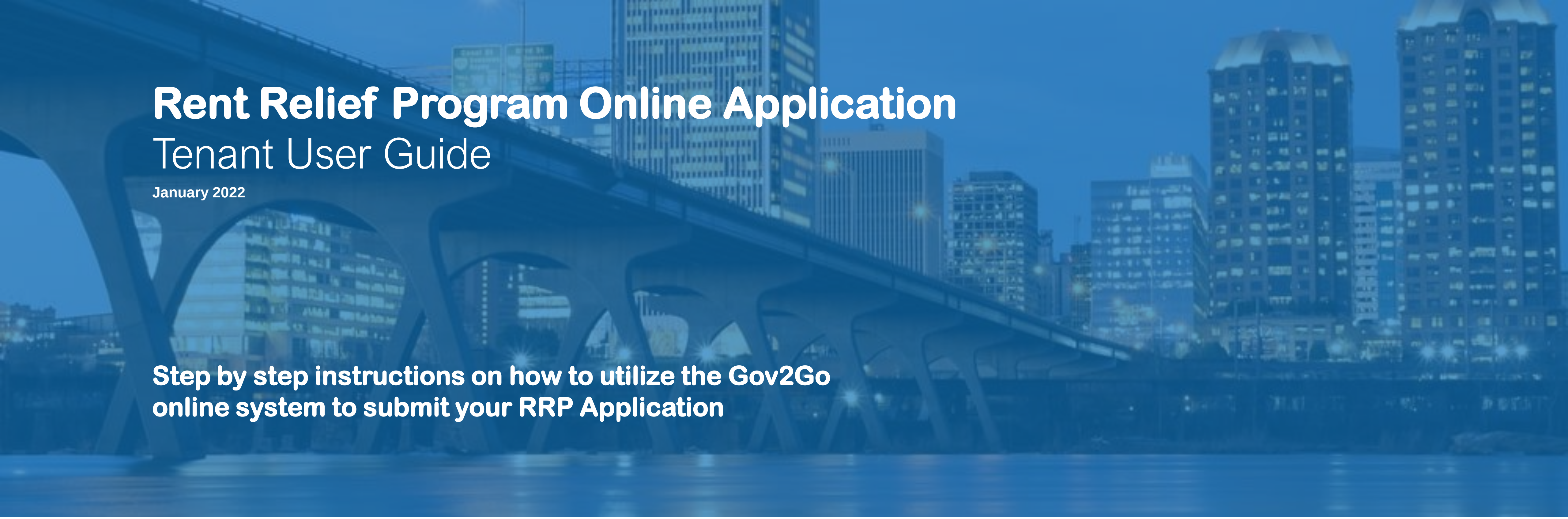

Rent Relief Program Online Application

Tenant User Guide

January 2022

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

VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
Partners for Better Communities

Click to access Gov2Go

Section Listing and Useful References

User Guide Sections

(click title to jump to specific section within document)

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

FSP Zip Code Listing
Fact-specific Proxy - Households of three or less individuals who live in one of these zip codes does not require income documentation

Tenant 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 where all application activities will take place, can also be accessed via mobile app

1 Create Gov2Go Account

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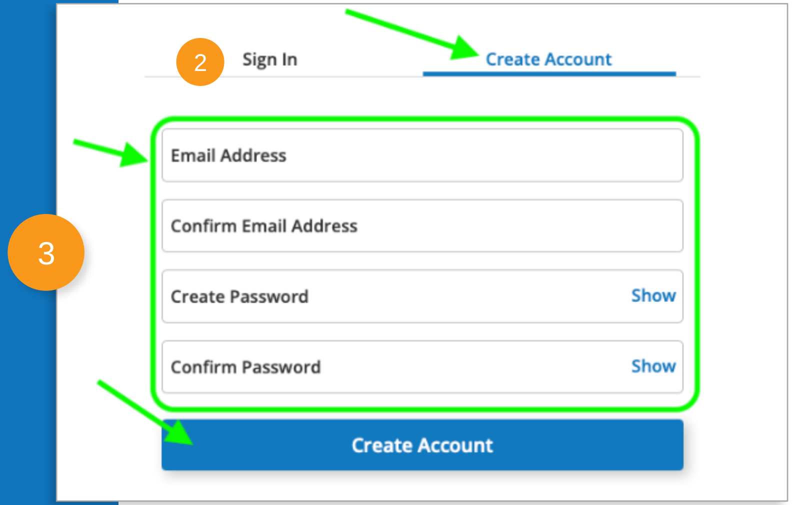
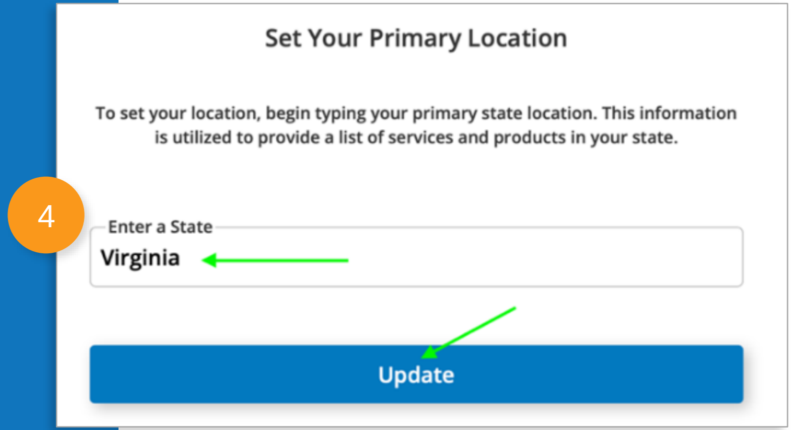
1. Navigate to getgov2go.com, scroll down to Get Started and click "gov2go Web"
2. If you already have an account, enter your email and click "Continue", then enter your password and click "Sign In"
3. If you do not have an account, click "Create Account", enter email address and password (as well as 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.





