

ARKANSAS RENT RELIEF PROGRAM LANDLORD APPLICATION USER GUIDE



MAIN WEBSITE:
AR.GOV/RENTRELIEF
CONTACT CENTER:
1-855-RENTARK

PROGRAM BENEFITS FOR LANDLORDS



DIRECT PAYMENT

Payments will be made directly to landlords through the Arkansas Rent Relief Program if a landlord applies before payment is processed to eligible tenant applicants.



PAST DUE & PROSPECTIVE RENT

Apply for past due rent, plus up to 5% of late fees, as far back as April 1, 2020. Apply for up to **three months of future rent** to be paid at once.



UP TO 15 MONTHS

Receive rent relief for past and or prospective rent for a period not to exceed 15 months.



FRAUD PROTECTED

Identity verification assists in protecting you from someone filing a fraudulent claim against your rental property, minimizes delays, and potential claim denials.

THINGS TO KNOW WHEN APPLYING ONLINE



INTERNET CONNECTIVITY

Please ensure that you have a **stable internet connection** that will allow you to complete the application with minimal interruptions. For an optimal browsing experience, we suggest that you use the latest public release of any one of the following web browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Apple Safari](#)

Internet Explorer is NOT supported

PLEASE NOTE: The online application portal supports the use of mobile and tablet-based browsers. We recommend that you have all required supporting documentation loaded on your mobile or tablet device before you begin your application.



DOCUMENT UPLOAD

As part of the application, you will be required to upload supporting documentation.

Please ensure each document does not exceed 10 MB and is saved and uploaded as .pdf, jpeg, .jpg, or .png.



APPLICATION SIGNATURE

After completing the application, you will be asked to **read, acknowledge, and agree to eligibility and release statements** related to acceptance and use of federal funds.



APPLICATION DOWNLOAD

Upon completion of your online application, you will be provided the option to **save your completed application in PDF format.**



USER RESPONSIBILITY

As with all official State of Arkansas forms and documents, **you are responsible for the completeness and accuracy of all information that you provide in the application portal.** The portal provides limited computation, validation or verification of the information you enter on the form, and **you are responsible for entering all required information. Failure to do so may result in your application being delayed or disapproved.**

ONLINE APPLICATION GUIDE

This document provides an overview of the Arkansas Rent Relief online application and the required steps for landlords to complete. Landlords should review this user guide in its entirety to understand program eligibility requirements and prepare the required documentation before beginning the online application.

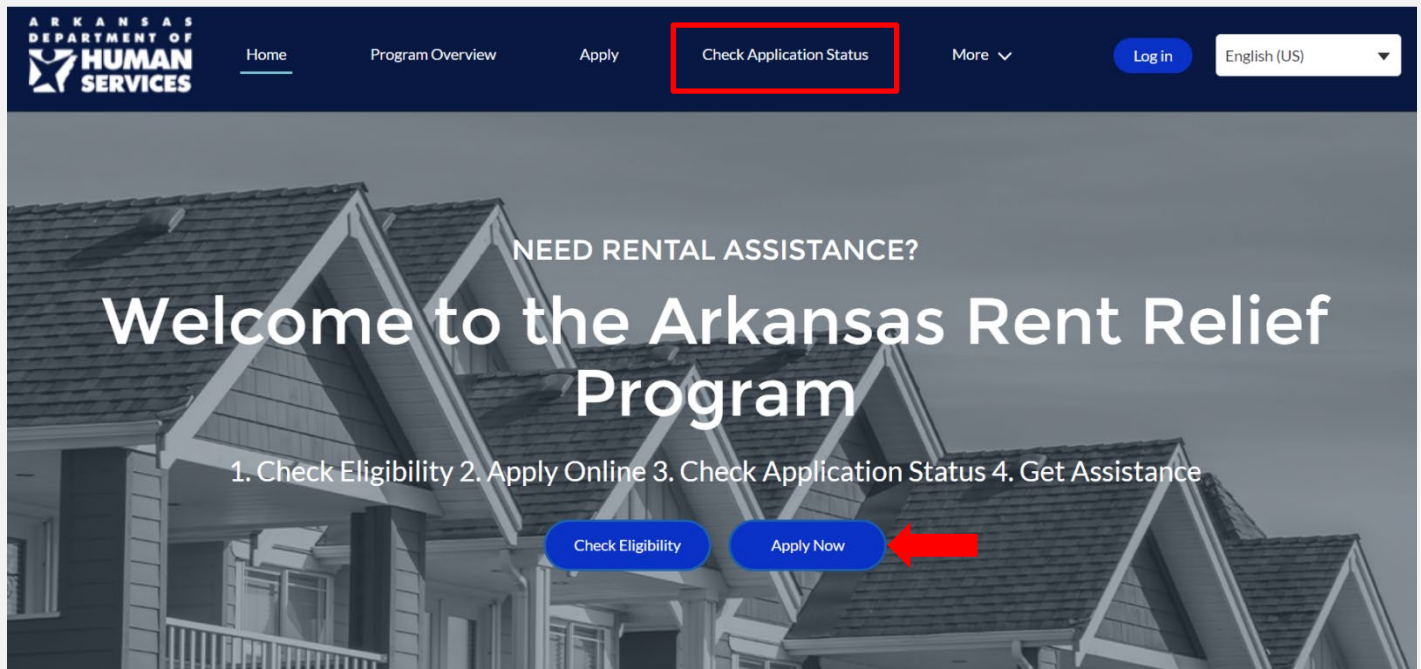
Supporting documentation for the Arkansas Rent Relief application includes the following:

