



Information Guide – Tenant Applicants

Step 1

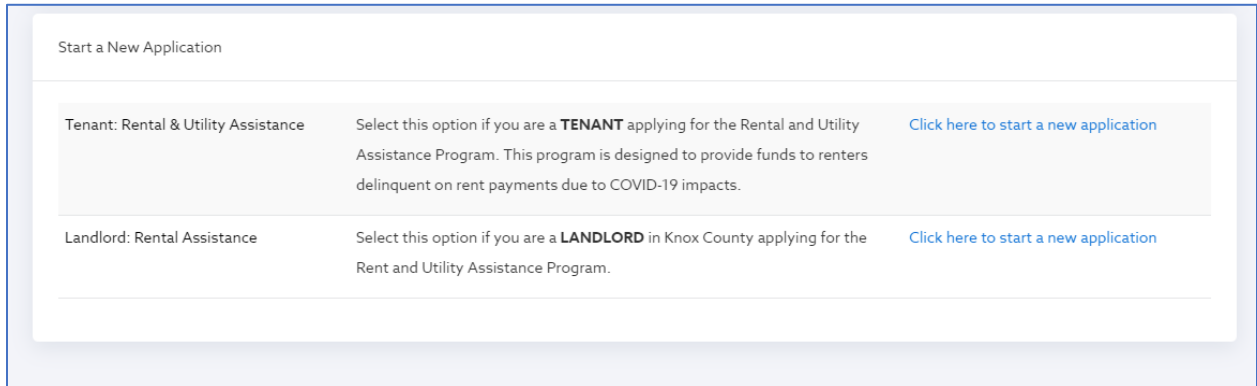
You will need to go to <https://portal.neighborlysoftware.com/ERAP-KNOXCOUNTYTN/Participant> to sign in. The first time you access the portal, you will need to “Register” your account – you will receive an email to verify and then from that point forward you will just “Sign In” each time you access the portal.

The screenshot shows the registration interface for the KNOX HOUSING Assistance portal. On the left, the logo is displayed above the text: "Welcome to the Knox County Emergency Rental Assistance Program. 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. Below the tabs are several input fields: "Email Address" (with a small 'A' icon to its right), "Re-enter Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". A blue "Continue" button is located at the bottom right of the registration form.

*Note – by clicking on the little “A” diagram on the right, it allows users to choose a language.

Step 2

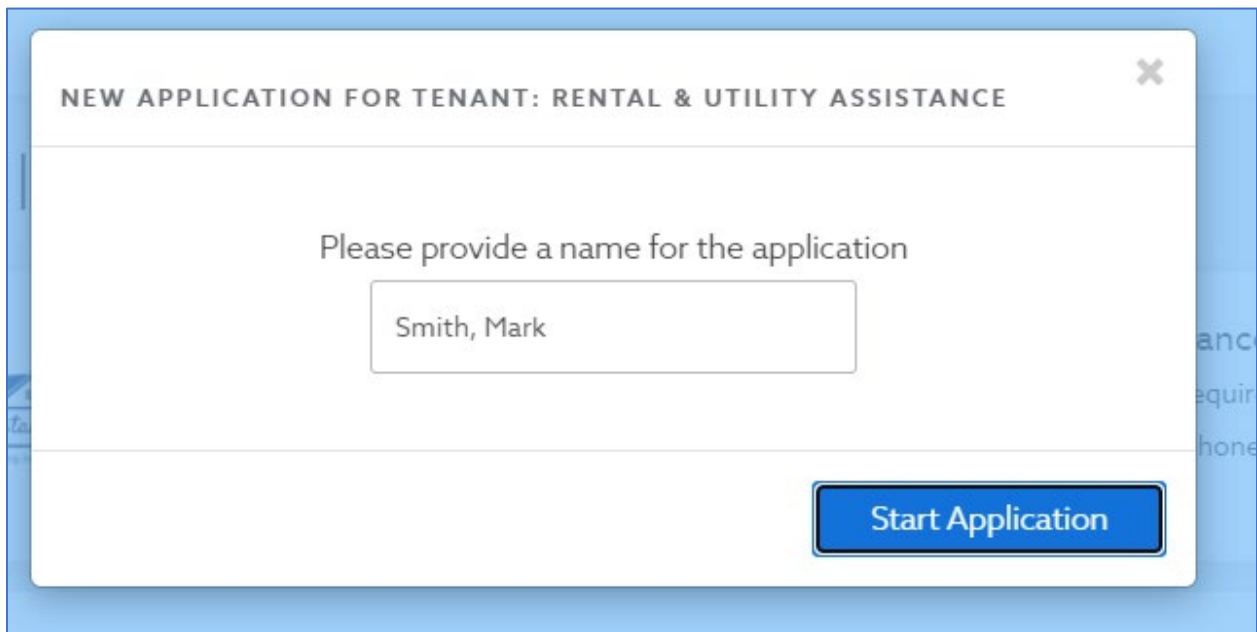
Once you are logged in you will see the following dashboard. You will click on the **TENANT** application.