② Enroll in Rent Relief

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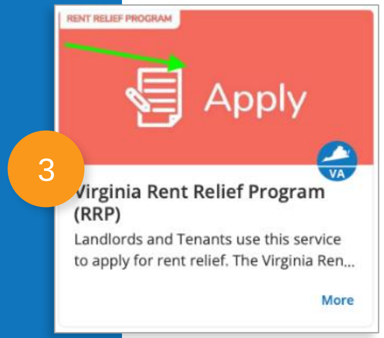
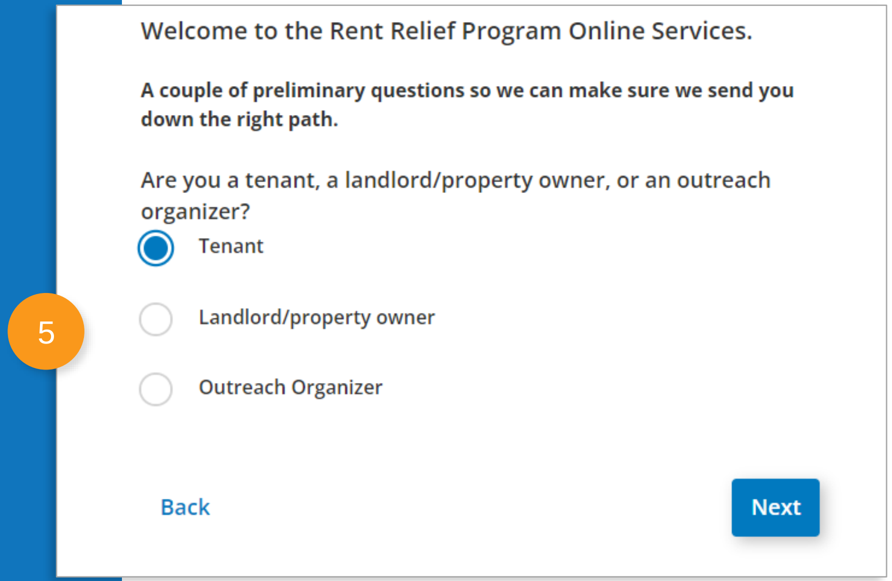
1. Click “Discovery”
2. In the “Search Discovery” box, type ‘Rent Relief’ then click “Search”
3. Click the “Apply” image for Virginia Rent Relief Program
4. Click “Enroll” and “Next” after reading program description (not pictured)
5. If you are an Tenant seeking to access the Rent Relief Program select “Tenant”





3 Complete Tenant Profile

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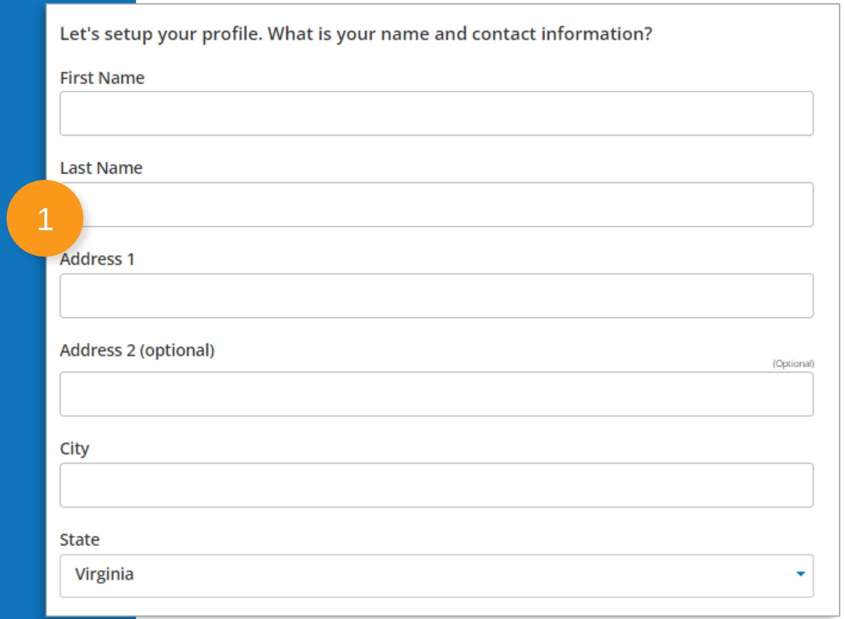
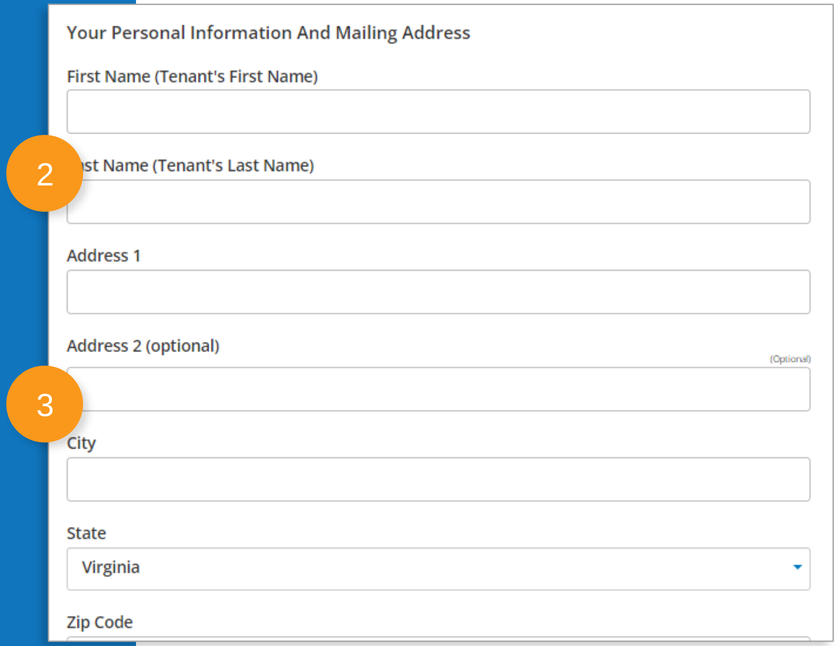
1. Enter your personal name and contact information to setup your profile, include your unit or apartment number if applicable
2. If you are completing this application for someone else, update this page with information for the primary tenant
3. If you are completing this application for yourself, verify your personal information continue





IMPORTANT TIP: If your address includes a unit or apartment number then you must ensure it is entered to avoid delays in processing

