have read the overview and continue to next section.



B. Landlord Information

- i. Complete all relevant information in this section
- ii. A.1 & A.2 should match the information provided on your W-9
- iii. An email that is checked regularly should be entered on line A.5
- iv. A program-approved W-9 should be uploaded to this section. Examples of accepted W-9 in appendices. Select “Upload File” and follow prompts.
- v. If A.9 differs from A.2, the program requires a substitute W-9 with the information.
- vi. NOTE: All payments will be sent to the address provided on the W-9.
- vii. If you were enrolled in POP, the filer name must be an exact match on line A.11
- viii. Select “Complete & Continue”

Must use the Colorado W-9 linked above. Instructions for filling out this W-9 are located here.

Landlord or Mortgage Lender W-9 *Required

Emergency Rental Assistance Guidelines Federal Funds 4-16-21 (ERAP).pdf (223k) Add Another File

A.9. Please provide a preferred mailing address for the check. (NOTE: any payment from the Program will be mailed to this address).

Address Line 1

Address Line 2

City Zip

A.10. Were you enrolled in the POP program?

Yes

No

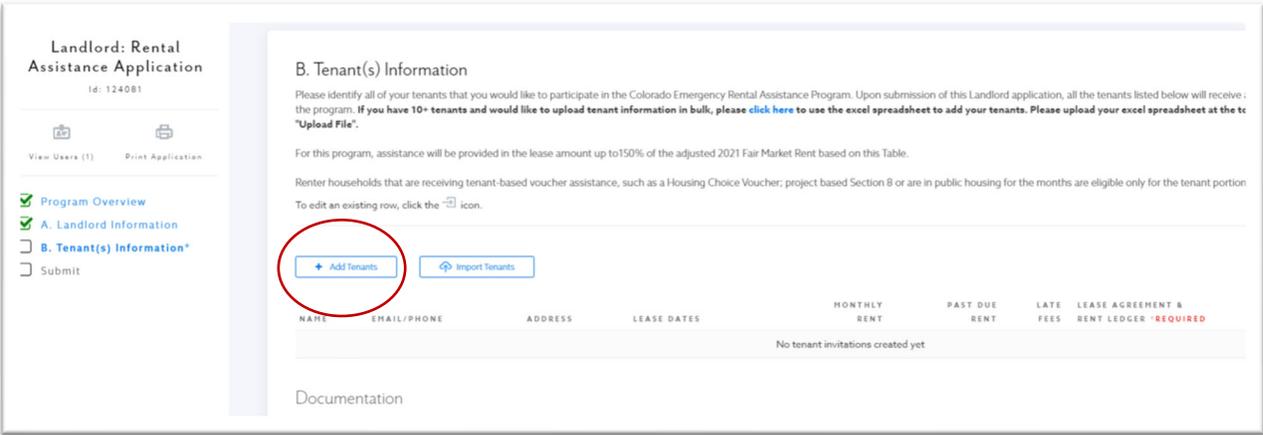
A.11. If yes, what was your filer name?

No save history

Complete & Continue

C. Tenant(s) Information

- i. Landlords should enter ALL tenants that they are requesting funding for in this section (one Landlord application can have multiple tenants; tenant applications can only have one Landlord application associated)
- ii. NOTE: Please do not create multiple applications (exceptions for Landlords with multiple properties that wish to keep properties separate). DO NOT CREATE A NEW APPLICATION FOR EACH TENANT.
- iii. Select “Add Tenants” to create a new tenant. NOTE: If a landlord has multiple tenants to upload, they may use the Import section to import tenants using a spreadsheet.



iv. A new window will open; enter all information and select “Create”

CREATE TENANT ✕

First Name

Email

Address

Lease Begin

Monthly Rent

Last Name

Phone

Lease End

Past Due Rent

Late Fees

Create

- v. To edit a tenant after creating select the  icon
- vi. Upload tenant's most recent ledger and lease to the tenant created. NOTE: If lease has expired, include addendum or other written documentation showing that tenant still resides in the property.

MONTHLY RENT	PAST DUE RENT	LATE FEES	LEASE AGREEMENT & RENT LEDGER *REQUIRED
\$1,250.00	\$8,500.00	\$15.00	Upload File   

- vii. If property is managed by a Public Housing Authority, the tenant's income can be certified by the income qualification performed by the property if it's within the past 12 months. If applicable, select this option and upload a letter or income certification that includes the AMI level. If not applicable, the tenant will enter their income information on their application.

Documentation

If the property is owned or managed by a Public Housing Authority, upload a letter from that Public Housing Authority certifying that each tenant was income qualified during the last 12 months using third party source documentation and the AMI level of each tenant (e.g. <80% AMI, <60% AMI, etc.).

