

Submitted
(Waiting for
Match)

An application has been received by either the tenant or landlord, and we are waiting for the other to apply. Tenants and landlords can apply at any time by clicking on the “Apply” button at knoxhousingassistance.org.

Closed (Merged
to Landlord)

Tenant case was closed after merging with the landlord to create a single application.

Ready for
Case Manager
Review

The case is ready for review. Case Managers work on cases based on priority and date of application. Applicant households with an income less than 50% AMI and/or a household member that has been unemployed for the previous 90 days are given priority as required by the Treasury.

In Case
Manager
Review

A Case Manager has been assigned and is reviewing the application. This step of the process can take anywhere from 1 to 4 weeks based on the documentation provided by the tenant and/or landlord. *To expediate the processing of your application, make sure to upload all required documents when you apply.*

Needs More
Info

Your Case Manager has requested additional information. Login to your account and upload the requested documents. Check the “Update Case Status” box so your Case Manager is alerted you’ve added new information. *Your case cannot be processed further until you upload the requested documents.*

Additional
Document
Uploaded

Your Case Manager has been alerted that you have uploaded additional information. documents requested to process your applications.

Ready for
Supervisor
Review

The Case Manager has completed their review and has submitted a recommendation for approval or denial to their supervisor for review.

In Final
Review

A Supervisor is reviewing the Case Manager’s recommendation and will make the final approval or denial decision. If there is any information missing in the file, the supervisor will move the case back to “In Case Manager Review”.

Payment
Approved /
Payment In
Process

Once approved, application will be processed for payment. Payments are processed weekly. Typically, payments are made within 10 days of a case moving to this status.

Denied

Applicant was not eligible for the program. Log into your account for additional information.

Payment
Mailed / Case
Complete

Payment has been mailed or made via ACH. *Payments are mailed to the address listed on the W-9 document provided by the landlord (or tenant for direct payments). Please allow two weeks for the postal service to deliver your check. Call 865-215-3983, your check is not delivered 14 days after this change in status.*

Closed

This status is displayed for duplicate cases, cases withdrawn by the tenant or landlord, or KCDC tenant cases (KCDC residents should apply through the KCDC office).