



Rutherford County COVID-19 RRP Tenant Application:

How To Apply Program Summary:

The Rutherford County COVID-19 Rent Relief Program will be used to support renters who are or have been struggling to pay rent, utilities or other home energy costs due to loss of wages/income as a result of the pandemic.

Applications may be submitted using desktop, laptop, tablets and mobile devices. Please call the Hotline number 615-334-4777 with any questions throughout the application. Visit the Community Resource page <http://rutherfordcountyttn.gov/covid-community-resources> for agencies that can provide one on one help with the application process or computer access.

Beginning an Application:

1. To begin an application, prospective applicants will first go to <http://rutherfordcountyttn.gov/rental-relief-program> and Click through the red box with the text "Click here to Access the Rutherford County Rental Relief Program Portal."



2. Once on the program site, prospective applicants will be required to register. This step will create an account where prospective applicants can begin the process of submitting an application. Once an applicant has registered, they will receive a confirmation email.
NOTE: If you do not receive an email, please check your Spam folder.

A screenshot of the Rutherford County COVID-19 Rental Relief Portal. The page has a white background with a blue border. On the left, there are two logos: the Rutherford County, Tennessee Office of the Mayor logo and the Rutherford County, Tennessee logo. Below the logos, it says "Welcome to Rutherford County COVID-19 Rental Relief Portal" and "New users must first register their account before signing in to the portal". On the right, there are two tabs: "Sign In" and "Register". The "Register" tab is active. It contains a red rectangular box around the registration form fields: "Email Address", "Re-enter Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". Below the fields is a blue "Continue" button. A red arrow points from the "Continue" button to the "Register" tab.

- Once logged into the program site a tenant may begin their application by selecting "Tenant: Rental & Utility Assistance" and entering their first and last name (i.e.. Alex Smith).

A screenshot of the "Start a New Application" page. It has a white background with a blue border. At the top, it says "Start a New Application". Below that, there are two options: "Tenant: Rental & Utility Assistance" and "Landlord: Rental Assistance". The "Tenant: Rental & Utility Assistance" option is highlighted with a red oval. It includes a description: "Select this option if you are a **TENANT** in Rutherford County applying for the COVID-19 Rent Relief and Utility Assistance Program. This program is designed to provide funds to renters delinquent on rent payments due to COVID-19 impacts." and a link: "Click here to start a new application". The "Landlord: Rental Assistance" option includes a description: "Select this option if you are a **LANDLORD** in Rutherford County, Tennessee applying for the Rent and Utility Assistance Program." and a link: "Click here to start a new application". A red arrow points from the "Click here to start a new application" link for the Tenant option to the "Click here to start a new application" link for the Landlord option.

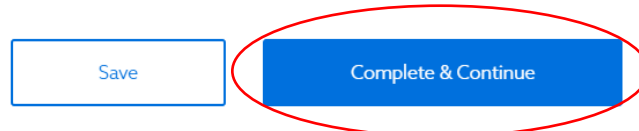
Application Process:

To begin the application the applicant will click continue on the application pop up shown below.

A screenshot of the "Application" pop-up. It has a white background with a blue border. At the top, it says "Application". Below that, it says "Please use the link below to continue the application process." and "For all questions related to your application (such as inquiries about eligibility, required documents, etc.) please contact 615-334-4777." At the bottom, there is a blue button with the text "Click here to continue". A red arrow points from the "Click here to continue" button to the "Click here to continue" button.



The Program Overview will be the first page of the application. Applicants are encouraged to review all sections of the overview. Once all sections have been reviewed applicants will click the “Complete & Continue” button at the bottom of the page. Once selected the applicant will arrive at the eligibility section.



A. Eligibility:

1. The Eligibility section of the tenant application contains nine questions. Tenants are required to answer all the listed questions below.
 - a. Are you seeking assistance for Rent and/or Utilities for your primary residence, located in Rutherford County, Tennessee?
 - b. Is your household income at or below the 80% area median income level for your county? The chart below will provide this by household size.