[Upload File](#) 

- viii. Once ALL tenants have been added and ALL support uploaded, select "Complete and Continue". If you need to revisit this section later to add more tenants, select "Save". Once a section is completed, a Program team member will have to reopen for any edits needed. The application can not be submitted without each section marked Complete.

D. Submit

- i. Once all sections have been complete, the application is ready to Submit.
- ii. Read each certification and select the checkbox next to each one to confirm your understanding and accepting of the terms.
- iii. Enter the Date and Select "Click here to electronically sign"

Landlord: Rental Assistance Application
Id: 124081

[View Users \(1\)](#) [Print Application](#)

- Program Overview
- A. Landlord Information
- B. Tenant(s) Information
- Submit*

I am authorized to submit this application on behalf of the Property Owner/Landlord and am also authorized to legally bind the Property Owner/Landlord terms and conditions. Pursuant to such legal authority, I hereby certify that:

- Property Owner/Landlord will not begin eviction proceedings related to non-payment of rent or fees, expiration of the term of agreement or month lease, or the termination of tenancy at will or sufferance for the months and Tenants for which rent was paid by the state.
- Property Owner/Landlord will stop any eviction proceedings related to non-payment of rent or fees, expiration of the term of agreement or month lease, or the termination of tenancy at will or sufferance for the months and Tenants for which rent was paid by the state.
- Property Owner/Landlord will release any judgments or credit findings related to non-payment of rent for months and Tenants for which rent was paid by the state.
- I certify that the application information provided is true and complete to the best of my knowledge.
- I understand that providing false statements or information is grounds for termination of housing assistance, denial of future housing assistance, and may be punishable by law.
- I understand and agree that I will be responsible for repaying any benefits that are determined to be duplicative of the assistance received from this program.
- I grant permission to the State of Colorado to share my application information with partner agencies or organizations for the purpose of reviewing this application and for providing my tenant with rental or utility assistance.
- I understand that providing false statements or information, or the omission of required information, is grounds for termination of housing assistance, denial of future housing assistance, and may be punishable by law.

Signature Date

[Click here to electronically sign](#)

- iv. A new window will open for you to enter your name and confirm your submission of application. NOTE: Verify your email address is correct.
- v. Type your name and select “Sign”

SIGNATURE ✕

By typing your name below and clicking 'Sign' you are submitting your electronic signature as [REDACTED]. This shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature.

test test|

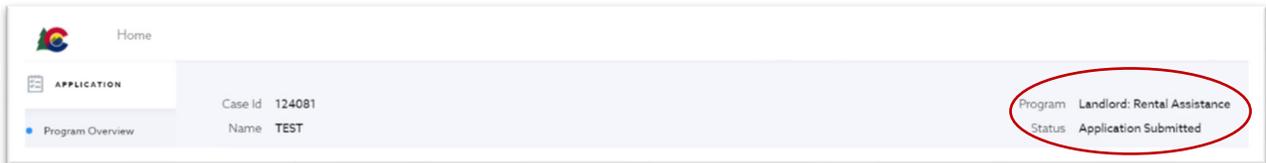
test test

[Sign](#)

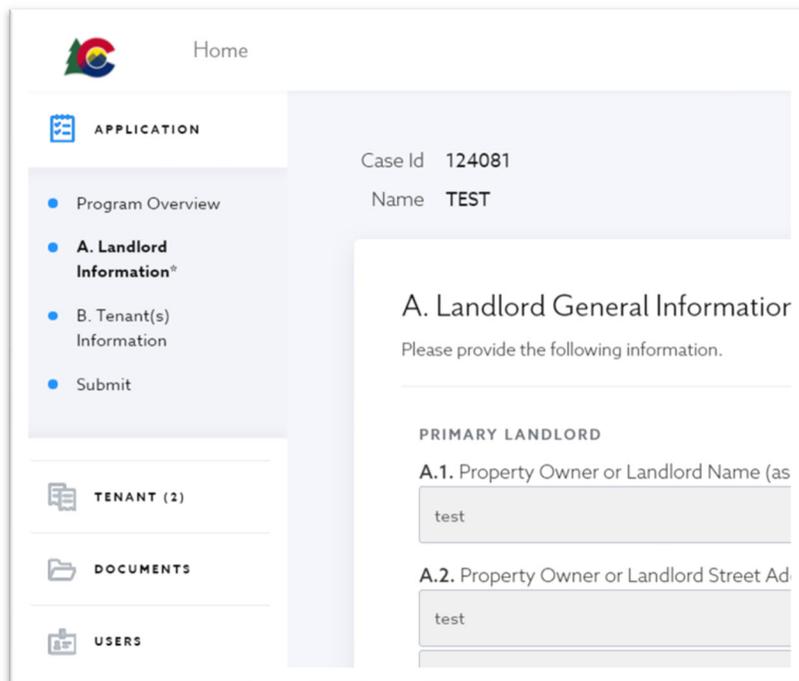
- vi. Select “Complete & Submit” to complete the application process.
- vii. Upon submission of the application, all tenants entered into your application will receive an email notification asking them to complete a Tenant Application, already created and associated with the Landlord Application. NOTE: It is recommended landlord communicate with tenants to ensure they complete the application linked to your account instead of creating a new application.

