



City of San Diego COVID-19 Emergency Rental Assistance Program

Landlord Guide

Landlords will receive an email from the San Diego Housing Commission (SDHC) if their tenant has been selected to receive one-time rental assistance from the City of San Diego COVID-19 Emergency Rental Assistance Program. If more than one of the landlord's tenants is selected, the landlord may receive a separate email for each selected tenant.

This guide provides instructions to help landlords complete the landlord registration and additional steps necessary for SDHC to provide the one-time payment directly to the landlord on behalf of the tenant.

Troubleshooting

1. Ensure you are using a modern web browser like Chrome or Safari.
2. **Email Link:** If the link in the email from SDHC is not working:
 - a. Make sure you are using a supported web browser.
 - b. Refresh the page.
 - c. Clear cache/cookies.
3. **Landlord Code:** If the landlord code SDHC provided is not working:
 - a. Confirm there is no space before the landlord code. (If you copy and paste the code from your email, there may be an extra space before the code.)
 - b. The landlord code may only be used once. If you have already registered using this landlord code, click "Forgot your password?" on the login page, check your email and follow the required steps to recover your password. Then log in to your account.
4. **Email Address:** When registering, only one unique email address can be used per landlord code. If you have more than one landlord code, a separate email address will be needed.
5. **Cannot Log In:**
 - a. Ensure you are using the email address and password you used at registration.
 - b. Ensure you have confirmed your email address. Click on the link in the email registration confirmation.
 - c. Click "Forgot your password?" on the login page, check your email and follow the required steps to recover your password. Then log in to your account.
6. **Flash Page Displays:** If a flash page appears when you try to register online:
 - a. Clear browser history and then close the browser. Open a browser, go to <https://covidapplication.sdhc.org> and log in to your account using your email address and password.
7. **Cannot See Tenants Listed:** If you cannot see your tenants and previously approved other tenants, please verify the landlord code is the same.

Landlord Registration: Step-by-Step Process

1. Open a supported web browser like Chrome or Safari.
2. Go to <https://covidapplication.sdhc.org/Identity/Account/LandlordVerification>.
3. Under the “Landlord Verification” heading, enter the landlord code provided in the email SDHC sent you, and click “Register”.

The screenshot shows the 'Landlord Verification' page. At the top left is the logo for the City of San Diego COVID-19 Emergency Rental Assistance Program. To the right of the logo is the text 'COVID-19 Emergency Rental Assistance Program'. Further right are links for 'Select Language', 'Registration' (circled in red), 'Login', and 'SDHC Website'. Below the header, the page title is 'Landlord Verification'. There is a text input field labeled 'Landlord code*' with a 'Register' button below it. To the right of the input field, there is explanatory text: 'If your tenant has been selected to receive help from the City of San Diego's COVID-19 Emergency Rental Assistance Program, please complete the landlord registration process. You will need your landlord code that the San Diego Housing Commission (SDHC) provided to you. In addition, to receive the rental assistance payment through this program, you are required to register on this online program portal; provide information from IRS.'

4. Enter the requested information in the fields under the heading “Create a new landlord account.” You can edit your name, company name, email address, or phone number while completing your registration. Please note that only one unique email address can be used per landlord code and you **cannot** edit your email address after you complete your registration.

The screenshot shows the 'Create a new landlord account' page. At the top left is the logo for the City of San Diego COVID-19 Emergency Rental Assistance Program. To the right of the logo is the text 'COVID-19 Emergency Rental Assistance Program'. Below the header, the page title is 'Create a new landlord account'. There are several text input fields: 'First name*', 'Middle name', 'Last name*', 'Company name', 'Landlord Code*', 'Email*', 'Phone number*', 'Password*', and 'Confirm password'. A 'Register' button is located at the bottom left. To the right of the input fields, there is explanatory text: 'If your tenant has been selected to receive help from the City of San Diego's COVID-19 Emergency Rental Assistance Program, please complete the landlord registration process. You will need your landlord code that the San Diego Housing Commission (SDHC) provided to you. In addition, to receive the rental assistance payment through this program, you are required to register on this online program portal; provide information from IRS Form W-9 to verify you own the rental home; and authorize SDHC to make a direct deposit for you as the landlord. SDHC cannot make a payment to you as the landlord unless you complete the necessary details. For questions about this program, please call (619) 535-6921. This email will receive payment information.'

6. After you enter the requested information, click “Register”.
7. You will receive another email from SDHC to verify your registration. Click on the registration link in the email you receive from SDHC to complete your registration.
8. After you are registered, go to <https://covidapplication.sdhc.org/> and log in to your landlord account using your email address and password you used at registration.

The screenshot shows the login page. There are two text input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Log In' button. At the bottom left, there is a link for 'Forgot your password?'.

9. Under Tenant Details, you may “approve,” “decline,” or “opt out” of the one-time rental assistance for each of your tenants shown on this portal:
 - a. The portal automatically checks the blue box in the “Approved Tenants” column to indicate that you accept payment on behalf of your tenant. If this box is not checked and you wish to accept payment, please check the blue box in the “Approved Tenants” column.
 - b. If you choose to decline payment for the listed tenant, make sure the blue box is **not** checked. In the “Decline Reason” column, select a reason from the drop-down menu. The three available options to select are:
 - Different W9/EFT information: if you have multiple tenants who were selected to receive payments, you can choose to have the rental assistance payment deposited to multiple accounts. After submitting your form, a Housing Specialist will reach out to you to gather the updated information.
 - Not my tenant
 - Other
 - c. If you want to opt out of the City of San Diego COVID-19 Emergency Rental Assistance Program and decline payment for all tenants, check the “Opt Out of Program” box in the lower left corner of the screen.

