Next Steps: Providing Additional Application Information

Please note we are working diligently through the applications that have been submitted. It was anticipated the application process would take 30 days to complete. That timeline has been extended due to the unprecedented number of applications that need additional information. If we requested additional information from you, please submit all the documents as quickly as you can. Keep all emails regarding submission of the requested documents. Once all the documents have been submitted and reviewed, your application will go to the next step: Approved for payment or Denied.

By now, the status of your Rutherford County COVID-19 Rental Relief Program application may read "Pending Applicant Information" or "Pending Landlord Information", and you may have received an email or phone call regarding additional documentation needed. {Note: Check your Spam or Junk Folder regularly for Emails from Neighborly}. If you do not have the requested documentation, please call the help desk 615-334-4777 for further instructions.

Please review this guide to help you navigate through accessing and uploading to your "task". See images below. Additional information is provided to clarify specific documentation requirements.

Please note: In order to complete our review of your application, it has been determined by our Eligibility Analysts that additional information is needed; please be sure to *provide all documents requested* to help expedite the processing of your application for eligibility determination.

HOW DO I CHECK THE STATUS OF MY APPLICATION?

Overview: To check the status of your application, please refer to the instructions below. If the status is "Pending Applicant Information", then there will be action required on your part and you will find an *Active* task with your name assigned as the owner. Please see the instructions below in the section entitled "*Where do I upload the information requested*" for directions on accessing and completing your task. If the status reads "Pending Landlord Information", there is no further action required from you at this time, as we are awaiting information from your landlord.

<u>To view status of application:</u>

Step 1: Once you have logged into the portal, select the word "View" under the "Grants" section. "View" displays in blue font. Be sure you are selecting the Tenant: Rental & Utility Assistance Case ID. (see image below)

Step 2: Once you have accessed the application, you will see a gray header bar. At the bottom, right corner of this header bar, you will see the status of your application. (See image below.)

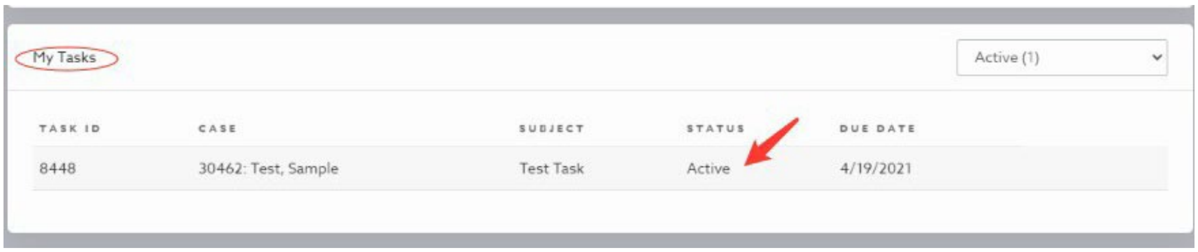
WHERE DO I UPLOAD THE INFORMATION REQUESTED?

For applications in a "Pending Applicant Information" status, a task has been created for you by the Eligibility team as a place to upload additional information we are requesting. You will find an *Active* task with your name assigned as the owner. Once your documents are uploaded, you may mark the task assigned to you as *Complete*. Please understand that the status may change as the application progresses through the eligibility determination process. Follow the steps below to access the task and provide the information.

To access my active task:

Step 1: Once you have logged into the portal, find the "My Tasks" section near the top of the screen. This section is circled in red in the image below.

