TENANT APPLICATION GUIDE

EMERGENCY RENT & UTILITY ASSISTANCE

KNOXHOUSING*Assistance*

A Joint City of Knoxville / Knox County Initiative

knoxhousingassistance.org

How to Use this Guide

The Tenant Application Guide walks you screen by screen through the online application for tenants.

Included throughout the guide are 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 longer process to verify. Items that are critically important for your application are highlighted throughout the guide.

To apply, go to knoxhousingassistance.org

If you are a landlord, please see the Landlord Application Guide.

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Important Information

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

The first seven questions are _NOT_ the application– just an initial screening tool.

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Not Eligible Screen

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.

If your household income is at or below the amount listed next to the number of people living in your home, retake the eligibility questionnaire and check that you answered all the questions correctly.

Income Eligibility Chart

Household Size	80% Area Median Income
1 Person	$41,400
2 Person	$47,300
3 Person	$53,200
4 Person	$59,100
5 Person	$63,850
6 Person	$68,600
7 Person	$73,300
8 Person	$78,050

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KNOX**HOUSING***Assistance*

Logout

Welcome — Get Started — Residence — Property — Income — Type of Assistance — COVID-19 Impact — Register — 8 — 9

First Name *

If your answers indicate your household meets the eligibility requirements, you will be asked to register for an account. This is *NOT* the application.

Last Name *

Email *

We will follow-up with you through the email address you provide here. Make sure to use an email address you check frequently.

Confirm Email *

Phone Number

Check this Box

I'm not a robot — reCAPTCHA Privacy - Terms

After submitting you will receive an email from "no-reply@unqork.com" to confirm your account

Already have an account? Log In Here

Click "Sign Up" and an email with instructions on how to login to the application portal will be sent to the address you entered above.

PREVIOUS

SIGN UP

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Eligible to Apply Screen

Welcome   Get Started   Owner   Lease   Register   6

You Are Eligible To Apply For Rent Relief!

Click Here to Start the Application Process

CONTINUE TO PRE-ELIGIBILITY APPROVAL & LOGIN

After This Pre-Eligibility Approval You Must Complete An Application

There Is Another Step To Complete The Application.

Go to your email and use the link provided and the temporary password to complete the application

You application will not be completed and reviewed until you do so!

PREVIOUS

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Logout

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 →

The email with your temporary password will come from no-reply@unqork.com.

Follow the instructions in the email to access your application account.

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: kU?/lt7u
To access your account, click here
Your temporary password will expire in 7 days.

Login

E-mail Address

Password

Forgot Password

LOGIN

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.

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

Temporary Password

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Rent Relief Application

HAVE A PROBLEM?

Households must pick one person to serve as the primary applicant for the application.

The primary applicant should be one of the people listed on the rental lease.

Click the "Add Details" button below and add the required information for the primary applicant. If additional people live in the home, you will add their information on the next screen.

Primary Applicant Details

Full Name
Jane Renter

Email Address   janerenter@email.com

Phone Number   (865) 555-5555

EDIT   DELETE

Please enter the total number of people living in your household (including the primary applicant). *

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☐ Please check if you, or a member of your household, requires data confidentiality protection as a survivor of intimate partner violence, sexual assault, or stalking.

Please enter name and birthdate for additional household members below.

Household Member Full Name   DOB
John Renter   01/01/1996

PREVIOUS   SAVE AND NEXT

Important – Click the ? for more info on household size

Once you add the number of household members, if more than one, additional boxes will appear below where you will add the name and birthdate of all other household members.

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Rent Relief Application

Dropdown list of documents to use for identity verification

Proof of Identity

Document Type *

United States Employment Authorization Card

United States Certificate of Naturalization (good for 10 years after date of issue)

Learner Permit with photograph (from the United States of America or any of its territories)

Non-Driver's Identification Card with photograph (from the United States or any of its territories)

Current Driver License with photograph (from the United States or any of its territories)

Passport

United States Permanent Resident Card

I do not have a valid ID (choosing this option will significantly delay the processing of your application)

Applicant Identity Verification

To prevent fraud, we need to verify the identity of the primary applicant. Please click on the Verify button below and upload one of the identification documents listed and answer three identity validation questions.

If you do not have a valid ID, you may still be eligible for assistance; however, it will take longer to process your application.

