Maryland
DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT

Maryland Assisted Housing Relief Program

Application Portal Instructions

https://dhcd.maryland.gov/Pages/EvictionPrevention/default.aspx

Contents

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

About the Portal

This portal is designed for **PROPERTY MANAGERS** seeking rental assistance on behalf of their tenants. The Assisted Housing Relief Program (AHRP) is limited to multifamily rental communities that have received state funds or federal resources from the Maryland Department of Housing and Community Development. Properties can confirm eligibility using the Assisted Housing Relief Program Eligible Properties Search. **RESIDENTS** of eligible properties should speak with their property managers to apply on their behalf. Funding for this assistance is available through the federal Emergency Rental Assistance program.

This program is administered by Maryland Department of Housing and Community Development. Payments will be made directly to the properties.

For assistance with your request, or if you have any questions, email dhcd.rentrelief@maryland.gov.

RESIDENTS or **LANDLORDS** of non-eligible properties seeking rental assistance for themselves or their tenants should visit https://dhcd.maryland.gov/Pages/EvictionPrevention/default.aspx for more information on how to apply through the county in which their property is located.

Eligibility and the Application Process

Eligibility

To be eligible for the Assisted Housing Relief Program, tenants must meet four criteria:

1. The Tenant was identified as a leaseholder or lessee in the written Lease for a Unit at an eligible property;
2. The Tenant, or someone within their household, has experienced a COVID-19 Related Financial Hardship. Financial hardships include qualifying for unemployment, a reduction in household income, or incurring significant costs;
3. The Tenant, or someone within their household, can demonstrate a risk of experiencing homelessness or housing instability; and
4. The Tenant's household has a total household income at or below the following incomes based on family size. Household size used to determine income must match the number of household members of the lease:

Statewide Income Limits								
Household Size	**1 Person**	**2 People**	**3 People**	**4 People**	**5 People**	**6 People**	**7 People**	**8+ People**
80% of AMI	$55,950	$63,900	$71,900	$79,900	$86,300	$92,700	$99,100	$105,450

COVID-19 related financial hardships could include job loss, reduced hours, the need to stay at home with children because of school or daycare closure, or other reasons.

Application Process

Prior to submitting an application, collect all the necessary information from tenants utilizing the Tenant Worksheet. Each household must also complete a Tenant Certification.

After you submit your request, DHCD staff will review your application. They will work with you to collect any additional information or documentation needed.

Once your request has been approved, a rental assistance agreement between DHCD and the property owner will be issued. After the agreement is fully executed, payment will be issued directly to the property. Payments will be processed weekly.

Funding FAQs

Q: Can funds be used for utility costs?
A: This portal is only for eligible property managers to request rental assistance on behalf of their tenants.

Q: Must the tenant be in rental arrears to qualify?
A: Yes, the AHRP is limited to covering rental delinquencies.

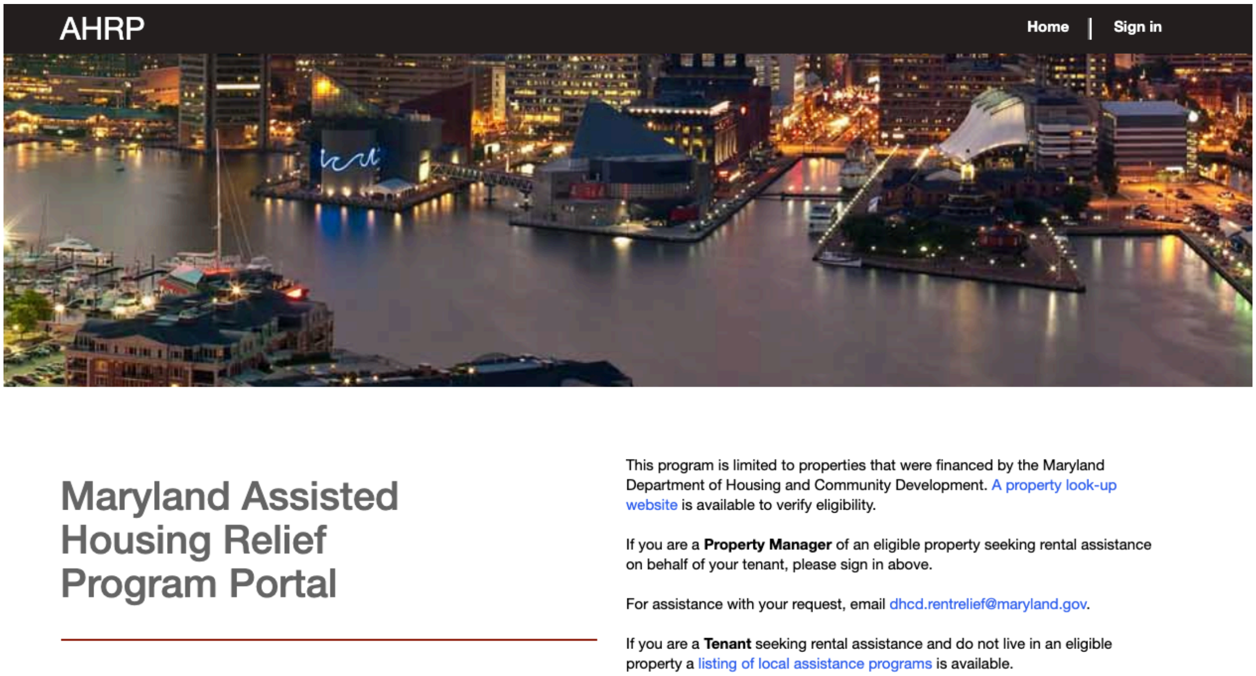
Q: Must the tenant have lived in the home since prior to the COVID-19 public health emergency?
A: No.