2 REVIEWING SUBMITTED APPLICATION

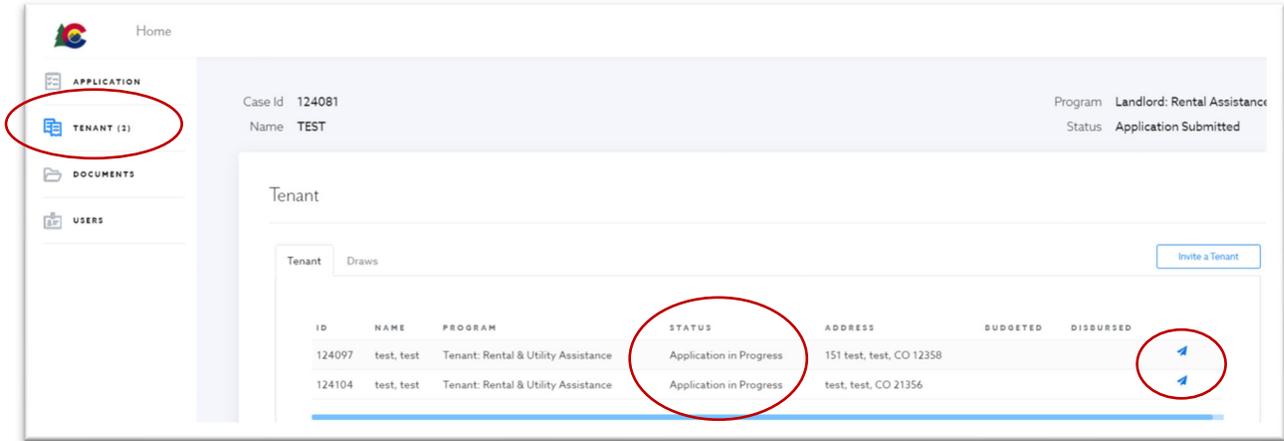
- 1.1 To check on status of Landlord and associated Tenant applications, log into the system, and navigate to your application.
- 1.2 The Landlord Application status will be in the top right corner of the page. Descriptions of each status are found in following sections.



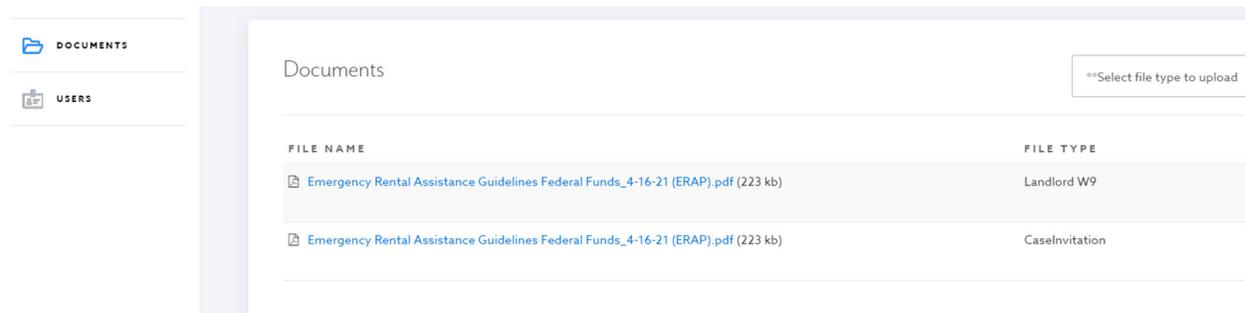
- 1.3 You may review each section of the Application, but once submitted, a Program team member will have to Reopen the section for any edits to be made. To add new tenants, please contact the Program.



