

LANDLORD APPLICATION GUIDE

EMERGENCY RENT & UTILITY ASSISTANCE



knoxhousingassistance.org

How to Use the Guide

- The guide walks screen by screen through the online application for tenants – if you are applying as a landlord, please see the Landlord Application Overview & Guide.
- Tips and tricks for navigating technical issues along with information on which documents are best to use for faster application processing and what issues may require a different verification method are included throughout on the relevant application screen. To access the application, go to knoxhousingassistance.org

1

Important Information

The first seven questions you will be asked, after clicking the application link, are part of the program eligibility questionnaire. After you answer these questions, if your household meets the eligibility requirements, you will need to register for access to the online applicant portal where you will submit your application and can track its status as we complete the review process.

The first seven questions are ***NOT*** the application– just the initial step.

2

KNOX HOUSING Assistance
A Joint City of Knoxville / Knox County Initiative

1 Welcome 2 Get Started 6 Type of Assistance 7 COVID-19 Impact

Eligibility Questionnaire

Preferred Language
English

The Knox Housing Assistance Program is a joint City of Knoxville/Knox County initiative funded through the US Treasury Emergency Rental Assistance Program to aid income-eligible city and county renters adversely affected by the COVID-19 pandemic.

Please click on the link below and answer the eligibility screening questions. If your answers indicate your household is eligible for the program, you will be able to set up an account and apply for assistance.

For a list of eligibility requirements, please go to <https://knoxhousingassistance.org/> and click on the "Am I Eligible" tab.

Eligible program applicants may apply the benefits to the following:

Click OK to begin.

Please answer the following questions to see if you are eligible for this program.

If you qualify, you you will be asked to create an account and complete your application.

You **MUST** create an account and complete your application to receive relief under this program.

OK

Logout

3

KNOX HOUSING Assistance
A Joint City of Knoxville / Knox County Initiative

1 Welcome 2 Get Started 3 Residence 4 Property 5 Income 6 Type of Assistance 7 COVID-19 Impact

Eligibility Questionnaire

Preferred Language *
English

Preferred Language *
English

Cantonese
English
Korean
Mandarin
Spanish
Russian
Tagalog / Filipino
Vietnamese
Kirundi - Available April 1st
Swahili

The Knox Housing Assistance Program is a joint City of Knoxville/Knox County initiative funded through the US Treasury Emergency Rental Assistance Program to aid income-eligible city and county renters adversely affected by the COVID-19 pandemic.

Please click on the link below and answer the eligibility screening questions. If your answers indicate your household is eligible for the program, you will be able to set up an account and apply for assistance.

For a list of eligibility requirements, please go to <https://knoxhousingassistance.org/> and click on the "Am I Eligible" tab.

Eligible program applicants may apply the benefits to the following:

- 1) Unpaid rent and/or utility charges from March 13, 2020 through the current month
- 2) Future rent payments for applicants at highest risk of experiencing homelessness

BEGIN ELIGIBILITY QUESTIONNAIRE

After selecting your preferred language, click on the begin eligibility questionnaire button and answer the following seven questions to determine if your household is eligible to apply.

Click here to choose a language for your application options

Already have an account? Log In Here

4

KNOX HOUSING Assistance
A Joint City of Knoxville - Knox County Initiative

Logout

Progress bar: 1 Welcome (checked), 2 Get Started (active), 3 Residence, 4 Property, 5 Income, 6 Type of Assistance, 7 COVID-19 Impact

Are you a renter or a landlord? *

I am a renter

I am a landlord, managing agent or owner

Choose this one

PREVIOUS

NEXT

For tips on completing your application, go to <https://knoxhousingassistance.org/> and click on the "Application Help" Tab. If you need additional assistance, please call 211. This project is being supported, in whole or in part, by federal award number 21.023 awarded to Knox County by the U.S. Department of the Treasury.