Q: Are tenants with monthly income-based federal subsidies (e.g., Housing Choice Voucher, Project-Based Voucher, or Public Housing) eligible for funding?
A: Yes, assistance can be requested for the tenant portion of rent. Tenants must request an interim recertification from their PHA to adjust for their income loss prior to applying for the AHRP.

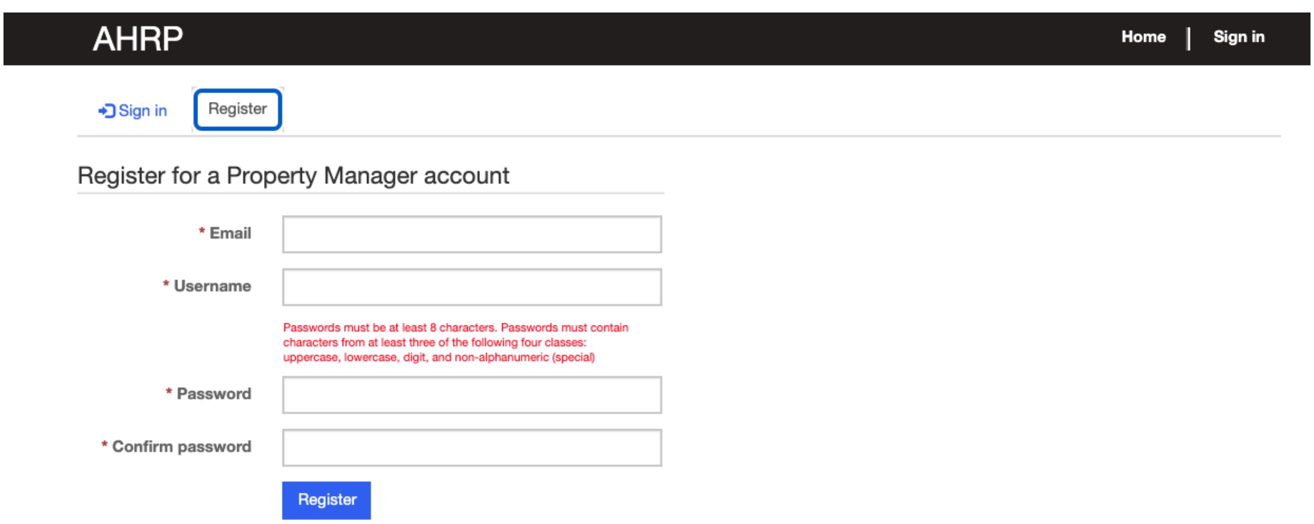
Q: For what period of time can assistance be requested?
A: Assistance can be provided for arrears back to, but not before, January 1, 2021.

Creating an Account

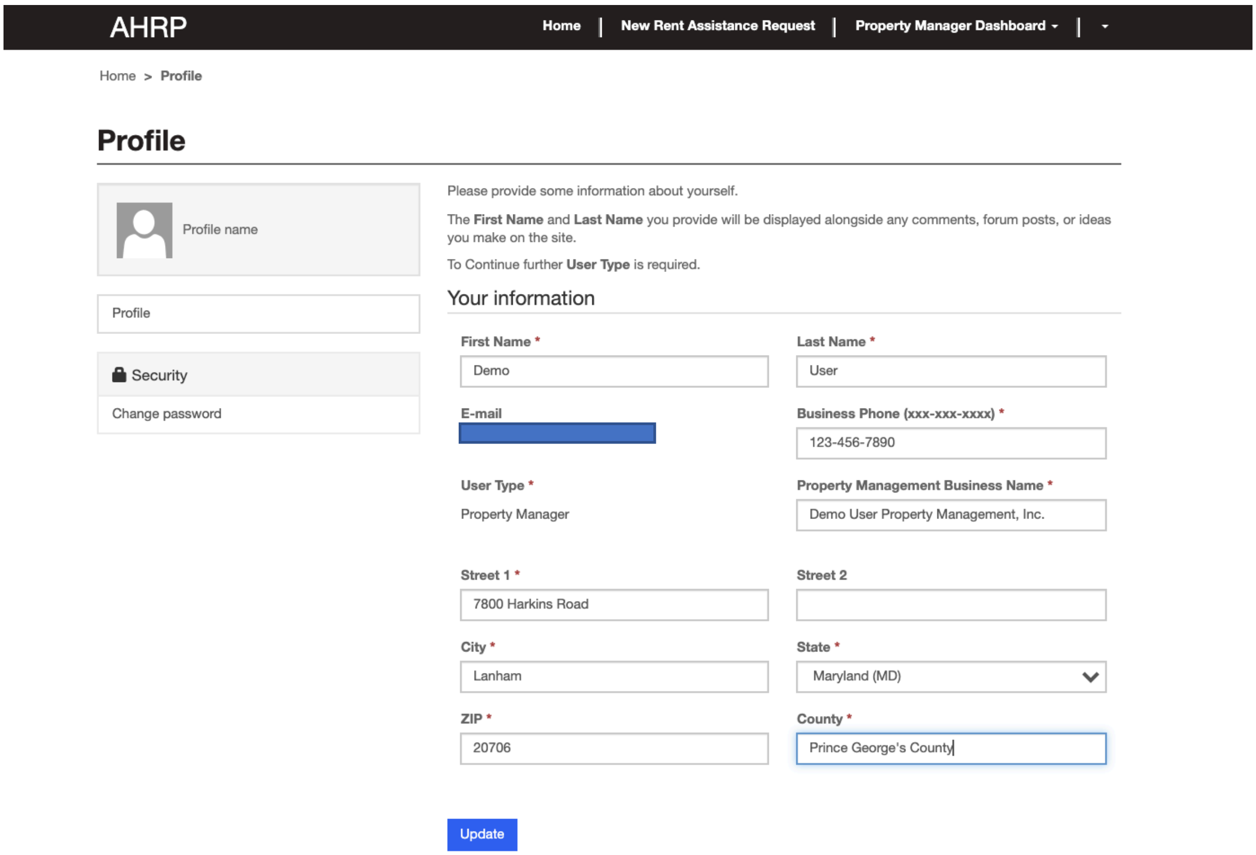
1. From the Home page, click “Sign In.” It’s in the top right corner of the page.



