

Gov2Go Rent Relief Application

Guide for *Tenants* **(DEADLINE TO SUBMIT NEW APPLICATIONS IS MAY 15TH 2022)**

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What will help you be successful in submitting a Tenant Rent Relief Application?

- The DHCD website for other instructions and helpful information (including Frequently Asked Questions): dhcd.virginia.gov/rrp
- The Support Center to ask questions
 - Gov2Go support call center: 1-833-736-8735
 - Gov2Go support email: rrpsupport@egov.com
 - Department of Housing and Community Development (DHCD):
rrp@dhcd.virginia.gov
- Open line of communication with your Landlord: they are willing to send over existing documents, sign and send new documents, create a Gov2Go account and submit a Landlord application, willing to actively monitor their account and give you updates
 - Please note: the Tenant must submit a Tenant Rent Relief Application on Gov2Go, and the Landlord must also submit a Landlord Rent Relief application on Gov2Go
- Reliable access to a technology (smartphone, tablet, computer with internet access)
- Reliable access to an email address
- Documents
 - A digital copy of your **lease** (or a paper copy that you can turn into a digital copy)
 - You may be asked for **proof of income or public benefits such as SNAP**, which is covered in depth on *Step 10: Enter or Upload Income Information (if applicable)* of this guide.
 - A **ledger** from your Landlord which shows exactly how much you might owe for each month you might be behind

Step-by-step Guide to Submit your Tenant Application

Step 1: Create a Gov2Go Account

1. Go to the Gov2Go *website* (web.getgov2go.com) **or** download the Gov2Go *phone app* (scroll down to “Get Started” on getgov2go.com).
2. If you already have a Gov2Go account, enter your email and click “Continue”, then enter your password and click “Sign In”
 - a. Please note you and your Landlord cannot have the same account, you each need separate accounts
3. If you do not have an account, click “Create Account”, enter email address and password (enter it again for email and password confirmation), then click the blue button labeled “Create Account”
 - a. The password must have One UPPERCASE character, One numeric character (1-9), One special character (for example,), and it must be at least 8 characters long.
 - b. The email must be entered correctly to receive notifications and reset password if needed
4. You will then be directed to “Set Your Primary Location”. Enter “Virginia” as the state and click “Update”

Step 2: Enroll in Rent Relief

1. Once in your “Dashboard”, click “Discovery”. The “Discovery” button can be found on the left-hand side of the page.
 - a. If you have already enrolled in Rent Relief thru Gov2Go, you can check back in on your application by clicking on the "My Events" button
 - b. If you have NOT already enrolled, you should go to “Discovery”
2. In the “Search Discovery” box, type ‘Rent Relief’ then click “Search”
3. Click the “Apply” button for the Virginia Rent Relief Program
4. Click “Subscribe” and “Next” after reading program description
5. Follow the instructions and answer the questions that follow. Because you are a Tenant (for example, a person renting a home, apartment, trailer, or hotel/motel room), select **“Tenant”** (WARNING: If you do not select Tenant, it may be very difficult to fix it later)

Step 3: Complete Tenant Gov2Go Profile

1. If you are assisting another person with this application, only enter the information of **the primary Tenant**
2. If you are completing this application for yourself, enter and verify your personal information: name, address, phone number, and email
3. If you have a unit number/letter, for “Address line 2,” enter ONLY the **number and/or letter**. For example, if your address is **123 Main St, Apt A, Norfolk, Virginia 23510** you should enter it as:

Address line 1: **123 Main St**

Address line 2: **A**

City: **Norfolk**

State: **Virginia**

Zip Code: **23510**

Step 4: Access the Rent Relief Program

1. From the “Dashboard” page, click the “My Events” tab on the menu bar, on the left of your screen.
 - a. On a smartphone, you may have to click the button with three little lines to open the full menu bar
2. Click on the text “Virginia Rent Relief Program (RRP)” then click the *new* text that pops up that says “Click here to access Rent Relief”
 - a. **WARNING:** If you cannot find the Rent Relief event on your dashboard and instead it says “Nothing upcoming!...”, you should go back to “My Events”, click on the “Virginia Rent Relief Program (RRP)” text again, and then hit “**Mark as Incomplete**”