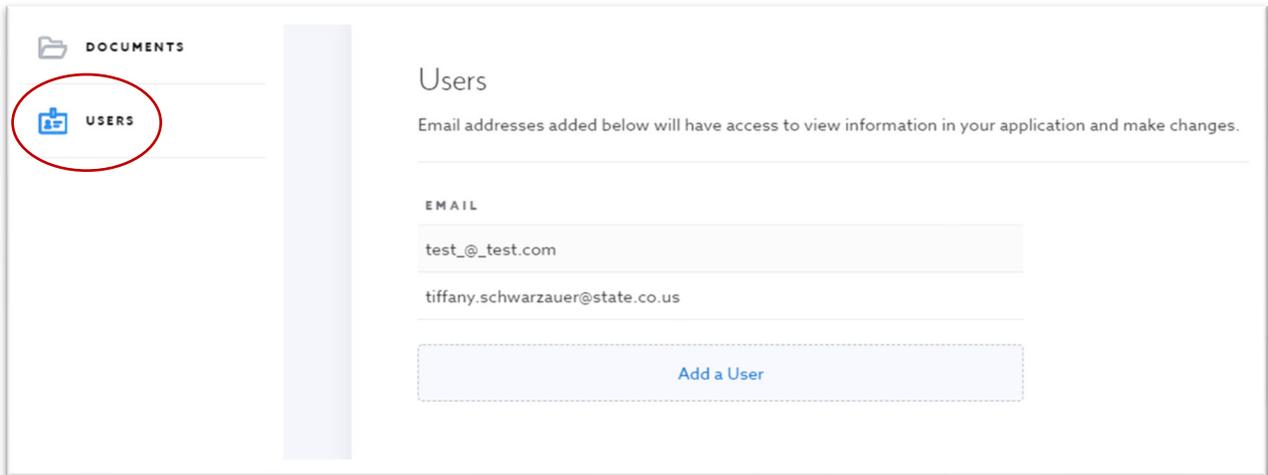
- 1.4 In the “Tenant” section, you can view all tenants associated with your application and the status of their application. Descriptions of each status are found in following sections.



- 1.5 Landlords may send reminders for tenant to create an application if the status still shows “Application in Progress”
- 1.6 Landlords may also add new tenants from this section but are unable to upload documents to that tenant’s profile. Please contact the Program to open Section B of your application to properly associate documents to tenants.
- 1.7 Documents uploaded to the application may all be found in the Documents Section. NOTE: If documents for tenants are uploaded in this section, the File Name should include the tenant’s name and type of document uploaded.



- 1.8 If additional users need access to the Landlord application, you may add them as a Participant to view/edit your application. NOTE: DO NOT INCLUDE TENANT EMAILS IN THIS SECTION.



III. NEIGHBORLY STATUS DESCRIPTIONS

1 LANDLORD APPLICATION

Application in Progress | Application process has been initiated, but applicant has not completed all required fields in the application process and has not submitted the application.

Application Submitted | Applicant has completed all required fields in the application (including signature of applicable certification) and has submitted for Program’s Reviewer Team.

Application Under Review | Reviewer has been assigned for the review, but has not completed the review by denying, approving, or requesting additional information.

Pending Landlord Information | Reviewer has completed their initial review and need additional information or documentation from the Landlord to continue processing.

Reviewer Approved for Payment | Reviewer has determined that the Landlord Application is approved. Payments will be dependent upon approval associated Tenant Applications.

Reviewer Denied | Reviewer has determined the file to be duplicated or the Landlord has opted out of the Program.

2 TENANT APPLICATION

Application in Progress | Application process has been initiated, but applicant has not completed all required fields in the application process and has not submitted the application.

Application Submitted | Applicant has completed all required fields in the application (including signature of applicable certification) and has submitted for Eligibility Review.

Application Under Review | Reviewer has been assigned for the review, but has not completed the review by denying, approving, or requesting additional information.

Pending Applicant Information | Reviewer has completed initial review and is either pending additional information/documentation from the tenant or landlord. Applicant is notified via task when items are needed.

Applicant Information Received | Requested information/documentation has been provided by applicant.

Submitted to QC Review | Reviewer has completed initial review and submitted to Quality Control (QC) Team for final review/approval/denial.

Resubmitted to QC Status | Application has been returned to Reviewer for corrections in the QC Review and then subsequently resubmitted for QC review after deficiencies were corrected.

QC Returned for Corrections | QC Team has returned the application to the Reviewer for additional support and/or modification of review.

Approved: Pending Landlord | QC Team has verified and approved the Reviewer's approval determination; however, additional information is needed from the Landlord.

Approved: Pending Payment | QC Team has verified and approved the Reviewer's approval determination and has sent the approval email notification to the applicant.

Paid | The Application has been approved and the funding has been disbursed by the State.

Denied | QC Team has verified and approved the denial determination and has sent the denial notification to the applicant.

Withdrawn | Applicant requested to have application Withdrawn

Denied, Duplicate | Application is duplicate.

Non-Responsive Applicant | Tenant has not responded to requests for additional information.

Non-Responsive Vendor | Landlord has not responded to requests for additional information OR no landlord contact information was provided by the Tenant.