2. Click “Register” and enter your email address, your preferred user name, and a password. Passwords must be at least 8 characters long and include at least three of the following:
   - Upper case letter
   - Lower case letter
   - Number
   - Symbol (e.g., !, @, ?, $)



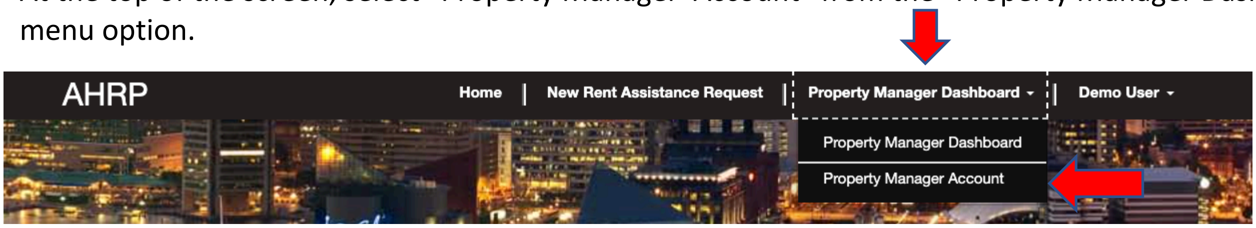
3. Complete your profile.
   - Your First and Last Name is the name of the person serving as the point of contact for your company.
   - Your Property Management Business Name is the name of your business (e.g., "Demo User Property Management, Inc.").
   - Enter your business mailing address.



4. Click "Update" to save your profile.

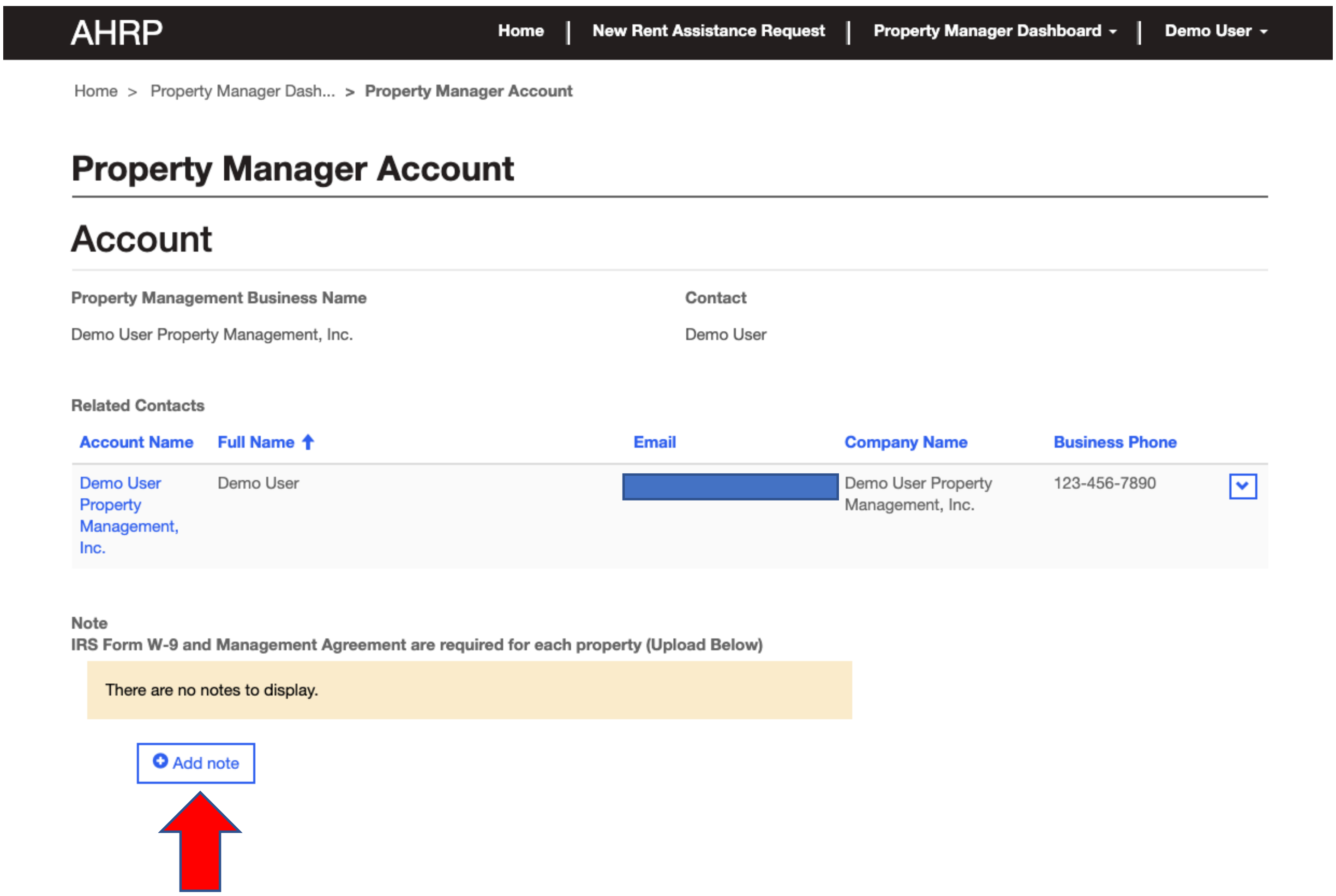
Adding Your W-9s and Management Agreements