Step 5: Start New Tenant Application for the Virginia Rent Relief Program

1. To start an application, click “Start New Tenant Application”
2. Answer the questions relating to the primary tenant
 - a. If you have experienced any of the things in the list at any point since April 2020, say “Yes” to the second question (asking if COVID-19 made it difficult to pay rent or other bills)
 - i. Then for each situation you have experienced, check the box next to it

- b. If you have an eviction court case (also know as an “Unlawful Detainer”) or a 14-day notice to evict, **be sure to check the last box: “I have received an unlawful detainer (UD) or eviction notice.”** and click “Next”
3. Enter and verify your address. You may need to type in your address again if it is not automatically filled in. Make sure everything is filled in and correct. Remember, your unit number or letter should be in “Address 2”
 - a. If you do not live in a county, enter “N/A” in the County box.
4. Click “Next”
 - a. The application will automatically update the zip code with additional numbers. For example: 23666####. You will see at the top of the screen in red: “**Your address has been corrected. Please verify and click Next to continue.**” **Do not delete the extra numbers.**
5. Click “Next” again if everything else looks correct.

Step 6: Enter Eligibility Information

1. Enter all requested information
2. Enter your **most current** rent amount.
 - a. If your rent **is not** equal to or less than 150% of the Fair Market Rent (FMR), the Gov2Go website will not let you continue. Find 150% FMR at this website: tinyurl.com/fmr150
 - i. Your rent must be equal to or less than 150% FMR to qualify for Rent Relief. If your rent is above 150 FMR, you can ask your Landlord to lower your rent in writing so you may still qualify, but your landlord does not have to agree to lower your rent.
 - b. If you receive monthly assistance paying your rent, enter the portion that **you are responsible for paying** to your Landlord.
 - i. For example, on some Public Housing “Notice of change,” Voucher “recertifications,” or “LIPH Resident Worksheets,” this amount is called the “Tenant Rent.”
3. **Do not** include yourself when answering the question, “How many people live with you?”
 - a. If you live alone, put 0
 - b. If you live with one other person, put 1
 - c. If you live with two other people, put 2, etc.
4. Click “Next” to continue
5. Answer the following questions by selecting “Yes or “No”

6. Select all that apply from the list of benefits (If you do not receive any of those benefits, select “I do not receive benefits from any of the above”. Be sure to have any documentation for these benefits handy.

Step 7: Enter Tenant Demographic Information

1. If all qualifications are met for Rent Relief, you will see “Great news! It looks like you’re eligible for rental assistance.” **This does NOT mean your application has been reviewed, accepted, or approved! This only means you are allowed to finish your application.**
 - a. If you enter your information and you see: “Unfortunately, it looks like you might not meet the qualifications for this program.” **make sure you entered all of your information correctly and try again. Click “Back” and it will start the eligibility questions over. If it happens again, call the Gov2Go support center 1-833-736-8735**
2. Review the information then choose from the two selections:
 - a. “Yes” will allow you to upload requested documents and then submit the application.
 - b. “No” will save the application and give you time to gather required documents. When ready to move forward, the application will resume where you left off (in the Main Menu, you would choose “Work on In-Progress Tenant Application”)
3. Answer the demographic questions relating to the primary tenant then click “Next”
 - a. When calculating yearly income, multiply your past 30 days of income by 12
 - i. *EXAMPLE: If you received \$600 from employment and \$200 in child support in the past 30 days, do $(\$600 + \$200) = \$800 * 12 \text{ months} = \underline{\$9600/\text{year}}$*
 - ii. If you do not have access to paystubs/bank statements because you only get paid in cash, say “Yes” to the question “Does this individual get paid in cash only?”
 - b. Review the information, if everything looks right, select “Yes, go to next step.”
 - i. If something looks wrong and you need to fix it, select “No, I need to update this information” and correct the information. Click “Next” then “Yes, go to next step”

