Omaha – MACCH Emergency Rental Assistance Program Property Owner/Landlord Application Guide

Tenant Application Form → Tenant forms in Connect portal → Landlord verification forms → Specialist Review → Approved applications submitted for payment → Payment sent to landlord, utility, etc.

These documents constitute the full application packet and must be completed for final review and approval by a specialist.

*Learn more about the application process by going to **www.macchconnect.org**. It's helpful to review the **instructional videos** and **FAQ's** before beginning the application process.*

If you would like to go to a specific section or form, click on the page number below.

Contents

Overview of the Application and Review Process:

After completing the initial application which also acts an eligibility screen, the tenant will receive a general email with instructions and another email within 2 business days to set up their Connect portal. The Connect portal contains additional documents required as part of the application packet. Tenants/Renters will have several days to complete their portions of the rest of the application and upload verification documents. Tenants are not required to provide any income statements or other documentation to their

property owner, that information will be provided directly to us through the tenant's completion of the application packet.

If a renter has no access to a computer, tablet, smartphone, or internet they may complete the initial portion of the application over the phone by calling 2-1-1. In approximately 7-10 business days, a specialist will reach out to the tenant to complete the rest of the application packet. Please note that it may take longer to complete the full application packet when it must be completed over the phone.

After the first part of the application and the fund request are completed, an email will be sent to you as the property owner/landlord for their portion to complete. The property owner/landlord's email will include a record ID, the tenants name, and address with a link to complete the Landlord Verification Form. The Landlord Verification Form will require verification of the amount requested by the Tenant, a copy of the lease, and a ledger or statement showing the amount owed and for which months.

If you have not already completed a Landlord Profile, you must do so at this time. The Landlord Profile only has to be completed one time for each business entity or property owner. The Landlord Profile includes information about your business including information you would report on a W-9. If you have provided us with a W-9 in the past or received other assistance funds from us in the past, you STILL must complete the Landlord Profile in order to receive any rental assistance payments.

All rental assistance payments are considered income to you, just as if your tenant was paying you directly. In 2022, you will receive an IRS Form 1099 reporting the amount you have received from our organization in 2021.

A specialist will be begin reviewing the application packet in approximately 5-7 business days. If all information is provided, there will likely be minimal or no direct contact from the specialist. If the required information has not been provided or there are questions about anything in the application packet, the specialist will reach out to the tenant and/or property owner or landlord in approximately 7-10 business days or the tenant and property owner will be sent reminders to complete the application packet. This communication may occur via phone, text, or email. Applicants should monitor their spam or junk folders to ensure they are receiving email communications.

If you have a question about your tenant's application, you may contact 2-1-1 who can look up the record and provide a general status update. If the 2-1-1 operator is unable to answer a specific question, they will provide your contact information to a specialist who will then follow up with you. 2-1-1 can also provide general technical assistance and answer questions about eligibility. However, they will not be available to complete landlord specific forms over the phone. The property owner or landlord portions of the application must be completed online.

Supported Browsers and Internet Connectivity:

Please ensure that you have a stable internet connection to complete the application. For an optimal browsing experience, we suggest use the **latest public release** of and of the following web browsers. Internet Explorer is not supported and should not be used to complete the application forms. The online application supports the use of mobile and tablet-based devices and browsers. Each form must be submitted to be saved. Incomplete forms that are not submitted will not be available and are not saved.

- Google Chrome (Use Google Chrome for the best experience)
- Mozilla Firefox
- Microsoft Edge

- Apple Safari

When uploading documents, they must be 25mb or smaller and can be uploaded in the following formats.

File types supported include (list may not be comprehensive):

- Microsoft Office (.doc, .docx, .xls, .xlsx, .pptx),
- Comma Delimited (.csv),
- Open Office Spreadsheet (.ods)
- Adobe Acrobat (.pdf),
- Image files (.gif, .jpeg, .png),
- Text files (.txt, .pdf, .csv, .html, .htm).

File types not supported for upload include (list may not be comprehensive):

- Open Document (.odf),
- Zip files (.zip, .zipx),
- Microsoft Office (.docm, .xlsm, .pptm),
- Image files (.bmp, .tiff),
- Text/HTML files (.html),
- High Efficiency Image Files (.heif, .heic)

In the future, property owners and landlords will be able to initiate an application on behalf of their tenant. Additional instructions will be added to this document when that option becomes available.