1. At the top of the screen, select “Property Manager Account” from the “Property Manager Dashboard” menu option.

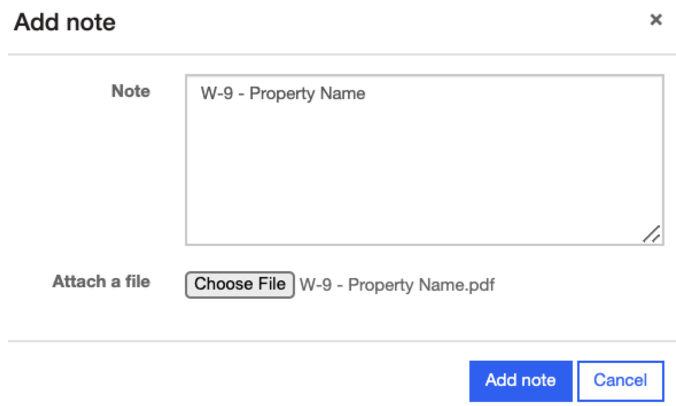


2. Before you can receive payments, you must submit a federal W-9 form and Management Agreements for each property. (You can get a W-9 at https://www.irs.gov/pub/irs-pdf/fw9.pdf.)

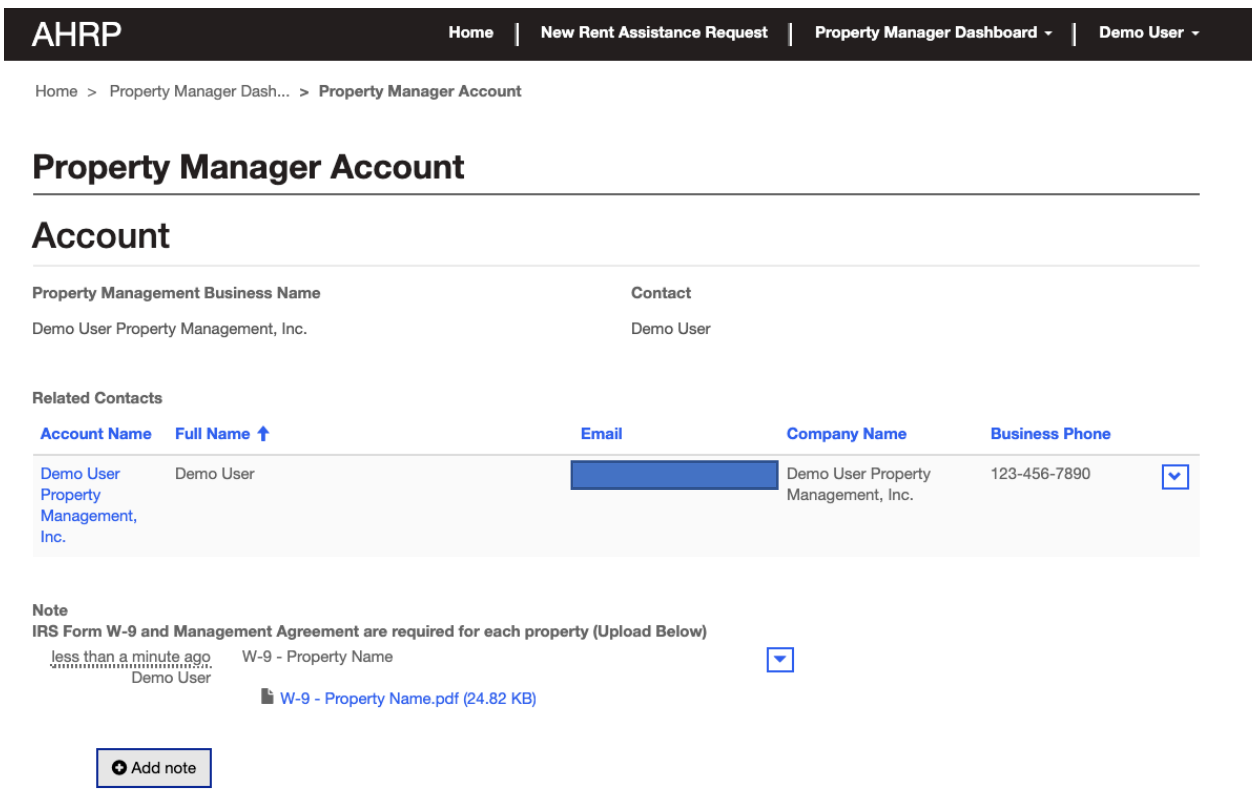
   At the bottom of the Property Manager Account page, click “Add Note.”