Step 8: Enter Household Member Demographic Information

1. **If you do not live alone**, you will be asked to enter information about the other household members. **Do not enter your own information again. Enter information for the people you live with.** Repeat this step for each member of the household then click “Next”

- a. For any person under 18, put “0” in the income box
- b. Review the information. If something looks wrong, select “I need to update one of the above household members,” and select which household member you want to edit
- c. If everything looks right, select “I am done with household members” then click “Next”

Step 9: Enter Rental and Landlord Information

1. You will be asked to enter information about your Landlord
 - a. Enter your Landlord’s name exactly how it appears on the lease
 - b. If your Landlord has an email, make sure you type it in correctly. If you do not know their email, check your lease for contact information or ask the building management office for it.
2. You will be asked to enter information about your lease
 - a. If you are on a yearly lease that has not expired yet, or your lease renews for another year automatically, select “No” to the question “Is your lease month-to-month?”
 - i. In the two boxes “When did your lease start? (MM/DD/YYYY format)” and “When does your lease end? (MM/DD/YYYY format)”, enter the date your lease started and the date your lease term ends. If you have a recent lease renewal, upload a copy of it with your lease.
 - b. If you signed a **month-to-month lease** or your lease term has ended and **automatically turned into a month-to-month lease**, select “Yes” to the month-to-month question
 - i. You can usually find this information in your lease near the “lease term” section.
 - ii. If you are month-to-month, you will only be able to request **back-rent, current month, plus one month future rent** for Rent Relief **at a time**.
 1. In order to be able to request **one** month’s future rent, you will have to input the last day of the next month in “When does your lease end?”. You can reapply on the 10th of each month if needed, but please note the application timeline process may take longer than a month each time you apply
 - iii. If you are month-to-month and would like to be able to request **back-rent, current month rent, plus up to three months future rent** for Rent Relief, you can ask your Landlord to sign a lease extension covering those three future months, and upload the lease extension with your original lease to

the application. If you do get this lease extension, be sure to put the new lease end date on the application

- c. Enter the dollar amount you are requesting for each month. **Only enter information for the months you owe money. The requested amounts will have to match what the Landlord says you owe. You should request a ledger from the Landlord (or check your resident portal if you have one) to accurately complete this section.** If you do not owe any money for one month, select “No, not in [Month/Year]” then click “Next” to move on to the next month
- d. You can enter past due rent and fees owed and rent and fees you will owe in the future. Not all fees apply
 - i. Rent
 1. Enter any dollar amount of rent owed
 - a. If you made a partial payment, enter the remaining amount due to the Landlord
 - i. 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 remaining amount owed
 - b. If full amount of rent is needed, enter that full amount
 - c. If you do not owe rent at all for a certain month, enter “0”
 - ii. Utilities (water, gas, electric, etc.)
 1. Enter the dollar amount you owe in “Utilities/Home Energy” or “0” if you do not owe utilities.
 - iii. Other Fees (late fees, trash fees, pest/service fees, washer/dryer fee, etc.)
 1. Enter the dollar amount you owe in “Other Fees” or “0” if none
 2. The late fee cannot be more than 10% of rent. (Va Code Section 55.1-1204(E)).

WHEN YOU ARE DONE WITH THIS SECTION, LOOK OVER THE NEXT PAGE THAT SUMMARIZES YOUR REQUEST AMOUNT. IF YOU NEED TO CHANGE ANY OF THE MONTHS, HIT “BACK” TO EDIT. IF IT LOOKS RIGHT, TAKE A SCREENSHOT OR PICTURE OF THE PAGE AND THEN CLICK “NEXT”. YOU WILL NOT SEE THIS INFORMATION AGAIN UNLESS YOUR APPLICATION GETS RETURNED.