The screenshot shows a dashboard titled "Start a New Application". It contains two main options:

- Tenant: Rental & Utility Assistance**: Select this option if you are a **TENANT** applying for the Rental and Utility Assistance Program. This program is designed to provide funds to renters delinquent on rent payments due to COVID-19 impacts. [Click here to start a new application](#)
- Landlord: Rental Assistance**: Select this option if you are a **LANDLORD** in Knox County applying for the Rental and Utility Assistance Program. [Click here to start a new application](#)

Enter the Primary Applicant's name and hit "Start Application".



The screenshot shows a form titled "NEW APPLICATION FOR TENANT: RENTAL & UTILITY ASSISTANCE". The form contains the following elements:

- A close button (X) in the top right corner.
- The text "Please provide a name for the application".
- A text input field containing "Smith, Mark".
- A blue "Start Application" button at the bottom right.

Step 3

Hit the “Click here to Continue” button.

Application

Please use the link below to continue the application process.

For all questions related to your application please contact KNOX COUNTY directly at 865-215-3983/ knoxhousingassistance@knoxcounty.org

[Click here to continue](#)

You will then arrive at the “Program Overview” screen. Review the information and hit “Complete & Continue” to begin. **Note:** You will need to hit “Complete & Continue” on every step to complete the application, which will give you a green checkmark. If you need to come back and complete a section later, you can hit “Save”.

[Save](#)

[Complete & Continue](#)

Step 4

You will then proceed to complete each of the following sections:

- Program Overview
- A. Eligibility*
- B. Applicant Information
- C. Household Members
- D. Income Verification
- E. COVID-19 Impact
- F. Rent Assistance Requested
- G. Utility Assistance Requested
- H. Prior Assistance Received
- I. Required Documents
- Submit

Step 5

Eligibility – this section allows applicants to determine whether they are eligible for the program or not. Even if you hit “No” on any of the questions, you will still be able to complete the application, but you may not meet the eligibility requirements.

A. Eligibility

The following questions will help determine whether your household meets basic eligibility for the Knox Housing Assistance program.

A.1. Is your household income at or below the 80% area median income level?

Yes

No

Household Size	1	2	3	4	5	6	7	8
Income 80%	\$40,900.00	\$46,750.00	\$52,600.00	\$58,400.00	\$63,100.00	\$67,750.00	\$72,450.00	\$77,100.00

A.2. Are you delinquent on your rent and/or utility payments or know you won't be able to pay next month's rent?

Yes

No

A.3. Are you a resident of Knox County?


Yes

No

A.4. Have you qualified for unemployment benefits OR experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during the coronavirus outbreak?

Yes

No

 **IF YOU ANSWERED NO TO ANY OF THESE QUESTIONS, YOU ARE NOT ELIGIBLE FOR EMERGENCY RENTAL ASSISTANCE. IF YOU HAVE QUESTIONS REGARDING PROGRAM ELIGIBILITY, PLEASE EMAIL knohousingassistance@knoxcounty.org OR CALL 865-215-3983.**

Step 6

Applicant Information – this should be information of the Primary Applicant. Please note that an email address is required, as this will be the main way Case Managers will correspond with you.