④ Access Gov2Go Account

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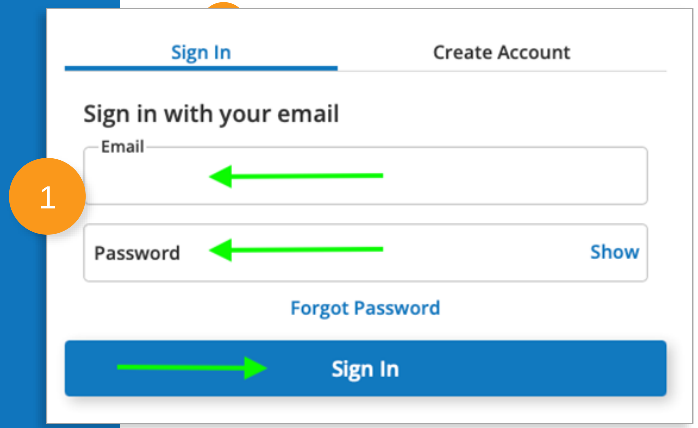
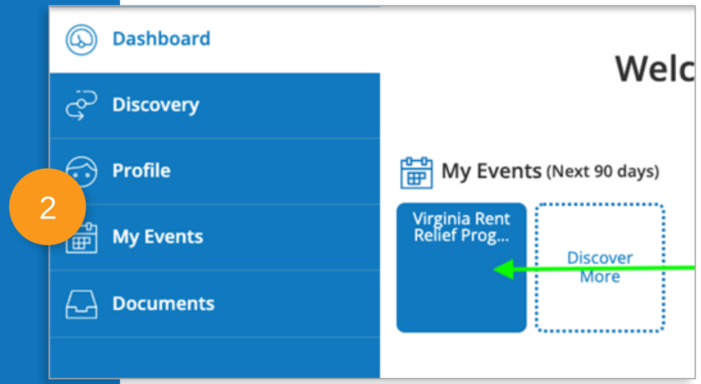
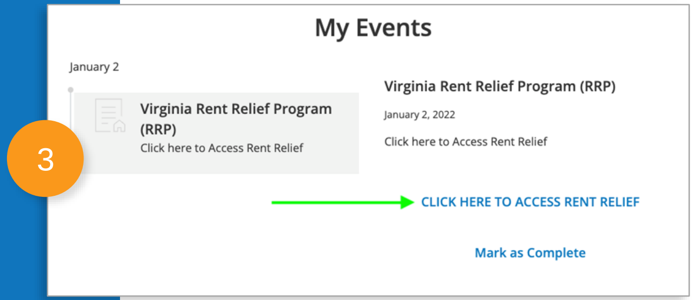
1. Log on to the Gov2Go platform
2. Click Virginia Rent Relief Program
3. Click the link “Click Here to Access Rent Relief”







5 Start New Tenant Application

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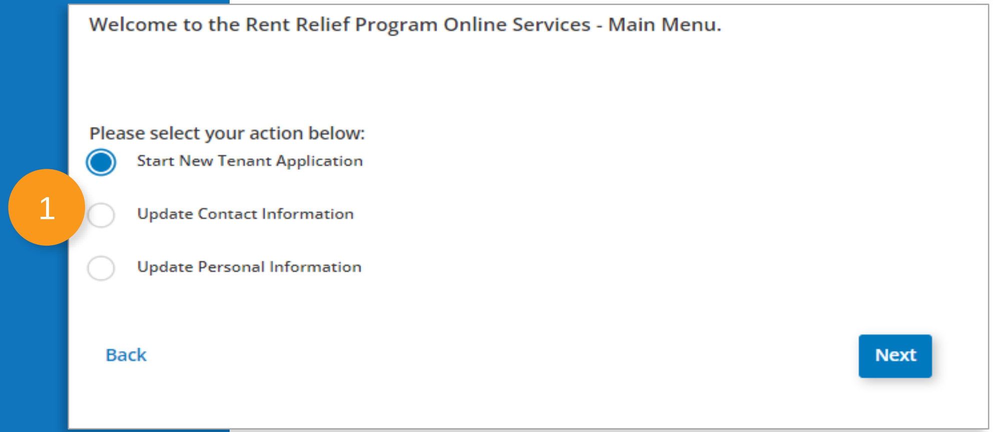
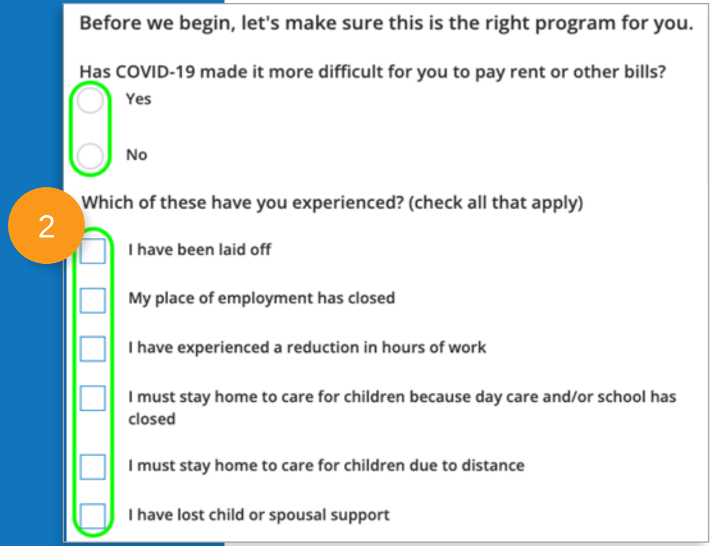
1. To start an application, select “Start New Tenant Application”
2. Answer the initial application questions relating to the primary Tenant





5 Start New Tenant Application

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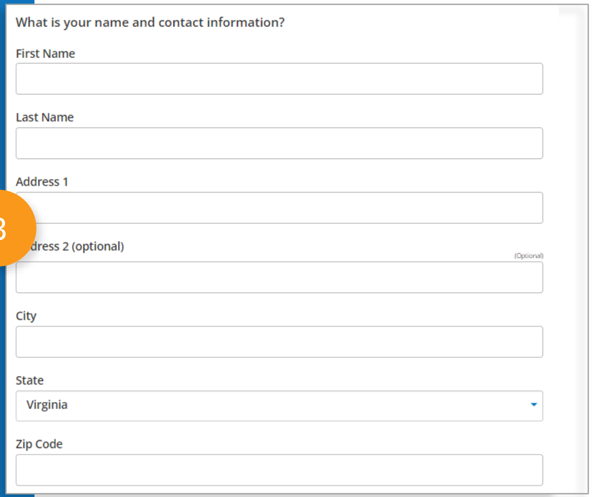
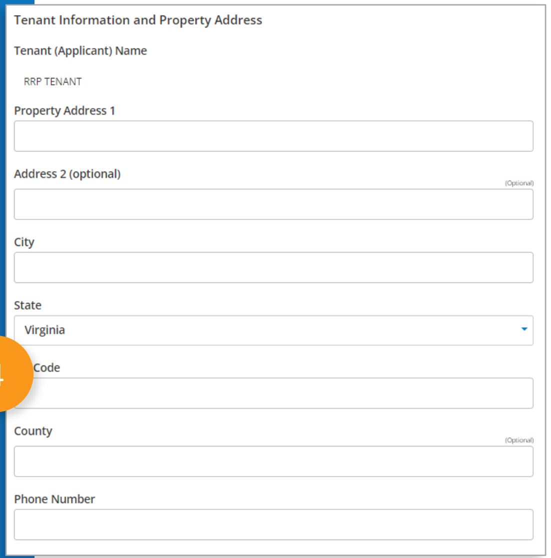
3. Enter your name and contact information to setup your profile
4. If you are completing this application for someone else, enter personal information for the primary tenant on this page
5. The system may correct small details with the address you entered, (Example: Road changed to Rd, Lane to Ln, P.O. Box to PO Box, etc)





IMPORTANT TIP: If your address includes a unit or apartment number then you must ensure it is entered to avoid delays in processing