Household Size	1	2	3	4	5	6	7	8
Income 80%	\$46,100.00	\$52,700.00	\$59,300.00	\$65,850.00	\$71,150.00	\$76,400.00	\$81,700.00	\$86,950.00

- c. Can anyone in the household demonstrate that they are either at risk of homelessness or housing instability (this includes past due utility/rent notice(s), eviction notice)?
- d. Has anyone in the household experienced any of these financial impacts related to COVID-19:
 - i. Reduction/loss of income
 - ii. Increased expenses
 - iii. Other financial hardship
 - iv. Qualified for unemployment benefits since March 13, 2020?
- e. Have you received court papers about an eviction?
- f. Has your Landlord given you a letter (or told you) that you have to move out?
- g. Are you worried your Landlord will cut off your lights, water, heat, or air conditioning?
- h. Is any household member currently unemployed and has been unemployed for the 90 days prior to the application date?
 - i. If yes, this income must be documented in the household Income Section



- i. How did you hear about us? Please list here how you were made aware of the program.
2. Once all questions are answered, the applicant will click the “Complete & Continue” button to continue to the next section.

B. Applicant Information:

1. In the Applicant information section, the applicant must provide the following required information:
 - a. First & last name, home & mailing address, property type, telephone number, email, emergency contact information.
 - b. See where to enter this information on the application below:

PRIMARY APPLICANT

B.1. Applicant First Name:

B.2. Applicant Last Name

B.3. Home Address

Address Line 1

Address Line 2

City

Zip

B.4. Property Type

(Only Complete if different)

B.5. Mailing Address (Complete If Different from Home Address)

Address Line 1

Address Line 2

City

Zip

B.6. Telephone Number

B.7. E-Mail

B.8. Emergency Contact Name

B.9. Emergency Contact Phone Number

2. There will also be two questions at the bottom of the page:
 - a. Do all individual(s) listed on the lease reside in the household?
 - b. Does the individual(s) listed on the utility bill(s) reside in the household?
3. Once this information is provided click the “Continue & Complete” Button.



C. Household Members:

1. The Household Members section of the application is where the applicant must list all members of their household. The applicant will provide the following information:
 - a. Household Member's first, middle, and last name.
 - b. Birthdate
 - c. Social Security Number (those who wish not to provide SSN may enter zeros)
 - d. Whether Household Member is employed (The applicant may provide Employer information)
2. Once the above listed information is listed for all household members, click "Continue & Complete."

D. Income Verification form:

1. Applicants have two options for reporting/entering your household income.
2. Enter the "adjusted gross income" from your 2020 tax return (IRS Form 1040 Line 11) filed with the IRS. The tax return must be signed, and all pages must be uploaded.

HOUSEHOLD INCOME CERTIFICATION METHOD

☒ I will certify my household annual income by using my 2020 Federal Income Tax Return (upload required)

Enter the Household Adjusted Annual Income from your 2020 Federal Income Tax Return:

☐ I DO NOT have my 2020 Federal Income Tax Return and will certify my household annual income by documenting each household members income source(s)

☐ 2020 Tax Return *Required

[Upload File](#)

3. Enter income information for every household member for each type of income following the instructions below. Note: You will need to upload supporting documents for each type of income for each household member.
 - a. The applicant will need select an income source and upload the corresponding required documentation.



1 HOUSEHOLD MEMBER

Tenant Test: Age: Total Income:

Source: Additional Information: Annual Income:

Documentation: [Upload File](#)

b. The income source list is shown below:

- **Not Selected**
- Alimony
- Child Support
- Gross Pay
- Investment Income
- No Income
- Other
- Pension
- Retirement
- Social Security
- Unemployment Comp

c. The Required Documentation for the income source are as follows

- Alimony: Court ordered Alimony statements
- Child Support: Court ordered Child Support statements
- Gross Pay: Two (2) months of most recent paystubs and Tax Returns
- Investment Income: Documentation supporting Investment Income
- No Income: Certification of No Income Form (download this form from the site, enter required information, sign and upload completed form)
- Other: Any documentation which supports additional / other income
- Pension: Pension Award Letter
- Retirement: Documentation supporting Retirement Income
- Social Security: Social Security statement
- Unemployment Compensation: Documentation supporting Unemployment Compensation

4. Once all of this is completed click the "Complete & Continue" button at the bottom of the page.

E. COVID-19 Impact:



1. The COVID-19 Impact section is where applicants provide information on how COVID-19 has impacted their life. The applicant must complete all three questions and provide documentation that supports their claim. The three questions an applicant must answer are listed below:
2. Has the applicant or other members of the applicant's household qualified for unemployment benefits, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due to the COVID-19 pandemic?
3. Please check each condition that applies to the applicant or other members of applicant's household who have lost income or incurred significant costs due to the COVID-19 pandemic. The applicant may check all instances that apply to their situation.