2-1-1
Get Connected. Get Help.™

5

KNOX HOUSING Assistance
A Joint City of Knoxville - Knox County Initiative

Logout

Progress bar: 1 Welcome (checked), 2 Get Started (checked), 3 Owner (active), 4 Lease, 5 Register, 6

Are you the owner or contracted managing agent for the property? *

Yes

No

Select

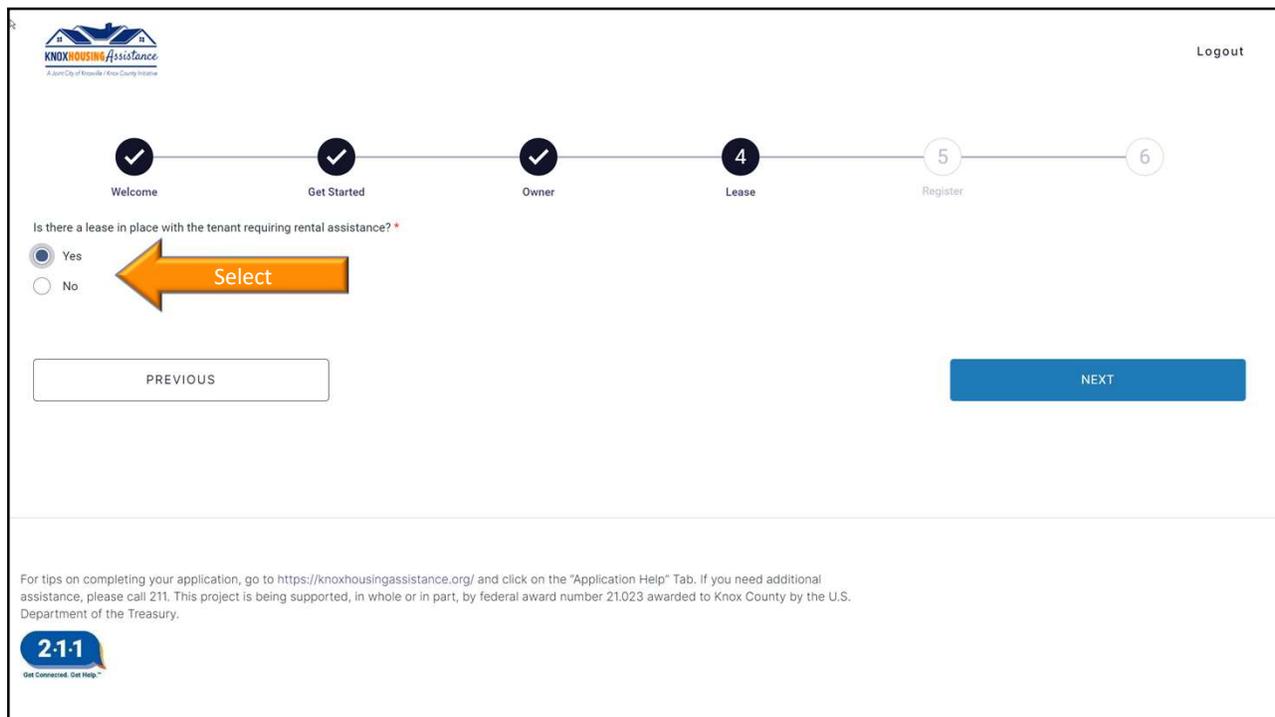
PREVIOUS

NEXT

For tips on completing your application, go to <https://knoxhousingassistance.org/> and click on the "Application Help" Tab. If you need additional assistance, please call 211. This project is being supported, in whole or in part, by federal award number 21.023 awarded to Knox County by the U.S. Department of the Treasury.

