



TEXAS RENT RELIEF PROGRAM

Missing Documentation Guide

- This document provides guidance on commonly requested missing documentation in Texas Rent Relief applications. This guide will help Tenants ensure their TRRP application is complete, accurate, and includes all necessary supporting documents.
- Please also carefully read through the instructions in your TRRP application.
- If you submit an incomplete application, TRR will contact you and allow you to **submit any missing documentation in 21 days**; if the needed documentation is not received in that time, your application will be denied.

REQUESTED DOCUMENT/ INFORMATION	TIPS FOR A COMPLETE APPLICATION
Household Members (Section C.)	<ul style="list-style-type: none"> ■ Include information about <u>all</u> individuals in the household, <u>including children</u> who live at the residence. ■ Social Security number is not required.
Proof of Residence (Section D.)	<ul style="list-style-type: none"> ■ Lease must be <u>SIGNED</u> by Tenants and Landlord and must be whole lease (not just first page or signature page). ■ Lease must cover the period(s) for which you are requesting rent. Provide proof of lease extensions as needed. ■ If no lease is available, provide evidence of the three most recent payments of rent: bank statements, check stubs, or rent receipt from landlord. Documentation should show three payments of approximately the same amount, made to the same landlord or property management company at regular intervals (for example, every month). ■ Title your uploaded files accurately (<i>Ex: Rent Receipt 1/1/2021</i>) & double check your uploaded documentation ■ Make sure that each uploaded file or photo can be read, and that it includes the entire document.
Income (Section E.)	<ul style="list-style-type: none"> ■ Income must be listed for <u>all ADULT</u> household members. ■ If you provide paystubs, make sure they cover at least 30 days. ■ If you have no income, please mark that under Option 3 in Section E of the application. ■ Income for minors does <u>not</u> count towards your household income and should not be listed. ■ If you provide more than one source of income, the income documentation with the most CURRENT date will be used. ■ Title your uploaded files accurately (<i>Ex: Paystub 2/2/2021</i>) & double check your uploaded documentation ■ Make sure that each uploaded file or photo can be read, and that it includes the entire document.
Utility Documentation (Section H, I, & J.)	<ul style="list-style-type: none"> ■ Please provide your <u>most recent</u> utility bill or the most recent notice of disconnection. ■ Title your uploaded files accurately (<i>Ex: Electric Bill 3/3/2021</i>). ■ Make sure that each uploaded file or photo can be read, and that it includes the entire document.
Other/Contact Tips (Section A.)	<ul style="list-style-type: none"> ■ Indicate the best way to contact you on the application; if you do NOT have a consistent method of contact, contact the Call Center (1-833-9TX-RENT/1-833-989-7368) and ask staff to note this in your application. ■ <u>Phone</u>: have your voicemail set up and check it regularly in case you miss a call from TRRP. ■ <u>Email</u>: regularly check your spam/junk email folder, and respond to all TRRP emails promptly.