Rent Relief Program Online Application
Landlord User Guide

December 2021

Step by step instructions on how to utilize the Gov2Go online system to submit your RRP Landlord Application

VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
Partners for Better Communities
VIRGINIA DHCD

gov2go®
Click to access Gov2Go

Section Listing and Useful References

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① Create Gov2Go Account

1. Navigate to getgov2go.com, scroll down to Get Started and click "gov2go Web"

2. If you already have an account, enter your email and click "Continue", then enter your password and click "Sign In"

3. If you do not have an account, click "Create Account", enter email address and password (as well as both confirmations), then click the blue button labeled "Create Account"

4. Enter "Virginia" as the state and click "Update"

IMPORTANT TIP: This program is for Tenants living in Virginia, you must enter "Virginia" to be eligible. Landlords that live outside Virginia but own rental properties in Virginia must also enter "Virginia".
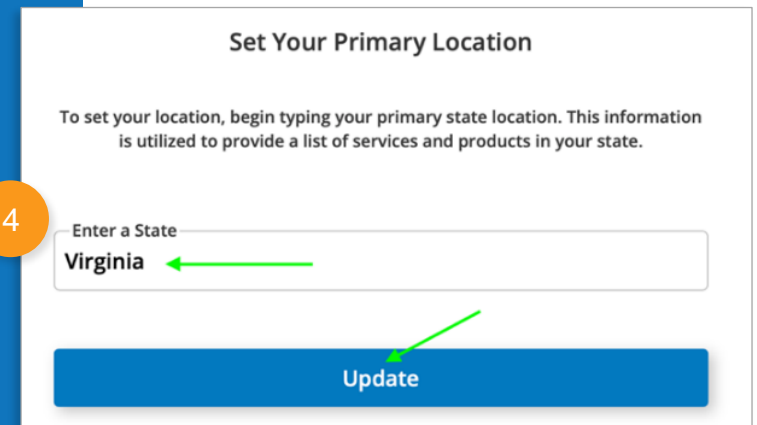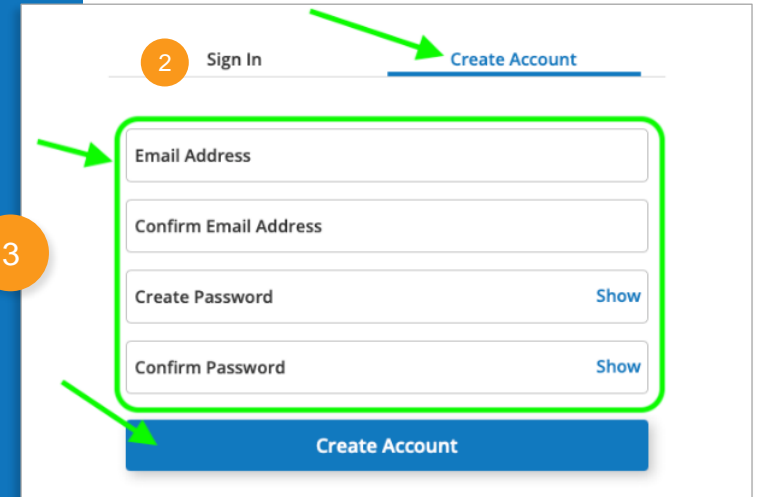
② Enroll in Rent Relief

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1. Click "Discovery"