2-1-1
Get Connected. Get Help.™

6



KNOX HOUSING Assistance
A Joint City of Knoxville / Knox County Initiative

Logout

Welcome Get Started Owner Lease Register 6

Is there a lease in place with the tenant requiring rental assistance? *

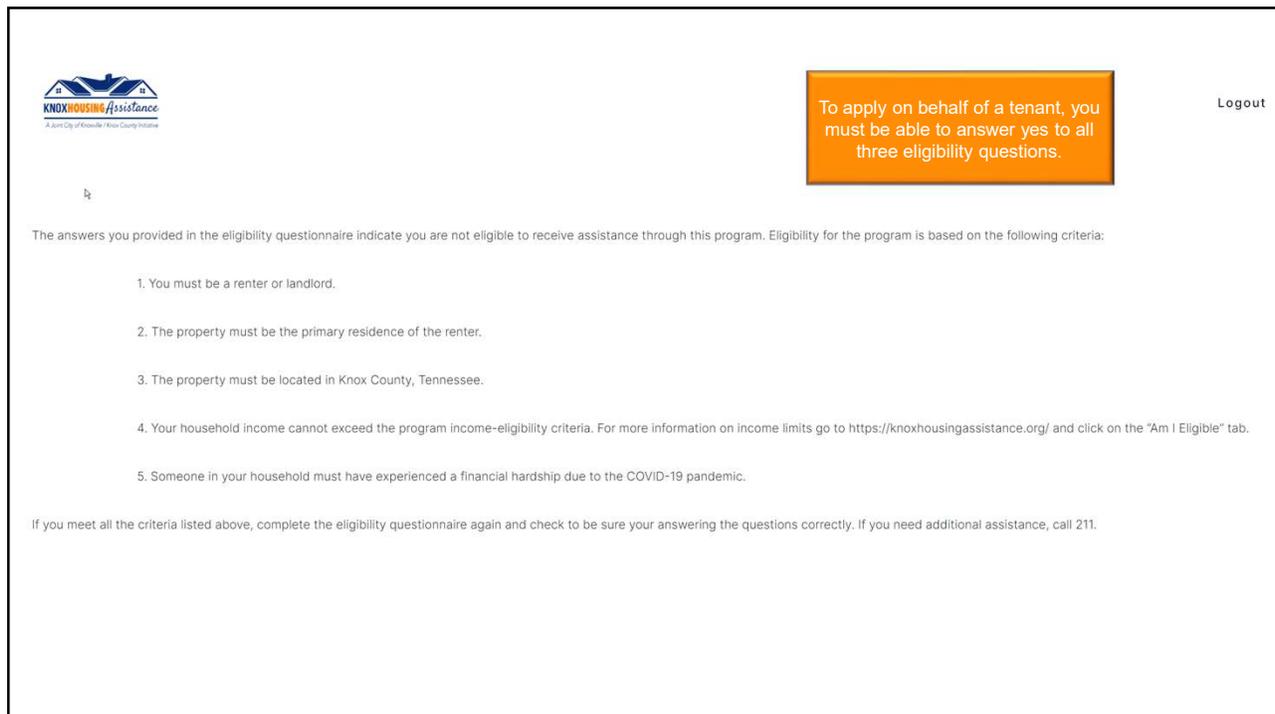
Yes No

PREVIOUS NEXT

For tips on completing your application, go to <https://knoxhousingassistance.org/> and click on the "Application Help" Tab. If you need additional assistance, please call 211. This project is being supported, in whole or in part, by federal award number 21.023 awarded to Knox County by the U.S. Department of the Treasury.

211
Get Connected. Get Help.™

7



KNOX HOUSING Assistance
A Joint City of Knoxville / Knox County Initiative

Logout

To apply on behalf of a tenant, you must be able to answer yes to all three eligibility questions.

The answers you provided in the eligibility questionnaire indicate you are not eligible to receive assistance through this program. Eligibility for the program is based on the following criteria:

1. You must be a renter or landlord.
2. The property must be the primary residence of the renter.
3. The property must be located in Knox County, Tennessee.
4. Your household income cannot exceed the program income-eligibility criteria. For more information on income limits go to <https://knoxhousingassistance.org/> and click on the "Am I Eligible" tab.
5. Someone in your household must have experienced a financial hardship due to the COVID-19 pandemic.

If you meet all the criteria listed above, complete the eligibility questionnaire again and check to be sure your answering the questions correctly. If you need additional assistance, call 211.

8

Account registered successfully.
Please check your email for a temporary password to log into your account. If you have already set up a password, click below to login.

LOGIN →

From: Unqork <no-reply@unqork.com>
Date: Sat, Mar 13, 2021, 6:11 AM
Subject: Your temp Unqork password
To: < >

Welcome to Unqork!
Your temporary Unqork password: **ku2/lt7u**
To access your account, click [here](#)
Your temporary password will expire in 7 days.

Once you register, you can go to any login screen and click on "Forgot Password" to receive an email with instructions on how to change your password.

Login
E-mail Address
Password
Forgot Password
LOGIN

Your new password must be at least 8 characters long and include - one uppercase letter, one lowercase letter, and one number.

