

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES

*North Dakota Rent Help (NDRH)
Front End User Guide – Renter
Application*

October 11, 2021

*Intended for Internal Audience Only

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FRONT END USER GUIDE OVERVIEW

FRONT END USER GUIDE OVERVIEW

Introduction:

This User Guide will provide step-by-step instructions for navigating the Renter portal, which could be utilized by Application Counselors, Contact Center Staff and other stakeholders who require familiarity with the public facing aspect of the application portals.

Audience:

This User Guide intended for any potential Renter Application end-users (e.g., Applicants, Application Counselors, Contact Center staff, Housing Providers, etc.).

ACCESSING THE PORTAL

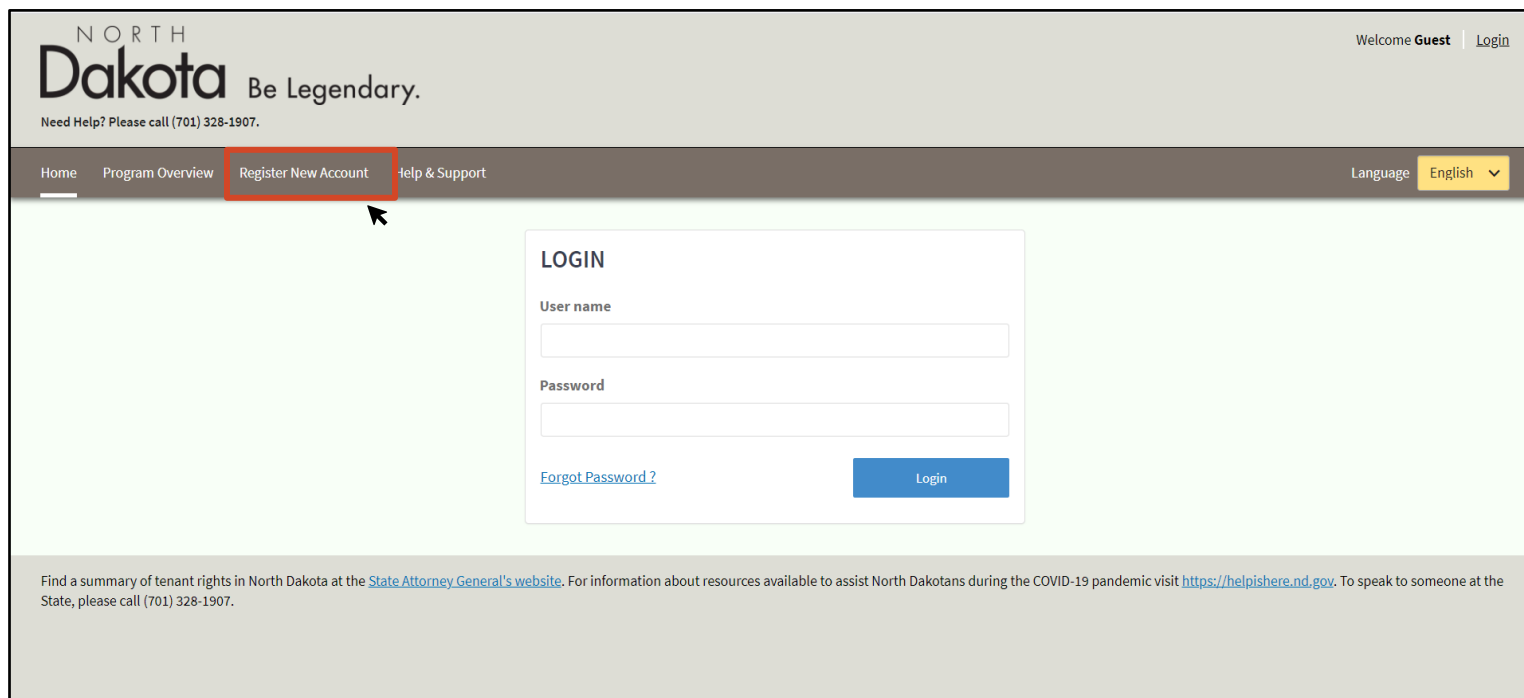
FIRST TIME LOGIN

ND Rent Help Portal URL:

https://ndhousingstability.servicenowservices.com/nd_rent_help

When accessing the website, you will be asked to login. As a first-time user, you will have to create a new account.

Step 1: In the menu, select **Register New Account**.



The screenshot displays the North Dakota Rent Help Portal website. At the top left, the logo reads "NORTH Dakota Be Legendary." with the phone number "Need Help? Please call (701) 328-1907." below it. The top right corner shows "Welcome Guest" and a "Login" link. A dark navigation bar contains the following menu items: "Home", "Program Overview", "Register New Account" (highlighted with a red box and a mouse cursor), and "Help & Support". On the right side of the navigation bar, there is a "Language" dropdown menu set to "English". The main content area features a "LOGIN" form with fields for "User name" and "Password", a "Forgot Password?" link, and a blue "Login" button. At the bottom of the page, a footer contains text about tenant rights and COVID-19 resources.

FIRST TIME LOGIN

Step 2: You will be redirected to the account registration page, where you will be required to enter the following information in order to register an account.

- a. Provide your First name in **First Name**.
- b. Provide your Last name in **Last Name**.
- c. Provide email address in **Email**.
- d. Confirm email again in **Confirm Email**.
- e. Press **Submit**.

NORTH
Dakota Be Legendary.
Need Help? Please call (701) 328-1907.

Welcome **Guest** | [Login](#)

Home Program Overview Register New Account Help & Support Language English

Account Registration

→

[I agree to the State Privacy Policy *](#)

Submit

Find a summary of tenant rights in North Dakota at the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpishere.nd.gov>. To speak to someone at the State, please call (701) 328-1907.

FIRST TIME LOGIN

Step 3: Complete registration by selecting the following:

- a. Agree to the **State Privacy Policy**.
- b. Press **Submit**.

The screenshot shows the 'Account Registration' page. At the top, there is a navigation bar with links for 'Home', 'Program Overview', 'Register New Account', and 'Help & Support'. A language dropdown menu is set to 'English'. The main content area has a blue header 'Account Registration'. Below this, there are four text input fields labeled 'First Name *', 'Last Name *', 'Email *', and 'Confirm Email *'. At the bottom right of the form, there is a checkbox labeled 'I agree to the State Privacy Policy *'. A red box highlights this checkbox. At the bottom left of the form, there is a blue 'Submit' button, also highlighted with a red box. A mouse cursor is pointing at the 'Submit' button.

- c. Following submission, a **banner confirming account creation** will appear at the top of your screen.



FIRST TIME LOGIN

Step 4: You will be sent an email to the email address you provided with your login information. Once you receive this email, return to the home screen.

- a. Login using the **username** and **password** you received in the email.
- b. Press **Login**.

The screenshot shows the North Dakota login interface. At the top left is the North Dakota logo with the slogan 'Be Legendary.' and a help line: 'Need Help? Please call (701) 328-1907.' The top right corner says 'Welcome Guest | Login'. Below this is a navigation bar with links: 'Home', 'Program Overview', 'Register New Account', and 'Help & Support'. On the right side of the navigation bar is a language dropdown menu set to 'English'. The central part of the page is a white box titled 'LOGIN'. It contains two input fields: 'User name' with the text 'john.doe' and 'Password' with masked characters '*****'. Below the password field is a blue 'Login' button and a blue link for 'Forgot Password?'. A mouse cursor is pointing at the bottom right corner of the login box. At the bottom of the page, there is a footer notice: 'Find a summary of tenant rights in North Dakota at the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpishere.nd.gov>. To speak to someone at the State, please call (701) 328-1907.'