Household Member Details

Full Name
Jane Renter

👤 VERIFY

Proof of Identity

Document Type *

Front of ID *

⬆ Drag & drop your files here, or browse Maximum allowed file size (each file): 10MB

Back of ID

Click Here

See info on the next page, if applying without a valid ID.

There is a 10 mb limit for all documents. If your documents won't save, the file size may be too large.

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Alternate Identification Documents

If the primary applicant does not have a valid ID, you are still eligible to apply, but it will take longer to process your application.

To apply without a valid ID, upload a copy of a utility bill, showing you live at the address on your application, or any other documents we can use to verify you live in the home and are eligible to apply.

Proof of Identity

Document Type *

I do not have a valid ID (choosing this option will significantly delay ˅

Front of ID *

Drag & drop your files here, or **browse** Maximum allowed file size (each file): 10MB

Back of ID

Drag & drop your files here, or **browse** Maximum allowed file size (each file): 10MB

NEXT

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Identity Verification

If you included your social security number and a valid ID, this is the final step in the identification verification process.

If you could not provide that information, we will use an alternate verification method that will require additional time to process your application.

Please answer some personal questions to confirm your identity:

In which of the following counties have you ever lived or owned property?
- Cloud, Kansas
- Craig, Oklahoma
- Dickinson, Kansas
- Linn, Kansas
- Marshall, Kansas
- I have never lived in any of these counties

Which of the following vehicles have you ever owned or leased?
- 2000 Ford Contour
- 2002 Volkswagen Eurovan
- 2003 Oldsmobile Bravada
- 2005 Buick Terraza
- 2007 Mercedes-benz Clk Class
- I have never been associated with any of these vehicles

Which of the following people have you known?
- Dustin Heino
- Elke Escher
- Emma Ziegler
- Trudy Bien
- Zelda Silber
- I do not know ANY of the people listed

NEXT >

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Rent Relief Application

❓ HAVE A PROBLEM?

Income Verification

Proof of income is required to process your application. Please click on the Add Document button and upload documentation verifying your household income.

You may either upload documentation verifying your annual income for 2020 (a copy of your 2020 tax return or W2s) or you may upload proof of your average monthly income (upload paystubs and/or unemployment payment info showing income received by all household members in the previous two months).

If your household has no income or has been paid in cash and you don't have paystubs, you may still be eligible to apply; however, there will be a delay in processing your application.

To apply with alternative documents, upload a signed letter explaining your situation, along with any documentation you can provide such as bank statements or a letter from your employer verifying your rate of pay.

To proceed to the next step, you must take the following actions:
- Add Document
- Add Income
- Add Signature

Start Here

Full Name	Income	Documents	Income	Sign
Test Tenant		🗎 ADD DOCUMENTS	🗎 ADD INCOME	⅄ ADD SIGN

Category	Type	Associated to	File	

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Definitions for Types of Documents

Type		
2020 1040 as filed with IRS	ADD	Upload a copy of 2020 Tax Return for fastest application processing.
2020 W-2s for all household members over age 18	ADD	If you haven't filed your taxes yet, you can upload copies of the 2020 W-2s received by all members of your household who are over the age of 18.
Individuals unemployed for the past 90 days receive priority funding. To receive prioritization, upload proof of current unemployment status along with income documentation (unemployment award letter, information from employer, bank statements reflecting loss of salary)	ADD	Upload proof of unemployment here. You must include documentation here so we can prioritize your application.
Pay stubs for the previous 2 months for all household members over age 18	ADD	If you do not have your 2020 tax return or W-2s, you much upload proof of income for the previous 60 days.
Determination letter from a local, state, or federal government assistance program verifying applicant qualifies as low-income (for an example, go to knoxhousingassistance.org and click on Examples tab)	ADD	If you have documentation from a local, state, or federal program showing you qualify as low to moderate income, upload it here as proof of income.
Documentation proving a reduction in income, significant costs incurred, or a financial hardship	ADD	You MUST upload proof of COVID impact here if you did not upload unemployment documents above. If you are applying based on reduction in income, significant costs, or financial hardship, upload proof here.

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Step 1 – Click on Add next to the document type you're uploading.