6 Enter Eligibility Information

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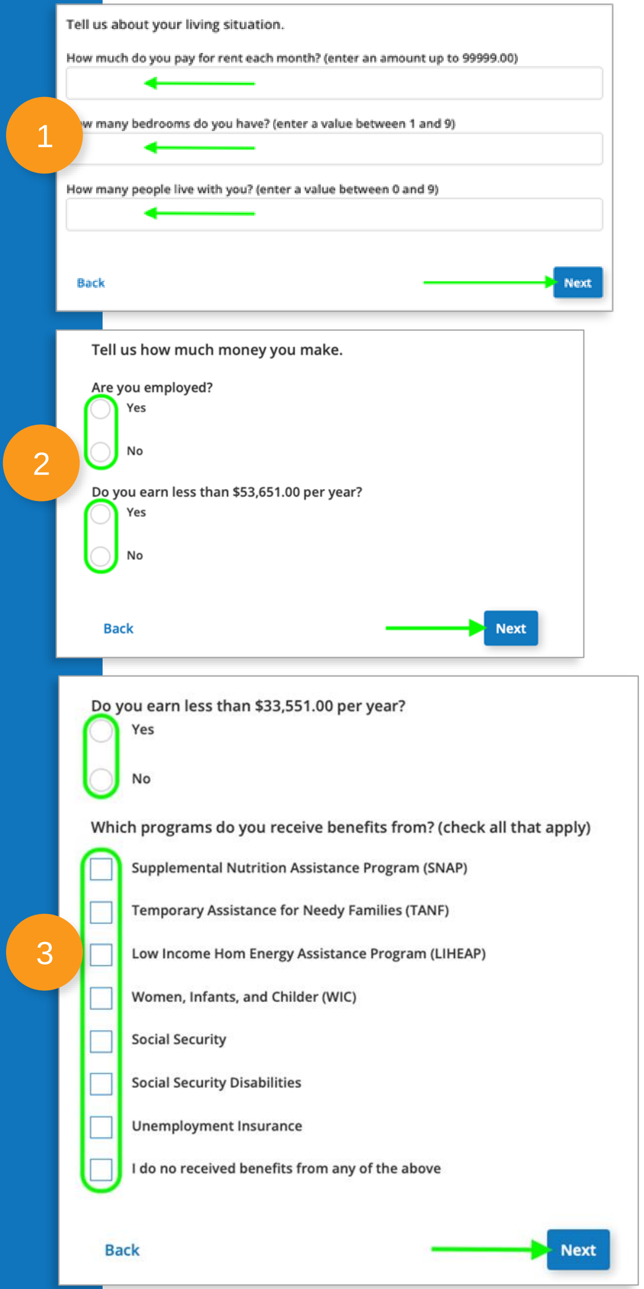
1. Enter requested information
2. Answer the questions by selecting yes or no
3. Answer the question by selecting yes or no. Then, select all that apply from the list of benefits



IMPORTANT TIP: Do not count yourself when adding number of people that live with you. If your Spouse and 1 child lives with you, enter 2. If you live alone enter 0)

7 Enter Tenant Information

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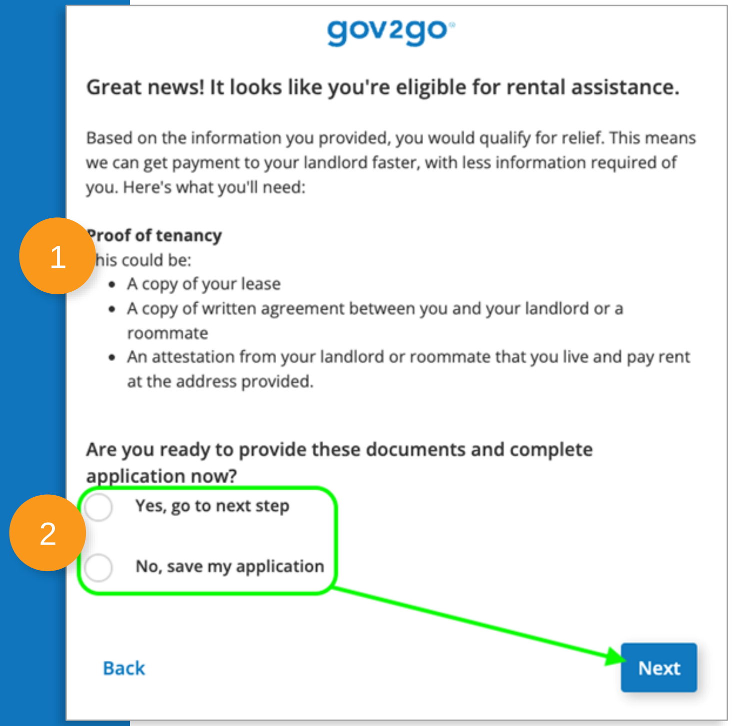
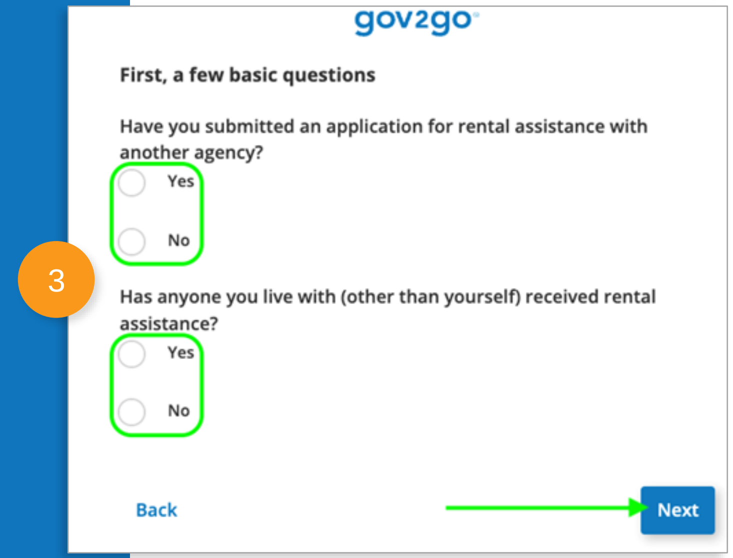
1. Review the information then choose from the two selections
2. Selecting “Yes” will give you the opportunity to upload the requested documents. Selecting “No” will save the application and give you time to gather the required documents. When ready to move forward, the application will resume where you left off
3. Answer the questions by selecting yes or no