- ☐ Government Issued Photo Identification (e.g. Driver's License, Passport, Military ID, U.S. Permanent Resident Card, etc.)
- ☐ Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance
- ☐ Eviction notice, notice of eviction court hearing or statement

Please refer to the Rent Relief FAQs for a complete list of required documentation

HOMEPAGE

- ❑ Here you can access an overview of the Rent Relief program, create a new application, check an existing application status, log into an existing account, and access to help and support resources.
- ❑ Click **Apply Now** to create an account and begin the application process.
- ❑ Click **Check Application Status** to view the current status of a submitted application.



REGISTER NEW ACCOUNT (FIRST TIME LOGGING IN)

☐ Enter your first name and last name. Please provide a working **email address**. A system-generated verification email will be sent to the email address provided.

Arkansas
Department of
Human
Services

Home

Program Overview

Apply

Help & Support

Q

Log in

English (US)

User Registration

User Registration

First Name*

Last Name*

Email*

Confirm Email*

Are you a Renter or a Landlord ?*

Please provide your preferred language*

Next

VERIFY YOUR ACCOUNT

- ☐ A **verification link** will be sent to the email address provided.

Dear Applicant,

Thank you for your interest in the State of Arkansas Rent Relief Program. This email serves as confirmation that you have successfully created an account.

Username:

To change your password, please [click here](#)
or copy paste the below URL in your internet browser address bar.

Before you start, please read the resources and information about the Arkansas Rent Relief Program at [AR.GOV/RENTRELIEF](https://www.ar.gov/rentrelief) to understand the application and program eligibility requirements. Once your application is submitted you will not be able to edit your application. Please ensure you complete the application completely and accurately and confirm you have uploaded all documentation required. You will want to have on hand a copy of your lease or utility bills, a copy of your photo ID, your landlord's contact information (phone and email), and any other documentation of your situation.

You will receive an email confirmation when your application is successfully submitted. **Once you submit, you can check the status of your application any time at [AR.GOV/RENTRELIEF](https://www.ar.gov/rentrelief).**

Sincerely,
Arkansas Rent Relief Program Team

CREATE PASSWORD

- ❑ Click the link to complete your registration. **Create a new password** to log in to your new account. (the link will bring you to the following page below)

ARKANSAS
DEPARTMENT OF
HUMAN
SERVICES

Change Your Password

Enter a new password for
travieso.anthony@gmail.com. Make sure to include at
least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

* New Password

* Confirm New Password



Change Password


Password was last changed on 5/11/2021, 8:43 AM.