FIRST TIME LOGIN

Step 5: Follow reset password instructions to complete first time login.

- a. Enter the password you were given in your email in **Current Password**.
- b. Enter a new password and confirm it in the **New Password** and **Confirm new Password** fields.
- c. The password must be between 8 - 40 characters long and contain at least 1 digit(s), 1 uppercase letter(s), 1 lowercase letter(s) and 0 special character(s).
- d. Press **submit**.

System administrator requires you to change your password

Change Password

User name:
John.Doe

Current Password:

New password:

Confirm New Password:

Submit

You have now successfully created a new account and are ready to begin the next step!

RENTER APPLICATION

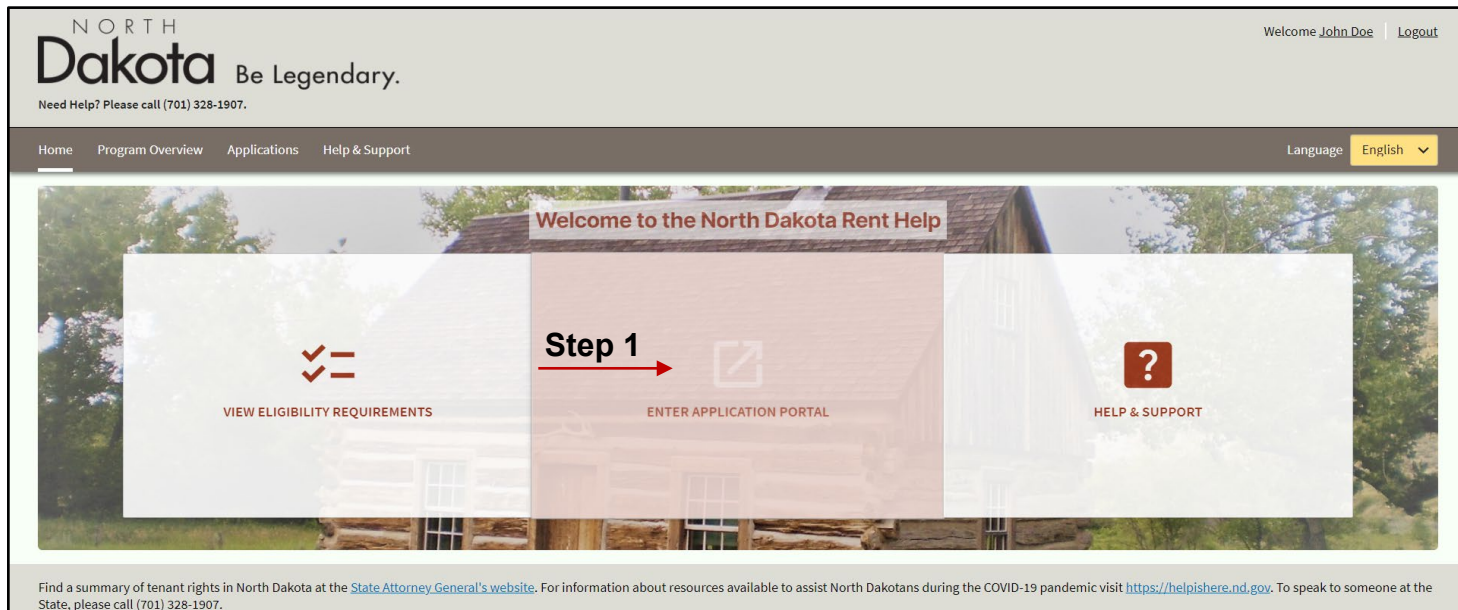
ENTER APPLICATION PORTAL

ND Rent Help Portal URL:

https://ndhousingstability.servicenowservices.com/nd_rent_help

Step 1: Enter the Application Portal.

- After logging in, you will be redirected to the home page.
- Press **'Enter Application Portal'** or on **'Applications'** in the menu.



STARTING A NEW RENTER APPLICATION

Step 2: Start a New Application

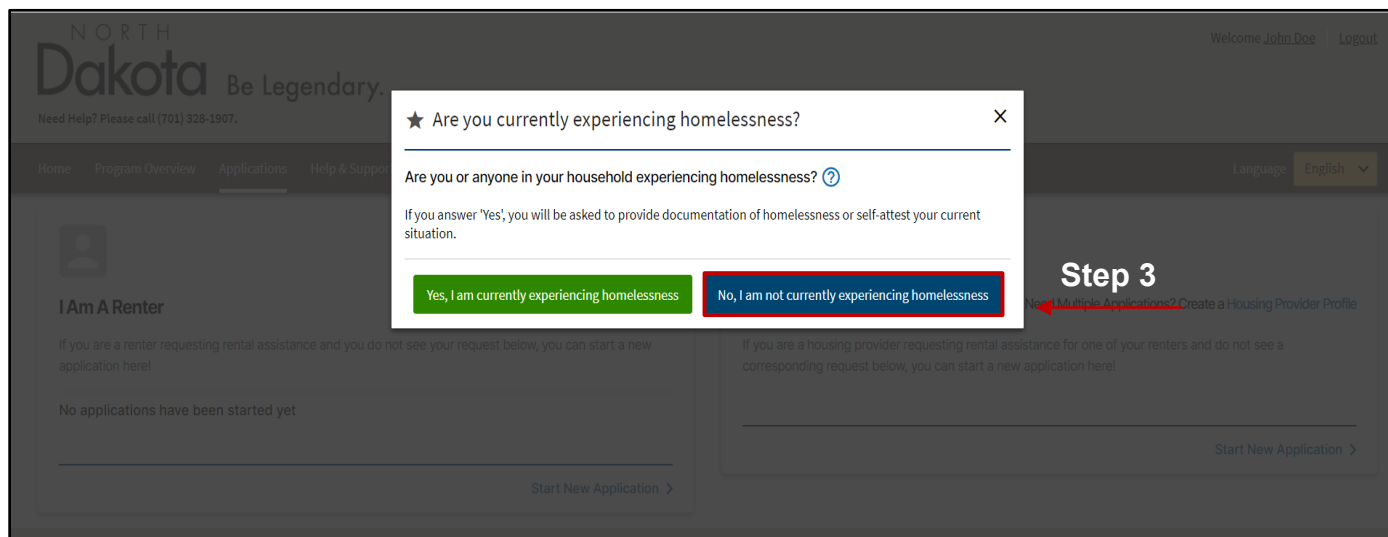
- On the application page, you will see two sections. On the left-hand side is the **I Am A Renter** section. As we are creating a new renter application, this is the section we will need.
- In the **I am a Renter** section, press **Start New Application**.

The screenshot shows the North Dakota Housing Assistance website. The header includes the North Dakota logo and the slogan 'Be Legendary.' with the phone number (701) 328-1907. The navigation menu includes Home, Program Overview, Applications, and Help & Support. The main content area is divided into two sections: 'I Am A Renter' and 'I Am a Housing Provider'. The 'I Am A Renter' section contains a message about starting a new application and a 'Start New Application >' button. A red box highlights this button, and an arrow points to it from the text 'Step 2'. The 'I Am a Housing Provider' section contains a message about starting a new application and a 'Start New Application >' button. The footer includes a link to the State Attorney General's website and information about COVID-19 resources.