REDUCTION IN INCOME

- ☐ Laid off-Receiving unemployment assistance.
- ☐ Laid off-Not receiving unemployment assistance
- ☐ Place of employment has closed
- ☐ Reduction in hours of work
- ☐ Must stay home to care for child/children due to closure of daycare or school
- ☐ Are self-employed, and their business is no longer supplying them with income or such income has been reduced.
- ☐ Unwilling or unable to participate in their previous employment due to their high risk of severe illness from COVID-19

INCURRED SIGNIFICANT COSTS

- ☐ Reduction or elimination of child or spousal support
- ☐ I had an unexpected COVID related medical or funeral expense
- ☐ Child or Adult dependent care expenses increased due to COVID-19
- ☐ Other reduction in household income or financial hardship experienced due to the COVID-19 pandemic. (Please describe below.)

4. Please provide a short description of your COVID-19 Income Loss or Costs Incurred.
5. Once all information is entered click the "Continue & Complete" button.

F. Rent Assistance Requested:

1. The Rent Assistance Requested section of the application is where applicants begin to fill out the amount that they are requesting for each month of housing payments that you require assistance for due to your household's COVID-19 impact. Applicants must provide information and answers to the following questions/fields:



2. Has your household received a past due utility or rent notice or an eviction notice from your landlord?
 - a. If yes you must upload the eviction notice in the required documents section. See below, where to upload this information:

If Yes, you must upload the past due utility or rent notice or eviction notice.

☐ Past Due/Eviction Notice

[Upload File](#)

3. What is your current monthly rent?
 - a. Here the applicant will enter their monthly rent expenses. This must match the amount listed on the lease or rental agreement.
4. Rent request by month. This portion of the rental assistance section is where applicants will list by month where rental payments were missed or only partially paid.
 - a. Note: Assistance for March 2020 will only be provided for the period March 13-31, 2020.
5. Total Late Fees/Penalties. Applicants will enter the total of all their late fees or penalties here (see below).

F.4. Total Late Fees/Penalties

\$ 0.00

6. Parts F5-F7 of this portion of the Rent Assistance Request section are crucial. The applicant must enter the landlord information shown below. The landlord will be notified that an application has been submitted. The Landlord will be required to submit an application as well.

LANDLORD INFORMATION

F.5. Landlord/Entity Name

F.6. Landlord Address

Address Line 1

Address Line 2

City



Zip

F.7. Landlord Phone Number

F.8. Landlord Email



G. Utility Assistance:

1. If the applicant is requesting utility assistance, they will need to provide which type of utility they are requesting assistance for and select/enter which utility provider they are a customer of. There are drop down menus that list local providers. If you do not see your provider on the drop down, you will need to select "other" and list in the box below.

G. Utility Assistance

If you are requesting utility assistance, provide the type of utility assistance below for which you are seeking payment. Late fees or penalties should be entered in G.4, G.9 and G.14.

WATER/SEWER/ TRASH REMOVAL ASSISTANCE REQUESTED	GAS/PROPANE ASSISTANCE REQUESTED	ELECTRIC ASSISTANCE REQUESTED
G.1. Water Company <input type="text"/>	G.6. Gas/Propane Company <input type="text"/>	G.11. Electric Company Name <input type="text"/>
If Other, enter water/sewer provider name: <input type="text"/>	If other, enter gas/propane provider name <input type="text"/>	If other, enter Electric provider name <input type="text"/>
G.2. Account Number <input type="text"/>	G.7. Gas/Propane Account Number <input type="text"/>	G.12. Electric Account Number <input type="text"/>

2. Water/Gas/Propane/Electric Assistance Request. This portion of the Utility assistance section is where applicants will list by month where utility payments were missed or only partially paid.
 - a. Note: Assistance for March 2020 will only be provided for the period March 13-31, 2020.
3. After entering utility assistance requests, the applicant will need to enter any late fees associated with their account and then upload their account statement(s).