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START NEW APPLICATION

- ❑ After successfully logging in to your new account on the portal, begin a **new application** by clicking the **Start New Landlord Application** button


[Home](#)
[Apply](#)
[Track Status](#)
[Help & Support](#)
[Language Preference](#)





View Eligibility and Requirements

Get Started


The Arkansas Rent Relief program makes funds available to assist Arkansas low income households that are unable to pay rent and utilities due to the COVID-19 pandemic.

Before you apply, please take time to review the eligibility requirements and application user guide to understand if you are eligible, and the application steps to complete, and the supporting documentation required as part of your application.

What Would You Like to Do?



Start New Landlord Application



Track Status
(In-progress or submitted applications)

Local Programs

below provide access to additional or alternative assistance:

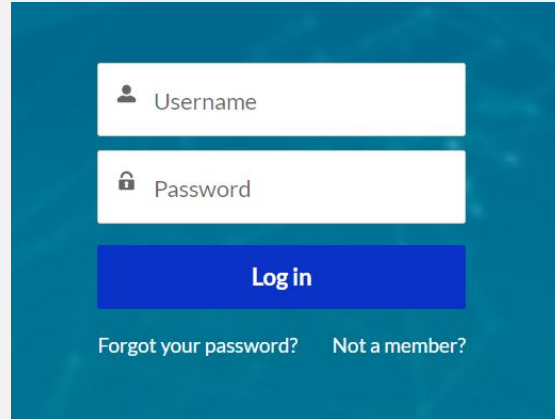
- Arkansas Rental Assistance Home Page (includes guidance to this website)
- Arkansas 211

[Privacy Policy](#) | [Alerts](#) | [Security Policy](#) | [Acceptable Use](#) | [Transparency](#)

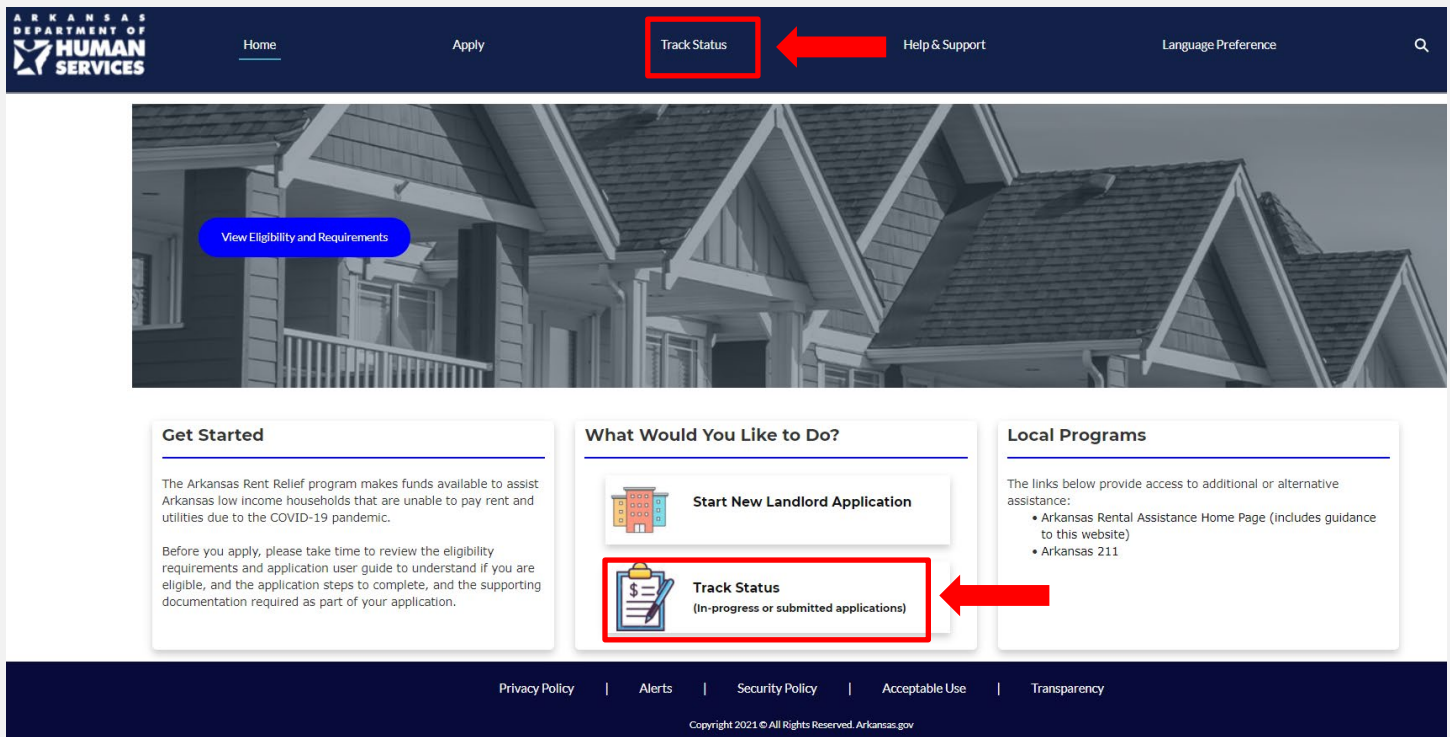
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RETURN TO AN APPLICATION