Type	
2020 1040 as filed with IRS	ADD
2020 W-2s for all household members over age 18	ADD
Individuals unemployed for the past 90 days receive priority funding. To receive prioritization, upload proof of current unemployment status along with income documentation (unemployment award letter, information from employer, bank statements reflecting loss of salary)	ADD
Pay stubs for the previous 2 months for all household members over age 18	ADD
Determination letter from a local, state, or federal government assistance program verifying applicant qualifies as low-income (for an example, go to knoxhousingassistance.org and click on Examples tab)	ADD
Documentation proving a reduction in income, significant costs incurred, or a financial hardship	ADD

Step 2 - Add your file, and click "Save"

Upload Documents

Document type: 2020 1040 as filed with IRS

Test Tenant

Drop files to attach, or Upload ≤ 10MB

SAVE

Important – Make sure you add COVID documents.

Rent Relief Application

Income Verification

Proof of income is required to process your application. Please click on the Add Document button and upload documentation verifying your household income.

To proceed to the next step, you must take the following actions:
- Add Document
- Add Income
- Add Signature

Step 3 – Add additional documents. Click on the green "Documents Added" button and add income documents for other household members, if needed AND *documentation proving unemployment or other COVID impact boxes you checked in the earlier step of the application.*

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To apply with alternative documents, upload a signed letter explaining your situation, along with any documentation you can provide such as bank statements or a letter from your employer verifying your rate of pay.

To proceed to the next step, you must take the following actions:
- Add Document
- Add Income
- Add Signature

Full Name	Income	Documents	Income	Sign
Test Tenant		✓ DOCUMENTS ADDED	🗓 ADD INCOME	✎ ADD SIGN

Category	Type	Associated to	File		
Income	2020 1040 as filed with IRS	Test Tenant	Download	VIEW	DELETE
Income	2020 1040 as filed with IRS	Test Tenant	Download	VIEW	DELETE
Income	Documentation proving a reduction in income, significant costs incurred, or a financial hardship	Test Tenant	Download	VIEW	DELETE
Income	Individuals unemployed for the past 90 days receive priority funding. To receive prioritization, upload proof of current unemployment status along with income documentation (unemployment award letter, information from employer, bank statements reflecting loss of salary)	Test Tenant	Download	VIEW	DELETE

Click on the income button below and add your household income amount.

When you finish uploading your documents, you should have at least 2 documents showing on this screen - 1 income document and 1 COVID impact document.

You can upload as many documents as needed, but we must have both an income document and a COVID impact document to process your application.

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Household Income

Test Tenant

Do you have your IRS Form 1040 or 1040-SR? *

○ Yes

○ No

SAVE

If you DID NOT upload your 2020 tax return, click "NO" and click on "Monthly Income" or "Annual Income".

In the "Total Household Income" box, input the average amount for your household (minimum of two months). Then click on the number of months included in your total in the "How Many Months of Income are Included in the Total Income Listed Above" box.

How To Calculate?

*To determine average monthly income add household income for the preceding two months and divide by 2. As an example:
Jane & Bill are a 2 person household. Jane was paid $600 dollars in January and $900 in February. Bill was paid $300 in January and $500 in February.

Add Jane's wages $600+$900 ($1,500) and Bill's Wages $300+$500 ($800) together = $2,300 then divide by 2=$1,150.
Jane and Bill's average monthly income = $1,150

Household Income

Test Tenant

Do you have your IRS Form 1040 or 1040-SR? *

○ Yes

● No

Select monthly income or annual income in 2020 to enter amount: *

● Monthly Income

○ Annual Income

Enter your total household monthly income for at least the past 2 months in the box below. For households using income documentation other than their 2020 IRS filing, the Knox Housing Assistance Program uses HUD's definition of annual income to qualify applicants. For a complete list of what you should include as income, please go to https://knoxhousingassistance.org/ and click on the "Am I Eligible" tab.

Total Household Income *

$

How many months of income are included in the total income listed above? *

SAVE

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Rent Relief Application

Income Verification

Proof of income is required to process your application. Please click on the Add Document button and upload documentation verifying your household income.

You may either upload documentation verifying your annual income for 2020 (a copy of your 2020 tax return or may upload proof of your average monthly income (upload paystubs and/or unemployment payment info showing received by all household members in the previous two months).

If your household has no income or has been paid in cash and you don't have paystubs, you may still be eligible however, there will be a delay in processing your application.

To apply with alternative documents, upload a signed letter explaining your situation, along with any documentation you can provide such as bank statements or a letter from your employer verifying your rate of pay.

To proceed to the next step, you must take the following actions:
- Add Document
- Add Income
- Add Signature

You can sign using either your mouse or touchscreen OR you can type your name in the box below the signature line.