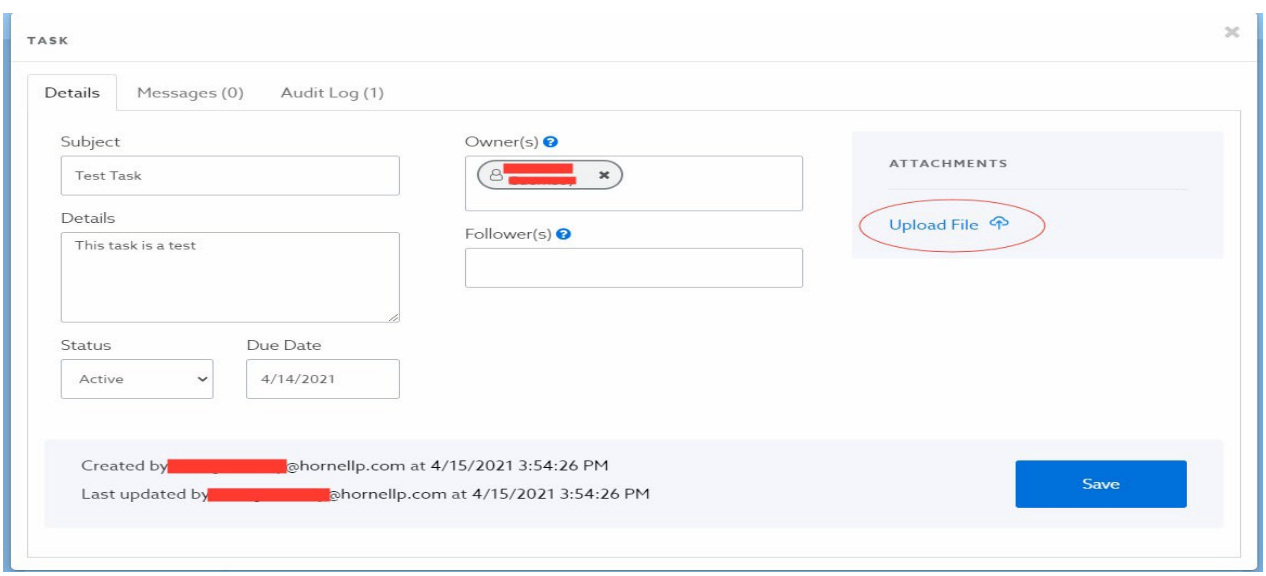
Step 2: Within this section, you will see a task ID for your case number. There will be a status of Active. Your task will have a due date. Click anywhere on that task to open. (See image below).



Step 3: Once you have opened your task, it will look like the image below. Your name will be in the Owner field. Please take note of the due date. Please access the two files which will be uploaded under "Attachments". Here you will find two important documents: 1) the email correspondence detailing the documentation needed to further process your application, and 2) a Help Guide document to assist you in completing the task.

Step 4: Once you have gathered the information requested, please click "Upload File" underneath "Attachments" to load your documents to the task.

Step 5: When you have finished providing all the information requested, navigate to the Status box to the left of the Task Due Date. Select "Complete" from the drop-down menu.



HOW DO I KNOW IF WHAT I AM SUBMITTING IS WHAT YOU NEED?

Please read the email you received carefully. It contains information pertinent to your case following an initial review. Please refer to the descriptions below for guidelines for documentation requirements.

Requested: Valid government issued identification for applicant.

The federal or state photo identification document must not be expired.
• state issued driver's license or identification card • passport • U.S. visa • green card • concealed/handgun carry permit • U.S. military ID

Requested: Complete lease OR written agreement with 2 most recent rent receipts.

If you have *a lease document*, it must be:	OR If you do not have a formal lease document with the landlord, we will need BOTH of the following:
• complete (all pages) lease document, AND • signed by both the landlord and tenant(s), AND • the lease term must include the months for which you are requesting past due rent and assistance; include all addendums, if applicable.	Written agreement between the landlord and tenants showing the following: • Name of landlord • Names of all tenants occupying the property • Full Property Address • Lease Term (start and end dates of lease) • Rental Amount • Late fee, if applicable • Signatures and date of the landlord and all tenants 18 and older AND the two *most recent rent receipts* showing the following: • property address • name of tenant • signature of landlord receiving funds • amount paid and period covered • date paid

Requested: Eviction notice, notice of late rent, or past-due utility bill.