2. In the "Search Discovery" box, type 'Rent Relief' then click "Search"

3. Click the "Apply" image for Virginia Rent Relief Program

4. Click "Enroll" and "Next" after reading program description

5. If you are a Landlord seeking rent assistance for a Tenant, click "Landlord"
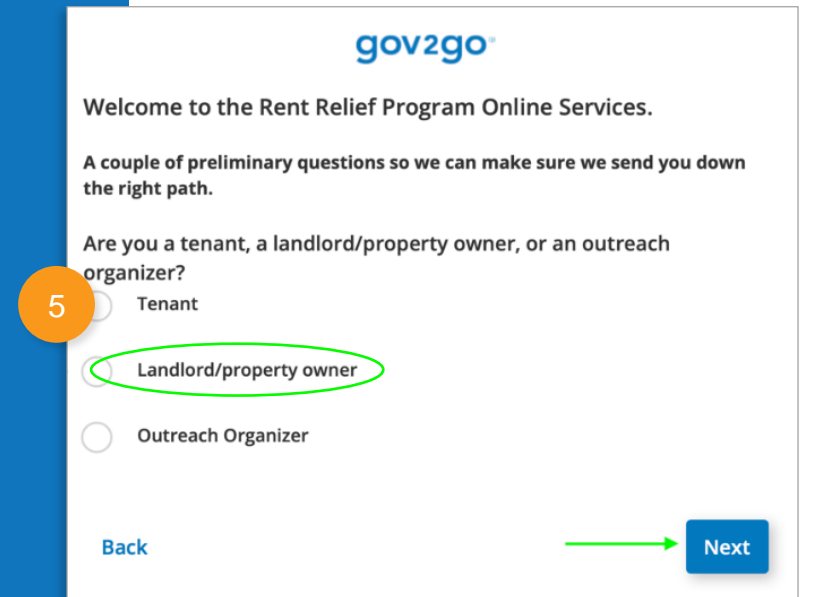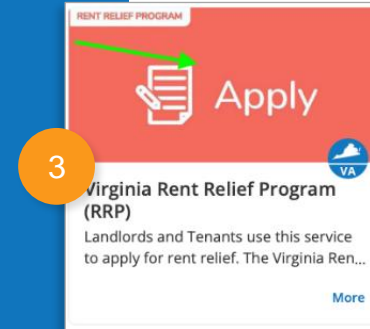
③ Complete Landlord/Property Owner Profile

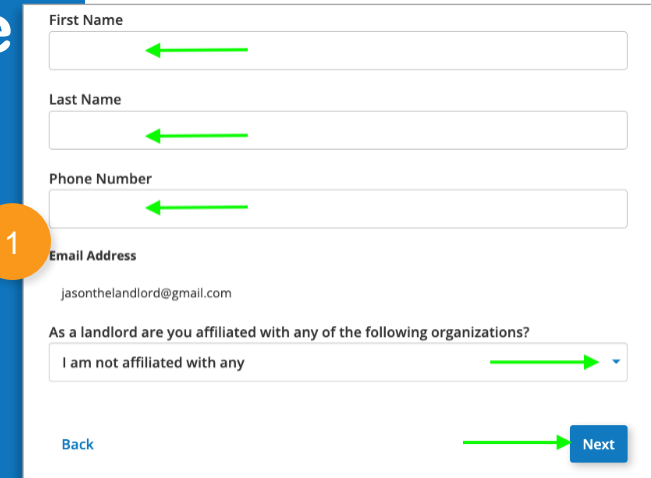1. Enter your contact information and select any organizational affiliations (e.g. Sobchak Properties, LLC)

2. Enter personal mailing address where you would like to receive communications (not pictured)

3. Enter rental property information (not pictured)

4. Review property information and verify for correctness (not pictured)

5. Repeat previous steps for any additional properties (if required), select "I do not have any more properties to enter" once complete

6. Upload W9 form (click here to access W9 form for download)

First Name
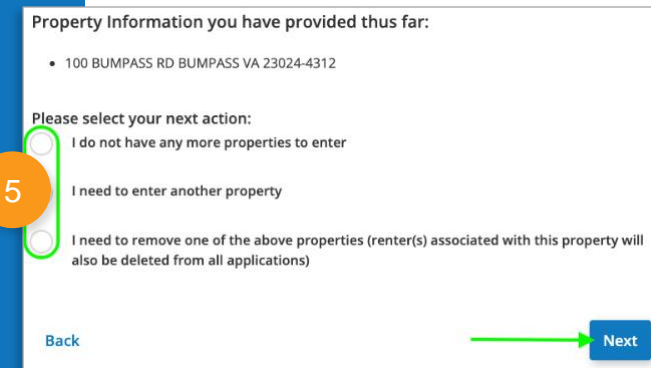
Last Name

Phone Number

1

Email Address

jasonthelandlord@gmail.com

As a landlord are you affiliated with any of the following organizations?

I am not affiliated with any

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Property Information you have provided thus far:

• 100 BUMPASS RD BUMPASS VA 23024-4312
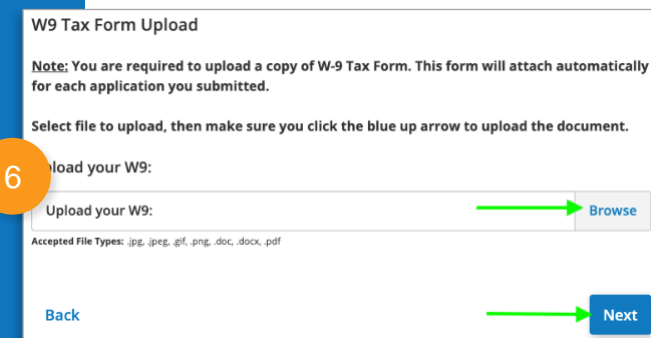
Please select your next action:

5   ○ I do not have any more properties to enter

○ I need to enter another property

○ I need to remove one of the above properties (renter(s) associated with this property will also be deleted from all applications)

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W9 Tax Form Upload

Note: You are required to upload a copy of W-9 Tax Form. This form will attach automatically for each application you submitted.