Step 10: Enter or Upload Income Information (if applicable)

1. You may be prompted to upload proof of any income or public benefits you indicated receiving (SNAP, SSI/Disability, Paystubs, Child support, Self-employment information).
 - a. Public benefits (SNAP, SSI/Disability, TANF, WIC, etc.)

- i. Upload a picture of your “award letter” showing how much you get from the program each month
 1. If you do not have an award letter, request a copy from your caseworker
 2. In urgent circumstances, such as submitting your application in time for court, you should write a letter explaining that you receive the public benefit, sign and date it, take a picture of it, and upload it to the application
2. If you indicated having \$0 income or are paid in cash, the application may ask you to check a box confirming that you had no income or that you have cash income.
 - a. There may be a glitch in the system where it prompts you to upload “proof of income” or pay stubs even though you indicated you have no income or receive cash income. If it does this, try the following:
 - i. Fill out and sign the zero income and cash income attestation forms and upload it when the website prompts you for “proof of income document”
 1. Find the Zero Income form here: tinyurl.com/rrpnoincome
 2. Find the Cash Income form here: tinyurl.com/rrpcashincome
 - ii. If you can’t do the above option, try to write a letter explaining you have no income or have cash income, sign and date it, take a picture of it, and upload it to the application.

Step 11: Upload Electronic Copy of Lease

1. Click “Browse” to upload an electronic copy of your lease. **Make sure you upload all leases and lease extensions you might have.**
 - a. If your lease is more than one page, you must combine all pages into one PDF document.
 - i. You can do this by using apps like iPhone Notes App, Adobe Scan App, Preview (for Mac computers) or CamScanner, or Adobe Acrobat
 - b. Make sure your lease has:
 - i. Names of the Landlord and all Tenants over 18
 - ii. Dated signatures of Landlord/Tenant(s)
 - iii. Beginning and end dates of lease, OR a start date with a section explaining that the lease auto-renews or continues as month-to-month
 - iv. FULL address with ZIP code
 - v. Rental amount and any fees you are charged (like late fees, utilities, etc.)
 - c. If you are finished uploading documents, select “I do not have any more documents to upload”
 - d. Review the page then click “Next”

Step 12: Agree to Landlord/Tenant Agreement Contract and SUBMIT APPLICATION

1. This page explains your rights and responsibilities when applying for Rent Relief
2. When you select “Yes” to the Landlord and Tenant Household Agreement, it submits your application, and you will not be able to edit it unless the Rent Relief Program sends it back **IF** there is an issue. If there is no issue, you will not be prompted to edit the application.
3. **You have to select “Yes” in order to submit your application.**
 - a. **If you select “No,”** it will bring you back to the menu page without submitting your application. You will have to select **“Work on In-progress Application”** to resume your application.
4. Once your application has been submitted, **take a screenshot or picture and save your confirmation number.** You and your Landlord will have different confirmation numbers.

Step 13: Check Application Status and Make Changes

Once you submit your application, Rent Relief application reviewers will look through it to verify if all information submitted meets the requirements for Rent Relief. It is important that you have access to your email to monitor if Gov2Go sends you notification of any status changes, **ESPECIALLY** if they return the application to you asking you to make edits. The emails will have a subject line saying **“RRP Application Has Status Change,”** *but they will not always tell you the new status.* You will need to log in to your Gov2Go account to check the status.

