

# IOWA RENT AND UTILITY ASSISTANCE PROGRAM



## IOWA RENT AND UTILITY ASSISTANCE PROGRAM TENANT APPLICATION GUIDE

### IMPORTANT

For applicants requesting rental assistance, the landlord is required to complete an application, verifying their information before the tenant's application can be considered complete and ready for review.

If you are requesting rental assistance, please check with your landlord prior to application submission to:

1. Verify your landlord's correct email address that they would like to use to access the application portal. You will need to provide this email address on the application.
2. Notify your landlord of your upcoming application and need for them to watch for a landlord verification request email from [no-reply@unqork.com](mailto:no-reply@unqork.com).

If your landlord indicates they have not received the email prompting them to complete an application after your application submission, please instruct them to check their spam email folders before contacting the Iowa Housing Recovery team for assistance: 855-300-5885 or 515-348-8813.

### **A landlord verification is not required for applicants requesting utility assistance only.**

The completion of an application does not guarantee that assistance will be provided or halt eviction proceedings or utility disconnections. Individuals are strongly encouraged to notify their landlord and/or utility provider of their pending application as soon as possible, as review time periods will vary.

**Please contact the Housing Recovery Support Team for assistance: 855.300.5885 or 515.348.8813.**

## BEFORE BEGINNING THE APPLICATION

### 1. Ensure you have an email address with the ability to access it long-term.

You will need an email address for use on the application and that you have access to in order to receive updates about your application. If you do not have an email address, you may ask a friend or family member for help setting up a free account, such as a Gmail or Yahoo account.

### 2. Must have required documents.

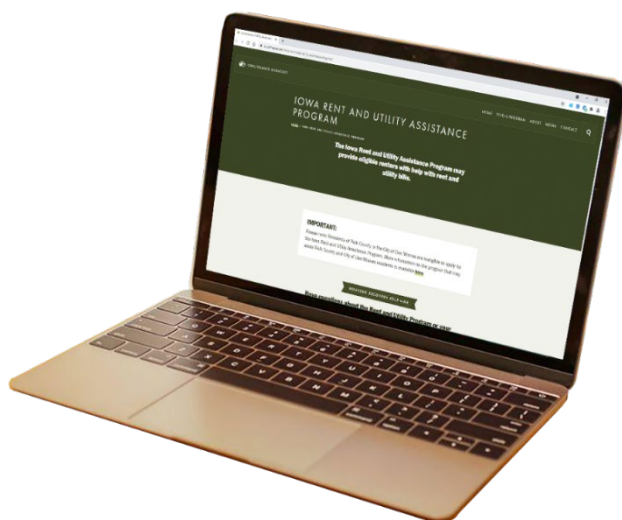
The application requires several uploads of documentation. Please ensure you have these documents available electronically or as a hard copy that can be scanned at a public library, Iowa Workforce Development Office or other location, or you may take a photo and upload it from a mobile phone. File types accepted: pdf, jpg or png. File size limit: 10MB.

### 3. Review eligibility criteria at [iowahousingrecovery.com](https://www.iowahousingrecovery.com)

Review eligibility information, application details and frequently asked questions prior to proceeding with an application.

### 4. When you are ready to begin your application, click “Apply Now” to complete the 7-step Tenant Eligibility Questionnaire.

You will be asked a series of questions to help determine if your household may be eligible for the program. The eligibility questionnaire is not an application for assistance. If you meet the initial eligibility requirements, you will be asked to create an account to submit a full application.



## RENTERS WHO HAVE RECEIVED AN EVICTION NOTICE

1. Print confirmation of your application submission.
2. Contact your landlord and ask them to watch for the notification email and complete their portion of the application.
3. Contact Iowa Legal Aid: 1-800-332-0419 | [iowalegalaid.org](https://www.iowalegalaid.org)
4. Attend any scheduled court hearings and bring documentation of your Iowa Rent and Utility Assistance Program application submission and a copy of the CDC Eviction Moratorium Declaration Form completed by every adult included on the lease.