After you sign, check the box and click submit.

Click Here

Signature

Sign above

or Type your Signature below

Please enter your full name

☐ I hereby attest that all income information included is correct and complete. *

CANCEL   SAVE

Full Name	Income	Documents	Income	
Test Tenant	12000	✓ DOCUMENTS ADDED	✓ INCOME ADDED	⚓ ADD SIGN

Category	Type	Associated to	File		
Income	2020 1040 as filed with IRS	Test Tenant	Download	VIEW	DELETE

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Rent Relief Application

❓ HAVE A PROBLEM?

What type of assistance are you seeking?

Click on the Add Month and Amount box below to input the amount of assistance you are requesting. If you are applying for assistance with your past due rent, you must upload a copy of your lease, a notice of past due rent showing the total amount you owe, and if you are being evicted, a copy of the eviction notice.

If you do not have a lease with your landlord, you may still be eligible to receive assistance; however, there will be a significant delay in processing your application. If you do not have a lease, upload as much alternate documentation as you can to show proof of rental payments (letter from your landlord stating the amount you pay each month, copies of cancelled checks, money orders or bank

If you are requesting assistance for both rent and utilities, click on both boxes, or click only the box that applies.

...se costs will be included below under "Rent". If you pay a utility company directly (KUB, LCUB, Hallsdale Powell, Comcast, etc),

☑ Rent ☑ Utility

| Rent | ADD MONTH AND AMOUNT | UPLOAD RENT DOCUMENT |

Click on "Add Month and Amount".

If you are applying for both, you will need to add information separately for each.

| Utilities | ADD MONTH AND AMOUNT | UPLOAD UTILITY DOCUMENT |

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Adding Past Due Rent Amounts

Add each month where you have a past due balance starting with the earliest month.

Add Rent and Amount ×

Rent | ADD MONTH AND AMOUNT | UPLOAD RENT DOCUMENT

Date	Amount due for this period	Award Program	Rent Owed		
February 2021	$700.00	No Assistance	$700.00	EDIT RENT	DELETE
January 2021	$700.00	No Assistance	$700.00		
December 2020	$700.00	No Assistance	$600.00		
November 2020	$700.00	No Assistance	$500.00	EDIT RENT	DELETE

Select Month *

Contracted Monthly Rent *
$

Enter the amount of your regular monthly rent payment.

Assistance Award Programs for Month Selec...
☐ Housing Choice Voucher
☐ Public Housing
☐ Project-Based Rental Assistance
☐ Other Assistance
☐ No Assistance

If your household receives any rental assistance, check the appropriate box.

If you made a partial payment for the month listed, add that amount here

Rent Already Paid for Month Selected *
$

Total Late Fees for Month Selected *
$

Add late fee for this month.

Amount Owed for Month Selected ❓ *
$

This amount calculates automatically

ADD

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Rent Documents Upload

ADD MONTH AND AMOUNT   UPLOAD RENT DOCUMENT

Once you have added the past due rent amount information, click on "Upload Rent Documents"

A copy of your current lease and past due rent notice are required to process your application. If you do not have a lease with your landlord, see the information below.

Date	Amount due for this period	Award Program	Rent Owed		
February 2021	$700.00	No Assistance	$700.00	EDIT RENT	DELETE
January 2021	$700.00	No Assistance	$700.00	EDIT RENT	DELETE
December 2020	$700.00	No Assistance	$600.00	EDIT RENT	DELETE
November 2020	$700.00	No Assistance	$500.00	EDIT RENT	DELETE

File Type	File Name	
Current Lease	Lease Jane Renter.png	DELETE
Notice of Past Due Rent	Late Notice Jane Renter.png	DELETE

Upload Documents ×

Select Document Type
- Notice of Past Due Rent
- Eviction Notice
- Current Lease
- Alternate Documentation

Drop files to attach, or browse Files cannot exceed: 10MB

SAVE

If you do not have a lease with your landlord, we may still be able to qualify you for assistance. Under alternate documentation upload either:

- If the utilities for the property are in your name, upload a copy of your utility bill(s).
- A signed letter from the landlord stating you are a tenant and the amount you pay in rent. We will verify the landlord owns the property.

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Adding Past Due Utility Payments

Add each month and type of utility provider separately.