STARTING A NEW RENTER APPLICATION

Step 3: Answer prompt to determine if you or anyone in your household are currently experiencing homelessness.

- a. You will be prompted with the following question regarding homelessness.
- b. If you are or anyone in your household experiencing homelessness, select **Yes** and move to the Application for Individuals Experiencing Homelessness
 - i. A version of the application that considers the specific barriers an individual experiencing homelessness is available to better facilitate application completion. By selecting **Yes**, the applicant will be routed to this application.
- c. If you are not experiencing homelessness, press **No, I am not currently experiencing homelessness**.



COMPLETE PRE-ELIGIBILITY

Step 4: Provide the **physical address of the rental property/unit** for which assistance is being requested.

- a. Provide the **address** of the property.
- b. Provide the **city** the property is in.
- c. Provide the **state** the property is in.
- d. Provide the **zip code** of the property.
- e. Press **Validate Address**.

Step 4 →

The screenshot shows the 'Renter Application' page with a progress bar at the top indicating three steps: 1 Pre-Eligibility (active), 2 Applicant Information, and 3 Rental Assistance Information. Below the progress bar, a text prompt reads: 'Pre-Eligibility: On this page, we will gather information to understand your current situation and program eligibility.' The main form area contains a red-bordered box with the instruction: 'Provide the physical address of the rental property/unit for which assistance is being requested: *'. Inside this box are input fields for:

- Address line 1: 612 E BOULEVARD AVE
- Address line 2: (empty)
- City *: BISMARCK
- State: * (dropdown menu showing North Dakota)
- Zip code: * 58505

 A red button labeled 'Validate Address' is located at the bottom of the form box.

Step 5: Review address information in the Confirm Address pop-up and press **Accept Formatted Address**.

Note: The "County" field will auto-fill based on the zip-code identified by the validated address. Only property addresses within North Dakota will be considered as eligible for program assistance.

Step 5 →

The screenshot shows a 'Confirm Address' dialog box with a close button (X) in the top right corner. It displays two columns of information:

- You Entered:** 612 E Boulevard Ave, Bismarck, North Dakota 58505
- US Postal Service Format:** 612 E BOULEVARD AVE, BISMARCK, ND 58505

 At the bottom right of the dialog, there is a red-bordered button labeled 'Accept Formatted Address'.

COMPLETE PRE-ELIGIBILITY

Step 6: Complete all remaining Pre-Eligibility questions to help identify ability to meet Area Median Income (AMI), COVID Hardship, and Risk of Housing Instability criteria.

Step 6



The following questions are asked to determine physical attributes of the rental unit needed to **identify the HUD Fair Market Rate**.

- How many bedrooms does the rental unit have?
- Is your housing provider an immediate family member?
- How many individuals or household members live in the rental unit?
- Do you have a rental agreement with your housing provider? If you select Yes, an additional question (below) will be prompted.

As the applicant and renter, is your name on the a rental agreement for the rental property/unit? *

Yes No

The following questions are asked to determine if your household meets the **<80% AMI Eligibility threshold**.

- What was your total annual household income for 2020?
- What is your estimated annual household income for 2021?
- Household income meets AMI eligibility requirements:
 - This will auto populate based on the above responses.

How many bedrooms does the rental unit have? *

Is your housing provider an immediate family member? *

Yes No

How many individuals or household members live in the rental unit? Note: Do not include roommates or other individuals who have a separate rental/sublease agreement with the housing provider? *

Do you have a rental agreement with your housing provider? *

Yes No

What was your total annual household income for 2020? *

What is your estimated annual household income for 2021? (Add your monthly income for the last two months and multiply by 6) *

Household income meets AMI eligibility requirements:

N/A

COMPLETE PRE-ELIGIBILITY

Step 6

The following questions are asked to identify if the applicant meets **COVID-related hardship** eligibility criteria and determine application prioritization.

- a. Since March 13, 2020, have you or any member of your household qualified for or been approved for unemployment benefits?
- b. Have you or a household member not been employed for the last 90-day period or longer?
- c. Since March 13, 2020, have you or a household member experienced a COVID-related hardship? Please select all COVID-related hardships that apply.
 - i. If **“Other (please describe)”** is selected, a text box will be generated for the applicant to describe how COVID-19 has resulted in financial hardship.

Note: Applicants may select as many COVID-related hardships as are applicable. Selecting no COVID-related hardships will not disqualify the application based solely on this response.

Since March 13, 2020, have you or any member of your household qualified for or been approved for unemployment benefits? *

Yes No

Have you or a household member not been employed for the last 90-day period or longer? *

Yes No

Since March 13, 2020, have you or a household member experienced a COVID-related hardship? Please select all COVID-related hardships that apply.

Reduction in Overall Household Income:

Worked fewer hours and/or hours worked were less regular

Laid-off / furloughed

Employer closed temporarily

Employer closed permanently

Loss of contracts and/or other self-employment income

Significant costs or out-of-the-ordinary expenses:

Costs related to child care or school disruptions

Caregiving for other family members

Medical expenses or costs related to overall health care

Funeral expenses

Housing costs

Other hardship:

Extended time off to care for children / family member

Extended time off due to personal health / COVID

Other (please describe)

Other (please describe)

Please describe in detail how COVID-19 has impacted you through qualification of unemployment benefits, reduction in income, significant costs incurred, and/or other financial hardship. *



COMPLETE PRE-ELIGIBILITY

Step 6

The following questions are asked to identify if the applicant meets COVID-related hardship eligibility criteria and determine application prioritization.

- d. Are you using the assistance of a Housing Facilitator?
- e. Can you provide documentation to demonstrate a loss of income, significant cost, and/or other financial hardship? A listing of acceptable forms of proof of documentation will generate for the applicant to select from.
- f. Press **“Add Document”** to upload documentation in the acceptable file formats: PDF, JPG, JPEG, GIF, PNG and TIFF.

Note: If “Documentation unavailable” is selected, applicant will be asked to describe the situation preventing them from providing documentation and Self-Attest to the accuracy of the statement.

The following question is intended to **match** Renter and Housing Provider **applications**.

- a. “Have you received an email confirmation from ND Rent Help (NDRH) that your housing provider submitted an application?”

Note: If yes is selected, the applicant may enter the 7-digit Housing Provider application number. This will facilitate the renter application being properly matched and speed up processing.

