

### North Dakota Homeowner Assistance Fund

Helping qualified North Dakota homeowners get the financial help they need to make housing stability possible

[Application Portal](#)

# NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*ND Homeowner Assistance Fund (ND HAF)*

*Front End User Guide*

June 20, 2022

### North Dakota Homeowner Assistance Fund

Helping qualified North Dakota homeowners get the financial help they need to make housing stability possible

[Application Portal](#)

# NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*ND Homeowner Assistance Fund (ND HAF)*

*Front End User Guide*

June 20, 2022

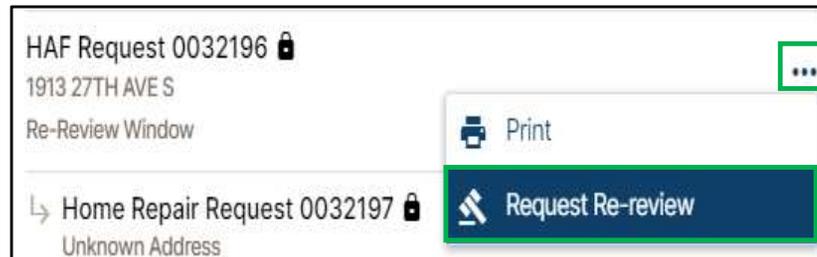
UPDATE DOCUMENTATION IN RE-REVIEW

# Update Documentation in Re-Review

In the event you need to resubmit missing information or documentation to complete your application process, you will receive a **Homeowner Application Email - Re-Review Window** notification confirming that the application is in the “Re-Review” Status.

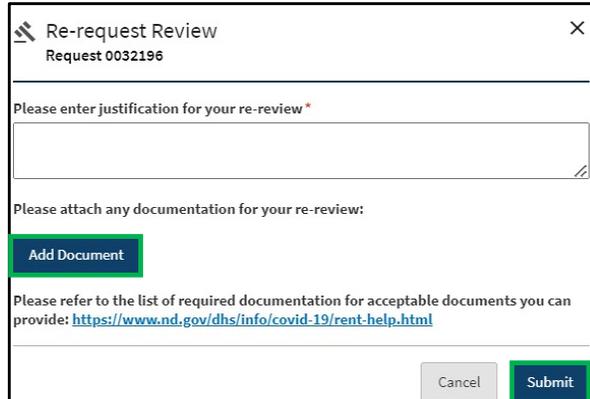
**Step 1:** Follow the instructions in the notification and navigate to the **Homeowner Assistance Fund Application** dashboard to access an application in Re-Review Status.

- Click on the ellipses (...) next to the HAF Request in the **Re-Review Window** status (or Home Repair Request if applicable).
- From the drop-down, select **Request Re-Review**.



# Update Documentation in Re-Review

**Step 2:** Enter the reason for requesting a re-review and upload applicable documentation as directed by the Re-Review Notification (e.g., Missing utility expense documentation uploaded for submission).



Re-request Review  
Request 0032196

Please enter justification for your re-review \*

Please attach any documentation for your re-review:

Add Document

Please refer to the list of required documentation for acceptable documents you can provide: <https://www.nd.gov/dhs/info/covid-19/rent-help.html>

Cancel Submit

Click **Submit**.

**Homeowner Email – Re-Review** Submitted notification will be sent to the user confirming that an application has been submitted

UPDATE APPLICATION TO SUBMIT ADDITIONAL MORTGAGE OR HOMEOWNER EXPENSES

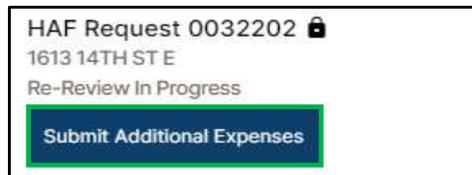
# Update application for additional expenses

**Prerequisite:** If applicable, during application review, a Case Reviewer will confirm via phone or email if the applicant would like to receive additional assistance for eligible expenses.