7 Enter Tenant Information

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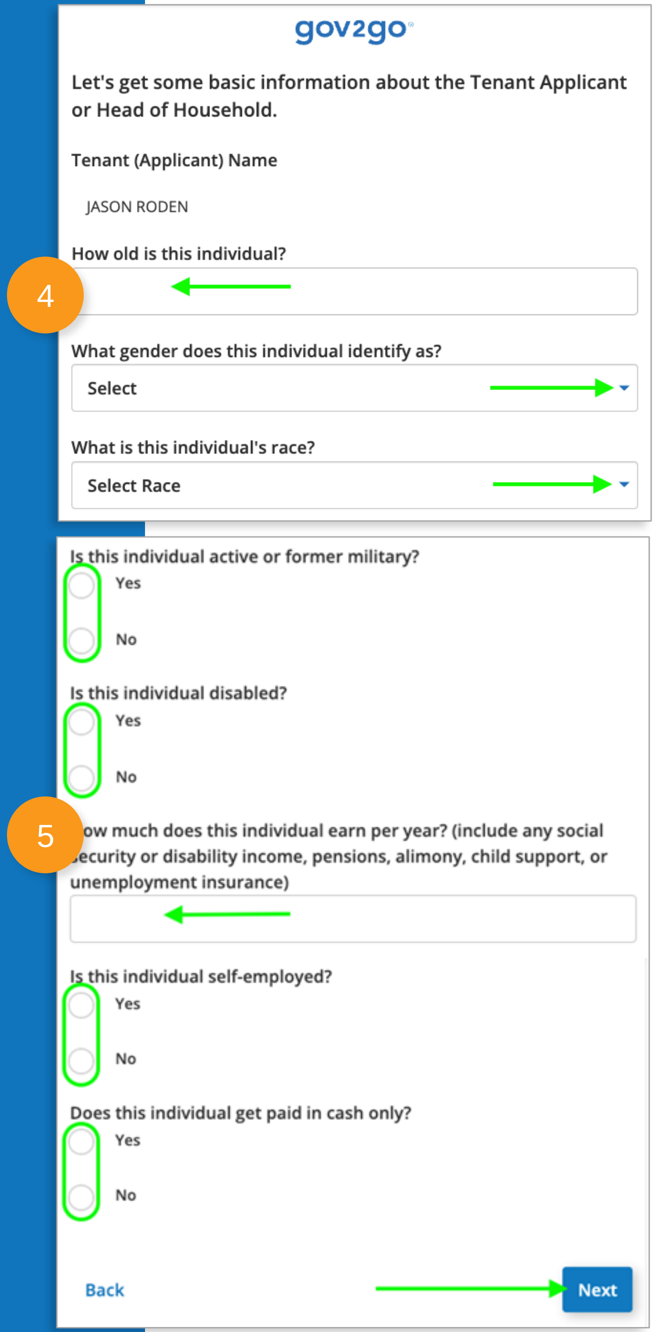
4. Enter the Tenants age, then select the most appropriate answers from the dropdown menus
5. Answer the questions regarding the Tenant


gov2go

Let's get some basic information about the Tenant Applicant or Head of Household.

Tenant (Applicant) Name

JASON RODEN

How old is this individual?

4

What gender does this individual identify as?

Select

What is this individual's race?

Select Race

Is this individual active or former military?

Yes

No

Is this individual disabled?

Yes

No

5

How much does this individual earn per year? (include any social security or disability income, pensions, alimony, child support, or unemployment insurance)

Is this individual self-employed?

Yes

No

Does this individual get paid in cash only?

Yes

No

Back

Next

7 Enter Tenant Information

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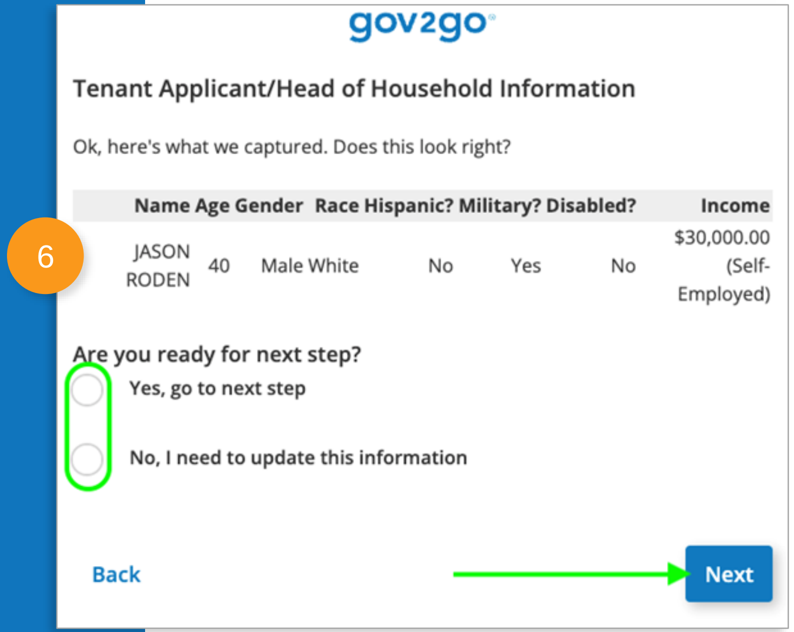
6. Review the information, if changes need to be made select “No”. If everything is correct select “Yes”



8 Enter Household Member Information

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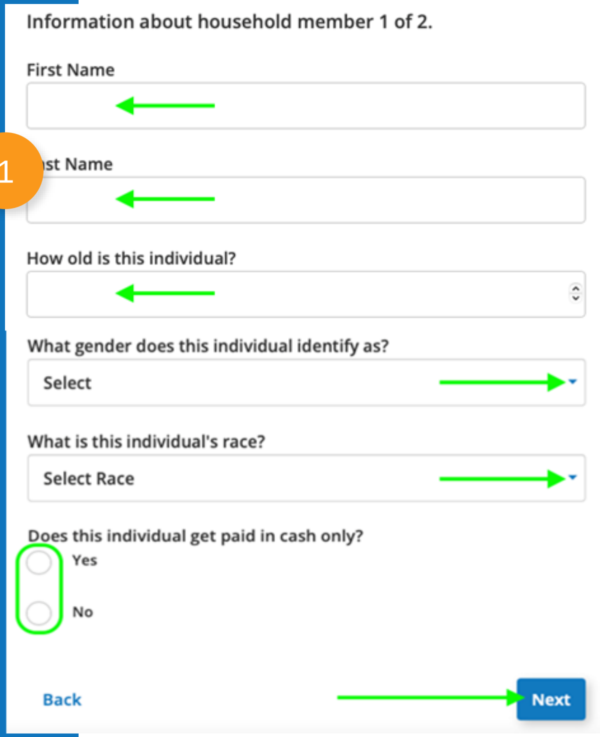
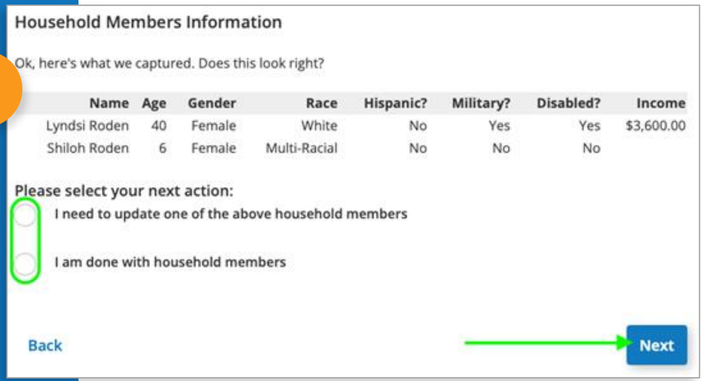
1. Enter requested information about the other household members. Repeat this step for each member of the household
2. Review the information, if corrections are needed select "I need to update one of the above household members". If no corrections are needed select "I am done with household members"

1



2


Household Members Information

Ok, here's what we captured. Does this look right?

