

CITY OF OMAHA – MACCH ERAP APPLICATION GUIDE

Before you apply for the City of Omaha – MACCH ERAP funds, please review this Application Guide. Here you will find information about eligibility requirements, the documents you will need to complete your application, and answers to questions about the process.



CITY OF OMAHA – MACCH EMERGENCY
RENTAL ASSISTANCE PROGRAM

211 | Community Alliance | Lutheran Family Services | Together | United Way

MACCHConnect.org |  

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OVERVIEW OF THE APPLICATION AND REVIEW PROCESS

Applicants will be asked to provide the following in order to complete the ERAP application:

- a signed rental agreement
- income documentation (W2, 1040, 2 recent paystubs, Social Security Information) for each member of the household
- a photo ID or secondary document verifying name and address
- property owner's or manager's name, email, and phone number

Once the application is submitted, applicants will receive a confirmation email containing important information including your unique confirmation number. Applications will be assigned to a specialist who will review the application and will contact you if additional information is needed to process your application. You must respond to your specialist within three (3) business days or the application will be closed. Also, do not share your personal information with anyone who cannot verify your confirmation number.

If you need support in completing an application (i.e.: you do not have access to a computer, tablet, smartphone, or internet) or you have questions about the process, you may contact one of our partners for assistance. Our partners include 211, Community Alliance, Lutheran Family Services, Together, Inc., and United Way.

A specialist will begin reviewing the application 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, an ERAP representative will reach out to you via email, text, and phone call. You may receive communication from unknown numbers regarding your application. It is critical to check your email including Junk, Spam, and Promotions folders regularly.

Property owners or managers will be notified at three points in the process:

1. An initial notification is sent when their tenant(s) have applied for assistance
2. When the application has been assigned, reviewed, and is ready to be processed, property owners or managers will receive a form to complete in order to approve the payment
3. An approval email is sent when the applicant is officially approved

Property owners or managers will need to complete the Landlord Verification Form which 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. You will also need to complete a Landlord Profile for each business entity, if you have not already completed one in the past. The Landlord Profile includes 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 property owners or managers, just as if a tenant was paying you directly. In 2023, you will receive an IRS Form 1099 reporting the amount you have received from our organization in 2022.

Property owners or managers who have a question about a tenant's application may contact 211 who can look up the record and provide a general status update. If the 211 operator is unable to answer a specific question, they will provide your contact information to a specialist who will then follow up with you.

SUPPORTED BROWSERS AND INTERNET CONNECTIVITY

Please ensure that you have a stable internet connection to complete the application. 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. For an optimal browsing experience, we suggest using the latest public release of the following web browsers. Internet Explorer is not supported and should not be used to complete the application forms.

- 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):

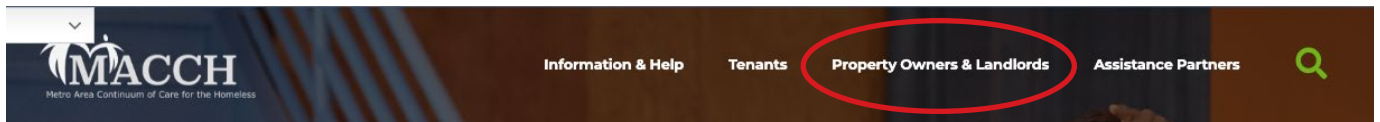
- Microsoft Office (.doc, .docx, .xls, .xlsx, .pptx)
- Comma Delimited (.csv)
- Open Office Spreadsheet (.ods)
- Adobe Acrobat (.pdf)
- Image files (.gif, .jpeg, .png)
- Text files (.txt, .pdf, .csv, .html, .htm)

File types NOT supported 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)

COMPLETE THE LANDLORD PROFILE

If you are a property owner, property manager, or landlord, you must complete each of your sections online. Go to macchconnect.org and click on **Property Owners & Landlords** in the navigation 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.



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 a 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

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.

COMPLETE THE LANDLORD PROFILE (CONTINUED)

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

Make checks payable to:

Mail check ATTN to:

Mail checks to:

ADDRESS

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE

COUNTY

ZIP CODE

ZIP

EXT

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

COMPLETE THE LANDLORD PROFILE (CONTINUED)

Business Address

ADDRESS

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE

COUNTY

ZIP CODE

ZIP EXT

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.

IF YOU NEED HELP IN ACCESSING THE APPLICATION, YOU CAN CONTACT ONE OF OUR PARTNERS



CITY OF OMAHA – MACCH EMERGENCY RENTAL ASSISTANCE PROGRAM



STAY INFORMED BY FOLLOWING OUR SOCIAL MEDIA CHANNELS



MACCHOMAHA



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