# Eligibility Questionnaire

Preferred Language \*

English

▼



You may select from one of the following languages:	
Bosnian	Mandarin
Cantonese	Spanish
English	Swahili
Haitian Creole	Vietnamese
Korean	

## What is this?

The Iowa Finance Authority is administering \$195 million in rent and utility assistance through the Federal Emergency Rental Assistance Program. The program, known as the Iowa Rent and Utility Assistance Program, may provide eligible Iowans with assistance for a period of up to twelve months. For assistance in completing this application or other questions, contact the support team at **855-300-5885**.

## Eligible program applicants may apply for assistance with the following:

**RENT PAST DUE PAYMENTS:** Available for payment of costs incurred no earlier than March 13, 2020.

**UTILITY PAYMENTS** • Eligible utility types include: electricity, natural gas, propane or fuel oil, water, sewer and/or trash removal. Assistance is available for utility payments of costs incurred no earlier than March 13, 2020.

Eligible renters may apply for rent assistance only, utility assistance only or both, rent and utility assistance with a total maximum assistance amount of 12 months.

**Applicants will receive program notifications**, including confirmation of application and notifications of additional action needed to the email address and/or phone number provided in the application. If you have questions or concerns, please call the housing support team at 855-300-5885.

Already have an account for IRUAP 2021 and looking for the application & status dashboard? [Log in here](#).

BEGIN ELIGIBILITY QUESTIONNAIRE

## ELIGIBILITY QUESTIONNAIRE – WHAT TO EXPECT

### 1. Applicant Type

- ☐ Renter
- ☐ Landlord, Managing Agent or Owner

### 2. Is the property your primary residence?

- ☐ Yes, it is my primary residence.
- ☐ No, it is not my primary residence.

### 3. Is your property located in Iowa?

- ☐ Yes
- ☐ No

### 4. Do you live in the city limits of Des Moines?

- ☐ Yes
- ☐ No

### 5. Select your County.

### 6. Select number of household members.

*This must include all household members covered under your rental lease, including yourself.*

### 7. Select either the total household income for 2020 or the household's monthly income.

*This must include the income for all household members 18 years and older.*

*For those applications using monthly income, eligibility must be redetermined every three months.*

### 8. Type of Assistance

Select all types of assistance you are seeking.

- ☐ Rent Assistance
- ☐ Utilities Assistance

### 9. Has anyone in the household experienced any of the following COVID-19 related impacts? Check all that apply.

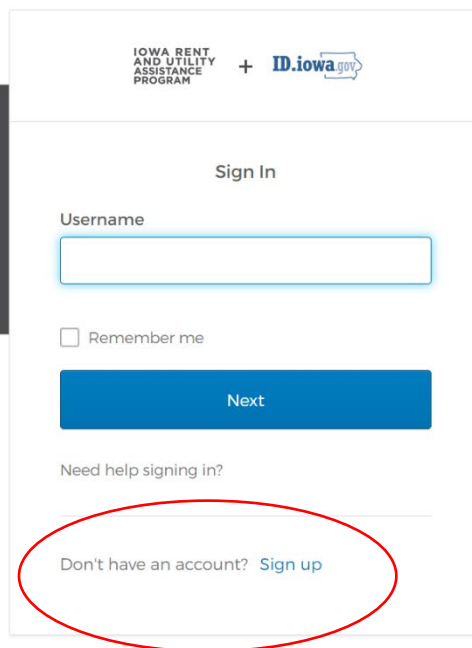
- ☐ Laid off/Furloughed
- ☐ Hours reduced
- ☐ Unemployed for more than 90 days
- ☐ Lost job
- ☐ Cannot work in order to care for myself or others
- ☐ Incurred Significant Costs
- ☐ Experienced a Financial Hardship
- ☐ Employer closed business due to public health order

*Please note: Residents of Polk County or the City of Des Moines are ineligible to apply for the Iowa Rent and Utility Assistance Program. More information on the program that may assist Polk County and City of Des Moines residents is available at [impactcap.org](https://www.impactcap.org).*

## CREATE AN ACCOUNT

If you met the initial eligibility requirements based on your answers on the eligibility questionnaire, you will be instructed to create an account to access the full application system.