Eviction Notice	Notice of Late Rent	Past-due Utility Bill-for each covered utility with past-due balance. Only electric, gas, and water/sewer are covered utilities.

Must include:
• Property address
• Tenant/Applicant name
• Please submit the most recent eviction notice received
	Must include:
	• Amount past due
	• Tenant/Applicant name
	• Property Address
	• Please submit the most recent late rent notice
		Past due bill showing a past due balance with the following information:
		• A current account detail from the utility company showing charges and payments to the account
		OR
		• All bill statements that make up the past-due balance:
		  ◦ For current charges, a past-due bill showing this amount is still past-due
		  ◦ For prior balances, all bill statements that make up the past-due balance

Requested: Most recent rent statement showing name, address, and rental amount due.

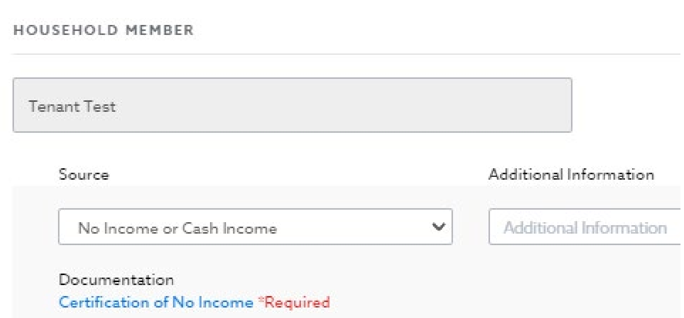
Most recent statement to include:
• Tenant/Applicant name • Property address • Detail of all charges and payments on the account broken down by month. (If you do not have access to this information, please request an itemized statement of your account from your landlord.)

Requested: Documentation supporting Covid-19 hardship.

The documentation you submit must support your answers in Section E of the application. Further documentation specific to financial hardship due to COVID-19 *may* include:
• letter from employer noting reduction in hours on company letterhead (must include names of employee/employer) • notice of layoff or furlough from employer on company letterhead (must include names of employee/employer) • separation letter from employer on company letterhead (must include names of employee/employer and any severance amount received, if applicable) • description of loss of employment income and supporting documentation (suggestions include paystubs showing a decrease in income or hours, correspondence from employer) • significant costs incurred due to COVID-19 • official proof of daycare/school closures due to COVID-19 (written communication or emails announcing closing, screenshot of school site, etc.) • documentation of unemployment benefits or determination letter on or after March 13, 2020 (with applicant name)

Requested: Income Documentation

Income information must be submitted for <u>all household members aged 18 and over</u>.

2020 Income Tax Return Form 1040	If you have not filed your taxes, please provide *documentation of ALL income sources* for EITHER (1) the 60 days prior to the application submit date, OR (2) the annualized 2020 income amount.
• It must be signed and dated on page 2 of the 1040 in the signature field. • If you filed electronically, please submit the signed 8879 or documentation showing that the return (in tenant's name) was filed to the IRS.	Sources of income may include: • Job – submit all paystubs for 60 days prior to application date or if submitting 2020 annualized income please provide your 2020 W-2 for all jobs. • Child support- Court ordered child support statements that show monthly amounts received. This document must show the amounts received for the 60 days prior to the application, as well as the child's name or custodial parent name. • Self-employment wages-1099, profit and loss statement • Social security- SSI Award letter showing monthly award amounts, monthly award statements, or for the annualized 2020 amount please provide the SSA-1099. • Disability income – award letter, or a 1099 for 2020 annualized income • Unemployment compensation – submit award letter, weekly certifications for the last 60 days, or any portion thereof. All documents must have name, amount awarded, and address to be considered sufficient. For 2020 annualized income, submit your 1099-G. • Certification of No Income: If you have not received income or received cash income for the last 60 days prior to application being submitted, please fill out the Certification of No Income form. Please follow the form directions carefully and sign and date the form. (Please see below for a screenshot of where to find this form in Section D. Income of the portal-Clicking on the blue words as shown below will generate the form) 

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