3. In the "Note" section of the pop-up box, enter the type of document and the name of the property. For example, "W-9 – Property Name" or "Management Agreement – Property Name". Then click "Choose File" to select your W-9 or management agreement to upload. You can only upload one file at a time. Once you have selected your document, click "Add Note."



4. Your document now appears on the bottom of the page. You can use the same function ("Add Note") to add any notes about your business that you may want to include. You do not have to attach a document in order to add a note.

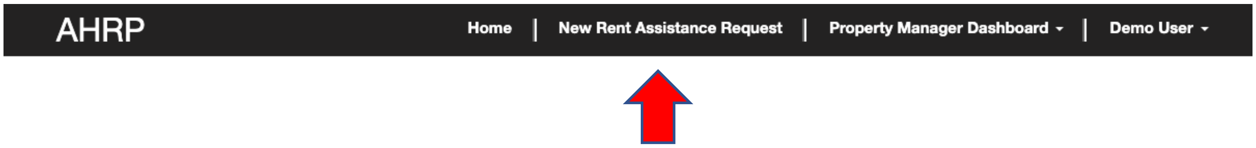


5. Repeat these steps for every property for which you are submitting an application.

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

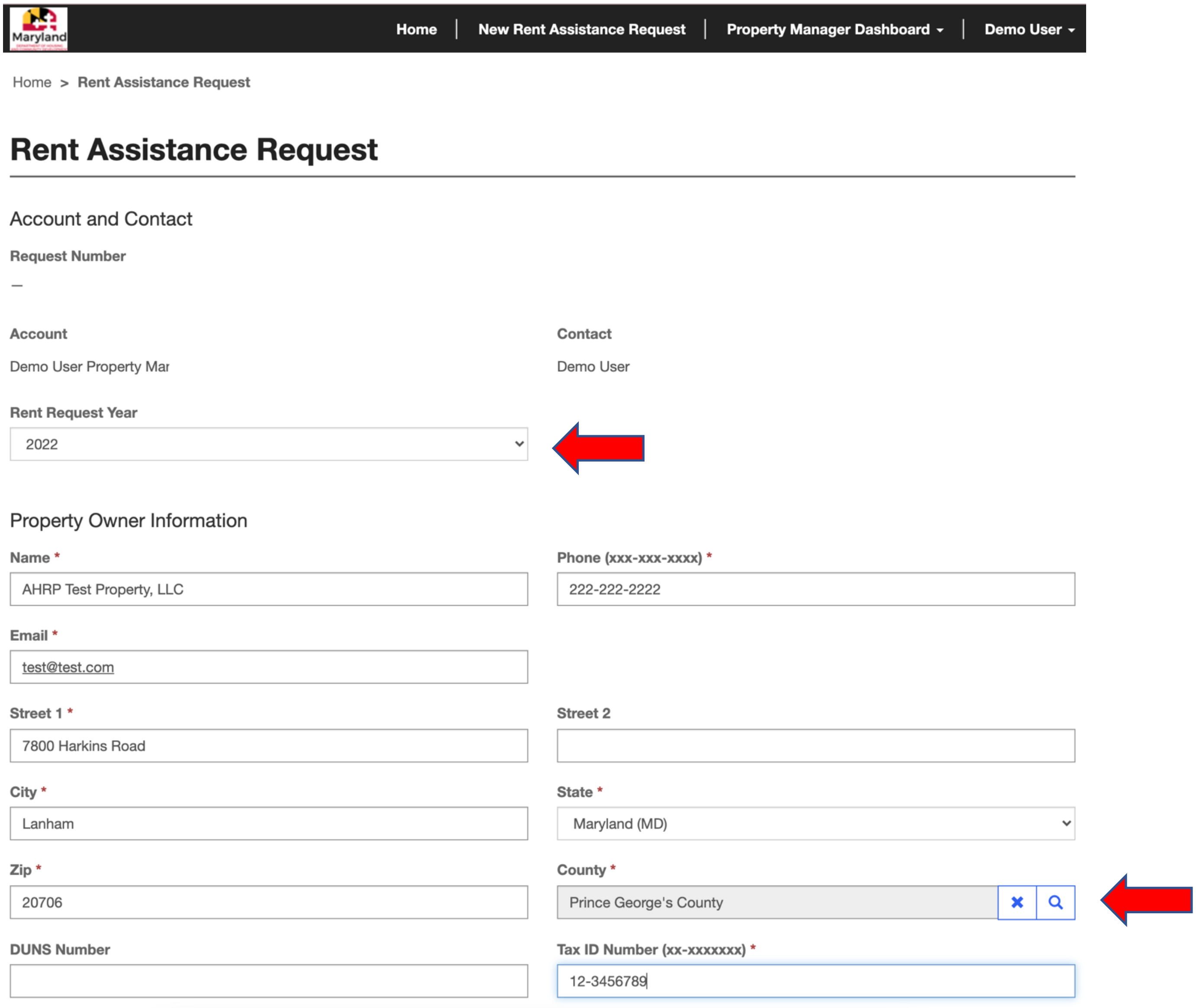
Creating a Rent Assistance Request

1. At the top of the page, click "New Rent Assistance Request."



2. Complete the information on the property for which you are applying for rent assistance.

   - Select the year of the delinquencies you will be requesting. The default is the current year but you can also select the previous year.
   - Property Owner Name is the name of the ownership entity.
   - Email is for the property owner.
   - A DUNS Number is a unique nine-digit identifier for businesses, often used for federal programs. Learn more, and get a DUNS Number for free, at https://www.dnb.com/duns-number.html. The DUNS Number is not required, but is helpful for federal reporting purposes.
   - For fields that have a look up category, like County, you should click on the magnifying glass to select the correct option.