- To continue with an application you have already started, log in with your email address and password. If you have forgotten your password, you can create a new one by clicking “forgot your password?” and a new verification link will be sent to the email address you gave us.




- Once logged in, click on **Track Status** at the top of the screen or at the bottom of the screen.



- ☐ If you have already started an application, the case number, status, and rental property address will appear.
- ☐ Click on the three dots at the top right corner and click **Edit**. This will bring you back to the first page of the application, but your information should already be there.



HomeApplyTrack StatusHelp & SupportLanguage Preference



I Am a Landlord

If you are a landlord requesting rental assistance for one of your tenants and do not see corresponding request below, you can start a new application here!

Case Number
00001072

Status
Not Submitted

Rental Property
500 Woodlane Street, Little Rock, AR 72201

Privacy Policy | Alerts | Security Policy | Acceptable Use | Transparency

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YOUR PROGRESS

- On any page of the application, you will be able to monitor your progress using the icons on the **top** panel.



- Rules** have been built into the application to let you know if information is missing, has been entered in an incorrect format, or your response indicates that your tenant is not eligible for the program
- Please note that **you are responsible for answering each question completely and accurately**
- If you accurately answer a question and you are provided with an **eligibility error**, please **DO NOT change or override your response** to complete the application
- On each subsequent page of the application, the progress will be updated, and previously completed pages will show a blue check mark.
- Mandatory fields** are indicated with a red asterisk (*)

* First Name

* Last Name

PRESCREENING


- ☐ Indicate whether you have received an email notification that your tenant has submitted an Arkansas Rent Relief Program application. If selected **no**, please provide the rental unit physical address.

* Have you received an email confirmation from the Arkansas Rent Relief Program that your tenant submitted an application?

☐ Yes ☐ No

Provide the rental unit's physical address for which assistance is requested

*



Apt/Unit #

- ☐ If you indicated that your tenant has submitted an Arkansas Rent Relief Application and received an email confirmation, please provide the tenant application code.

* Have you received an email confirmation from the Arkansas Rent Relief Program that your tenant submitted an application?

☒ Yes ☐ No

Please enter the **Tenant Application Code** from the confirmation email.

- ☐ Indicate whether your landlord is an immediate family member by selecting either the **Yes** or **No** button. Examples of immediate family members include, but are not limited to parents, children, or siblings.

* Is your tenant an immediate family member?

☐ Yes ☐ No

CONTACT INFORMATION

The Contact Information page captures basic information about you as the Landlord or Landlord representative.

- ☐ Indicate whether the landlord on the lease document is a person or a company by selecting either the **Individual** or **Company** button.

Contact Information

* As a landlord do you operate as an individual or company?

☐ Individual ☐ Company

[Previous](#) [Next : Rental Information](#)

- ☐ If "Individual", enter your information as noted in the lease:
- Name (first, middle, last)
 - Mailing address (number, street, city, zip and state)
 - Contact information (phone number and email address)
 - Social Security Number or Tax Identification Number
 - Indicate whether you have a valid driver's license by selecting either the **Yes** or **No** button.
 - If **Yes**, enter your driver's license number, driver's license state, and upload a copy of your driver's license
 - If **No**, upload a copy of an alternative Government Issued Identification (e.g. Passport, Military ID, U.S. Permanent Resident Card, etc.)