Select file to upload, then make sure you click the blue up arrow to upload the document.

6   Upload your W9:

Upload your W9:   Browse

Accepted File Types: .jpg, .jpeg, .gif, .png, .doc, .docx, .pdf

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(4) Create New Landlord Application

1. Select "Start New Landlord Application", then click "Next"

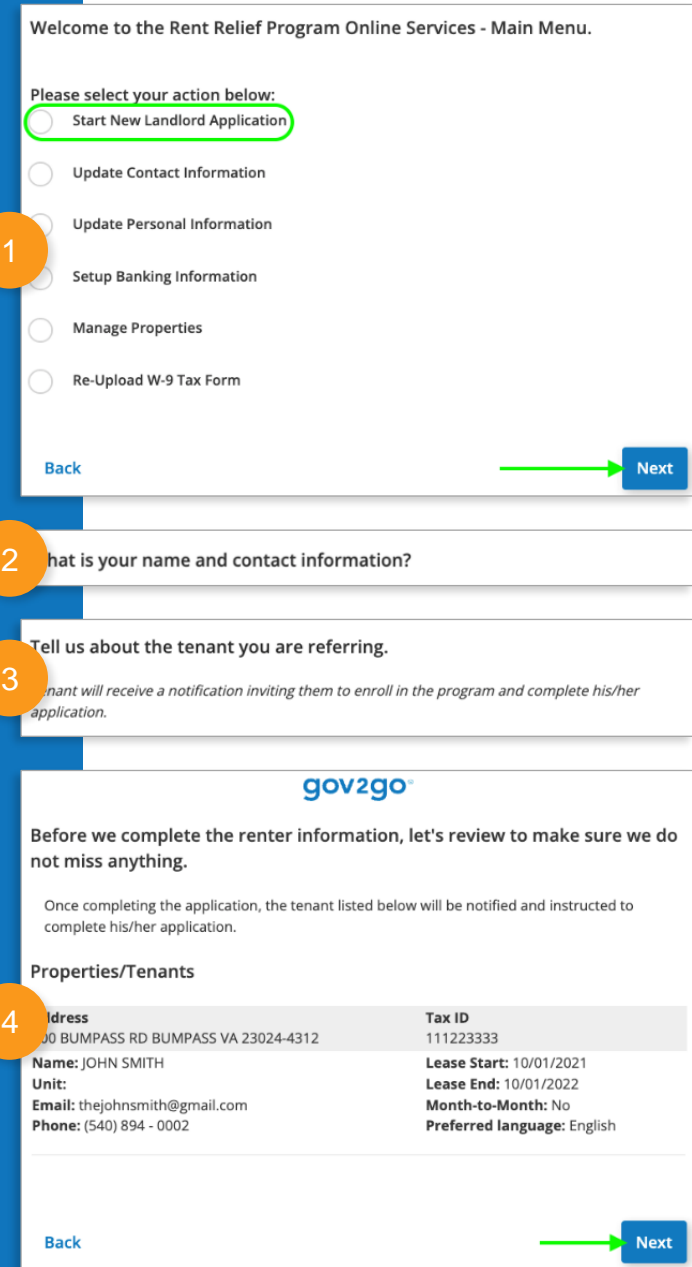2. Enter the requested personal information, then click "Next"

3. Enter the Tenant information and select the most appropriate options from the drop-down menus, then click "Next"

4. Review the information, if all is correct click "Next"

IMPORTANT TIP: If a Landlord cannot provide an email or a phone number for their tenant, they will not be able to submit a Landlord application and the Landlord should contact customer support for assistance

Welcome to the Rent Relief Program Online Services - Main Menu.

Please select your action below:
- Start New Landlord Application
- Update Contact Information
1
- Update Personal Information
- Setup Banking Information
- Manage Properties
- Re-Upload W-9 Tax Form

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2 What is your name and contact information?

3 Tell us about the tenant you are referring.
Tenant will receive a notification inviting them to enroll in the program and complete his/her application.

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Before we complete the renter information, let's review to make sure we do not miss anything.

Once completing the application, the tenant listed below will be notified and instructed to complete his/her application.