Home | New Rent Assistance Request | Property Manager Dashboard | Demo User

Home > Rent Assistance Request

Rent Assistance Request

Account and Contact

Request Number

—

Account

Demo User Property Mar

Contact

Demo User

Rent Request Year

2022

Property Owner Information

Name *

AHRP Test Property, LLC

Phone (xxx-xxx-xxxx) *

222-222-2222

Email *

test@test.com

Street 1 *

7800 Harkins Road

Street 2

City *

Lanham

State *

Maryland (MD)

Zip *

20706

County *

Prince George's County

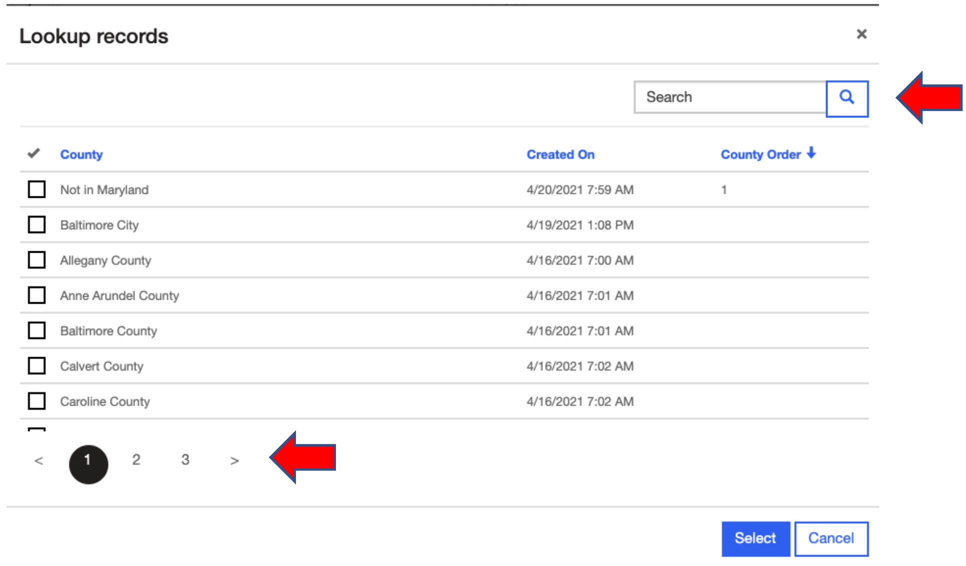
DUNS Number

Tax ID Number (xx-xxxxxxx) *

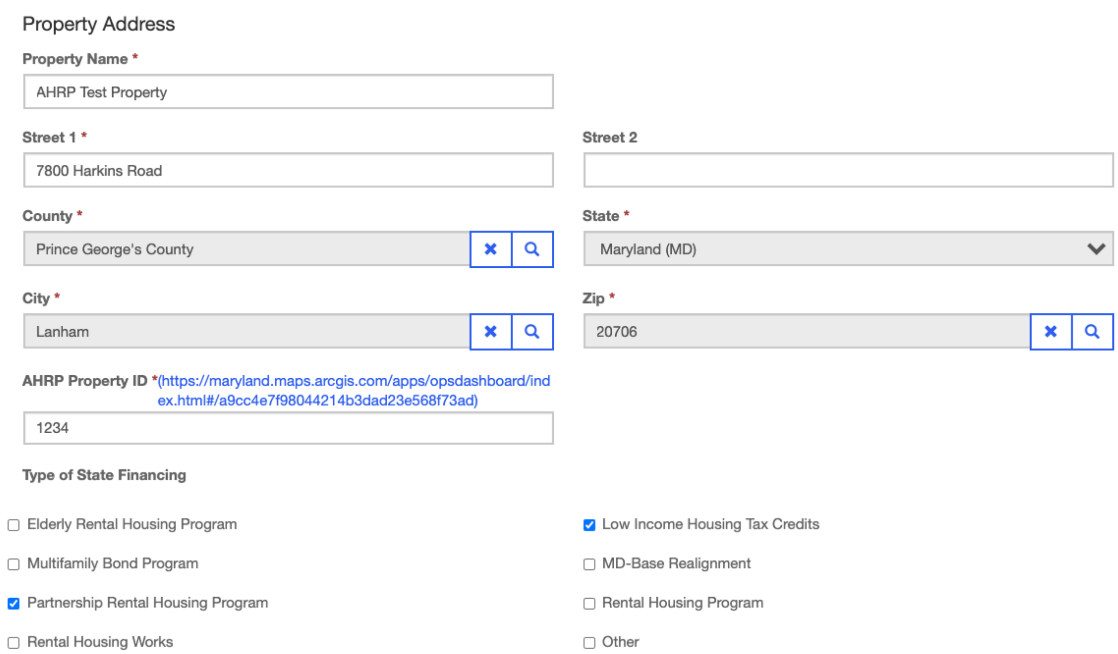
12-3456789

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

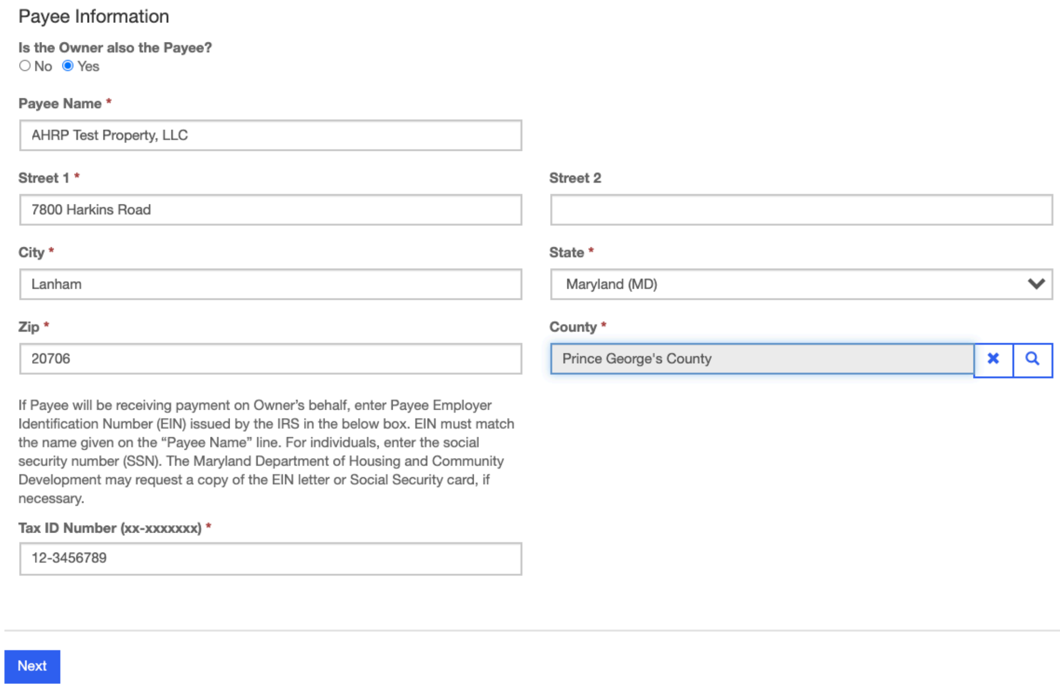
- Once you click on the magnifying glass, a lookup record box will pop up.
- You can search through the pages using the arrows at the bottom of the box or you can use using the search box in the top right corner.
- Click on the correct item and then select.



- The fields under Property Address include the name and physical address of the property.
