



# Information Guide – Landlord 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 page for the Knox County Emergency Rental Assistance Program. 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 **LANDLORD** application.

Start a New Application

Tenant: Rental & Utility Assistance	Select this option if you are a <b>TENANT</b> 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.	<a href="#">Click here to start a new application</a>
Landlord: Rental Assistance	Select this option if you are a <b>LANDLORD</b> in Knox County applying for the Rent and Utility Assistance Program.	<a href="#">Click here to start a new application</a>

Enter the Landlord/Property manager name and hit "Start Application".

NEW APPLICATION FOR LANDLORD: RENTAL ASSISTANCE

Please provide a name for the application

Start Application

## Step 3

**Program Overview** – if you received an email invitation from a Case Manager to complete this application, after your tenant has applied, enter the 5 digit case ID number provided in that email and complete all other fields. Review all the information in this section then scroll to the bottom and hit “Complete & Continue” to move to the next section.

If you are initiating this application on behalf of your tenants, skip this section, just scroll to the bottom and hit “Complete & Continue” and move to Section A: Landlord Information.

Program Overview 

Please provide the following information.

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**KNOX HOUSING ASSISTANCE**  
EMERGENCY RENTAL ASSISTANCE  
APPLICATION

400 W Main Street, Suite 630  
Knoxville, TN 37902  
865-215-3983  
[knoxhousingassistance@knoxcounty.org](mailto:knoxhousingassistance@knoxcounty.org)

**If you received an email invitation to complete this application, please provide the 5-digit case number provided in the invitation email. If you are initiating this application on behalf of tenants, skip this section and move to Section A: Landlord Information.**

Please provide your tenant's first and last name:

Please provide your tenant's phone number:

Please provide your tenant's email address:

**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”.

## Step 4

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

- Program Overview
- **A. Landlord Information\***
- B. Tenant(s) Information
- Submit

## Step 5

**Landlord Information** – You will need to provide all the information requested in this section. You can also include an alternate contact if that is helpful.

### A. Landlord General Information

Please provide the following information.

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PRIMARY LANDLORD	ALTERNATE LANDLORD CONTACT
<b>A.1.</b> Landlord Name (as appears on W9) <input type="text" value="First &amp; Last Name OR Business Name"/>	<b>A.9.</b> Alternate Contact Name (you may choose to provide a Property Manager's name) <input type="text"/>
<b>A.2.</b> Landlord Address (as appears on W9) <input type="text" value="Address Line 1"/> <input type="text" value="Address Line 2"/> <input type="text" value="City"/> <input type="text" value="Zip"/>	<b>A.10.</b> Alternate Contact Telephone Number <input type="text"/>
<b>A.3.</b> Landlord Telephone Number <input type="text"/>	
<b>A.4.</b> Landlord Email <input type="text" value="_@_"/>	

You will then be asked to provide an EIN/SSN for our payment records, and you will be required to complete and sign a W-9 form and upload to this section.

**A.5.** EIN or SSN for Payment Records (as appears on W9)  
*(9 character limit)*

**A.6.** Did you provide an EIN or SSN?

**A.7.** Please upload a completed and signed [IRS W-9 FORM](#) using the EIN/SSN you select above.

Landlord W9 **\*Required** [Upload File](#) 

Finally, you will be asked whether you would prefer your payment to be made by ACH or check. If you choose ACH, you will need click on the “Knox County Electronic Payment Authorization Form”, fill it out and upload to this section. If you choose check by mail, you will need to enter the mailing address that the check will be sent to.

**Landlords may request payment via ACH or paper check by mail. Please fill out EITHER the ACH section or check mailing section to select your preferred method.**

ACH  Mail Check

Please download the attached ACH form and upload.  
[Knox County Electronic Payment Authorization Form](#)

Electronic Payment Information Form [Upload File](#) 

**A.8.** Please provide a preferred mailing address for the check. (NOTE: If check payment is chosen any payment from the Program will be mailed to this address).

Address Line 1

Address Line 2

City   Zip

## Step 6

**Tenant Information** – in this section you will enter your tenant’s information. Follow the instructions detailed on the page. To add a tenant, you will Click on the “Add Tenant” button.

### B. Tenant(s) Information

Please identify your tenants that are requesting assistance through the Knox Housing Assistance Program. Upon submission of this Landlord application, all the tenants listed below will receive an email invitation to submit an application for emergency rental assistance. **If you have 10+ tenants and would like to upload tenant information in bulk, please [click here](#) to use the excel spreadsheet. Please upload your excel spreadsheet below using the "Import Tenants" button.**

To edit an existing row, click the  icon.

[+ Add Tenants](#) [Import Tenants](#)

NAME	EMAIL/PHONE	ADDRESS	LEASE DATES	MONTHLY RENT	PAST DUE RENT	LATE FEES	LEASE AGREEMENT & RENT LEDGER <b>*REQUIRED</b>
No tenant invitations created yet							

Then the following box will pop up and you will need to enter the information for your tenant and hit “Create”.

#### CREATE TENANT

First Name

Last Name

Email

Phone

Address

Address 1

Address 2

City   Zip

Lease Begin

Lease End

Monthly Rent  

Past Due Rent  

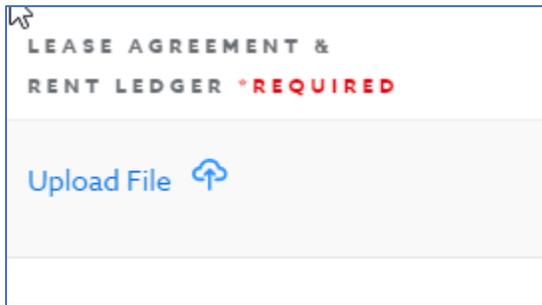
Late Fees  

[Create](#)

This information will then be populated as shown below.

NAME	EMAIL/PHONE	ADDRESS	LEASE DATES	MONTHLY RENT	PAST DUE RENT	LATE FEES	LEASE AGREEMENT & RENT LEDGER *REQUIRED
Test Case	test@knoxcounty.org 1234567890	400 Main Street Southwest Knoxville, TN 37902	12/1/2021 to 4/14/2022	\$1,000.00	\$4,000.00	\$50.00	Upload File 

In order to complete this step, you will be required to upload a copy of the lease agreement and rent ledger showing the current balance.



You can enter multiple tenants on this page. There is also a feature, if you have 10+ tenants, to complete a bulk upload – just follow the instructions detailed on the page.

## Step 7

**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. Please make sure you read and understand all the terms and conditions.

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

### Submit

**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.**

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**TERMS AND CONDITIONS FOR APPLICANT**

I am the owner on record, or designated property manager, of the property listed in this application and understand that payment is contingent on verification of my ownership of the property.

I agree not to evict the tenant for nonpayment of rent during the months for which I am receiving emergency rental assistance funding and for an additional 30 days past the dates covered by this assistance payment.

I attest that the facts stated in this application are correct and complete and I am aware that any payment from Knox County on the Applicant's behalf through this Program will be made by use of federal funds and, therefore, 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.

Signature

Date

No save history