To create an account, click the “Sign up” link next to the question, ‘Don’t have an account?’



**After clicking “Sign up” you will be prompted to:**

1. Enter your email address.
2. Enter a Password of at least 12 characters.  
*Passwords must not include any part of the Username, First Name or Last Name.*
3. Enter your first and last name.
4. Click “Register”.
5. You will receive an email to confirm the email address provided. You must check this email and click the “Activate Account” button to verify the email address. This completes the sign-up process.

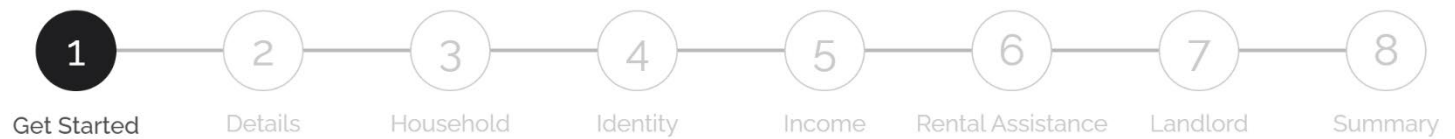
### IMPORTANT:

- The account creation email confirmation will be sent from “Unqork” from the email address [admin@id.iowa.gov](mailto:admin@id.iowa.gov). Please be sure to check your spam folder for the email.
- Applicants will need to have access to the email address they used to create their account, as notifications may be sent requesting further documentation or information needed to process the application.

## BEGIN NEW TENANT APPLICATION

From the Tenant Dashboard, select the “+ Start New Application” button at the top right of the Dashboard. From there, you will be guided through the 8-step application process.

IOWA RENT  
AND UTILITY  
ASSISTANCE  
PROGRAM



### STEP 1 - GET STARTED

## Who is this Application for:

Please select one of the following \*

- ☒ Myself
- ☐ Someone Else

Select all applicable household COVID-19 impacts.

Has anyone in the household experienced any of the following COVID-19 related impacts? Check all that apply.\*

- ☒ Laid off/Furloughed
- ☐ Hours reduced
- ☐ Unemployed for more than 90 days
- ☐ Lost job
- ☐ Cannot work in order to care for myself or others
- ☐ Incurred Significant Costs
- ☐ Experienced a Financial Hardship
- ☐ Employer closed business due to public health order



STEP 2 – DETAILS

Please provide details about yourself as the primary applicant

Click 'Add Details'.

Primary Applicant Details

Full Name

Test Example

Email Address

test@example.com

Phone Number

(111) 111-1111

EDIT

DELETE

PREVIOUS

SAVE AND NEXT



# Primary Applicant

First Name \*

Last Name \*

Email Address \*

Phone Number \*

( ) - - - -

Date of Birth \*

MM/DD/YYYY

Address \*

Please enter Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) below:

Select SSN or ITIN or I don't have a SSN/TIN

- ☐ SSN
- ☐ ITIN
- ☐ I don't have a SSN/TIN

- Ethnicity \*

☐ Not Hispanic or Latino

☐ Hispanic or Latino

☐ Prefer Not to Answer
- Race \*

☐ American Indian or Alaska Native

☐ Asian

☐ Black or African American

☐ Native Hawaiian or Other Pacific Islander

☐ White

☐ Other

- Gender \*

☐ Female

☐ Male

☐ Other

☐ Prefer Not to Answer

- Student

☐ Not a student

☐ Full-time student

☐ Part-time student

CANCEL

SUBMIT





STEP 3 - HOUSEHOLD

Confirm the details provided are correct. If adjustments are needed, select “edit”. If you are ready to proceed, click “Save and Next”.

**IMPORTANT:**  
You must include **all household members covered under the lease**, including those under 18 years of age. program’s qualifying income is calculated based on the total number of household members. Failure to include all household members is a misrepresentation and may cause the application to be denied.