Properties/Tenants

4
Address   Tax ID
00 BUMPASS RD BUMPASS VA 23024-4312   111223333
Name: JOHN SMITH   **Lease Start:** 10/01/2021
Unit: **Lease End:** 10/01/2022
Email: thejohnsmith@gmail.com   **Month-to-Month:** No
Phone: (540) 894 - 0002   **Preferred language:** English

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⑤ Upload Required Documentation

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1. Click "Browse" and upload the Ledger, then click "Next"

2. Select the most appropriate option to add or remove Ledger documents

3. When you are finished uploading Ledger documents, select "I do not have any more ledger documents to upload", then click "Next" (not pictured)

4. Click "Browse", upload your Lease, then click "Next

5. If you are finished uploading documents, select appropriate option then click "Next"

IMPORTANT TIP: Additional information on documentation requirements can be found in an appendix of this user guide. File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.

Landlord Ledger Documents Upload

This page allows you to upload multiple documents. Please select and upload ALL ledger documents related to the renter(s) you mentioned in this application.

Upload your ledger document:

| Upload your ledger document: | Browse |

Accepted File Types: .jpg, .jpeg, .gif, .png, .doc, .docx, .pdf

Please select your next action:

○ I do not have any more ledger documents to upload

○ I need to upload additional ledger documents

○ I need to remove one of the above ledger documents

Landlord Lease Documents Upload

This page allows you to upload multiple documents. Please select and upload ALL lease documents for properties you mentioned in this application.

Upload your lease document:

| Upload your lease document: | Browse |

Accepted File Types: .jpg, .jpeg, .gif, .png, .doc, .docx, .pdf

Please select your next action:

○ I do not have any more lease documents to upload
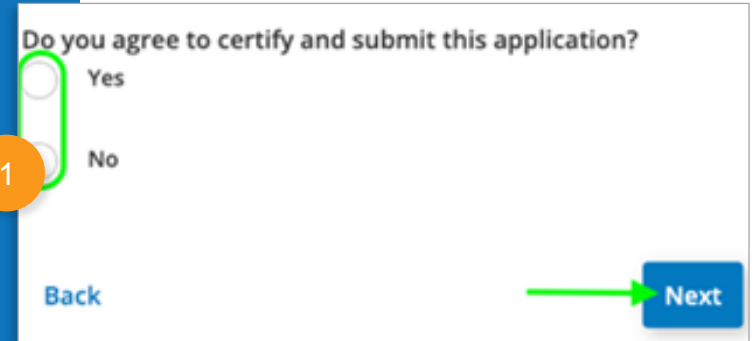
○ I need to upload additional lease documents

○ I need to remove one of the above lease documents

⑥ Submit Landlord Application

1. Review the Agreement page, select "Yes", then click "Next"

2. Here you will be provided a confirmation number, print this page for your records

Do you agree to certify and submit this application?

Yes

1 No

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RRP LANDLORD APPLICATION SUBMISSION

Thank you for submitting your landlord application.

Your confirmation number is **120064**. Please print and keep this number fo ryour reference.

2 We will process your application and contact you if we determine there is additional information needed.

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IMPORTANT TIP: Once the Landlord application is submitted, the Tenant will receive an email (if Tenant email was provided) inviting them to submit a Tenant application associated with the Landlord's application.
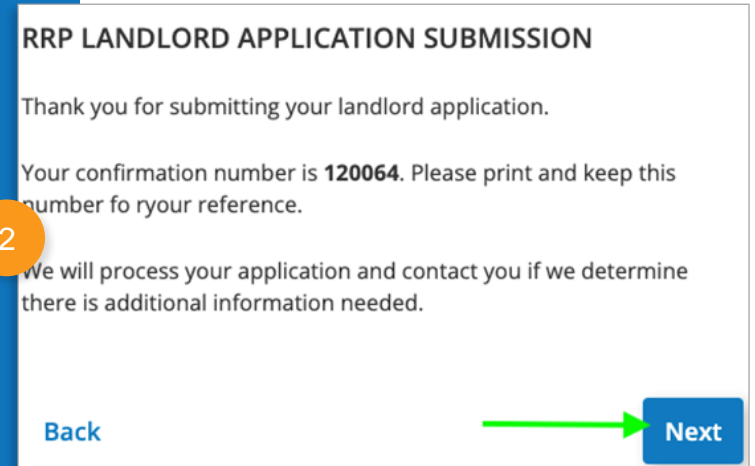
(7) Setup Banking Information