Complete the Landlord Profile

Property owners, property managers, or landlords must complete each of their sections online. Go to www.macchconnect.org and click on Landlords at the top of the page and it will take you to the section with information for property owners, property managers, or landlords. You only have to complete this profile one time. If you have multiple legal business entities that will be receiving payments, please complete a Landlord Profile for each. Please note that if we have questions about your business or rental property, we may also verify ownership with the Douglas County Assessor or contact you with additional questions.

Select the Landlord Profile box.

Omaha - MACCH Emergency Rent Assistance Landlord Profile

*Required

ATTENTION LANDLORDS: Profiles are required to process payments but only one is needed per Landlord. If you have already created Profile, you do not need to fill this form out again.

Type of Business*

○ Landlord
○ Energy Company
○ Utility Company
○ Internet or Cellular Data Provider
○ Other

Landlord or Company Name (as shown on your income tax return)*

[   ]

Main Contact*

FIRST*

[   ]

MIDDLE

[   ]

LAST*

Select Landlord as the business type.

Provide your individual or company name as you report it on your taxes.

Give us information about the main company contact we should work with.

Federal tax classification of the person whose name is entered on line 1 of your tax return

○ Individual or single-member LLC
○ C Corporation
○ S Corporation
○ Partnership
○ Trust/estate
○ Quasi Governmental

Is your Taxpayer Identification Number (TIN) a

○ Social Security Number (for individuals)
○ Employer Identification Number (for other entities)

Provide information about your business entity.

Preferred payment method*

○ Mailed Check
○ ACH Payment

Tell us how you prefer to receive payments. If you select ACH payment, a separate authorization form will be sent to you.

Make checks payable to:

[   ]

Mail check ATTN to:

[   ]

Mail checks to:

ADDRESS

ADDRESS LINE 1

[   ]

Tell us who to make checks payable and where to mail them to.

Business Address

ADDRESS

ADDRESS LINE 1

ADDRESS LINE 2

Provide your legal business address.

I'm not a robot

reCAPTCHA
Privacy - Terms

Select I'm not a robot and then select submit in the lower right-hand corner.

Reset   Submit

👉 Complete the Landlord Verification Form Received for Each Tenant Application

After your tenant has completed the initial application form and has completed their Fund Request form from their Connect portal, you will receive an email summarizing their request. Click on the link in the email to complete the Landlord Verification Form.

This form is part of the application packet and must be completed before we review and determine if the application will be approved. This form must be completed for each of your tenants requesting emergency rental assistance.

You may only complete this form after you have received a specific email instructing you to do so. The link within that email connects your form to the rest of your tenant's application. If your tenant has told you they submitted an application, but you haven't received an email, please check your junk, spam, or promotional email folders.

You can also search for Apricot Software Alerts or Omaha – MACCH ERAP in your email folders. You will only receive the form after your tenant has completed the initial application form, set up their Connect portal, and then completed the Fund Request form.

Omaha - MACCH Landlord Verification for Emergency Rental Assistance

You must fill out a Landlord Profile before we can send you a check. Have you filled out a Landlord Profile yet?*

○ Yes
○ No

Enter the confirmation number below. This number is unique to each tenant's application and is found on the verification email you rec

Confirmation Number*

_____

Your Name*

FIRST*

_____

MIDDLE

_____

LAST*

_____

The confirmation number is the confirmation number that was provided in the email you received regarding the tenant's application. This confirmation number connects the records.

Total monthly rent amount

$ _____

Total past due amount

$ _____

Tenant's portion of the monthly rent

$ _____

Months rent owed

☐ July 2021

Provide the monthly rent amount.

Provide the total past due amount including late fees.

We can only provide assistance with the tenant's portion of the rent.

Attach Rent Ledger*

SELECT FILE(S)

Attach ledger page 2 (if needed)

SELECT FILE(S)

Attach ledger page 3 (if needed)

SELECT FILE(S)

You must provide a ledger or similar type of statement showing the months of rent owed, the amount owed, and any late fees. This can be one document.

Do you have a copy of the lease?

○ Yes
● No

Attach a copy of the page of the lease where landlord and tenant have signed.

SELECT FILE(S)

You must provide a copy of the current lease or rental agreement. If the document is too large, you must provide, at minimum, the pages that include the tenants name, the address of the rental unit, the monthly rent amount, and the signature page including the signatures of both the landlord and the tenant.

Do you have a copy of the lease?

○ Yes
● No

Name of Property Owner*

[   ]

Name of Leaseholder*

FIRST*

If you do not have a copy of a lease or rental agreement, you will have to provide additional information with an attestation statement. When this option is selected, we may verify ownership through the Douglas County Assessor and/or request additional information.