Please provide details about each member of you household

Household Member Details

Full Name

test tester

EDIT

DELETE

**IMPORTANT!** To successfully process your application, information about ALL members of your household must be provided.

Do you have additional members of your household? (If yes, choose yes and then click the "Add Household Member" button for each additional household member. If no, choose no and click the blue "Save and Continue" button.)

- ☐ Yes
- ☐ No

+ ADD HOUSEHOLD MEMBER

Household Member Details

First Name \*

Last Name \*

Date of Birth \*

MM/DD/YYYY

CLOSE

SUBMIT



Get Started



Details



Household



Identity



Income



Rental Assistance



Landlord



Summary

## STEP 4 IDENTITY

# Identity Verification for Household Members

The application applicant (head of household) will need to verify their identity by uploading proper identification and answering validation questions about themselves.

### Household Member Details

Full Name

Test Example

👤 VERIFY

This step is required for the primary applicant only, not all household members.

The applicant will also be asked a series of security questions to help confirm identity. If the answer choices do not apply to you, you may answer “none”.



Upload one of the following for the primary applicant only.

## Proof of Address

Document Type \*

- United States Employment Authorization Card
- United States Certificate of Naturalization (good for 10 years after date of issue)
- Learner Permit with photograph (from the United States of America or any of its territories)
- Non-Driver Identification Card with photograph (from the United States of America or any of its territories)
- Driver License with photograph (from the United States of America or any of its territories)
- Passport
- United States Permanent Resident Card

## Proof of Identity

Document Type \*

- United States Employment Authorization Card
- United States Certificate of Naturalization (good for 10 years after date of issue)
- Learner Permit with photograph (from the United States of America or any of its territories)
- Non-Driver Identification Card with photograph (from the United States of America or any of its territories)
- Current Driver License with photograph (from the United States or any of its territories)
- Passport
- United States Permanent Resident Card
- Other



**IMPORTANT:**

If unable to provide any of the above forms of identification, the applicant must upload one of the following alternate forms of identification:

- Social Security Card
- Birth Certificate
- DOT Demographics Form
- Student ID AND
- At least one financial statement or any government issued document such as a filed tax return or a court record showing the applicant's SSN and/or other personal identifiers.

If a passport or a non-Iowa issued driver's license or government issued ID is submitted or the ID does not show the applicant's current address, the applicant may be required to submit two additional documents during the application review process to verify Iowa residency and current residential address pursuant to IAC 601.5(3). The supporting documentation must clearly show the applicant's name and current Iowa residential address (street or highway address, not a post office box). The documents must be reasonable, authentic documents capable of verification. Examples include a utility bill, financial statement or postmarked mail.

Additional documentation may be required during the application review process to verify the applicant's identity and current Iowa residential address. Applications may be referred to the Iowa Department of Inspections and Appeals for further investigation.



## STEP 5 – INCOME

### Documents:

For each household member 18 years of age and older (as listed below):

Click on the button in the “Documents” column.

In the window that appears, choose the type(s) of documents you will upload and click the “Add” button.

Select the appropriate household member, and upload the related file, then click the “Save” button.

If the household member has \$0 income, select “Add” next to the option for “Self-Certification for \$0 Household Member” and complete the required information.

If you wish to add more documents, click on the button in the “Documents” column again and add additional documents.

### Income:

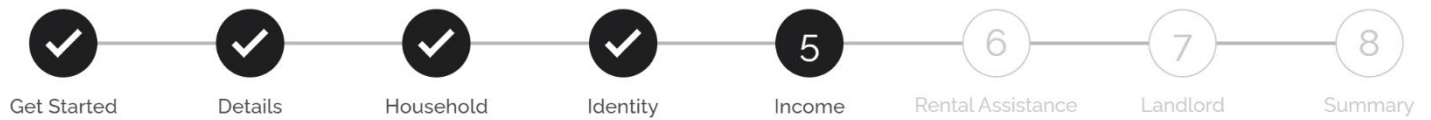
Click on the button in the “Income” column, complete the form as requested, and click the “Save” button.