1. Select "Setup Banking Information", then click "Next"

2. Select "Checking" or "Savings", enter your banks Routing and Account numbers, the name on the account, and the name of the bank (the name of bank should automatically populate based on the routing number entered)

3. Enter the Billing address that is associated with the bank account. When finished, click "Save Payment Method" (not pictured)

4. Once the screen indicating a successful attempt has appeared, click "Next"

Please select your action below:

○ Start New Landlord Application

○ Update Contact Information

○ Update Personal Information

◉ **Setup Banking Information**

1 ○ Manage Properties

○ Re-Upload W-9 Tax Form

○ Check Landlord Application Status

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E-CHECK INFORMATION

2 ☑ Checking
       ○ Savings

Routing Number   Account Number

Banking information saved successfully. Click next to continue

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(8) Check Application Status

1. To check the status of an application, login and access Virginia Rent Relief Program, click "Check Landlord Application Status", then click "Next"

2. Select the property from the drop-down menu, then click "Next"

3. The current application status will be listed here

Status Definitions

Application submitted: Your application has been submitted, waiting for review

Application accepted: Your application has been reviewed and accepted

Application Rejected: Your application has been reviewed but was rejected

Case Under Review: Your application has been paired with Tenant application and is being reviewed

Case Approved: You have been approved for Rent Relief

Case Denied: You have been denied Rent Relief

IMPORTANT TIP: A 'case' is created in the Gov2Go system when your landlord application has been successfully paired with your tenant's application

Please select your action below:
- Start New Landlord Application
- Update Contact Information
- Update Personal Information
- Update Banking Information
- Manage Properties
- Re-Upload W-9 Tax Form
- Check Landlord Application Status

1

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Select to view status (listed by Confirmation No. - Property Address):

2

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Checking Landlord Application Status

12/3/2021 2:07 PM: Application submitted
Next Step: *One of our staff will verify your application to make sure all documents submitted with this application is legitimate. Please check back this place regularly for status update.*

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Documentation Requirements

Virginia W9

✓ The Landlord shall provide a completed Virginia W9, no other document(s) will be accepted in leu of.

✓ The Virginia W9 can by found by clicking here

Ledger

✓ The rent ledger shall be provided by the Landlord

Signed Lease

✓ The lease must be SIGNED by Tenant(s) and Landlord and all pages must be uploaded (not just first page or signature page).

✓ The lease must cover the period(s) for which rent relief is being requested. Any lease extensions beyond the original lease must also be uploaded.

✓ The lease must include the address of the property and the rent amount.

✓ If no lease is available, provide evidence of the three most recent payments of rent. This can be bank statements, check stubs, or rent receipt from landlord. Documentation should show three payments of approximately the same amount, made to the same landlord or property management company at regular intervals (for example, every month).

Document File Types Accepted

Documents being uploaded can be in the form of scanned copies of original document, digital photographs of documents, and emails or handwritten attestations from employers, landlords, caseworkers, or others with knowledge of the household's circumstances.

File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.
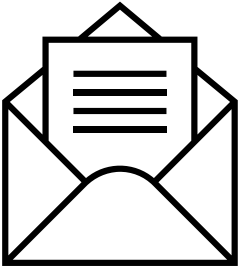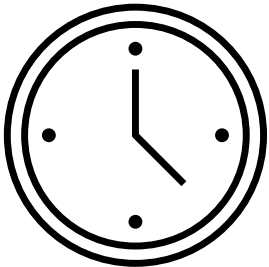
Customer Support Information
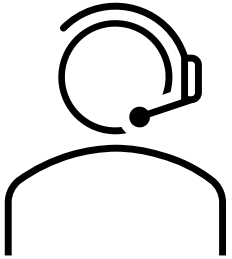
Toll Free Number

**1-833-RENT-RELIEF or
833-736-8735**

Email Support

rrpsupport@egov.com

Hours Of Operation

**Monday - Friday from 8:00 a.m. to 8:00 p.m.
(Closed Saturday, Sunday, and state holidays)**

Other Useful References
(click image to link to additional references)

Virginia DHCD Rent Relief Program Website
Detailed guidance on the RRP and links to information

Virginia W-9 Form
Required to be completed and uploaded for Landlord application

Landlord Application FAQs
Common questions regarding program eligibility and application process

Documentation Requirements
Specific details regarding the expected format and contents of required documentation for application

Customer Support Information
Additional information on customer support capabilities and how to contact for help

Gov2Go Website
Link to Gov2Go system where all application activities will take place, can also be accessed via mobile app