The email with your temporary password will come from no-reply@unqork.com. Follow the instructions in the email to access your application account.

Temporary Password

9

Knox County Rental Assistance | Landlord Dashboard

Sam Landlord's Applications

My Applications

+ START NEW APPLICATION

Click Here

There are no applications to display.
Please click 'Start Application' to begin a new application.

For tips on completing your application, go to <https://knoxhousingassistance.org/> and click on the "Application Help" Tab. If you need additional assistance, please call 211. This project is being supported, in whole or in part, by federal award number 21.023 awarded to Knox County by the U.S. Department of the Treasury.

2-1-1
Get Connected. Get Help.

10

Knox Housing Assistance Program | Application

Rent Relief Application

Please provide details about yourself:

Click 'Add Details' to provide your details as they should appear on your application.

ADD DETAILS 

Landlord or Property Owner Details

First Name *

Last Name *

Select relationship to Property Owner(s) or Landlord(s) *

I am the owner of the property

I am the property manager

To apply, landlords must submit (1) a DUNS Number, OR (2) Social Security Number and Tax ID Number.

Please choose a type of validation *

DUNS

To apply, landlords must submit (1) a DUNS Number, OR (2) Social Security Number or (2) Tax ID Number.

Please choose a type of validation *

DUNS

SSN

TIN

Tax ID Number *

Email Address *

Phone Number *

Mailing Address *

Appt/Unit

Let me correct my address

CANCEL SAVE

Property Management companies much include a TIN or DUNS number.

Property owners must include a TIN Number or Social Security Number, TIN.

11

Knox Housing Assistance Program | Application

Rent Relief Application

[HAVE A PROBLEM?](#)

Please provide details about yourself:

Click 'Add Details' to provide your details as they should appear on your application.

Applicant's Details

Full Name
Test Landlord Landlord

jenny.holden@knoxcounty.org
(865) 898-4624

[EDIT](#) [DELETE](#)

 **SAVE AND NEXT**

12

Rent Relief Application

[HAVE A PROBLEM?](#)

Landlord or Property Owner Payment Details

Add Payment Details Here. Check ACH or Check to indicate how you would like to receive payment.

How would you like to receive payment? *

ACH
 Check

Account Owner First Name * Account Owner Last Name *

Account Type * Checking Savings
Consumer Type * Personal Business

Routing Number * Bank Name *

Account number * Account number Confirmation *

Account numbers do not match. Please verify.

13

Rent Relief Application

[HAVE A PROBLEM?](#)

Please provide details about your property:

If you have multiple tenants, using bulk upload will be a much faster process.

Bulk Upload

If you have multiple properties and/or multiple units, we recommend using our downloadable spreadsheet for bulk uploads

Drop files to attach, or browse

Manual Entry

If you have do not own multiple properties and/or multiple entry to add your property details

Use Manual Entry if you have only one or two tenants.

Choose either Bulk Upload OR Manual

Using both methods in the same application will result in a system error when you submit your application.

Landlord's Properties

TIN	Business Name	Street Address	Other Rental Assistance	Late Fees
Not found				

14

Manual Entry

If you do not own multiple properties and/or multiple units, we recommend manual entry to add your property details.

ADD PROPERTY MANUALLY

Primary Tenant Contact Name * Primary Tenant Contact Email *

If you are applying on behalf of a tenant that has no phone or email address, you will need to upload a letter signed by your tenant attesting to the accuracy of your application and approving your submission on their behalf.

If you have received assistance payments on behalf of this tenant, click yes, and a box will open to enter the amount. Include the total amount received for all months your tenant has a past due balance for rent. Include housing vouchers, CARES funding assistance, or any other public/private aid.

Property Information

Fill in the fields below and then click "ADD" to submit your property.

Property Address

Street Address * City *

Apartment Number State *

Zip Code *

Property Validation

Property Owner Business Name * TIN of Property Owner Business *

Tenant Application Information

Confirmation Number *

Primary Tenant Contact Name * Primary Tenant Contact Email *

If you are applying on behalf of a tenant that has no phone or email address, you will need to upload a letter signed by your tenant attesting to the accuracy of your application and approving your submission on their behalf.

