



TEXAS RENT RELIEF PROGRAM

Understanding the Status of your Application


Tenants and Landlords may check their Texas Rent Relief program application statuses status here: <https://hornellp-tx.neighborlysoftware.com/texasrentrelief/participant> or by calling 1-833-989-7368.
Landlords will only see the status of their tenant’s application once their application IDs are linked in the system.

APPLICATION STATUS	WHAT THIS MEANS	ACTIONS NEEDED BY TENANT	ACTION THE LANDLORD CAN TAKE
Application In Progress	<ul style="list-style-type: none"> Application is NOT submitted. 	<ul style="list-style-type: none"> Complete missing sections and hit “Submit”. 	<ul style="list-style-type: none"> Assist tenant with missing documentation and application submission.
Application Submitted	<ul style="list-style-type: none"> Tenant has completed all application steps. Application is in line for review. 	<ul style="list-style-type: none"> Check status periodically. 	<ul style="list-style-type: none"> Check status periodically.
Application Under Review	<ul style="list-style-type: none"> Texas Rent Relief Reviewer notifies applicants and landlord if any additional documents or information is needed. Reviewer links tenant application with a landlord, if information for landlord is available. Reviewer notifies applicants and landlord if assistance is approved or determined ineligible. 	<ul style="list-style-type: none"> Respond to information/document requests from reviewers. Ask your landlord to include your application ID on their portion of the application. If landlord is <u>not</u> willing to participate: <ul style="list-style-type: none"> Ask them to communicate that to the reviewer so any approved payment is directed to you, instead. When prompted, set up Bill.com account to receive payment. Check status periodically. Check email for approval, Bill.com prompt, or denial. 	<ul style="list-style-type: none"> Submit landlord portion of application, if you haven’t already. Ensure your landlord ID is associated with the tenant ID. When prompted, set up Bill.com account to receive payment. Assist tenant with any missing information. Check status periodically. Check email for approval, Bill.com prompt, or denial.



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Application Incomplete	<ul style="list-style-type: none"> Application is missing information and will NOT be under review until received. Reviewer has sent an email to the applicant requesting missing information or documentation for further review. Must complete application within 21 days or it becomes inactive. 	<ul style="list-style-type: none"> Respond to reviewer emails, calls, or texts with requested information/documents. Sign-in to online application (Neighborly) and address any missing sections. Must hit "Submit" at end. 	<ul style="list-style-type: none"> Assist tenant with sign-in to online application (Neighborly). Assist tenant with any missing information.
Payment in Process	<ul style="list-style-type: none"> Good news! Request for assistance has been verified and approved. Payment is in process. 	<ul style="list-style-type: none"> Applicant will receive an email notification of approval. Check status periodically. Expected time in this status: less than one week. 	<ul style="list-style-type: none"> Landlord associated with the application will receive an email notification of approval. Check status periodically. Expected time in this status: less than one week.
 Payment Disbursed	<ul style="list-style-type: none"> Payment has been issued either by ACH or check to the landlord, or the tenant if the landlord was not responsive. If registered with Bill.com, an automatic email is sent to landlord or tenant when disbursed. 	<ul style="list-style-type: none"> If payment was made to your landlord: confirm receipt with your landlord. If payment was made to you: confirm receipt of funds in your bank account or via check by mail. Use funds immediately to make payment to your landlord and/or utility provider. 	<ul style="list-style-type: none"> Confirm receipt of funds in your bank account or via check by mail. Apply funds to tenant's account for the time period requested.
Applicant Recertification Submitted	<ul style="list-style-type: none"> Tenant has waited at least 2 months from approval and applied for more assistance, up to 3 more months; not to exceed 15 months total. 	<ul style="list-style-type: none"> Log into the online application (Neighborly) and complete the reapplication/recertification steps. Tenant must confirm they continue to need assistance. 	<ul style="list-style-type: none"> Assist tenant with any missing documentation/information and application submission.



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Inactive Statuses (application not being processed)			
Applicant Unresponsive	<ul style="list-style-type: none"> Reviewer requested additional missing info or documentation but tenant did <u>not</u> complete application within 21 days. Application is NOT under review 	<ul style="list-style-type: none"> Respond to reviewer emails, calls, or texts with requested information/ documents. Check “junk/spam” folder. Contact Call Center (1-833-989-7368) to reactivate or open application sections for completion. 	<ul style="list-style-type: none"> Assist tenant with responding and completing their application.
Applicant Ineligible	<ul style="list-style-type: none"> Applicant deemed ineligible and denied the request for assistance. 	<ul style="list-style-type: none"> Check email for denial notice, which contains appeal instructions, if needed. 	<ul style="list-style-type: none"> No action needed - applicant is ineligible.
Applicant Withdrawn	<ul style="list-style-type: none"> Tenant withdrew application via call center or to reviewer. 	<ul style="list-style-type: none"> No action needed – withdrawn applications are inactive 	<ul style="list-style-type: none"> Check with tenant as to withdraw of application. Tenant may have received other rent assistance. Note: if landlord evicts, landlords cannot receive/keep TRR assistance.
Duplicate Application	<ul style="list-style-type: none"> Application identified as duplicate. There should be one other active application/ID per applicant. Duplicate application is NOT under review. 	<ul style="list-style-type: none"> Verify that one application/ID under your name remains active. If you do not see any active applications, contact the Call Center. Check status of the <i>active</i> application periodically. 	<ul style="list-style-type: none"> Assist tenant to find/track their <i>active</i> application. Verify one Landlord application/ID for your entity remains active and lists your tenants. If you do not see any active applications, contact the Call Center. Check status of the <i>active</i> application(s) periodically.