### Sign:

Complete the form and information as requested, then click the “Save” button.

Full Name	Income	Documents	Income	Sign
Test Example				

Category	Type	Associated to	Narrative
----------	------	---------------	-----------



## Upload Documents

### Type

Letter from Employer (reflecting decrease in income, layoff)

ADD

Unemployment Award Letter

ADD

Pay Stubs (60 days)

ADD

Form 1040 as Filed with IRS

ADD

W-2

ADD

Social Security / Pension Benefits

ADD

Bank Statement (reflecting a reduction in salary)

ADD

Public Assistance (i.e. FIP, SSI, SNAP, WIC, etc.)

ADD

Foster care, child support, and/or alimony

ADD

Self Certification for \$0 Household Member

ADD

Other

ADD



## Household Income

Test Example

Do you have your IRS Form 1040 or 1040-SR? \*

- ☐ Yes  
☒ No

Select monthly income or annual income in 2020 to enter amount: \*

- ☐ Monthly Income  
☒ Annual Income

Enter your total 2020 income from all of the following sources: wages, benefits/pensions, public assistance, other income. Also include cash, equity, stocks, retirement accounts, pension funds, life insurance, personal property, lump sums, deeds, checking account and savings account.

Total Annual 2020 Income \*

\$

SAVE

### IMPORTANT

Applicants have the choice of two household income options to demonstrate eligibility.

1. Household's total annual income for calendar year 2020.

Documentation must reflect the household's annual income for the full 2020 calendar year. You may simply provide your IRS form 1040 page 1 and 2.

OR

2. Household's total Monthly income at time of application.

Documentation must be provided for at least the two months prior to the submission date of the application. (Employment income should include your most recent 4 to 6 paystubs.) · Applicants will also be required to requalify the household's income eligibility at least every three months for the duration of any assistance approved under the program.



## STEP 6 – RENTAL ASSISTANCE

Select the type(s) of assistance you are requesting. You may select rent only, utility only or both rent and utility. Please note that selecting “other” does not submit an application for rent or utility assistance. Requests for “other” assistance are submitted only for data gathering and resource referral purposes.

### What type of assistance are you seeking?

You will be required to enter the type of assistance you are seeking and upload documentation.

1. Click on “Add month and amount” to select months and amounts for which you are requesting assistance. (Rent are only for arrears. Utilities are only for arrears.)
2. Click on the “Upload” button to submit proper documentation required for rental and/or utility assistance.
3. When all steps are complete, click on the blue “Save and Next” button to continue.

Check all that apply.

- ☐ Rent ☐ Utility ☐ Other





1. Click “Add month and amount” to select months and amounts for which you are past due and requesting assistance.
2. Click the “Upload” button to submit proper documentation required for rental and/or utility assistance.
3. When all steps are complete, click the blue “Save and Next” button to continue.

☒ Rent ☒ Utility ☐ Other

Rent

ADD MONTH AND  
AMOUNT

UPLOAD RENT  
DOCUMENT

Utilities

ADD MONTH  
AND AMOUNT

UPLOAD  
UTILITY  
DOCUMENTS



Get Started



Details



Household



Identity



Income



Rental Assistance



Landlord



Summary

## Add Rent and Amount



Select Month(s) \*

Contracted Rent per Month \*

Current Assistance Programs

- ☐ Housing Choice Voucher
- ☐ Public Housing
- ☐ Project-Based Rental Assistance
- ☐ Other Assistance
- ☐ No Assistance

Rent Already Paid by Tenant per Month \*

Amount Requested per Month

ADD

Select all past months in which you have a past due notice and are applying for

Provide monthly lease amount.

Select all rental assistance that you receive.

Include any payments already made to landlord by the tenant for the months of assistance requested.

The total amount requested will be automatically calculated based on total lease amount, minus the amount received through other assistance programs and the amount already paid by the tenant.