Assistance Amount

Have you received payment for any portion of the back rent due for this unit from another assistance program? *

Yes No

Total Count of Periods with Past Due *

Total Amount Tenant has Paid During the Months Counted Above *

Total Late Fees for this Period *

Total Contracted Amount for this Period Total Arrears Calculated *

VALIDATE ADDRESS

ADD

1. Total Count of Periods Past Due = The number of months the tenant is currently showing a past due balance for rent payments.
2. Total Amount Tenant has Paid = Any amount paid by the tenant for these past due months.
3. Total Late Fees for this Period = The total amount the tenant owes in late fees for these months.
4. Total Contracted Amount = The total amount of rent due for these past due months.
5. Total Amount Calculated – Is automatically provided.

15

Bulk Upload

If you have multiple properties and/or multiple units, we recommend using spreadsheet for bulk uploads.

DOWNLOAD TEMPLATE

Drop files to attach, or [browse](#)

Assistance Amount

Have you received payment for any portion of the back rent due for this unit from another assistance program? *

Yes No

Total Count of Periods with Past Due *

Total Amount Tenant has Paid During the Months Counted Above *

Total Late Fees for this Period *

Total Contracted Amount for this Period Total Arrears Calculated *

VALIDATE ADDRESS

ADD

This is a valid address.

OK

Landlord's Properties

TIN	Business Name	Street Address	Other Rental Assistance	Late Fees	Amount Owed	Valid	
11111111	Sam Landlord Properties	1234 Apartment Way Knoxville, TN 37929	\$0.00	\$100.00	\$1,200.00	✓	<input type="button" value="EDIT"/> <input type="button" value="COPY"/> <input type="button" value="DELETE"/>

After the address is validated, click on Add. Your tenant information will be saved and transferred to the Landlord's Properties section of the screen.

16

Bulk Upload

If you have multiple properties and/or multiple units, we recommend using our downloadable spreadsheet for bulk uploads

Start Here → **DOWNLOAD TEMPLATE**

Once you've added all your tenant information, save the file, click browse, and upload the file.

Drop files to attach, or [browse](#)

A better explanation of what we're asking you to enter in all those columns.

What the template looks like when you download it.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
TIN	Business Name	Monthly Rent Contractually Owed by Tenant	Confirmation Number (if your tenant applied first, include the confirmation number you received by email)	Zip Code	State	City	Apartment Number	Street Address	How many months does the tenant have an outstanding past due balance for rent?	Are you receiving any other form of assistance for this household (housing vouchers, CARES funding, etc.)?	If so, what was the total amount of assistance received during the months with an outstanding past due balance?	What is the total amount the tenant has paid for all months with an outstanding past due balance?	What is the total amount due in late fees from the tenant?	Total Arrears	Monthly Rent x Months Past Due plus Late Fees minus Assistance Received and Rent Paid by Tenant equals Total Arrears	Primary Tenant Contact Name	Primary Tenant Contact Email	
5.6E+08	Unqork	1	123456	10075	NY	New York	6A	508 East 7	3000	3	Yes	1000	1500	0	500	Mary Smit	email@email.com	
1.2E+08	Property f	1	234456	7030	NJ	Hoboken	1	706 Park	2500	1	No	0	0	50	2550			
9.9E+07	West End	1	334455	10065	NY	New York	4B	610 Park	1000	2	Yes	500	200	0	300			

17

Bulk Upload

If you have multiple properties and/or multiple units, we recommend using our downloadable spreadsheet for bulk uploads

DOWNLOAD TEMPLATE

File	Size
Landlord Upload.xlsx	10.27 kB

Drop files to attach, or [browse](#)

Landlord's Properties

TIN	Business Name	Street Address	Other Rental Assistance	Late Fees	Amount Owed	Valid			
55555555	Unqork	508 East 78th Street 6A NEW YORK, NY 10075	\$1,000.00	\$0.00	\$500.00	✓	EDIT	COPY	DELETE
123456789	Property Management LLC	706 Park Avenue 1 HOBOKEN, NJ 07030	\$0.00	\$50.00	\$2,550.00	✓	EDIT	COPY	DELETE
98765432	West End Apartments	610 Park Ave 4B NEW YORK, NY 10065	\$500.00	\$0.00	\$300.00	✓	EDIT	COPY	DELETE

PREVIOUS SAVE AND NEXT

The system will validate the addresses once you upload the file. You should see a complete list of the tenants you entered in the spreadsheet under "Landlord's Properties" once the validation is complete.