Click Here

Utilities

ADD MONTH AND AMOUNT   UPLOAD UTILITY DOCUMENT

Months	Amount due for this period	Type	Provider	Account Number	Utility Owed		
February 2021	$400.00	Electric	Knoxville Utilities Board	2222222	$275.00	EDIT UTILITY	DELETE
February 2021	$45.00	Trash	Waste Management	11111111	$45.00	EDIT UTILITY	DELETE
January 2021	$45.00	Trash	Waste Connection	111111111	$45.00	EDIT UTILITY	DELETE

This amount calculates automatically

Add utilities and amount ×

Upload latest utility bill sho Utility Type *

Select Month *
February 2021

Utility Type *
Electric

Utility Provider *
Knoxville Utility Board

Account Number *
11111111

Enter Billed Amount *
$ 325

Utility Amount Already Paid *
$ 125

Utility Amount Owed *
$ 200

Electric
Water
Sewer
Gas
Trash
Propane
Internet Service

Add the total past due amount.

Add any amount you have already paid.

ADD

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Submitting Your Application

Step 1

Review the information shown at the top of the screen, and make sure it is correct and complete.

If you see anything that is incorrect, click the "Previous" button at the bottom of the page, and make any corrections where needed.

Rent Relief Application

Application Summary

Please ensure all information is correct before submitting the application.

Please check at least one or more boxes below that are true for your household*:

☐ Unemployment - By selecting this checkbox, I attest that I, or a member of my household, qualified for unemployment benefits at some point during the period of March 13, 2020 through today; that payment for the specific months of assistance requested under this application are outstanding and have not previously been paid through other assistance programs; and that all information submitted in this application is correct and complete.

☑ Reduction in Income - By selecting this checkbox, I attest that I, or a member of my household, experienced a reduction in income due, directly or indirectly, to the COVID-19 outbreak; that payment for the specific months of assistance requested under this application are outstanding and have not previously been paid through other assistance programs; and that all information submitted in this application is correct and complete.

☐ Incurred Significant Costs - By selecting this checkbox, I attest that I, or a member of my household, incurred significant costs, directly or indirectly, to the COVID-19 outbreak; that payment for the specific months of assistance requested under this application are outstanding and have n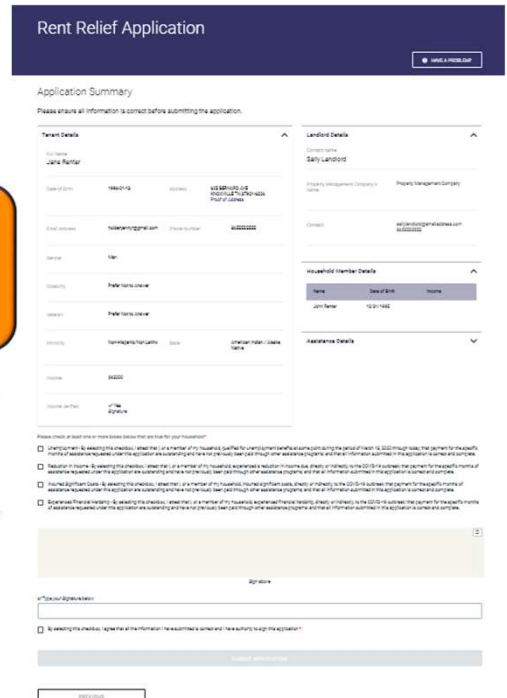ot previously been paid through other assistance programs; and that all information submitted in this application is correct and complete.

☐ Experienced Financial Hardship - By selecting this checkbox, I attest that I, or a member of my household, experienced financial hardship, directly or indirectly, to the COVID-19 outbreak; that payment for the specific months of assistance requested under this application are outstanding and have not previously been paid through other assistance programs; and that all information submitted in this application is correct and complete.

Check the box or boxes that are true for your household.

Only household financially impacted by the COVID-19 pandemic are eligible to receive assistance.

Step 2

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Submitting Your Application

Sign your application – use either your computer mouse or touchscreen OR just type your name in the box below.

Rent Relief Application

Application Summary

Please ensure all information is correct before submitting the application.

of assistance requested under this application are outstanding and have not previously been paid through other assistance programs; and that all information submitted in this application is correct and complete.

Step 3

Sign above

or Type your Signature below

☑ By selecting this checkbox, I agree that all the information I have submitted is correct and I have authority to sign this application *

SUBMIT APPLICATION

PREVIOUS

Step 4

Check the black box attesting that the information in your application is correct and complete.

Click "Submit Application".

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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.