☒ Individual
 ☐ Company

Individual Details

* First Name	Middle Name(Optional)
<input type="text"/>	<input type="text"/>
* Last Name	Suffix
<input type="text"/>	<input type="text"/>
* Date Of Birth	* Gender
<input type="text"/>	<input type="text"/>
* SSN or TIN	* Re-Enter SSN or TIN
<input type="text"/>	<input type="text"/>
* Mailing Address	Apt/Unit #
<input type="text"/>	<input type="text"/>
* Phone Number	* Re-Enter Phone Number
<input type="text"/>	<input type="text"/>
* Email Address	* Re-Enter Email Address
<input type="text"/>	<input type="text"/>
* Preferred method of contact	* Preferred language
<input type="text"/>	<input type="text"/>

- ☐ If **Company**, enter the information as noted in the lease:
- Company legal name
 - Company mailing address (number, street, city, state, and zip code)
 - Company Tax Identification Number
 - Authorized representative's phone number and email address
 - Authorized representative's contact information (first, middle, and last name)
 - First, middle, and last name
 - Date of Birth
 - Phone Number
 - Email Address
 - Indicate your business classification by selecting an option in the drop-down box
 - Provide company letter or proof of identity by selecting a form of identification from the drop-down list.

Contact Information

* As a landlord do you operate as an individual or company?

☐ Individual
 ☒ Company

▼ Company Details

* Company Legal Name	* Company Address
<input type="text"/>	<input type="text"/>
* Company Phone	* Re-Enter Company Phone
<input type="text"/>	<input type="text"/>
* Company Email	* Re-Enter Company Email
<input type="text"/>	<input type="text"/>
* Company EIN/TIN as Registered with IRS	* Re-Enter Company EIN/TIN as Registered with IRS
<input type="text"/>	<input type="text"/>

*Note: The collection of personal identification materials (e.g., SSN, Driver's License, etc.) is designed to reduce the risk of identity theft and protect you from someone filing a fraudulent claim against your rental property. The identity verification process does **not** include a credit check and will not result in a hard inquiry on your credit report.*

RENTAL INFORMATION

- ☐ Indicate whether the tenant receives any rental assistance from a Federal or State program by selecting either the **Yes** or **No** button
 - If **Yes**, select the name of the organization that pays the rental assistance from the drop-down box

Rental Information

What type of rental assistance does your tenant receive?

-- Clear --

Not Receiving Assistance

Housing Choice Voucher

Indian Housing Block Grant-Assisted Property

Project Assistance Program

Public Housing

Regional Behavioral Health Program

- ☐ Enter Tenant's name (first, middle, and last) and email address
- ☐ Indicate whether an eviction notice has been issued to the tenant by selecting either the **Yes** or **No** button
 - ☐ If **Yes**, attach the eviction notice or statement/letter of past-due rent
- ☐ Enter the following lease information (you will be required to later attach a signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance)
- ☐ Enter your lease information, including:
 - ☐ Lease start date
 - ☐ Lease end date
 - ☐ Indicate whether this is your current lease by clicking the **Yes** or **No** button
- ☐ Monthly rent amount per the current lease agreement

Rental Information

What type of rental assistance does your tenant receive?

* Tenant First Name

Tenant Middle Name (Optional)

* Tenant Last Name

* Tenant Email Address

* Re-Enter Tenant Email Address

• Has an 7 day eviction notice issued to the tenant?

☐ Yes
 ☐ No

• Has an court eviction paperwork issued to the tenant with a hearing date?

☐ Yes
 ☐ No

* Lease start date

* Lease end date

• Is this your current lease?

☐ Yes
 ☐ No

Add Rent

SELECT THE MONTHS FOR WHICH ...	MONTHLY RENT AMOUNT	AMOUNT REQUESTED FROM THIS P...

Add Month

☐ You will need to add each month for which you are seeking payment by clicking the **Add Month** Button and entering the following information:

- Month and Year
- Total monthly rent amount
- Unpaid rent due
- Indicate if this amount is past due
 - If **Yes**, enter any applicable late fees
- Amount provided by another Federal, State, or Local program

Add Rent

*Select the months for which you are applying:

*Has an past due rent notice issued to the tenant?