Name	Age	Gender	Race	Hispanic?	Military?	Disabled?	Income
Lyndsi Roden	40	Female	White	No	Yes	Yes	$3,600.00
Shiloh Roden	6	Female	Multi-Racial	No	No	No	

Please select your next action:

I need to update one of the above household members

I am done with household members

Back

Next

IMPORTANT TIP: Household members should only be entered in addition to the primary tenant, you do not need to re-enter primary tenant information on the household member forms

9 Enter Rental Information

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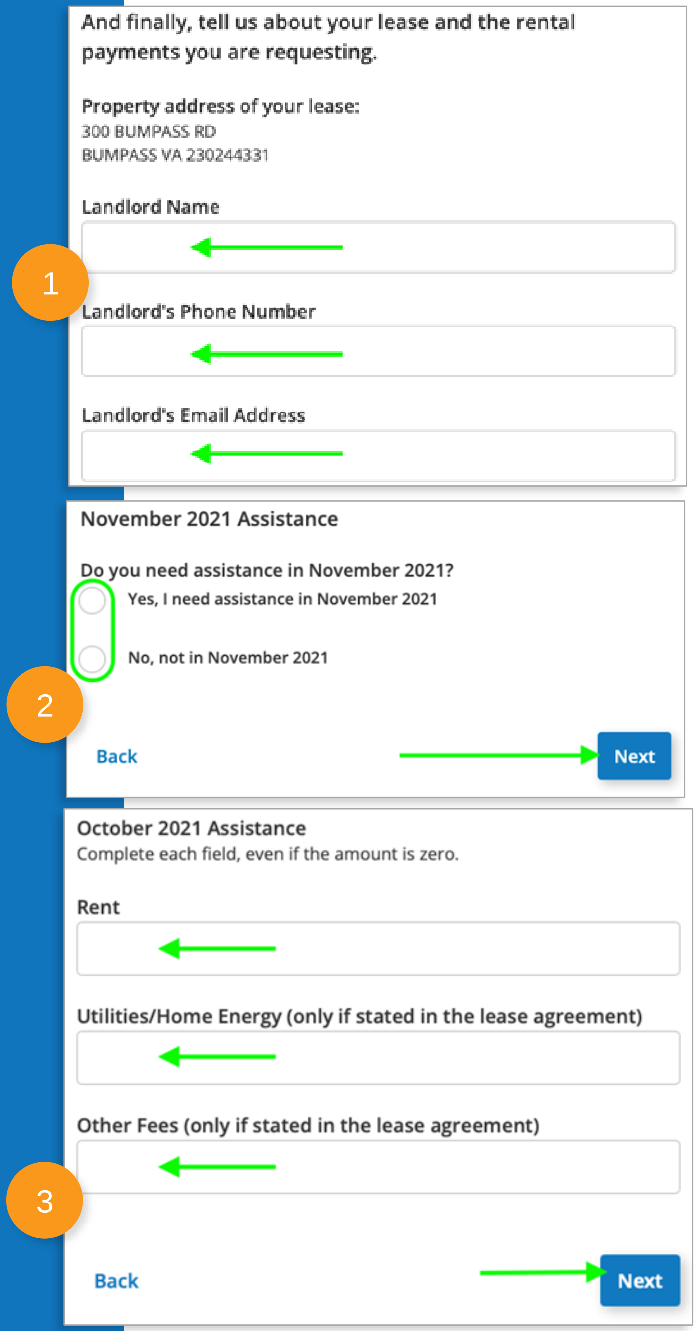
1. The answers to this information can be found on your current lease, enter all requested information
2. If you need rent, utility, or other lease related costs for the month listed select “Yes”, if no assistance is needed, select “No”
3. Enter the amounts needed in each field. The amounts entered should not exceed what is listed on the lease. If partial amount is needed enter that amount
4. The previous 2 steps will be repeated until all eligible months have been completed

EXAMPLE: Your rent was $800 in October, but you were able to make a partial payment of $300, you would enter $500 to cover the outstanding balance owed.



10 Enter Self Employment Information

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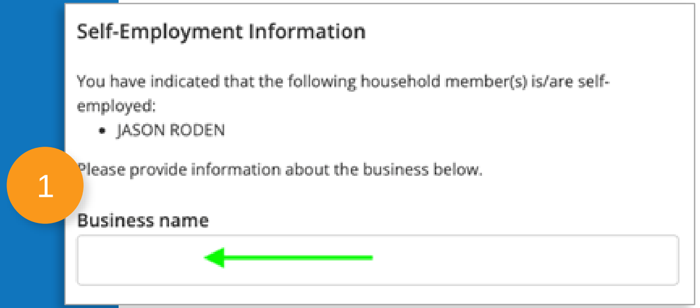
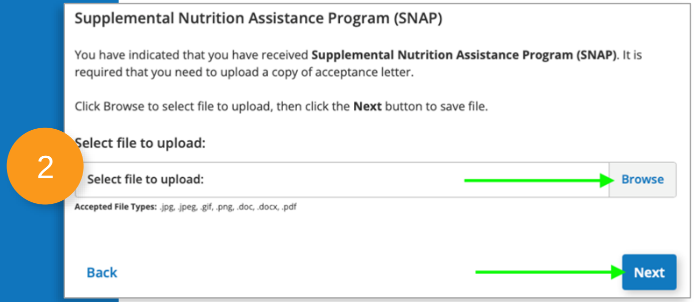
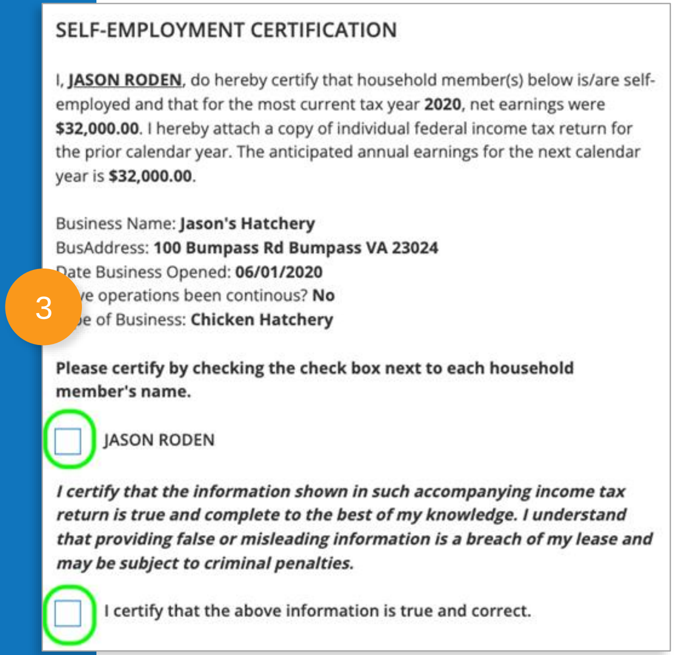
1. If self-employment was previously indicated, enter the information requested
2. If you previously indicated that you participate in another a government program, such as SNAP, you will need to upload the award or determination letter
3. If you previously indicated that you were self-employed, review the Self-Employment Certification. If everything is correct and you wish to acknowledge the certification, click on each checkbox