Are you using the assistance of a Housing Facilitator? *

Yes No

Can you provide documentation to demonstrate a loss of income, significant cost, and/or other financial hardship? *

Unemployment benefit statement

Please upload documentation: *

Add Document

Have you received an email confirmation from ND Rent Help (NDRH) that your housing provider submitted an application? *

Yes No

In detail, please explain why you cannot provide documentation of loss of income, significant cost, and/or other financial hardship. *

I/we attest that the statement above is true. *

Please review and confirm the self-certification statement below:

I/we attest that one or more of my/our household members: qualified for State unemployment insurance (UI) benefits at any time after January 1, 2020, or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly due to the COVID-19 public health emergency. *

Have you received an email confirmation from ND Rent Help (NDRH) that your housing provider submitted an application? *

Yes No

Please enter the 7-digit housing provider application number from the email notification. You may still proceed with the application without the 7-digit housing provider application number, however it may cause delays in processing your application

COMPLETE PRE-ELIGIBILITY

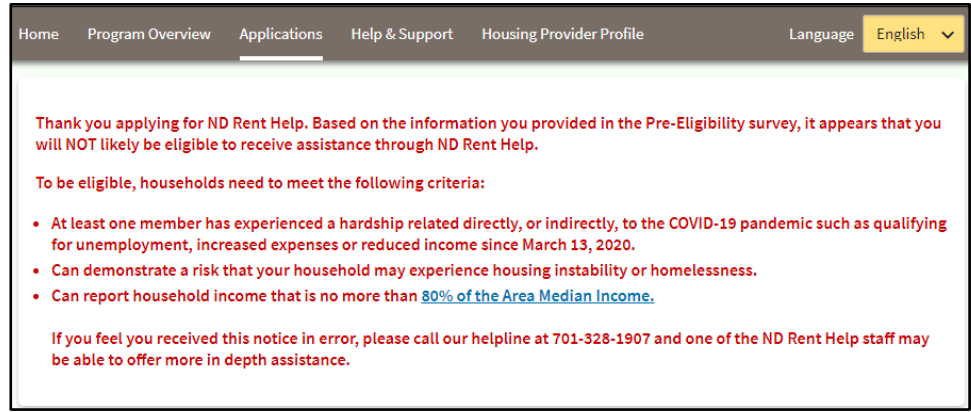
Step 7: Review completed Pre-Eligibility information and move on to Applicant Information section of the application.

- a. If you wish to complete the remainder of the application later, **Press Save Draft.**
- b. If you wish to continue to complete the Applicant information portion of the application, **Press Next: Applicant Information.**



Upon pressing **Next: Applicant Information**, if you have been deemed eligible for program assistance, you will be directed to the next page.

If the applicant has been deemed ineligible, an error notification will alert you that the information provided does not meet the qualification criteria.

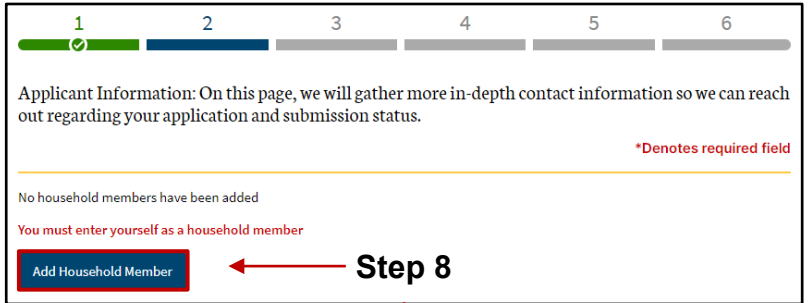


COMPLETE APPLICANT INFORMATION

Step 8: Identify household information for each Household Member identified on the Pre-Eligibility page.

a. Press **Add Household Member** to complete household member information for each individual living in your household.

- i. Is this the head of household (Yes or No)
- ii. First Name
- iii. Middle Name
- iv. Last Name
- v. Suffix
- vi. Relationship (Drop down selection)
- vii. DOB (Calendar selection)
- viii. Age (Auto populated based on DOB)
- ix. Sex
- x. Ethnicity
- xi. Race (Multiple select if more than one apply)
- xii. Marital Status
- xiii. Employment Status
- xiv. Current or most recent occupation
- xv. 2020 total annual income for the household member only
- xvi. Last month's income
- xvii. Prior month's income
- xviii. Social Security number (Optional)



Household Member Table continued next page →
Department of Human Services

COMPLETE APPLICANT INFORMATION

Householder Member Table (continued)

xviii. Can you provide income documentation
 i. **Add Document** or explain why you cannot provide income documentation and Self-Attest to accuracy.

Step 8 →

Can you provide income documentation (for example, copy of Form 1040 as filed with the IRS for the household for CY 2020 (first two pages only); 2020 W-2s, income statement or pay stubs from prior two months) for this household member? * ?

Yes No

Add Document

b. **Press Save** to add submit household member information. You will be redirected to the previous page.

Step 9 ↓

Can you provide income documentation (for example, copy of Form 1040 as filed with the IRS for the household for CY 2020 (first two pages only); 2020 W-2s, income statement or pay stubs from prior two months) for this household member? * ?

Yes No

Please explain why you cannot provide income documentation: *

Please review and confirm the self-attestation statement below:

Due to the above reasons, I/we am/are unable to provide documentation of income. I/we attest that the information provided is accurate and complete to the best of my/our knowledge *

Save

Step 9: Review completed Household Member information in the Household member table. **Applicants will be required to repeat Step 1** until all household members identified as living in the housing unit in the **Pre-Eligibility page** are identified.

*Note: If an inconsistent number of household members is identified by the Household Member table, an error message will appear instructing the applicant on how to resolve. A household member must be listed for **Relationship – Self** in order to continue.*

1 Pre-Eligibility 2 Applicant Information 3 Rental Assistance Information 4 Utilities 5 Payment Information 6 Certification

Applicant Information: On this page, we will gather more in-depth contact information so we can reach out regarding your application and submission status.

*Denotes required field

Name	Head of Household	Relationship	DOB	Sex	2020 Income	Last Mo. Income	Prior Mo. Income	Edit
Household Member Test	Yes	Self	1988-02-04	Male	50,000.00	4,000.00	3,500.00	
Total					50,000.00	4,000.00	3,500.00	

Number of household members does not match the number entered in section 1

You have claimed 2 household members live in the rental unit, but have entered 1 above. Please Add/Remove household members. Or edit your response from [section 1](#).

Add Household Member

COMPLETE APPLICANT INFORMATION

Step 10: Provide contact information for the primary applicant. This information is needed for NDRH Case Reviewers to communicate regarding the application and for notifications to be enabled.

- a. Applicant **email** address
- b. Re-enter Applicant **email** address
- c. Applicant **phone number**
- d. Re-enter Applicant **phone number**
- e. Is this a **cell phone** number?

Step 10 →

Note: If you selected “Yes” to is this a cell phone number, the following questions will be prompted:

- f. Would you like to receive updates to your application via text message?
- g. Select your carrier.

Note: The program is configured to send automated update notifications to your email address. Limited notifications may be sent to you via phone. To ensure that you receive any messages delivered at any time you are unable to pick up the phone, we encourage that you have a voicemail box configured to receive messages. Phone and data charges may apply. If carrier is unable to be identified, the applicant will not be able to receive text messages.

Applicant Information: On this page, we will gather more in-depth contact information so we can reach out regarding your application and submission status.

*Denotes required field

Name	Head of Household	Relationship	DOB	Sex	2020 Income	Last Mo. Income	Prior Mo. Income	Edit
Household Member Test	Yes	Self	1988-02-04	Male	50,000.00	4,000.00	3,500.00	
Total					50,000.00	4,000.00	3,500.00	

[Add Household Member](#)

Please provide your contact information below. If you do not have an email address and/or phone number, enter the contact information for your Application Counselor below. If you do not have an Application Counselor, please call (701) 328-1907 to be paired with an Application Counselor who will assist with your submission. You may save your current application as a draft and continue filling out this information once paired with a counselor.

Applicant email address: *

Re-enter Applicant email address: *

Applicant phone number: *

Re-enter Applicant phone number: *

Is this a cell phone number? *

Yes No

Would you like to receive updates to your application via text message? *

Yes No

Select your carrier: *

-Select- ▼



COMPLETE APPLICANT INFORMATION

Step 11: Identify if an applicant receives any assistance from the listed Federal assistance programs. This may be used to demonstrate an applicant as **“categorically eligible”** to receive program assistance.