Click Save and Next.

18

Rent Relief Application

Landlords are required to upload a copy of each tenant's lease and proof of rental arrearage. Tenants must also fill out an application, so uploading their income documentation is not necessary. If you have a tenant that cannot apply without assistance, have them call 865-215-3983.

Proof of arrearage can be provided through either a copy of the most recent past due notice provided to the tenant or a copy of your rent ledger.

A unique application is created for each tenant address you include in your application. Upload documents for each address separately to prevent a delay in processing your application.

Important

There is a 10 mb limit for all document uploads. If your documents won't save, check the file size.

19

Rent Relief Application

As you upload them, your documents will be added to the "Uploaded Documents" section under the "Landlord's Properties" Box.

Check your documents to ensure they are uploaded under the correct Document Type to prevent a delay in processing your application.

20

Knox County Rental Assistance | Application

Rent Relief Application

[HAVE A PROBLEM?](#)

Step 2
Read and
Check the
Attestation
Box

Your Details

Full Name: **Sam Landlord**

Email Address: **hobierjenny@gmail.com** Phone Number: **6681111111**

Mailing Address: **1234 Main Street
Knoxville, TN 37799**

By selecting this checkbox, I attest that the facts stated in this application are correct and complete. I understand that knowingly making false statements or claims in connection with this application may result in fines, imprisonment, debarment from participating in federal awards or contracts and/or any other remedy under the law.*

Sign above

or Type your Signature below

Properties

TIN	Address
Sam Landlord Properties	
123456789	706 PARK AVE APT 1
98765432	610 PARK AVE APT 4B

Step 1 – Check your
information.
Click the “Previous”
button
below to go back and
make changes, if needed.

Step 3 – Sign your application.

You can use your mouse or touchscreen to sign in the “Sign Here” box OR simply type your name in the box below.

Click Submit Application

Final Step

21

Knox County Rental Assistance | Landlord Dashboard

Sam Landlord's Applications

[Logout](#)

[START NEW APPLICATION](#)

My Applications

All My Cases

Case No.	Status	Date Submitted	Landlord	Tenant	Address	
900062	Initial Review	03/13/2021	Sam Landlord		610 PARK AVE APT 4B NEW YORK NY 10065-7070	DETAILS
900061	Initial Review	03/13/2021	Sam Landlord		706 PARK AVE APT 1 HOBOKEN NJ 07030-7293	DETAILS

For tips on completing your application, go to <https://knoxhousingassistance.org/> and click on the "Application Help" Tab. If you need additional assistance, please call 211. This project is being supported, in whole or in part, by federal award number 21-023 awarded to Knox County by the U.S. Department of the Treasury.

2-1-1

To check the status of your application, you can go to <https://knoxhousingassistance.org/> and click on "Log in Here". Status definitions are included on the next page.

22

**Submitted
(Waiting
for Match)**

An application has been received by either the tenant or landlord, and we are waiting for the other to apply.

**Ready for
Case
Manager
Review**

Both the tenant and landlord have applied and been matched in the system. The case is ready for review by a Case Manager.

**In Case
Manager
Review**

A Case Manager has been assigned and is reviewing the documentation provided by the tenant and landlord to determine eligibility for payment.

**Needs
More Info**

Your Case Manager has requested additional information from the tenant or landlord. You should log in to your account to upload the requested documents. Make sure to check the "Update Case Status" box when you upload the document to alert your Case Manager that you have completed the request.

**Additional Document
Uploaded**

Your Case Manager is reviewing the additional documents needed to process your application.

**Ready for
Supervisor
Review**

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

**In Final
Review**

A Supervisor is reviewing the Case Manager's recommendation and will determine if payment can be made to the landlord or utility provider.

**Grant
Signature
Requested**

The supervisor has approved payment. The tenant must log back into their account and sign the Grant Agreement showing the total amount to be paid.

**Payment
Processing**

The tenant has signed the Grant Agreement and the payment is now being processed. Payments are processed on a weekly basis, so landlords and utility providers should receive payment within 10 days of this status change.

Denied

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

Closed

Case was closed. Log into your account for additional information.