The screenshot shows the 'COVID-19 Emergency Rental Assistance Program' interface. At the top, there is a header with the program name and navigation links like 'Select Language', 'Landlord Home', 'Help', 'Logout', and 'SDHC Website'. Below the header, there are two main sections: 'Landlord Details' and 'Tenant Details'. The 'Landlord Details' section includes fields for First Name, Last Name, Address, Telephone Number, Email, Status (set to 'InProgress'), and Date Submitted, with an 'Edit' button. The 'Tenant Details' section has a table with columns for Approved Tenants, Decline Reason, First Name, Last Name, Address, Telephone Number, Email, Status, and Assistance Amount. A blue checkbox is checked in the 'Approved Tenants' column, and a dropdown menu is set to '-select-'. The status is 'pending landlord verification' and the assistance amount is '\$4,000.00'. At the bottom left, there is a checkbox labeled 'Opt out of program' which is circled in red. An 'Approved Total' of '\$4,000.00' is shown, and a 'Next' button is at the bottom right.

10. If you check the “Opt Out of Program” box, a message will appear on your screen, as shown below. Click “OK” to confirm you are opting out of the program. If you changed your mind, click “Cancel” to return to the previous screen.

The confirmation dialog box is titled 'Confirmation'. It contains the following text:

You have checked the box to opt out of this program.

This means that you will NOT receive the one-time COVID-19 Emergency Rental Assistance Program payment from SDHC on behalf of your tenant(s).

Your tenant(s) application will be closed without any payment being made.

To confirm you are opting out of this program, click on "OK" below to return to the previous screen, and then click on "Next" to proceed to the next page. On that page, complete the self-certification and select "Submit Details."

If you have decided that you do NOT want to opt out of this program, please click "Cancel" below to return to the previous screen. Then click on "Next" to proceed to the next page. On that page, complete the required information and self-certification and select "Submit Details."

 At the bottom right of the dialog box, there are two buttons: 'Ok' and 'Cancel'.

11. Directly on the portal, enter W9 information, Direct Deposit information, self-certify, and click “Submit.” The Landlord Details page will appear after you click “Submit”. You are **not** required to upload documents unless SDHC asks you to do so.

The screenshot shows the top navigation bar with the City of San Diego COVID-19 Emergency Rental Assistance Program logo on the left and links for 'Select Language', 'Landlord Home', 'Hello Test First Test Test!', 'Logout', and 'SDHC Website' on the right. Below the navigation bar is a form titled 'Landlord W9 Details'. At the top of the form, there is a text input field for 'Enter Document Name' and a blue 'Upload Documents' button. A note states: 'Please continue to fill out the information below. Document uploads are only needed if requested by a Housing Specialist and are not required to complete the W-9 and Direct Deposit information in the portal. (Allowed file valid formats are PDF, JPG, PNG, JPEG)'. Below this is a table with three columns: 'Document Type', 'Document Name', and 'Action'. The main form area contains several input fields: 'Name (as shown on your income tax return. Name is required on this line; do not leave this line blank.)', 'Business name/disregarded entity name, if different from above', a dropdown menu for 'Select appropriate box for federal tax classification of the person whose name is entered on the first line.', 'Exempt Payee Code', 'Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any)', 'Address*', 'Unit/Apt Number', 'City*', 'State*' (dropdown), and 'ZIP Code*'. Each field has a small placeholder text or label next to it.

12. After you have registered and approved at least one of your tenants for this program, you may have additional tenants selected for the program as applications are processed. If this occurs, the W9/Direct Deposit information you previously provided is already saved in the system and cannot be edited. You will not need to re-enter that information; however, you will need to approve the payment on behalf of the additional tenant(s), self-certify your information and click on “Submit” to apply that information to your additional tenant(s).

Landlord Statuses Once Registered

Check Submission Status: You will **not** receive an email each time you successfully register, approve tenants, complete W9/Direct Deposit, self-certify and submit. The Landlord Details page will appear after you click “Submit”.

Under Landlord Details, the “Status” of your submission is shown to the right of your email address. If the “Status” column says “Submitted” and the “Date Submitted” column shows the date you submitted your form, this confirms that your submission is complete. Please note, your tenant’s status will continue to show “Pending Landlord Verification” until reviewed by SDHC Finance.

Check Payment Status: Under Tenant Details, you will see your tenant’s status. The “Status” is shown to the right of your tenant’s email address. To access the page at any time you can log back into the portal using your email address and password you used at registration.

Possible tenant statuses are:

1. Pending Landlord Verification: Payment information is under review by SDHC Finance.
2. Landlord Registration Complete: Payment is pending disbursement.
3. Rental Assistance Payment Disbursed: Rental Assistance Payment is complete.
4. Finance Denied: Payment denied by SDHC staff due to inaccurate W9 or Direct Deposit information.
5. Denied: Tenant was notified that payment was declined.