- i. LIHEAP*
- ii. SSI*
- iii. WIC*
- iv. Head Start*
- v. Child Care Assistance*
- vi. Medicaid*
- vii. Housing Choice Voucher*
- viii. HUD 202 Rental Subsidy*
- ix. HUD 811 Rental Subsidy*
- x. USDA Rural Development Rent Assistance*
- xi. SNAP
- xii. TANF
- xiii. Unemployment

Step 11 →

ND Rent Help can utilize income information that has already been verified by other federal programs to eliminate the need for you to provide detailed information in this application.

Please note that your confirmation of participation in any of the federal, state or local government assistance programs below does NOT negatively affect your eligibility for participation in the State program.

A recently completed income certification and participation in certain programs can SPEED UP your qualification and application for this program.

At any time since March 13, 2020, did you or a member of your household receive assistance from ANY of the following Federal programs?

- LIHEAP
- SSI (not SSA retirement or disability income)
- WIC
- Head start
- Child Care Assistance
- Medicaid
- Housing Choice Voucher
- VASH housing voucher
- HUD 202 rental subsidy
- HUD 811 rental subsidy
- USDA Rural Development Rent Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Unemployment

Can you provide documentation for your enrollment in any of the above assistance / benefits programs? *

Yes No

Please upload enrollment documentation. If enrolled in multiple benefits programs, please upload documentation for at least one program. *

[Add Document](#)

Can you provide documentation for your enrollment in any of the above assistance / benefits programs? *

Yes No

In detail, please explain why you cannot provide documentation of the benefit you are enrolled in. *

I/we attest that the statement above is true. *

* Documentation is required to verify enrollment status in program, SNAP, TANF, and Unemployment to be verified via system integration.

- a. Can you provide documentation for your enrollment in any of the above assistance / benefits programs?
- b. If Yes, press **Add Document** to upload **at least one acceptable form of enrollment documentation.**
- c. If No, describe the circumstance preventing you from providing proof of enrollment and **Self-Attest** to the accuracy of the statement.



COMPLETE APPLICANT INFORMATION

Step 12: If applicable, **provide a remittance address** if the applicant’s mailing address differs from the address of the rental property/unit for which assistance is being requested. This is identified to make sure any communication or program payments are sent to the correct address.

- a. Provide the **mailing address**.
- b. Provide the **city**.
- c. Provide the **state**.
- d. Provide the **zip code** of the property.
- e. Press **Validate Address**.
- f. Provide an explanation for why mailing address is different than rental address.

Step 12 →

Is your mailing address the same as your residence address? *

Yes No

Mailing address line 1: *

Address line 2:

City *

State: *

-Select-

Zip code: *

Validate Address

In detail, please provide an explanation for why your mailing address is different from your rental unit address: *

Step 13: Provide proof of identification.

- a. Do you have a valid photo driver's license?
 - i. If Yes, provide **Driver's license number** and **Driver's license state**. If no ...
- b. Do you have a valid State ID, US Passport of Military ID?
 - i. If No, select **None of the Above**.
 - ii. If Yes, provide ID number and documentation.

Step 13 →

Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by the State or another State jurisdiction? *

Yes No

Driver's license number: *

Driver's license state: *

-Select-

Please upload a copy of your identification: *

Add Document

Do you have a valid State ID, US Passport, or Military ID? *

None of the Above

Please select a type of identification you can provide (may require additional validation procedures or potential delay): * ⓘ

Work Authorization

Please upload a copy of your identification: *

Add Document



COMPLETE APPLICANT INFORMATION

- c. If selected **None of the Above** a listing of acceptable IDs will generate. Acceptable identification includes:
 - i. Certificate of Naturalization
 - ii. Certificate of Citizenship
 - iii. U.S. Permanent Resident Card
 - iv. Trusted Traveler IDs
 - v. Student IDs
 - vi. Valid Foreign Passport
 - vii. Enhanced Tribal Card
 - viii. Native American Tribal Photo

d. Select the ID type able to be provided. If no ID type is applicable, select **“No ID to Provide.”**

e. If applicable, press **“Add Document”** to upload documentation of your identification.

Step 13

Do you have a valid State ID, US Passport, or Military ID? *

None of the Above

Please select a type of identification you can provide (may require additional validation procedures or potential delay): ?

Work Authorization

Please upload a copy of your identification: *

Add Document

Step 14: Review completed **Applicant Information** and move on to the **Rental Assistance Information page.**

- a. If you wish to complete the remainder of the application later, press **Save Draft.**
- b. If you wish to continue to complete the rental information portion of the application, press **Next: Rental Assistance Information.**

Step 14

Back: Pre-Eligibility

Save Draft

Next: Rental Assistance Information

COMPLETE RENTAL INFORMATION

Step 15: Determine if Applicant is seeking Rental Assistance. Applicants are permitted to seek utilities-only assistance, at which point they may select “No” and move on to the [Utilities](#) page.

Step 15 →

a. Are you seeking Rental Assistance

- a. If Yes, detailed questions regarding rental assistance will populate. If No, the applicant will be asked if they are seeking assistance for other eligible expenses. See [Step 5: Identify “Other Expense”](#).

Step 16: Provide Housing Provider information.

This is collected so that the Housing Provider may be contacted to submit a Housing Provider application for this rental unit.

Step 16 →

a. Is your housing provider an individual or a company: Select **Individual** or **Company** radio button.

- a. Questions regarding housing provider contact information will generate based on the option you select.

COMPLETE RENTAL INFORMATION

- b. Provide Housing Provider contact information based on prior selection.
 - i. Housing Provider First & Last Name **or** Company Legal Name
 - ii. Housing Provider Phone Number **or** Company Phone
 - iii. Housing Provider Email **or** Company Email
 - iv. Re-Enter Housing Provider Email **or** Re-Enter Company email
 - v. Housing Provider Mailing Address **or** Company Address
 - vi. City
 - vii. State
 - viii. Zip code
- c. Press **Validate Address**.

Step 16

Is your housing provider an individual or a company? *

Individual Company

Housing provider first name *

Housing provider last name *

Housing provider phone number *

Housing provider email *

Re-enter Housing provider email *

Housing provider mailing address line 1 *

Address line 2:

City *

State: *

-Select-

Zip code: *

Validate Address

Is your housing provider an individual or a company? *

Individual Company

Company legal name *

Company phone *

Company email *

Re-enter Company email *

Company address *

Address line 2:

City *

State: *

-Select-

Zip code *

Validate Address

Step 17: Provide Rental Agreement Information.

- a. Is your rental agreement month-to-month?
 - a. If Yes, you will be asked to identify the **Date Rental Agreement Began**.
 - b. If No, you will be asked an additional question to identify the **Date the Rental Agreement is Scheduled to End**.

Is your rental agreement month-to-month? *

Yes No

Date Rental Agreement Began *

Select Date

Is your rental agreement month-to-month? *

Yes No

Date Rental Agreement Began *

Select Date

Date Rental Agreement is Scheduled to End *

Select Date

Step 17

Note: Approved Applicants with a month-to-month agreement will be asked to re-certify their application every 3 months.

COMPLETE RENTAL INFORMATION

- b. Monthly rent amount
- c. Does monthly rent include utilities
- d. Do you have a formal rental agreement with your housing Provider? This response will generate additional questions based on response.

Step 17 →

Monthly rent amount *

Does monthly rent include utilities? * Note: Select Yes if any utility cost is included in above monthly rent amount.

