



Virginia Rent Relief Program (RRP) Landlord Application Frequently Asked Questions (FAQs)

These are some of the FAQs that property owners and managers have had regarding applications they submit via [Virginia Housing's website](#), as well as questions from landlords about tenant applications submitted through the [RRP Support Center](#). Questions about a specific application submitted by a property owner/manager through Virginia Housing can be sent to RentRelief@VirginiaHousing.com.

Evictions

What if a landlord wants to evict a tenant for non-payment?

Per the current law [\[Chapter 56, Item 4-14\]](#), landlords and tenants are required to cooperate with each other in matters regarding nonpayment of rent. If you feel like this isn't happening, you should contact an attorney to learn more about your legal rights.

There is currently a [national moratorium on eviction](#) for non-payment of rent. Please contact an attorney for additional information on how this may impact you.

What if a landlord has a tenant who is eligible, but the tenant will not cooperate to provide required signatures/documents?

Landlords should document their efforts to contact the tenant and make the tenant aware that participation in the program is voluntary, but can pay all of their arrears owed since April 1, 2020 and current/future months rent if they are deemed eligible at the time of application.

If a tenant remains uncooperative after efforts are made, you may wish to contact an attorney to learn more about your legal rights.

Eligibility

What if I live in Chesterfield or Fairfax Counties?

If a landlord has properties in Chesterfield County or Fairfax County, beginning Monday, February 15, 2021, landlords in these jurisdictions will need to apply directly through each locality's program. DHCD will update this document with website information and points of contact in each jurisdiction as soon as possible.

If a tenant applies for RRP and is approved, but voluntarily moves out of the unit before the payment is received, can I keep the RRP payment?

If a tenant voluntarily moves out after a completed (all documents have been submitted by the landlord and the tenant) RRP application is submitted but before payment is received, the

landlord must request and sign the Property Owner Certification of Voluntary Tenant Vacancy form. Upon completion and submission of this certification, the landlord may keep any back rent that is covering months when the tenant was occupying the unit, as well as a daily prorated amount for the month in which the tenant voluntarily moved out.

Application Status

After registering and submitting an application with Virginia Housing, how can a landlord track the status of application?

During the review process if there are missing documents or if a reviewer has questions they will reach out to an applicant or send the application back for corrections. Understanding that the objective of RRP is to keep tenants in their homes and make landlords financially whole – documentation needs to be accurate and we will be working with an applicant to ensure that it is. *Applications Under Review* will show up *Under My Applications*. Once the application is *Approved* – we will mark it *Underway* and begin processing the payment. Expect 5-10 business days. *Underway* applications will show up under *My Grants*. The tenants are not notified. It is the responsibility of the landlord to provide updates to the tenant.

How does Virginia Housing notify a landlord that their application has been approved/denied?

Landlords can view their application status at <https://www.vhdagrants.com/index.do>. Landlords will be contacted via email if additional information is needed and will receive email updates about their application as it moves through the review process. For more information about the Virginia Housing process, visit: virginiahousing.com/rentrelief

What are the average processing times to get a username and password after registering with Virginia Housing or the Support Center?

Once registered for an account with the Support Center, an email with the username and password should be received within a few hours. Once registered with the Virginia Housing system, a username and password is generally sent within approximately ten (10) days. Be sure to check your email's spam folders.

When a landlord submits an application through Virginia Housing for their tenant, how does the tenant sign the tenant agreement, authorization, and certification?

A tenant signs the tenant agreement and tenant certification, found on pages 5 and 6 of the [paper application](#). Tenants can then provide those documents along with supporting documentation (Example: income documentation) to their landlord. The landlord uploads the application and supporting documents into GMS as part of the application process and submits to Virginia Housing for review. Virginia Housing staff will visually confirm the signatures during review. Virginia Housing also accepts electronic signatures on PDF as well.

When a tenant submits an application through the Support Center, how does the landlord submit the tenant's ledger, their Virginia W-9, and sign the Landlord Agreement and Certification?

When a tenant creates their profile with the Support Center, they are given an application number and are asked for their landlord's email address. Only after the tenant completes all of the steps and submits all of the required documentation, will the Support Center's system send an email to the emails of both the tenant and the landlord requesting these documents. The landlord can email their documents to the Support Center (rmrplandlord@deval.us) referencing the application number in the subject line. If the landlord's email is not provided, only the tenant will receive the email and they will need to work with their landlord about the necessary information they need to provide.

Is there any notification to the tenant during the landlord application process with Virginia Housing or if a payment is made?

All application status updates are communicated solely to the landlord. It is the responsibility of the landlord to notify tenants of the application status.

How and when will I receive payment?

Most completed applications (a complete application is one that has **all** required paperwork submitted by the landlord **and** tenant) take about 10-12 business days to process after all needed documentation has been submitted.

This timeline may be impacted as there are new income documentation requirements per guidance issued from the U.S. Treasury on January 19, 2021 and RRP will be conducting outreach with all outstanding applications to get required documentation from the tenants.

If an application is made through the Support Center, once processed, payments are made by check from DHCD and put in the mail for delivery by the U.S. Postal Service within 3-4 business days. If an application is made through Virginia Housing, payments are made via direct deposit.

Does a landlord need to give the tenant his/her EID/Tax information directly when an application is being submitted through the Support Center?

A landlord can provide their Virginia W-9 directly to the RRP Support Center via email at rmrplandlord@deval.us using the application number and tenant's name in the subject line. If the tenant has been provided the Virginia W-9 by the landlord, they can upload it through the online portal.

If a tenant asks me (landlord) to submit documentation for their tenant application, how can I obtain an application number?

Each tenant receives an application number when they initiate the application process through the RRP Support Center. Landlords and tenants should communicate with one another and share this information.

Tax Implications

Who prepares the 2020 1099 form for RRP funds received by the property management company and remitted to these landlords?

The organization that issued the payment to the property management company/owner is responsible for preparing and delivering the 1099.

If a property is purchased with a tenant(s) already in place and the lease is signed from a previous owner, how do we properly complete the landlord information if the W-9 and the lease are not matching?

The new owner should provide their Virginia W-9 as well as proof of sale of the property as an attachment to their application, that shows the previous owner has sold the property to the owner listed on the Virginia W-9 submitted with the application.

Are Federal W-9's acceptable or must they be Virginia W-9's?

The Commonwealth requires the Virginia W-9 in order to process payments through the Department of Accounts.

Please note, all landlords must submit a [Virginia W-9](#) and not a standard W-9 if the application is being processed through the RRP Support Center.

Applications processed through Virginia Housing can use a standard W-9.