PRIMARY APPLICANT

CHOOSE ONE ADULT HOUSEHOLD MEMBER LISTED ON THE LEASE TO SERVE AS THE 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. Mailing Address [?](#)

Address Line 1:

Address Line 2:

City: Zip:

B.5. Telephone Number:

B.6. E-Mail:

B.7. Has any household member been unemployed for the past 90 days? [?](#)

Yes

No


No save history

Step 7

Household Members – You will need to enter details of each household member. Click on the “Click here to add a new household member” to begin.

Program Tenant: Rental & Utility Assistance
Id 30034
Status Application in Progress

Name Smith, Mark
Address No Property Address
Reviewer Iain Christie

C. Household Members 

List all household members, including primary applicant.

No save history

You will need to start with the Primary Applicant, whose details were entered into the previous section and then enter any additional household members by clicking on the “Click here to add a new household member”.

Program: Tenant: Rental & Utility Assistance
Id: 30034
Status: Application in Progress

Name: Smith, Mark
Address: No Property Address
Reviewer: Iain Christie

C. Household Members

List all household members, including primary applicant.

PRIMARY HOUSEHOLD MEMBER

First Name: Middle Name: Last Name:

Birthdate: SSN: [Hide SSN](#)

DEMOGRAPHICS

Relationship to Head of Household: Race:

Ethnicity: Gender:

[Click here to add a new household member](#)

No save history

Step 8

Income – Review all the information on this page and then select one of 3 ways to certify your household income. Depending on what option you choose, follow the directions presented. You will be required to upload certain documentation in this step. If you do not have it available, you can hit “Save” and come back to it at a later time.

HOUSEHOLD INCOME CERTIFICATION METHOD

- I will certify my household annual income by using my 2020 Federal Income Tax Return (upload required)
- My household qualifies based on our participation in another income-based state or federally funded assistance program. (upload required)
- I will certify my annual household income by documenting each household members income source(s). (upload required)

Please note that any fillable PDF documents that are available to open, must be saved and uploaded to the application. It is not an automatic upload.

Step 9

COVID-19 Impact – You are required to answer the questions asked in this section.

E. COVID-19 Impact

E.1. Has a member of the household experienced a financial impact during the COVID-19 pandemic?

- Yes
 No

E.2. Please check the financial impacts below that have impacted your household (check all that apply):

- Unemployed for the 90-day period prior to your application date.
- Qualified for unemployment benefits during the COVID-19 pandemic.
- Experienced a reduction in household income during the COVID-19 pandemic.
- Incurred significant costs during the COVID-19 pandemic.
- Experienced other financial hardship during the COVID-19 pandemic.

E.3. Please provide a short description of the financial impact(s) checked above for your household:

Step 10

Rent Assistance Requested – If you are requesting rental assistance, click on “Yes” and then enter all the information requested. Make sure you enter the requested amount in the correct month/year. You will also be asked to enter your landlord’s information, including their email address.

F. Assistance Request

Provide the amount of rental assistance you are requesting for each month in the boxes below. Add each month of past due rent separately. You may also request assistance for up to three months of future rent, if needed.

RENTAL ASSISTANCE REQUESTED

F.1. Are you requesting rent Assistance?

- Yes
 No

F.2. Has your household received an eviction notice? 

- Yes
 No

F.3. What is your current monthly rent?

F.4. Rent request by month. **Please note these months begin with 2020. If you are requesting for the months of 2021, please scroll to find these months.**

March 2020

April 2020

LANDLORD INFORMATION

F.5. Landlord/Entity Name

F.6. Landlord Phone Number

F.7. Landlord Email

Step 11

Utility Assistance Requested – If you are requesting utility assistance, click on “Yes” and select a company from the dropdown menu – also include your account number for that utility provider. Enter the amount requested in the correct month/year. You will then be asked to upload a copy of your utility statement for the requested amount.

Should you require assistance for another utility provider, please follow the above steps under “Utility #2 Assistance Requested”.

G. Utility Assistance

Please provide the following information. (Please note that internet assistance is covered under this section).