- Select all types of financing that apply.



- If the Owner is also the Payee, select Yes. The Owner information will auto-populate into the Payee section. You will need to select the county again.
- If the Payee is different from the Owner, select No. You will then complete the payee section.
- **The Name, Address, and Tax ID Number in the Payee section must match the W-9.**



Payee Information

Is the Owner also the Payee?
No Yes

Payee Name *
AHRP Test Property, LLC

Street 1 *
7800 Harkins Road

Street 2

City *
Lanham

State *
Maryland (MD)

Zip *
20706

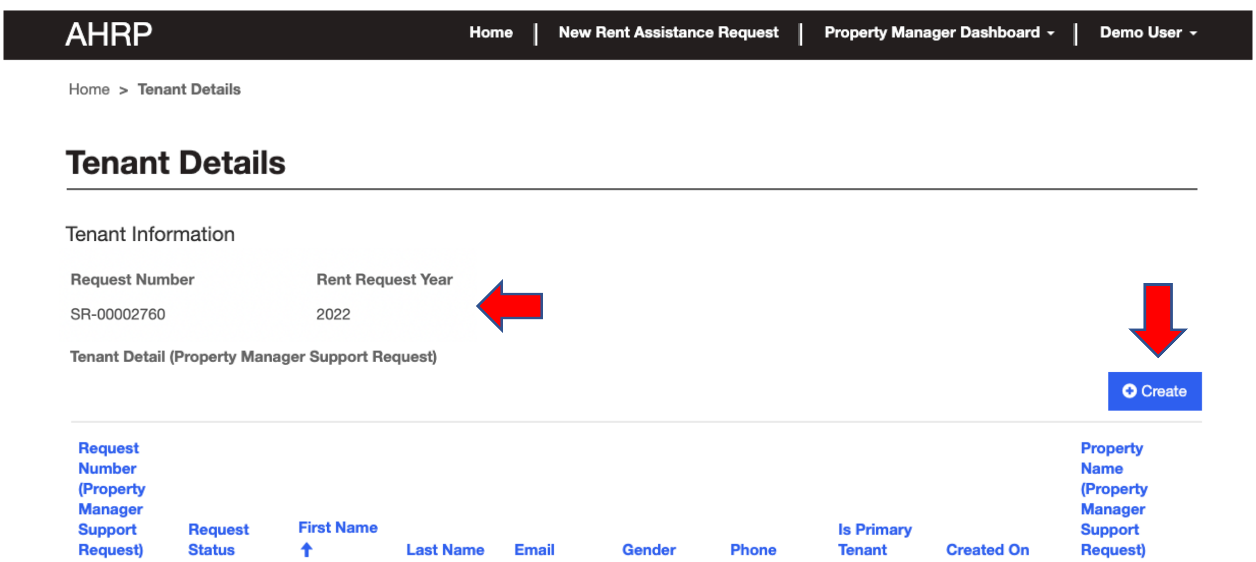
County *
Prince George's County

If Payee will be receiving payment on Owner's behalf, enter Payee Employer Identification Number (EIN) issued by the IRS in the below box. EIN must match the name given on the "Payee Name" line. For individuals, enter the social security number (SSN). The Maryland Department of Housing and Community Development may request a copy of the EIN letter or Social Security card, if necessary.