Read through the Payment Acceptance and Acknowledgement statements and provide your signature. If you can't sign online, a specialist will reach out to you and provide you with other options for signing these statements. Signing this document indicates the truthfulness and accuracy of ALL of the information you provide us throughout the application process and your commitment to adhere to the acceptance requirements.

To sign this document, click into the text box below "Name" and type your name. Then click "Sign" to activate the signature box.
  • When signing on a touchscreen mobile device, sign within the signature box using your finger.
  • When signing on a computer, sign within the signature box using your mouse.
If you would like to sign again, or you have made a mistake, click the "Reset" button. When complete, click "Done".

Signature

NAME

[   ]

SIGNATURE

Sign

If you are unable to sign this form online, a hard copy can be mailed, emailed, or faxed to you. If we see that you haven't completed this form, a specialist will reach out to you to determine the best way to get your signature.

Type your name and then select "Sign".

SIGNATURE
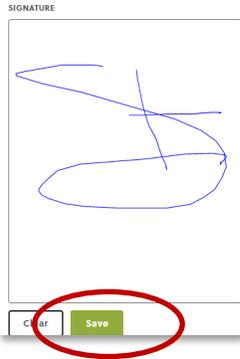
A larger box will open up and you can sign using your mouse or finger (if you have a touchscreen). Select Save.
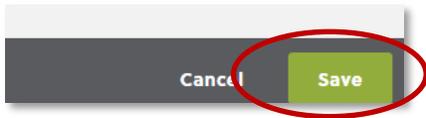
To save the entire form, select Save at the very bottom of the right hand of your screen.

Uploading Documents

In this form you will upload all of the different verification documents required to verify your income, financial need such as unemployment letter, lease or rental agreement, etc. If you don't have one of the requested documents, a specialist will talk with you about other ways that you can verify your need. In some situations, the attestation statements you provided in other parts of your application packet will help us determine this.

Gather your documents:

- A current, signed lease or rental agreement with the tenant's name and address on the lease (at minimum the pages of the lease showing your name, the address you are renting, the monthly rent, and the signature page)
- Ledger or similar statement

To upload a document, click Select Files. Typically, your File Explorer or similar application will open. Go to the correct folder and then click on the document you would like to upload. Then click open. You will then be automatically returned to the Connect portal document and will see the name of your file in green. If you're file wasn't able to upload, you will receive an error message.
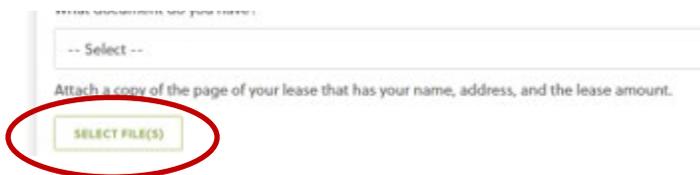
-- Select --

Attach a copy of the page of your lease that has your name, address, and the lease amount.

SELECT FILE(S)

File name: Warner Lease   All Files

Open   Cancel

You will then be automatically returned to the Connect portal document and will see the name of your file in **green**. If your file wasn't able to upload, you will receive an error message.

Attach a copy of the page of

✓ Warner Lease.PNG

If you see the name of your file in **green** with a checkmark, you know it uploaded correctly.

When uploading documents, they must be 25mb or smaller and in one of these accepted file formats.

File types supported include (list may not be comprehensive):

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- Comma Delimited (.csv),
- Open Office Spreadsheet (.ods)
- Adobe Acrobat (.pdf),
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- Microsoft Office (.docm, .xlsm, .pptm).
- Image files (.bmp, .tiff),
- Text/HTML files (.html).
- High Efficiency Image Files (.heif, .heic)

Initiating an Application on Behalf of Your Tenant

In the future you will be able to initiate an application on behalf of your tenant. Additional information will be added when that feature is available. When utilizing this future option, you must complete the information for each individual tenant for whom you are initiating an application. The tenant will then receive information about how to proceed with information required to complete their portions of the application packet.

You will be required to upload a signed Omaha – MACCH ERAP Tenant Authorization Form. You can find the form at www.macchconnect.org. If you anticipate applying on behalf of a tenant in the future, you may begin completing the Tenant Authorization Form at any time. You are also advised to encourage your tenant to begin the application process on their own by going to www.macchconnect.org or calling 2-1-1 for more information.