☐ Yes ☐ No

*Monthly rent amount

Late fee / Court fee

Amount provided by another Federal or State program

Amount requested from this program

\$0.00

Cancel

Save

(Note: Assistance requested from this program will be automatically calculated from the provided information)

Add Rent

SELECT THE MONTHS FOR WHICH ...
MONTHLY RENT AMOUNT
AMOUNT REQUESTED FROM THIS P...

Add Month

(Note: You will need to click the "Add Month" Button and enter the above information individually for each month of assistance)

PAYMENT INFORMATION

This program is designed to make payments directly to landlords and utility providers. Accordingly, please provide:

- ☐ The Landlord's remittance address (street or post office box, city, state, and zip code) if the remittance address is not the same as the Landlord's mailing address.
 - ☐ Once the address is entered click the **Validate Address** button and confirm the address by clicking the **Accept Formatted Address** button
- ☐ If your remittance address is the same as your mailing address, select **Yes**
- ☐ Select the **Next: Upload Documents** button to proceed

Payment Information

* Is your remittance address the same as your mailing address?

☒ Yes ☐ No

Previous

Next: Upload Documents

- ☐ Upload required documents for each section. A green check mark will show when a document is uploaded, then click Done. You can delete an uploaded document by clicking the trashcan icon to the right of each document.

Upload Documents

Upload Proof of Identity

* Proof of Identity

Upload Files

Or drop files

Upload Lease Agreement

* Lease or Rental Agreement

Upload Files

Or drop files

Previous

Next: Certification

*Note: Copies of late notices and/or eviction notices are not required by landlords but may speed up the application review process. If you would like to include copies of these, please add the files in the **Upload Lease Agreement** section.*

CERTIFICATION

- ☐ Indicate whether you are submitting this application on someone else's behalf by clicking the **Yes** or **No** button.
 - ☐ If **yes**, enter your personal information as the **preparer** of their application including:
 - First and Last Name
 - Phone Number
 - Email

Certification

*Are you submitting this application on behalf of someone else?

☐ Yes ☐ No

- ☐ Read the **Statements of Attestation** and fill in the bubbles that are relevant to your application to certify that the information is accurate to the best of your knowledge and click **electronically sign** to authorize.

STATEMENTS OF ATTESTATION

Please read the following statements carefully and only attest to those statements that relate to you and your application:

- ☐ I/We attest that all information in this application for the Arkansas Rent Relief Program is correct and complete to the best of my knowledge.
- ☐ I/We attest that there is a lease or rental obligation for the rental unit and periods submitted in this application for the Arkansas Rent Relief Program.
- ☐ I/We attest that I have not received, and do not anticipate receiving, another source of public or private subsidy or assistance, nor payment from any other tenant or under any other lease agreement, for the same rental unit and months as submitted under the Arkansas Rent Relief Program.
- ☐ I/we attest that I/we will not discriminate against any person on the basis of age, color, disability, marital status, national origin, race, religion, or sex in the programs or services for which I/we are receiving Rent Relief Program funds.

Electronically sign

- ☐ Next, read the **Acknowledgements**. Select the button indicating that you have read and understand the Acknowledgments. Select **Electronically Sign** to sign for the Acknowledgements.

ACKNOWLEDGEMENTS

- I/We understand that electronic submission of my application and electronic signature serves as written and signed attestations for the Arkansas Rent Relief Program.
- I/We understand that the information provided in this application and the information provided in all supporting documents and forms is true and accurate in all material respects. I understand that knowingly making a false statement to obtain these funds may be punishable under the state, federal or local law, including under 18 USC 1343 by imprisonment of not more than thirty years and/or a fine of up to \$1,000,000 and Ark. Stat. Ann 6-3-402 by imprisonment for not more than ten years and/or a fine up to \$10,000..
- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance and/or debarment from participating in other current or future assistance programs.
- I/We understand that this is an application for assistance and signing this application does not bind the Arkansas Rent Relief Program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- "I/We have no objection to inquiries from the State of Arkansas or its designee to its agencies and instrumentalities for the purpose of verifying the facts herein stated and hereby consent to disclosure of information between such entities, including providing additional documentation if needed or as part of random and routine audits."
- I/We have received, read and understand the Arkansas Rent Relief Program eligibility requirements, program guidelines and compliance requirements.