If the applicant accepts additional assistance, a **Homeowner Application Email - Re-Review Window** notification will be sent via email to confirm the application is ready to submit additional expenses.

**Step 1:** Navigate to the Homeowner Assistance Fund Application dashboard to access an application in Re-Review Status.

Click the **“Submit Additional Expenses”** button to complete application details for additional expenses.



# Update application for additional expenses

**Step 2:** The Housing Expenses section of the application is re-opened for the applicant to enter additional **loan** or **homeowner expenses**.

To add a Loan Expense,

- Select **Yes**, to **Do you have an open loan on your home?**
- Click **Add Loan** to enter loan expense.

To add a Homeowner Expense,

- Select **Yes**, to **Are you seeking assistance with one or more of these homeowner expenses?**
- Click **Add Homeowner Expense** to enter homeowner expense.

The screenshot displays the 'HAF Expense Application' interface. At the top, it shows 'Request 0032384' and 'Last Saved: 2022-06-15 11:38am'. The main heading is '1 Housing Expenses'. Below this, there is a section titled 'Housing Expenses' with a note: 'If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.' A red asterisk indicates that a field is required. The form lists two programs: 'Housing Reinstatement Program (HRP)' and 'Housing Payment Assistance Program (HPAP)'. It then asks 'Do you have an open loan on your home?' with radio buttons for 'Yes' (selected) and 'No'. Below this is a green 'Add Loan' button. A note states: 'Applicants are eligible for the following expenses related to housing other than Mortgage Payments and incurred due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak. Accepted Expenses are as follows: Property taxes (Not included in mortgage payment), Condo fees and Homeowners Association Fees, Homeowners Insurance and Flood Insurance, Attorney's Fees, Tax liens and other liens, Special Assessments, Delinquent junior liens, and UTILITIES (including water, wastewater/sewer, natural gas, heating oil, electricity, and garbage)'. The final question is 'Are you seeking assistance with one or more of these homeowner expenses?' with radio buttons for 'Yes' (selected) and 'No', followed by a green 'Add Homeowner Expense' button.

# Update application for additional expenses

**Step 3:** Complete the expense forms to save expense information.

See [pages 31-35](#) for detailed instructions on completing loan information.

See [pages 36-38](#) for details instructions on completing housing expense information.

# Update application for additional expenses

**Step 3:** Once expense information is entered, review the populated expense tables.

- Click the **Pencil Icon** to edit any of the existing expense information.
- Click **Add Loan** to add an additional loan expense.
- Click **Add Homeowner Expense** to add an additional homeowner expense.
- Click **Submit** to complete submission of the additional expense application (*Application will be closed and in Re-Review Status*)

Do you have an open loan on your home?\*

Yes  No

Loan Servicer Name	Loan Account Number	Monthly Payment Amount	Mortgage Position	Edit
Gate City	104901	\$00.00	First	

**Add Loan**

Applicants are eligible for the following expenses related to housing other than Mortgage Payments and incurred due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak. Accepted Expenses are as follows: Property taxes (Not included in mortgage payment), Condo fees and Homeowners Association Fees, Homeowners Insurance and Flood Insurance, Attorney's Fees, Tax liens and other liens, Special Assessments, Delinquent junior liens, and Utilities (including water, wastewater/sewer, natural gas, heating oil, electricity, and garbage).

Are you seeking assistance with one or more of these homeowner expenses?\*

Yes  No

Name	Amount requested	Expense Type	Expense Subtype	Edit
Condo Owner	45.00	Condo Fee and Homeowners Association Fee	N/A	

**Add Homeowner Expense**

## ND HAF SUPPORT INFORMATION

# Resources

## **NWND Emergency Housing Stability**

*Applicant resources are available to you at [ND Help for Homeowners | Health and Human Services North Dakota](#)*

### **Direct Support**

- *For questions on system navigation or setting user preferences, contact the*
  - *Call center at 701.328.1907 or [dhserb@nd.gov](mailto:dhserb@nd.gov)*