UTILITY ASSISTANCE REQUESTED	UTILITY #2 ASSISTANCE REQUESTED	UTILITY # 3 ASSISTANCE REQUESTED
<p>G.1. Are you requesting utility assistance?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>G.6. Are you requesting additional assistance?</p> <p><input type="radio"/> Yes</p> <p><input checked="" type="radio"/> No</p>	<p>G.11. Are you requesting additional utility assistance?</p> <p><input type="radio"/> Yes</p> <p><input checked="" type="radio"/> No</p>
<p>G.2. Utility Company</p> <p><input type="text" value="** Not Selected"/></p>		
<p>G.3. Account Number</p> <p><input type="text"/></p>		
<p>G.4. Assistance Request</p> <p>March 2020</p> <p><input type="text"/></p> <p>April 2020</p> <p><input type="text"/></p> <p>May 2020</p> <p><input type="text"/></p>		

G.5. If you are requesting utility assistance, you must upload your most recent utility statement.

Utility Statement
***Required**

Upload File 

Step 12

Prior Assistance Received – For the months you are applying for assistance, if you have previously already received other support, then list it on this step. Any prior assistance won't preclude you from this program, however we will only cover the amounts/months that were not previously covered. If your answer is "No", then you can just hit "Complete and Continue" to proceed to the next section.

H. Prior Assistance Received

Assistance provided by the Knox Housing Assistance Program for households financially impacted during the COVID-19 pandemic may not exceed a household's monthly unmet housing cost needs. List all other sources of rent or utility assistance received from State or Federal programs, non-profit agencies, faith-based organizations, or friends and family.

PRIOR HOUSING ASSISTANCE RECEIVED

H.1. 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 FOR ASSISTANCE?** If yes, proceed with this section. If no, mark this section "Complete and Continue" and proceed to the next section.

Yes

No

H.2. List the housing assistance that you have previously received for the months in which you are requesting assistance through this program

March 2020

March Assistance Source

April 2020

April Assistance Source

Step 13

Required Documentation – In this section you can provide any documentation to support your application. There are two documents that are “required” – Valid Photo ID for the Primary Applicant and a copy of your lease/rental agreement – in order to “Complete & Continue” this section, a file must be uploaded for those sections. There are other options for you to upload documents (that are not required) including Most Recent Rent Statement/Rent Ledger, Risk of Housing Instability Form and a place to upload any Other Relevant Documentation.

Note – if you are not past due on your rent and/or utilities, and are requesting for future months only, you must download, then complete the “Risk of Housing Instability Form” and upload the form, which is available on this page.






I. Required Documents

Please provide the following information.

If you are not past due on your rent and/or utilities, and are requesting assistance for future months only, you must download and complete the “Risk of Housing Instability Form” and upload it here.

[Risk of Housing Instability Form](#)
[Risk of Housing Instability Form - Spanish](#)

Documentation

<input type="radio"/> Other Relevant Documentation	Upload File 
<input type="radio"/> Risk of Housing Instability Form	Upload File 
<input type="radio"/> Valid Photo ID for the primary applicant (18 years of age or older) *Required	Upload File 
<input type="radio"/> Most Recent Rent Statement (Must show name, address, and rental amount due)	Upload File 
<input type="radio"/> Rental Agreement / Documentation that Shows Rental Arrangement *Required	Upload File 

Please note that any fillable PDF documents that are available to open, such as the “Risk of Housing Instability Form”, must be saved and uploaded to the application. It is not an automatic upload.

Step 14

Submit – This is the final step you must complete before submitting your application. You will need to check all the boxes and complete the electronic signature prior to hitting the “Complete & Submit” button.

Note – You must have hit “Complete & Continue” on all sections before you can submit.

Submit

To prevent a delay in processing your application, please ensure that all required documents have been uploaded and your application is complete prior to submitting.

Once an application is submitted, it can only be "Re-opened" by an Administrator. Also note: You will receive an automatic email from Neighborly once you apply for assistance, if you do not receive this email, please check your Spam email folder.

- The applicant(s) certifies that all information in this application, and all information furnished in support of this application, is given for the purpose of obtaining funding under the Knox Housing Assistance Program.
- I certify that the application information provided is correct and complete to the best of my/our knowledge, and understand that knowingly making false statements or claims in connection with this award may result in fines, imprisonment, and/or any other remedy available under the law.
- I agree to provide any documentation needed to assist in determining eligibility.
- I further grant permission and authorize any bank, employer, or other public or private agency referenced in this application information deemed necessary to confirm program eligibility.

Authorized Signature

[Click here to electronically sign](#)

No save history

Save

Complete & Submit