11 Upload Lease and Complete Application

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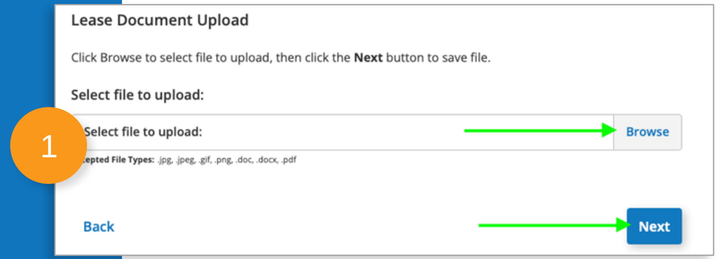
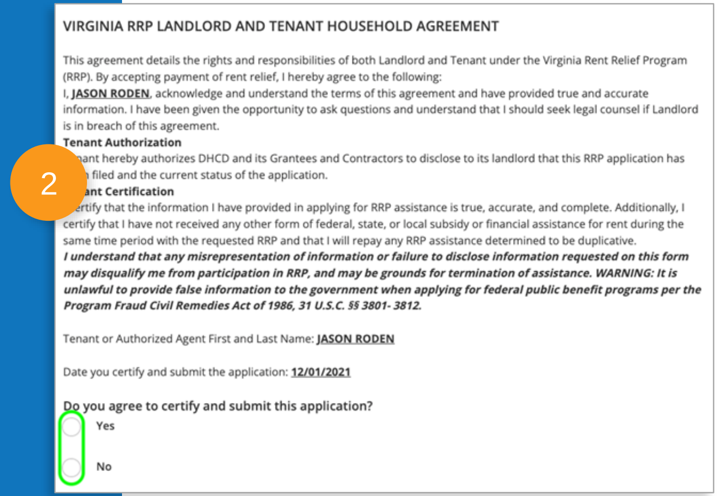
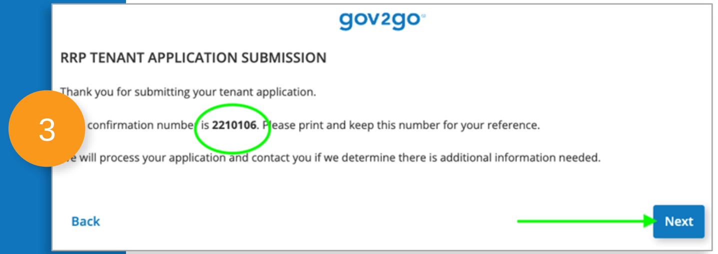
1. Click “Browse”, upload your Lease
2. Review the RRP Landlord and Tenant Household Agreement. If you agree, click “Yes”
3. The RRP application has now been completed and a confirmation number has been provided. It is suggested that you save this confirmation number for future use







11 Upload Lease and Complete Application

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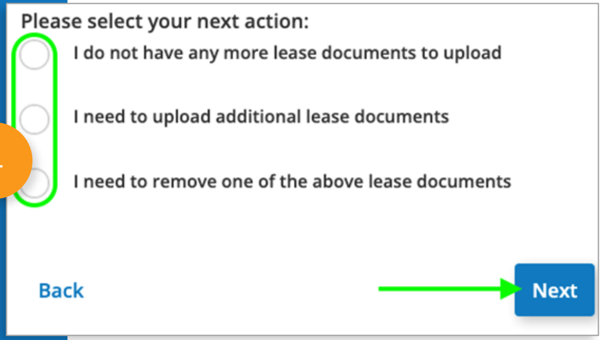
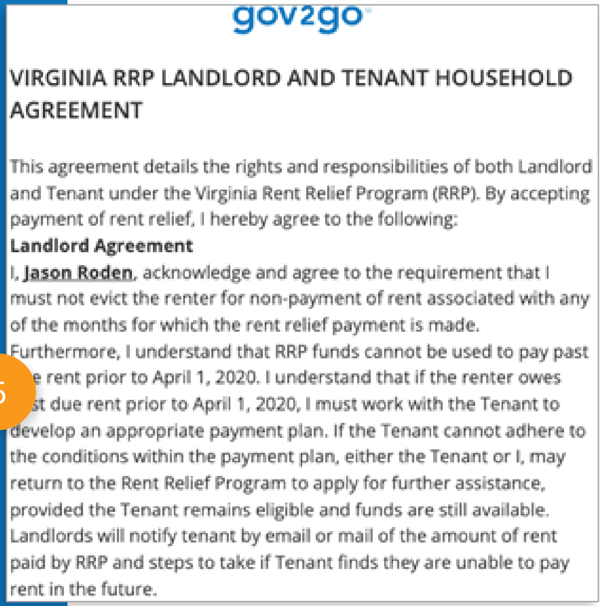
4. If you are finished uploading documents, select "I do not have any more documents to upload"
5. Review the page, select "Yes"





VIRGINIA RRP LANDLORD AND TENANT HOUSEHOLD AGREEMENT

This agreement details the rights and responsibilities of both Landlord and Tenant under the Virginia Rent Relief Program (RRP). By accepting payment of rent relief, I hereby agree to the following:

Landlord Agreement

I, Jason Roden, acknowledge and agree to the requirement that I must not evict the renter for non-payment of rent associated with any of the months for which the rent relief payment is made. Furthermore, I understand that RRP funds cannot be used to pay past [illegible]e rent prior to April 1, 2020. I understand that if the renter owes [illegible]st due rent prior to April 1, 2020, I must work with the Tenant to develop an appropriate payment plan. If the Tenant cannot adhere to the conditions within the payment plan, either the Tenant or I, may return to the Rent Relief Program to apply for further assistance, provided the Tenant remains eligible and funds are still available. Landlords will notify tenant by email or mail of the amount of rent paid by RRP and steps to take if Tenant finds they are unable to pay rent in the future.

