



Texas Rent Relief Program: Payment Guide

- Rent assistance payments from the Texas Rent Relief Program will be made directly to the tenant’s landlord, unless the landlord either declines to participate or has not responded after program outreach attempts.
- Current policy is that the program will contact the landlord at least 3 times in 10 days by email, phone or text (or 14 days if notified by regular mail), but if unable to engage the landlord, then payment will be made directly to the tenant. The Texas Rent Relief Program requires that direct rent assistance payments to tenants are used to pay landlords. However, this is challenging to enforce and we strongly encourage landlords to participate.

About Bill.com

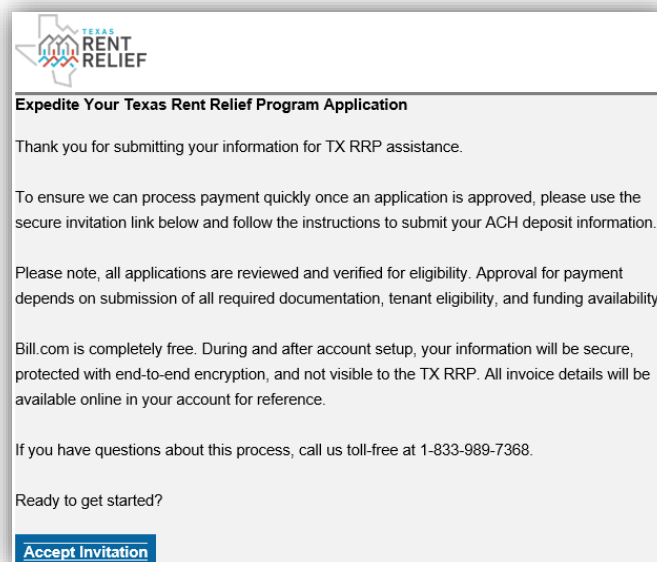
To ensure timely processing of payment on approved applications, landlords and tenants can submit their ACH deposit information ahead of time using our third-party payment system, Bill.com.

- Bill.com is completely free to you.
- During and after account setup, your information will be secure, protected with end-to-end encryption, and not visible to the Texas Rent Relief Program.
- All invoice details will be available online in your account for reference.

If you have questions about the process, please call toll free 1-833-989-7368.

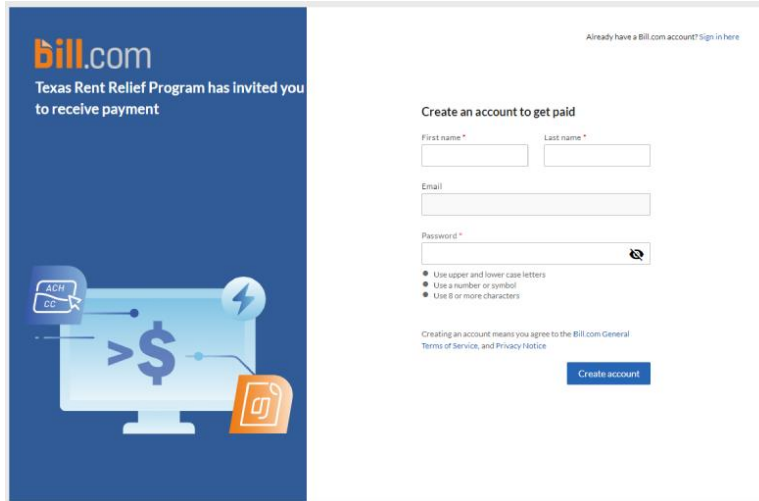
Instructions for Accepting Payments via Bill.com

Landlords who submit an application through the Texas Rent Relief Program online application will receive an email from invites@hq.bill.com with the subject line, “Texas Rent Relief Program – Submit Your Payment Information”. The email will look like this, and includes an invitation link at the bottom:





When you receive the email, click the link to accept the invitation. You will be taken to Bill.com, where you will need to create an account and follow the steps to submit your ACH deposit information. Landlords will only need to do this once for each landlord profile in the Neighborly system, so should not need to upload this information for each approved tenant application.



Because your email provider may not recognize the Bill.com email address, we encourage you to add invites@hq.bill.com to your address book. Check your “spam” or “junk” folders regularly if you have not received the invite.

NOTE: Creating an account in Bill.com does not indicate an application has been approved. All applications are reviewed and verified for eligibility before being approved. Approval for payment depends on submission of all required documents, tenant eligibility, and funding availability. The tenant and landlord associated with the application will receive an email notification of application approval before payment is sent.

If you see a payment in process under your Bill.com account, do **NOT** click the “Mark as Paid” button as this will stall your payment.

What if I Haven’t Received the Bill.com Invite?

Monitor the application status on the online system. Once the status shows as “Payment in Process,” ensure your billing information is set up. If you have checked your “spam” or “junk” folders, and have not yet received a Bill.com invite, please contact support@texasrentrelief.com for assistance.

What if I Don’t See My Tenant’s Application?

Tenant applications must be associated with a landlord application for the landlord to be paid rent assistance. If you [log into your landlord application](#) and do not see the tenants who applied listing you as their landlord, please contact 1-833-989-7368 for assistance linking applications. Have the landlord and tenant application IDs ready to provide to the customer service representative.

Thank You For Participating To Help Tenants Stay Housed!