☐ I have read and understand the acknowledgement above

Electronically sign

- ☐ Read the **Authorization to Release Information** section. Select the button which confirms that you have read and understand the following authorizations. Select **Electronically Sign**.

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form and the signature of each member of your household who is 18 years of age or older authorizes the Arkansas Rent Relief Program to use this authorization and the information obtained with it, to administer and enforce rules and policies.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, landlords, past and present employers, Social Service Agencies, utility companies, and unemployment benefits.
- By signing this form, I authorize the above persons, firms or corporations to make available any documents or record to the Arkansas Rent Relief Program for inspection and copying.

I hereby I authorize the Arkansas Rent Relief Program to publish information regarding me/my business or my organization and any awards which I may receive on a searchable public website as part of its public transparency and accountability efforts.

☐ I have read and understand the authorizations above

Electronically sign

- ☐ Read the **Payment Acceptance and Acknowledgements for Landlord** section. On each statement on the left-hand side, click each bubble to agree to the terms below:

PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR LANDLORD

- ☐ I/WE UNDERSTAND THAT WE ARE ONLY ACCEPTING ASSISTANCE FOR AMOUNTS DUE AND OWING FOR PAST RENT OR FOR FUTURE RENT FOR THE TENANT
- ☐ I/We, as applicant, agree to accept the amount paid under the Arkansas Rent Relief Program , as payment in full, for all past due rent, including any and all late fees or interest. Landlord agrees to dismiss, with prejudice, any action for forcible entry and detainer.
- ☐ If I/We as Landlord has issued a three (3)-day notice to Tenant, Landlord agrees not to enforce, and to withdraw, the three (3)-day notice until such time as Tenant's eligibility for this program has been determined. If Tenant is not eligible for assistance, Landlord must issue an additional notice to proceed with any eviction.
- ☐ I/We as Landlord agree that, if being paid for future rent, Landlord will not evict the tenant for failure to pay rent. In the even the I/we evict the tenant for other legal reasons, I/we agree to return any overpayment of rental amounts to the State of Arkansas
- ☐ I/We understand that any amounts I/we receive under this program are taxable income and must be claimed on my next Federal tax return.
- ☐ I/We understand that amounts we receive under this program may be made public.

Electronically sign

- ☐ Read the **Identity Verification Authorization** section and select the button confirming that you agree. Select **Electronically Sign**.

IDENTITY VERIFICATION AUTHORIZATION

The collection of personal identification materials (e.g., SSN, Driver's License, etc.) is designed to reduce the risk of identity theft and protect you from someone filing a fraudulent claim against your rental property.

The identity verification process does not include a credit check and will not result in a hard inquiry on your credit report.

You understand that by clicking on the I AGREE button immediately following this notice, you are providing 'written instructions' to the State of Arkansas ("the State") under the Fair Credit Reporting Act authorizing the State to obtain information from your personal credit profile or other information from Experian. You authorize the State to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name for the State of Arkansas Rent Relief Program.

☐ I Agree

Electronically sign

REVIEW

You authorize and confirm all the information you've provided is solely to your identity to avoid fraudulent transactions in your name for the State of Arkansas Rent Relief Program. **Click Submit to proceed.**

Review

Please review your application before submit.

Landlord point of contact
Doe

Phone
2120000000

Email
qwerty@mail.com

Tenant
John Doe

Rental Property/Unit Address
500 Woodlane Street, Little Rock, AR, USA


Remittance Address
4400 E 2nd St

[Previous](#) [Submit](#)

- ❑ Once the application is submitted, a Confirmation will appear with the Application Number.
 - Click **Done** to complete your Arkansas ERAP Application.

Confirmation

Your Rent Assistance Application # 00001172 was submitted.
We'll update you on your application status throughout the approval process by email.
Refer to Application # 00001172 if you contact us.
Thank you!

 [Done](#)