

Landlords

Q1: If a landlord submits a ledger, do we need to 'clean up' the ledger to remove adjustments? or will the reviewer work through that?

A1: Landlords should submit a ledger for each tenant that clearly reflects what has been charged, partial payments and the final amount past due.

Q2 Will landlords need to provide bank information?

A2: Yes on a secure website, they will be required to enter banking information in order to receive payment

Q3: Would we need to enter the banking information multiple times if we have multiple tenants approved?

A3: Landlords will not be required to enter their banking information for every approved Tenant. It is expected that the landlord only need to establish one application, then add multiple tenant information under the one application.

Q4: Are the payments sent via Direct Deposit or by check?

A4: ACH payments to landlords providing their banking information; Paper checks to utility companies.

Q5: Are there any stipulations that we cannot evict if we accept the funds?

A5: Please review carefully Item "7. Landlord Obligations" in the terms and conditions found <http://rutherfordcountyttn.gov/rental-relief-program>. After agreeing to accept funds the landlord will not be able evict an approved tenant for arrears being provided by the program. The program intent is to avoid homelessness and provide housing stability. Qualifying applicants may receive future rent assistance for three months while applying for past due rent assistance.

Q6: What if some of our tenants are already on the docket for the first of April? If someone is currently in the eviction process will that need to cease?

A6: Upon initiating the application process, eviction of the tenant for past due rent must cease per the Landlord agreement.

Q7: If a resident owes for February and March when they apply but don't get approved/certified until April, would the payment cover the balance owed for February, March, AND April? Or would the payment only be processed for the February and March (months owed at time of application) rent?

A7: Approval for funds would be for the months requested on the application. Applicants could reapply for up to 3 months future rent payments.

Q8: If a property is sold to a new company during this program, how should they register? Should the current property transfer the registration to new company?

A8: Landlords will need to register their personal information for every approved Tenant. If the company is sold to another owner during the program, that new owner should apply and provide support to document the transfer of the obligation. Example Doing Business As: (Current Name) / formally known as {previous business name}

Q9: If we upload a copy of their (tenant's) lease, will they need to provide a copy as well?

A9: Both Tenants and landlords are required to submit a copy of their lease or rental agreement during the application process.

Q10. Most leases are digitally signed by residents and management. They will not have hard signatures. Is that acceptable?

A10. Yes

Q11. What if a tenant is on month to month status?

A11: If the tenant meets eligibility standards and both the tenant and landlord can provide the required documentation, the structure of their agreement will not be a factor. It is common for leases to provide for a month to month status at the initial expiration of an existing lease.

Q12: Do we need the resident's consent prior to applying on their behalf?

A12: We encourage landlords and tenants to work together to complete the application process.

Q13: Can we (the landlord) submit the documentation for them (the tenant) when we apply for assistance?

A13: No, the Tenant has to submit documentation with regard to household income and other qualifying documents.