Yes No

If formal rental agreement exists:

- Can you provide a formal rental agreement?
 - i. If Yes, **Add Document.**
 - ii. If No, **Self-Attest** to rental obligation amount.

If formal rental agreement:

Do you have a formal rental agreement with your housing provider? *

Yes No

Can you provide a formal rental agreement with your housing provider? *

Yes No

Can you provide a formal rental agreement with your housing provider? *

Yes No

Please attach a signed copy of the rental agreement(s) that covers all month(s) you are seeking assistance: *

Add Document

Can you provide a formal rental agreement with your housing provider? *

Yes No

Note that by self-attesting to your rental obligation, rental assistance payment will be made up to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at: <https://www.huduser.gov/portal/datasets/fmr.html>.

I/we attest that the monthly rental amount is accurate. *

If no formal rental agreement

Do you have a formal rental agreement with your housing provider? *

Yes No

Can you provide a written attestation by a housing provider who can be verified as the legitimate owner or management agent of the unit or documentation that reasonably establishes a pattern of paying rent (for example, Bank statements, check stubs)? *

Yes No

Can you provide a written attestation by a housing provider who can be verified as the legitimate owner or management agent of the unit or documentation that reasonably establishes a pattern of paying rent (for example, Bank statements, check stubs)? *

Yes No

Please attach attestation documents: *

Add Document

Can you provide a written attestation by a housing provider who can be verified as the legitimate owner or management agent of the unit or documentation that reasonably establishes a pattern of paying rent (for example, Bank statements, check stubs)? *

Yes No

Note that by self-attesting to your rental obligation, rental assistance payment will be made up to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at: <https://www.huduser.gov/portal/datasets/fmr.html>.

I/we attest that the monthly rental amount is accurate. *

If no formal rental agreement:

- Can you provide written attestation by a Housing Provider to verify an agreement?
 - i. If Yes, **Add Document.**
 - ii. If No, **Self-Attest** to rental obligation amount.

Note: If attestation is required, applicant's will be notified of program policy which states that in the event a rental agreement must be proved via attestation, the State will use the HUD Fair Market Rent of Small Area Fair Market Rate to as the maximum monthly rental amount the applicant will be eligible for assistance.

COMPLETE RENTAL INFORMATION

The following questions are asked to help prioritize an applicant's submission for case review.

e. Have you received a past due notice from your housing provider?

If Yes:

- i. Can you provide documentation of past due rent:
 - i. If Yes, press **Add Document** and upload the appropriate document.
 - ii. If No, provide more information in the text field and **Self-Attest**.

g. Have you received an eviction notice?

If Yes:

- i. Can you provide documentation of the eviction notice?
 - i. If Yes, press **Add Document** and upload the appropriate document.
 - ii. If No, provide more information in the text field and **Self-Attest**.

If documentation available:

Have you received a past due notice from your housing provider? *

Yes No

Can you provide documentation of past due rent? *

Yes No

Please attach the statement of past due rent: * ?

Add Document

If documentation unavailable:

Can you provide documentation of past due rent? *

Yes No

Please describe your circumstances and the amount of past due rent. *

I/we attest that the circumstances and the amount of past due rent is accurate. *

If documentation available:

Have you received an eviction notice? *

Yes No

To find a summary of tenant rights in North Dakota visit the [State Attorney General's website](#). For information about resources available to assist North Dakotans during the COVID-19 pandemic visit <https://helpshere.nd.gov>. To speak to someone at the State, please call (701) 328-1907.

Can you provide documentation of the eviction notice? *

Yes No

Please attach the eviction notice or statement: *

Add Document

If documentation unavailable:

Can you provide documentation of the eviction notice? *

Yes No

In detail, please explain why you cannot provide documentation of your eviction notice. *

I/we attest that the statement above is true. *

COMPLETE RENTAL INFORMATION

- h. Have you received court eviction paperwork with a hearing date?
 - i. If Yes, identify **Date of Hearing**.

Step 17 →

Have you received court eviction paperwork with a hearing date? *

Yes No

Date of hearing: *

Select Date

Step 18: If seeking rental assistance, add details for each month you are seeking rental assistance for. This will be a component in the funding decision for each approved applicant.

- a. Select **Add Month** and this will open a new pop-up window.
 - i. Please select the month and year for which you are seeking rental assistance
 - ii. Total monthly rent amount
 - iii. Amount provided by another Federal, State, or Local program: Indicate **amount of assistance received** that month from a benefits program.
 - iv. Total renter portion of unpaid rent (not including late fees): This field auto-populates based on responses above.
 - v. Is this amount past due?
 - vi. Late fees (if applicable)
 - vii. Assistance requested from this program: This field auto-populates based on **sum of Late Fees and Unpaid rent**.
- b. Press **Save** to be redirected to the previous page.
- c. Repeat for additional months by pressing **Add Month**.

Step 18 →

Select "Add Month" below to enter the amount of assistance requested by month.

If utilities are NOT included in rent amount and you have a separate provider for utility services, then only include the rent amount in this section and list utilities separately in the next section titled "Utilities".

No months have been added

Add Month

Step 18 ←

Edit Month

Please select the month and year for which you are seeking rental assistance:

-Select- -Select-

Total monthly rent amount: *

0.00

Amount provided by another Federal, State, or Local program:

0.00

Total renter portion of unpaid rent (not including late fees): *

0.00

Is this amount past due? *

Yes No

Assistance requested from this program: *

0.00

*The assistance requested from the Program shall not duplicate any other federal, state, or local assistance for the same costs or same periods

Save

COMPLETE RENTAL INFORMATION

- d. Review Month table to confirm all monthly information was added correctly.
 - i. To edit, select the **pencil icon** to update rental information for the identified month.
 - ii. To delete a month, select the pencil icon to edit and then select **Delete** at the bottom of the pop-up window.

Step 19: Identify any expenses related to housing other than Rent or Utilities and incurred due, directly or indirectly, to COVID-19.

- a. Are you seeking assistance with one or more of these listed expenses?
- b. If Yes, select **Add Other Expenses** to open a new pop-up window to enter details for other expenses you are seeking assistance for.
 - i. **Expense Type**
 - ii. **Amount Requested**
 - iii. **Add Document** to upload documentation identifying the amount of the expense requested.
- c. Press **Save**, to be redirected to the previous page.

Select "Add Month" below to enter the amount of assistance requested by month.

If utilities are NOT included in rent amount and you have a separate provider for utility services, then only include the rent amount in this section and list utilities separately in the next section titled "Utilities".

Month	Requested	Edit
January 2021	950.00	
Total	950.00	

Add Month

Applicants are eligible for the following expenses related to housing other than Rent or Utilities and incurred due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak.

- Past due Rent Owed to Previous Housing Provider
- Past due Rent in Collections
- Relocation Expenses
- Security Deposits
- Rental Application or Screening Fees
- Renters Insurance (if required by lease)
- Utility Disconnection and Reconnection Fee
- Utility Deposits

Are you seeking assistance with one or more of these listed expenses *

Yes No

No other expenses have been added

Add Other Expenses

Edit Expense X

Expense Type:

Amount Requested:

Please upload documentation for the amount you are requesting assistance: *

Add Document

Save

↑
Step 19
←

COMPLETE RENTAL INFORMATION

- c. Review Month table to confirm all monthly information was added correctly.
 - i. Select **Add Other Expense** to repeat steps to enter an additional other expense.
 - ii. To edit, select the **pencil icon** to update rental information for the identified month.
 - iii. To delete a month, select the **pencil icon** to edit and then select **Delete** at the bottom of the pop-up window.