12 Check Application Status

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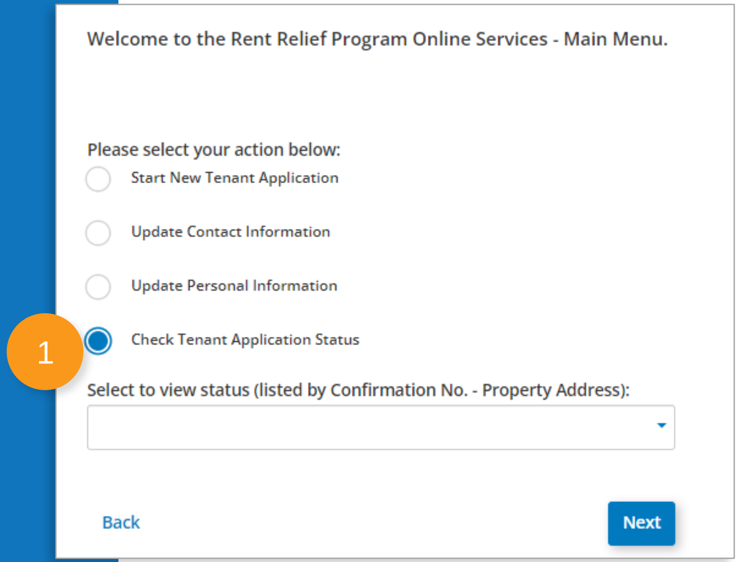
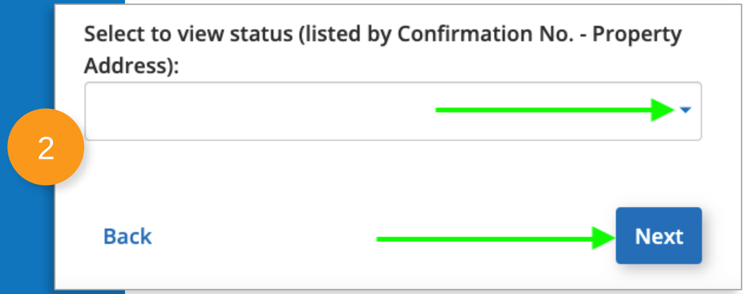
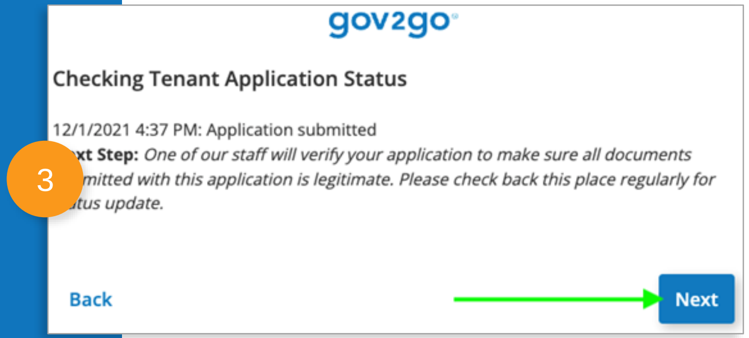
1. You can check your application status by clicking “Check Tenant Application Status”. Using the dropdown menu, select the application by either confirmation number or property address
2. Using the dropdown menu select the location by confirmation number or property address
3. The current application 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 Landlord application and is being reviewed
Case Approved: You have been approved for Rent Relief
Case Denied: You have been denied Rent Relief

Documentation Requirements

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Roommate Certification

- ✓ If multiple roommates live in the same household, but only one roommate needs RRP assistance, they can apply for their portion only. The applicant does not need to include their roommates' income on the application.
- ✓ If eligible, the applicant's portion of the rent will be prorated and paid directly to the landlord. In this situation, the applicant must submit the Roommate Certification form to self-certify that they are living with a non-family member.

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).

Third-Party Release

- ✓ A third-party release form shall be signed by the prospective third-party agent and the authorizing Tenant or Landlord.

Asset Certification

- ✓ An asset certification shall be required when a household's income is above 50% AMI. An asset is defined as checking and savings accounts (including IRA's, Keogh accounts, and certificates of deposit) stocks, bonds, trusts, pensions, whole life insurance or other assets and there value owned by any household member.

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.

Documentation Requirements

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Proof of Income

- ✓ Income document requirements will vary based on Tenant eligibility type. Categorical, fact-specific proxy, and general income eligibilities all require different forms, documents, or attestations to be completed or uploaded.
- ✓ Below you will find detailed information concerning the different types of eligibilities and what documents will be required.

Categorical Eligibility

To qualify by categorical eligibility, an applicant's household income has have had to been verified to be at or below 80 percent of the area median income or an applicant's household has have had been verified as a low-income family in connection with one of the following local, state, or federal government assistance programs:

Low Income Home Energy Assistance Program (LIHEAP)
Temporary Assistance for Needy Families (TANF)
Supplemental Nutrition Assistance Program (SNAP)
The special supplemental nutrition program for Women, Infants, and Children (WIC)

An applicant may submit an award or determination letter from one of the programs listed above as income verification. This determination letter must be issued by the government agency responsible for the program listed and must be dated on or after January 1st 2020.

If a determination letter is used as income verification, no further income documentation is needed from any household member.

Fact-specific Proxy

Households of three or less individuals who live in one of the 500 predefined area codes, your RRP application does not require income documentation. See attachment 1 for a full list of zip codes.

General Income Eligibility

If an applicant does not meet Fact-specific Proxy or Categorical Eligibility as outlined above, applicants must determine their income eligibility by calculating the household's current monthly gross income for all adult household members, including payments made to an adult on behalf of a child living in the home. The amount must be at or below 80% AMI. An applicant may provide one of the following documents as supporting documentation to verify income eligibility: pay stub, W-2, other wage statement, tax filing, bank statement, or a signed attestation.

Self-Attestation Alone

In order to provide assistance rapidly, during the public health emergency related to COVID-19 the grantee may rely on a self-attestation of household income without further verification if the applicant confirms in their application or other document that they are unable to provide documentation of their income. If only a written attestation is used, the household's income will be reassessed every three months, by obtaining appropriate documentation or a new self-attestation. Income attestations should specify the monthly or annual income claimed by the household to ensure that the household meets the applicable ERA requirements and to enable appropriate reporting.

Customer Support Information

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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

FSP Zip Code Listing
Fact-specific Proxy - Households of three or less individuals who live in one of these zip codes does not require income documentation

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