To check the status of your application:

1. Log in to your Gov2Go account and navigate to the Rent Relief application “Main Menu”
2. At the bottom of the Main Menu options, select “Check Tenant Application Status”
3. A drop down menu appears and you must select your submitted application. It will read “##### - YOUR ADDRESS”. Then click “Next”
 - a. The address shown will not show your unit number
4. You will see the date and time of any activity you or the Rent Relief Program has made on the application. **The most recent activity will be on the bottom of the activity log. It is important to pay attention to all activity.**
5. The statuses on your application may be any one of the ones listed below. Here is what they mean:
 - a. **“Application submitted”**
 - i. This means your application has most likely not been reviewed yet. Check twice a week to see if you receive any other update.

b. “Application returned for end-user editing”

- i. **This will show up if the Rent Relief Program needs you to make any edits.** The edits they ask you to make will show up as the last status update (the important part is **highlighted in this guide**, but not highlighted on the actual website):

Checking Tenant Application Status

1/14/2022 9:51 AM: Application submitted

Email Landlord (Landlord@email.com) to file application

**1/17/2022 3:46 PM: Application returned to end-user for editing
(Please upload all pages of your lease, you have only uploaded
the first page. Thank you.)**

Next Step: Please make appropriate changes to your application as instructed and re-submit.

- ii. **If you have the information or documents needed to make those changes**, click “Next” to go back to the Main Menu, choose **“Work on Returned Application”** and make the requested changes. (**DO NOT** select “Start a new Tenant application,”)
 1. Selecting “Work on Returned Application” will allow you to edit the entire application again. If no changes are needed on a certain page, click “Next” to move to the next page
- iii. **If you do not have the requested information, do not resubmit the application with no changes.** This will only get the application sent back to you again for the same problem.
- iv. If you cannot figure out what the Rent Relief Program is asking you to change on your application, call the Rent Relief Program Gov2Go support line at 1-833-736-8735

c. “Application accepted”

- i. It has been determined the information and documents submitted are satisfactory for the application. At this point, the Rent Relief Program is most likely waiting for your Landlord to submit their application, or is in the process of linking your Landlord’s application to yours.

d. “Case created”

- i. Your application and your Landlord’s application have been linked to make a “Case”, and are undergoing final review.
- ii. This step cannot happen until your Tenant application and your Landlord’s application have both been “accepted”
- iii. It is possible the Rent Relief Program will find discrepancies or changes needed at this stage of the application process. It is possible that either

your application, the Landlord's application, or both may be returned for final edits

- iv. If the Rent Relief Program requests no final edits, your application will be approved or denied after this stage.

e. "Case approved"

- i. The Rent Relief application has been approved. To know how much you were approved for, call the Gov2Go support center at 1-833-736-8735, wait for a payment confirmation email, or wait for payment to be sent to your Landlord.

f. "Case denied"

- i. The Rent Relief Program has determined your application is not eligible for assistance. If you believe this was incorrectly determined, contact the Department of Housing and Community Development (DHCD) at rrp@dhcd.virginia.gov

6. When checking the application status, there will always be a "Next Step" listed. If the next step looks like the one below, please note that this does not *necessarily* mean that your Tenant application or the Landlord's application was not submitted to Gov2Go:

Next Step: We are waiting for your Landlord to complete their application before we can establish a case for you. Please check back within this service regularly for status update.

- a. It is possible the Landlord has not submitted one yet
OR
- b. It is possible the Landlord has submitted one, but your Tenant application and their Landlord application have not been linked by the system yet. If this is what's happening, it may take the Rent Relief Program a few weeks to link both of your applications to "create a case". If it is taking too long, you should call or email the Gov2Go support center (see information below) to request the Tenant and Landlord applications be linked (it will help to have both Confirmation Numbers)
- c. **You should be communicating with your Landlord to make sure they have submitted their application, and you both should frequently check to see if Gov2Go returned the application to make any edits.**

Step 14: Any Questions or Problems?

1. If you have any questions about your Rent Relief application at any point during the process, you can reach out to the following numbers/emails:
 - o **Gov2Go support center:** 1-833-736-8735
 - o **Gov2Go support center:** rrpsupport@egov.com
 - o **Department of Housing and Community Development (DHCD):** rrp@dhcd.virginia.gov