Are you seeking assistance with one or more of these listed expenses *

Yes No

Expense Type	Amount Requested	Edit
Past Due Rent Owed to Previous Housing Provider	100.00	
Total	100.00	

Add Other Expenses

Step 20: Review completed Rental Assistance Information and move on to the Utilities page.

- a. If you wish to complete the remainder of the application later, **Press Save Draft.**
- b. If you wish to continue to complete the rental information portion of the application, **Press Next: Utilities.**

Step 20



COMPLETE UTILITIES INFORMATION

Step 21: Identify if utilities assistance is required and the amount of assistance.

a. Are all of your utilities included in your rent or provided by your current housing provider?

Note: If applicant selects No, in-depth questions on utilities assistance will be prompted.

b. Are you seeking utility assistance?

c. Have any of your utilities been disconnected?

Note: This question will be used to help prioritize case review.

d. If you are seeking utility assistance, press **Add Utility** and this will open a new pop-up window.

Note: Not all utilities are covered by program assistance. A brief description of utility types eligible for assistance is included above the "Add Utility" button.

1 2 3 4 5 6

Utilities: On this page, we will gather detailed information about your utilities provider and utilities assistance needed.

*Denotes required field

Are all of your utilities included in your rent or provided by your current housing provider? *

Yes No

Are you seeking utility assistance? *

Yes No

Have any of your utilities been disconnected? *

Yes No

Applicants are eligible for help with past due utility payments (no earlier than March 13, 2020).
Utilities may include electricity, home energy costs, water and wastewater.
Utilities should not be entered if utilities are already included in the rent payment that is due to your housing provider.
Telecommunication services (internet, telephone, cable) delivered to the rental unit are NOT eligible utilities. For assistance with telecommunications expenses, visit the [FCC Lifeline Program Website](#).

No utilities have been added

Add Utility

Do you have past due utility bills from a previous housing situation? *

Yes No

COMPLETE UTILITIES INFORMATION

Step 22: Complete the **Edit Utility** table for all utilities applicant is seeking assistance for.

- a. Please Select Utility Company
 - i. Type the name of the utility company to generate a selection list.
- b. Utility provider business name
 - i. This field will auto-populate after you select a utility company.
- c. Utility provider account number
- d. Amount Owed
- e. Is this amount past due?
- f. Amount provided by another Federal, State, or Local program
- g. Amount requested from this program
 - i. This field will pre-populate based on calculation of above responses.
- h. Select **Add Document** to upload bill for this utility.
- i. Press **Save** to return to the prior screen.

⚡ Edit Utility
✕

Please Select Utility Company

Start typing utility company name

Utility provider business name: *

Utility provider account number *

Amount Owed *

0.00

Is this amount past due? *

Yes
 No

Amount provided by another Federal, State, or Local program:

0.00

Amount requested from this program: *

0.00

Please upload your latest utility bill that shows the amount owed and your account number. *

Add Document

Save



COMPLETE UTILITIES INFORMATION

Step 23: Review Month table to confirm all monthly information was added correctly.

- a. Select **Add Utility** to repeat steps to enter an additional utility expense.
- b. To edit, select the **pencil icon** to update utility information.
- c. To delete a utility expense, select the **pencil icon** to edit and then select **Delete** at the bottom of the pop-up window.

Company Name	Account Number	Past Due	Amount Owed	Assistance From Other Federal/State Programs	Requested	Edit
NORTH CENTRAL ELECTRIC	1000010000	No	45.00	0.00	45.00	
Total			45.00	0.00	45.00	

Add Utility

Step 24: Identify if any past due utility expenses are due to a prior housing provider. Case Reviewers will work directly with the applicant to establish payment process for any past due bills owed to a prior housing provider.

- a. Please describe the amount and situation resulting in past due utility bills owed.
- b. Press **Add Document** to upload documentation for past due utility bills owed.

Do you have past due utility bills from a previous housing situation? *

Yes No

Please describe the amount and situation resulting in past due utility bills owed.

Please upload documentation of the past due utility bills owed. If you have any questions, please reach out to us at dhserb@nd.gov or 701-328-1907.

Add Document



COMPLETE UTILITIES INFORMATION

Step 25: Review completed **Utilities** information and move on to the **Payment Information** page.

- a. If you wish to complete the remainder of the application later, **Press Save Draft.**
- b. If you wish to continue to complete the rental information portion of the application, **Press Next: Payment Information.**

1 Pre-Eligibility 2 Applicant Information 3 Rental Assistance Information 4 Utilities 5 Payment Information 6 Certification

Utilities: On this page, we will gather detailed information about your utilities provider and utilities assistance needed. *Denotes required field

Are all of your utilities included in your rent or provided by your current housing provider? *

Yes No

Are you seeking utility assistance? *

Yes No

Have any of your utilities been disconnected? *

Yes No

Applicants are eligible for help with past due utility payments (no earlier than March 13, 2020).
 Utilities may include electricity, home energy costs, water and wastewater.
 Utilities should not be entered if utilities are already included in the rent payment that is due to your housing provider.
 Telecommunication services (internet, telephone, cable) delivered to the rental unit are NOT eligible utilities. For assistance with telecommunications expenses, visit the [FCC Lifeline Program Website](#).

Company Name	Account Number	Past Due	Amount Owed	Assistance From Other Federal/State Programs	Requested	Edit
NORTH CENTRAL ELECTRIC	1000010000	No	45.00	0.00	45.00	
Total			45.00	0.00	45.00	

[Add Utility](#)

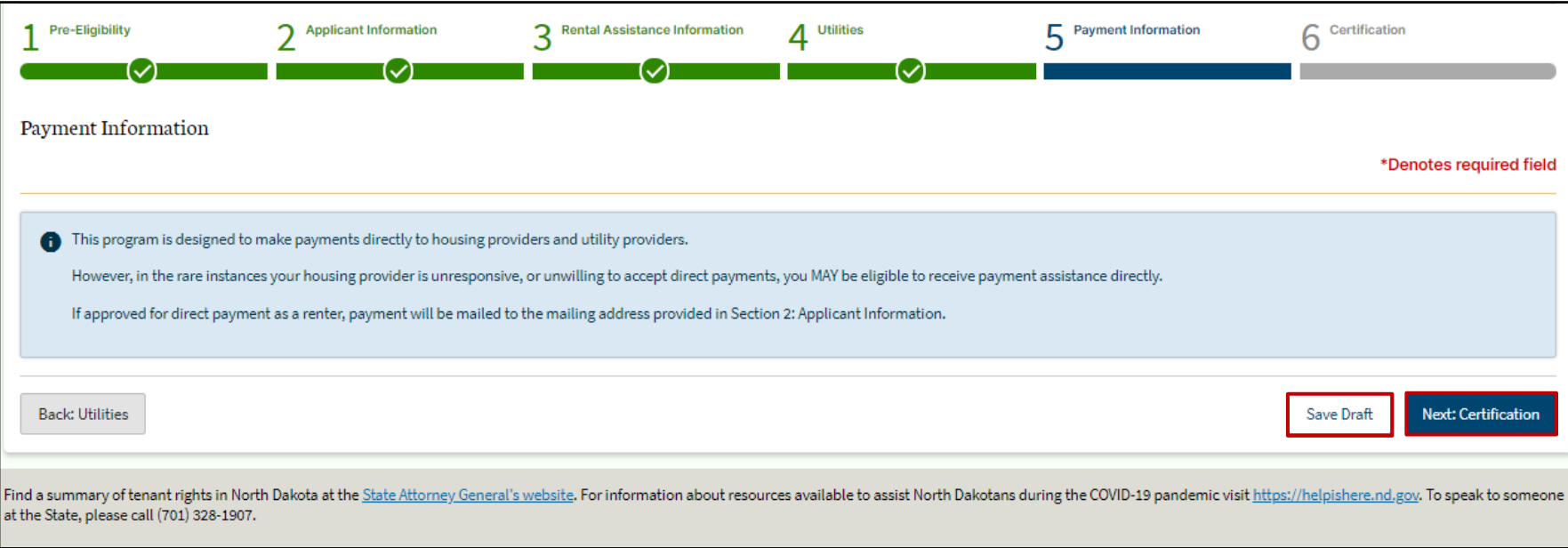
Do you have past due utility bills from a previous housing situation? *