## Upload Documents

Copy of Your Lease:



Drop files to attach, or [browse](#) Files cannot exceed: 10MB

Select Document Type

- ☐ Notice of Past Due Rent
- ☐ Eviction Notice



Drop files to attach, or [browse](#) Files cannot exceed: 10MB

Please upload all pages, including the back of any documents

A past due rent notice for each of the months of assistance requested is required – or an eviction notice.



Carefully review the requested rental assistance and make any needed changes.

## Rent

ADD MONTH AND  
AMOUNT

UPLOAD RENT  
DOCUMENT

Date	Amount due for this period	Award Program	Rent Owed		
April 2020	\$1,000.00	No Assistance	\$1,000.00	EDIT RENT	DELETE
May 2020	\$1,000.00	No Assistance	\$1,000.00	EDIT RENT	DELETE
June 2020	\$1,000.00	No Assistance	\$1,000.00	EDIT RENT	DELETE
April 2020	\$1,000.00	No Assistance	\$1,000.00	EDIT RENT	DELETE

File Type	File Name	Bedrooms	
Lease	Test Doc.png	2-bedroom	DELETE
Notice of Past Due Rent	Test Doc.png	2-bedroom	DELETE



## Add utilities and amount

Select Month(s) \*

Utility Type(s) \*

Account Number \*

Utility Provider

Account Holder ?

For this utility service, which of the following describes your status? \*

- ☐ Behind on payments
- ☐ Received a disconnect notice
- ☐ Disconnected already

Current Utility Assistance Programs

- ☐ Low Income Home Energy Assistance Program (LIHEAP)
- ☐ Iowa Family Investment Program FIP
- ☐ Other Assistance
- ☐ No Assistance

Total Amount Requested (All Months) \*

\$



Select all past months in which you have a past due notice and are applying for assistance for a particular provider. You may apply for assistance with more than one provider. To do this, click "add month" to start the next provider request.

Select all utility types for which you're applying for assistance from this provider: Electricity, natural gas, propane or fuel oil, water, sewer, trash removal.

Select utility provider from the dropdown.

Provide the name of the account holder as it appears on the utility bill.

Provide the total amount of assistance requested.



## STEP 6 – UPLOAD UTILITY DOCUMENTS

### Upload Documents

#### Copy of Your Lease:

Please upload all pages, including the back of any documents



Drop files to attach, or [browse](#) Files cannot exceed: 10MB

☐

I, as the applicant for utility assistance provided by the "Iowa Rent and Utility Assistance Program", hereby attest, under penalty of law, as true that I am a renter at the said location in the State of Iowa as shown on the provided copy of lease agreement. That I understand any falsification as such will result in denial of an award and referral for potential legal action. \*

#### Past Due Utility Notice or Statement:

Please upload your most recent, complete utility bill showing the account holder name, utility name, and full detail of the charges and balance owed, including any payment plan outstanding balance. Upload more than one page if necessary. Propane customers upload other documentation demonstrating they are a customer of the provider.



Drop files to attach, or [browse](#) Files cannot exceed: 10MB

Please upload all pages, including the back of any documents



Carefully review the requested utility assistance and make any needed changes.

## Utilities

ADD MONTH  
AND AMOUNT

UPLOAD  
UTILITY  
DOCUMENTS

Months	Type	Provider	Account Number	Award Program	Utility Owed		
March 2020, April 2020, May 2020	Water	Altoona, City Of	222222	No Assistance	\$500.00	EDIT UTILITY	DELETE
March 2020, April 2020, May 2020	Electricity	Agency Water Works	11111111	No Assistance	\$1,000.00	EDIT UTILITY	DELETE

File Type	Name	
Lease	Test Doc.png	DELETE
Past Due Utility Notice or Statement	Test Doc.png	DELETE



## Landlord Details

As part of the application process, your landlord details are a required part of your application is complete and accurate.