G.4. Water/Sewer Late Fees <input type="text"/>	G.9. Gas/Propane Late Fees <input type="text"/>	G.14. Electric Late Fees <input type="text"/>
Total Water/Sewer Request \$ 0.00	Total Gas/Propane Request \$ 0.00	Total Electric Request \$ 0.00
G.5. If you are requesting water/sewer assistance, you must upload your most recent water/sewer utility statement. <input type="radio"/> Water/Sewer Utility Statement Upload File	G.10. If you are requesting gas/propane assistance, you must upload your most recent gas/propane utility statement. <input type="radio"/> Gas/Propane Utility Statement Upload File	G.15. If you are requesting electric assistance, you must upload your most recent electric utility statement. <input type="radio"/> Electric Utility Statement Upload File

4. Once all information is entered and uploaded the applicant click the "Complete & Continue" Button.



H. Other Utility Assistance Requested:

1. If the applicant is requesting utility assistance that was not listed in the previous section they will enter that information here. Note: Internet/Cable expenses are not eligible.
2. The applicant will need to provide the name of the utility company and account number (see below).

H. Other Utility Assistance Requested

If you do not have an Other utility request, you may skip the step and mark it "Complete and Continue."

OTHER ENERGY COST ASSISTANCE REQUESTED

H.1. Other Company

H.2. Account Number

3. Other Assistance Request. This portion of the Other Utility assistance section is where applicants will list by month where other utility payments were missed or only partially paid.
 - a. Note: Assistance for March 2020 will only be provided for the period March 13-31, 2020.
4. After entering other utility assistance requests, the applicant will need to enter total other energy assistance costs and upload their account statement.

Total Other Energy Assistance Cost

H.4. If you are requesting other energy cost assistance, you must upload your most recent other energy utility statement.

☐ Other Energy Cost Assistance Provider Statement

Upload File 

I. Prior Assistance Received:

1. The applicant must list all other sources of rent or utility assistance received from local governments, the State, non-profit organizations, faith based organizations, or friends and family.
2. The applicant must answer the following question.
 - a. Has anyone in your household applied for, or received any rental and/or utility assistance from any source (local, state, federal, private) FOR THE MONTHS YOU ARE APPLYING TO THE RUTHERFORD COUNTY COVID-19 RENTAL RELIEF PROGRAM?



3. If yes the question above, the applicant must proceed with section 2.
 - a. List the housing assistance that you have already received each month, where applicable. List all of the sources of financial and/or housing assistance (the name of the local, state, federal or private organization) FOR ONLY THE MONTHS YOUR ARE APPLYING TO THE RUTHERFORD COUNTY COVID-19 RENTAL RELIEF PROGRAM.
4. Once prior assistance is entered, the applicant must upload supporting document showing the support they received (see below).

I.3. Upload Document(s) About Housing Assistance

☐ Award Letters/Checks for Housing Assistance

[Upload File](#) 

J. Required Documents:

1. Applicants must upload the following documents: Valid Government Issued ID, Most Recent Rent Statement, and Copy of Lease Agreement or written Agreement and two rent receipts.

J. Required Documents

Please upload the following documents:

Documentation

☐ Valid government issued identification for the Applicant on the lease *Required

[Upload File](#) 

☐ Most Recent Rent Statement (Must show name, address, and rental amount due) *Required

[Upload File](#) 

☐ Copy of lease agreement OR written agreement and two rent receipts *Required

[Upload File](#) 

Submission Section:

1. The submit page of the application is the last page of the application. Applicants are encouraged to review all sections of the application.



2. Once all sections have been reviewed applicants will have to check the two boxes shown below and electronically sign their application.



By submitting this Application, I certify that all information I provided to the County is true, accurate, and complete, and if requested, I shall provide further documentation to support any representations.



I further acknowledge that falsification of documents or any material falsehoods or omissions in the Application, including knowingly seeking duplicative benefits, is subject to state and federal criminal penalties. I understand that I am particularly put on notice that Title 18, Section 1001 of the United States Code states that a person is guilty of a felony for knowingly and willfully making false or fraudulent statement to any U.S. Department or Agency. Further, Title 13, Chapter 23, Section 133 of the Tennessee Code Annotated states that it is unlawful for any person to knowingly make, utter, or publish a false statement of substance for the purpose of influencing the agent to allow participation in any of its programs and such violation is a Class E felony.

Authorized Signature

[Click here to electronically sign](#)

3. After this the applicant can click the "Complete & Submit" button at the bottom of the page to submit their application.
4. Once an applicant has submitted their application, they will receive an email confirmation from Neighborly. (NOTE: Please check your SPAM folder)