Yes No

[Back: Rental Assistance Information](#) [Save Draft](#) [Next: Payment Information](#)

COMPLETE PAYMENT INFORMATION

Step 26: Review the Payment Information statement and press **Next: Certification**



The screenshot shows a progress bar at the top with six steps: 1 Pre-Eligibility, 2 Applicant Information, 3 Rental Assistance Information, 4 Utilities, 5 Payment Information, and 6 Certification. Steps 1-4 are completed and marked with green checkmarks. Step 5 is the current step, highlighted in blue. Step 6 is greyed out.

Payment Information

*Denotes required field

i This program is designed to make payments directly to housing providers and utility providers. However, in the rare instances your housing provider is unresponsive, or unwilling to accept direct payments, you MAY be eligible to receive payment assistance directly. If approved for direct payment as a renter, payment will be mailed to the mailing address provided in Section 2: Applicant Information.

Back: Utilities Save Draft **Next: Certification**

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COMPLETE CERTIFICATION

Step 27: Review the Payment Information statement and press **Next: Certification**

- Read/Review and **check each statement.**
- Press **Electronically Sign.**

Step 28: Submit application.

- Prior to submitting the application, you may review content of any previous page by selecting **Back: Payment Information.**
- Once ready, press **Submit** to complete application.

1 Pre-Eligibility 2 Applicant Information 3 Rental Assistance Information 4 Utilities 5 Payment Information 6 Certification

Certification *Denotes required field

Please read the following statements carefully and only attest to those statements that relate to you and your application:

- I/We attest that all information provided in this application is correct and complete to the best of my/our knowledge. *
- I/We attest that one or more of my/our household members: qualified for State unemployment insurance (UI) benefits at any time after March 13, 2020, or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 public health emergency. *
- I/We attest that I have a current rental agreement and rental obligation for the rental unit and over the monthly period(s) for which assistance is sought under this application. *
- I/We attest that my/our household has not received, is not currently receiving and does not anticipate receiving assistance from another source of public or private subsidy or assistance that covers the same costs of rental or utility obligation submitted under the program. *
- I/We attest that the total amount of monthly income of all adult household members submitted in this application for the program is complete and accurate. *

[Electronically Sign](#)

ACKNOWLEDGEMENTS

- I/We understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the program.
- I/We declare under penalty of perjury that the foregoing is true and correct. I/we agree to provide, upon request, additional information or documentation upon request to the Program Administrator.
- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance, recoupment of any funds disbursed and/or debarment from participating in other current or future assistance programs administered by DHS.
- I/We understand that this is an application for assistance and signing this application does not bind the program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- I/We understand that reasonable efforts will be made to make payments directly to my/our housing provider or utility provider. In the event that payments are made directly to me/us (for example, due to the housing provider declining to participate in the program), any funds issued to me/us under the program must be paid toward any applicable outstanding rental and utility obligation. I/We have no objection to inquiries from the State, the U.S. Department of Treasury or designees, for the purpose of verifying the facts herein stated. I/We have received, read and understand the program eligibility requirements, program guidelines and compliance requirements and hereby agree to abide by them for the duration in which they are enforced.

I have read and understand the acknowledgements above *

[Electronically Sign](#)

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form authorizes the program to use this authorization and the information obtained with it, to administer and enforce rules and policies, to determine eligibility for assistance, for coordination of services, and for purposes of research and evaluation.
- I hereby authorize utility companies to release my account number and account information. This includes arrearage information, historic and future utility usage, and billing data for the purpose of allowing the State and entities acting on behalf of the State to assess eligibility for assistance, for coordination of services, and for purposes of research and evaluation.
- Any individual or organization, including any governmental agency may be asked to release information to support determination of eligibility for assistance. Information may be requested from, but is not limited to, the following persons and/or entities: courts, law enforcement agencies, housing providers, past and present employers, Social Service Agencies, utility companies, and other reasonably deemed commercial, non-profit and governmental third parties.
- By signing this form, I authorize the above persons, agencies, firms or corporations to make available any documents or record related to the program for inspection and copying.
- I hereby authorize the program to publish information regarding me/my household (not including personally identifiable information) and any awards which I may receive as part of its public transparency and accountability efforts. Information published may include but is not limited to the number of eligible households that receive funding, the type of assistance provided, acceptance rate of applicants, average funding provided per household, household income levels, and average number of monthly rental or utility payments that were covered by funding.

I have read and understand the acknowledgements above *

[Electronically Sign](#)

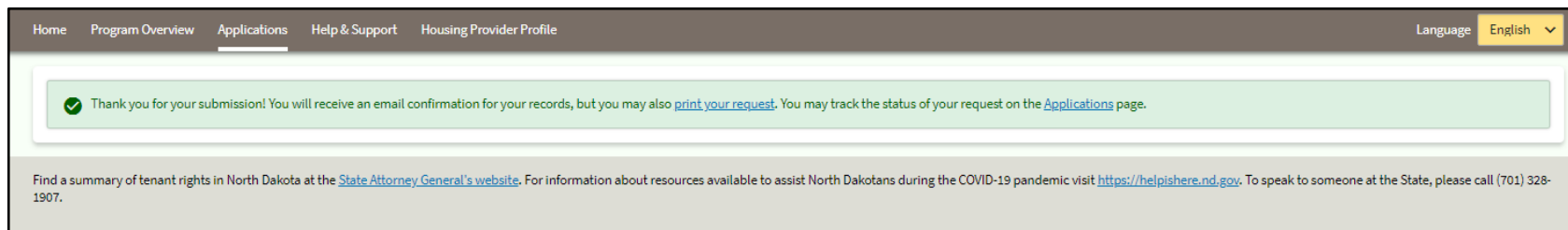
APPLICATION STATUS MONITORING

Following this submission, you can monitor the status of your application by logging back into State Program online portal and navigating to the Applications page.

[Back: Payment Information](#) [Save Draft](#) [Submit](#)

SUBMISSION VERIFICATION

Step 29: Review confirmation message that appears as a banner at the top of the screen.



NDRH SUPPORT INFORMATION

RESOURCES

ND Rent Help

- *The following applicant resources are available to you at <https://www.nd.gov/dhs/info/covid-19/rent-help.html>*

Direct Support

- *For questions on system navigation or setting user preferences, contact the*
 - *Call center at 701.328.1907 or dhserb@nd.gov*