Landlord or Property Management Company Name

Contact Name \*

Select the preferred method of contact: \*

☐ Email

☐ Phone

Email

Confirm Landlord Email

Phone

Landlord Address

Street Address

Street Address 2

City

State

Zip

Country

You may select email or phone as the preferred method of contact, although you are still encouraged to have an accurate email address for the landlord.

It's critical to provide the correct landlord email address. Applications with incorrect landlord email addresses will not be able to be reviewed until corrected.

If possible, provide a mobile device phone number to allow for your landlord to be contacted via text message.





## APPLICATION SUMMARY

You will be instructed to review all information to ensure it is correct before electronically signing the application and submitting. Once the application has been submitted, you will receive an application confirmation email sent from: [housingrecovery@iowafinance.com](mailto:housingrecovery@iowafinance.com).

## APPLICATION STATUSES

There are several status changes you will see throughout the review process, outlined in order below. The steps highlighted in yellow require action from the applicant. You may login to check your application status at any time.

APPLICATION REVIEW PROCESS   STATUSES	
Submitted (Waiting for Match)	<p>If you're application says "Submitted (Waiting for Match)," your landlord has not yet submitted an application or the two applications did not properly match in our system.</p> <p>If your landlord has not submitted their portion of the required application, please encourage them to do so right away. Applications requesting rental assistance without a completed landlord verification cannot be processed.</p> <p>If you believe your landlord has submitted their portion of the application but your status says "Submitted (Waiting for Match)," please contact us at: 855.300.5885 or 515.348.8813.</p> <p>Please have your Case ID number available when you call the Housing Recovery Support Team. For applicants that have already reported this concern to us, we will be researching each of these applications and ask for your continued patience.</p>
Ready for Review	<p>The tenant and landlord applications have been successfully matched in our system, and the application is ready to be reviewed by a case manager. Applications only requesting utility assistance will have this status after submission.</p> <p>Complete applications that both include a household member that has been unemployed for 90 days or more at the time of application and with an annual household</p>

	income at or below 50% of the Area Median Income will be prioritized and reviewed first.
<b>In Case Manager Review</b>	A case manager has been assigned your application and is actively reviewing.
<b>Landlord or Tenant Needs More Info</b>	<p>The tenant and/or landlord will receive an email instructing you to login to add documentation to your application.</p> <p>Please note that if documentation is not uploaded in a timely manner in response to this request, your application may be denied.</p>
<b>Ready for Supervisor Review</b>	The application has been passed by a case manager and is ready for review by a supervisor.
<b>In Final Review</b>	The application is under review by a supervisor.
<b>Duplication Check</b>	The application is undergoing a duplication of benefits check for other rent and utility assistance.
<b>Requested Grant Signature</b>	<p>The application has been approved, pending tenant electronic signature on a grant agreement.</p> <p>Tenant applicants will receive an email asking you to login to review and agree to the award amount through a grant agreement. You will need to electronically sign and submit the agreement in order to be approved for assistance.</p> <p>Applicants will be expected to sign this agreement before a payment to a landlord and/or utility service provider(s) can be made. The approved assistance amount will include past due amounts only and may differ from the amount requested.</p>
<b>Denied</b>	The application has been denied.
<b>Closed – Submitted to Payments</b>	The application is undergoing the payment process to the landlord and/or utility provider(s). The electronic payment will take approximately three business days to process.
<b>Closed</b>	The application has completed the review process. Applicant may submit an additional application for assistance at any time.

#### CHANGES TO REQUESTED ASSISTANCE

##### If less assistance is needed than originally requested:

You may email [housingrecovery@iowafinance.com](mailto:housingrecovery@iowafinance.com) to clarify which amounts need to be reduced.

##### If more assistance is needed than originally requested:

You may login to the portal and submit a new application for assistance. You will be required to upload updated documentation of past due rent and/or utilities. No rental assistance is available for future months.

*This project is being supported, in whole or in part, by federal award numbers ERA0184 and ERA0440 awarded to the Iowa Finance Authority by the U.S. Department of the Treasury.*