Tax ID Number (xx-xxxxxxx) *
12-3456789

Next

3. Continue adding tenant information.
   - Click on "Create" to add tenant information.



AHRP | Home | New Rent Assistance Request | Property Manager Dashboard | Demo User

Home > Tenant Details

Tenant Details

Tenant Information

Request Number	Rent Request Year
SR-00002760	2022

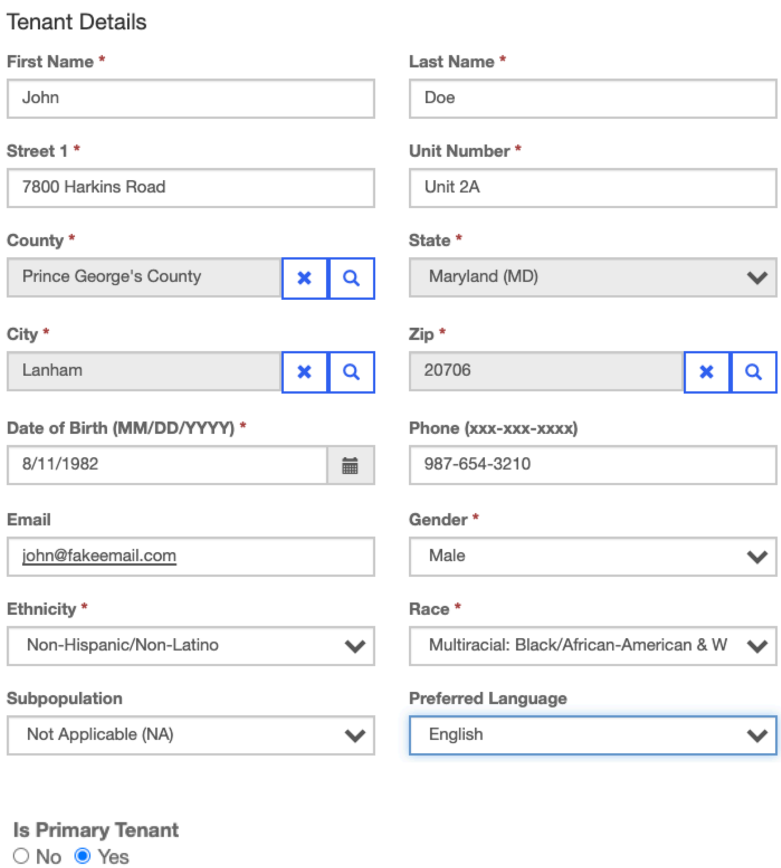
Tenant Detail (Property Manager Support Request)

Create

Request Number (Property Manager Support Request)	Request Status	First Name	Last Name	Email	Gender	Phone	Is Primary Tenant	Created On	Property Name (Property Manager Support Request)

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

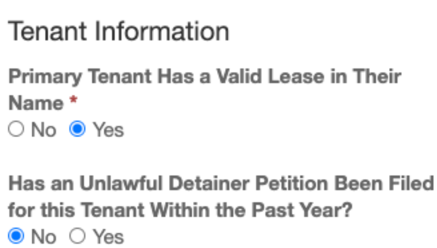
- Note the Rent Request Year and make sure you are requesting delinquencies for the correct year.
- Complete the information requested in the Tenant Details pop-up box.
- Select a Primary Tenant for each eligible household and only enter their information.
- Date of Birth and demographic information is required.
- If none of the subpopulations apply, choose not-applicable.


Tenant Details

First Name * John
Last Name * Doe
Street 1 * 7800 Harkins Road
Unit Number * Unit 2A
County * Prince George's County
State * Maryland (MD)
City * Lanham
Zip * 20706
Date of Birth (MM/DD/YYYY) * 8/11/1982
Phone (xxx-xxx-xxxx) 987-654-3210
Email john@fakeemail.com
Gender * Male
Ethnicity * Non-Hispanic/Non-Latino
Race * Multiracial: Black/African-American & W
Subpopulation Not Applicable (NA)
Preferred Language English

Is Primary Tenant
No Yes

- The Primary Tenant is required to have a valid lease in their name.
- If the Tenant has not had an unlawful detainer petition filed within the last year, choose “No” and move on to the next section.

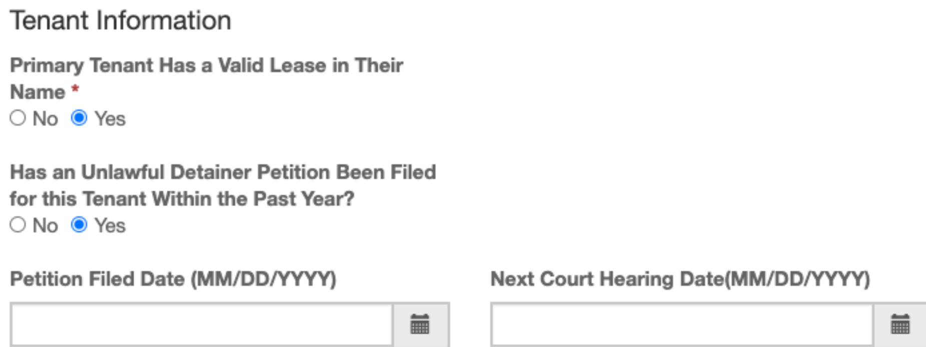

Tenant Information

Primary Tenant Has a Valid Lease in Their Name *
No Yes

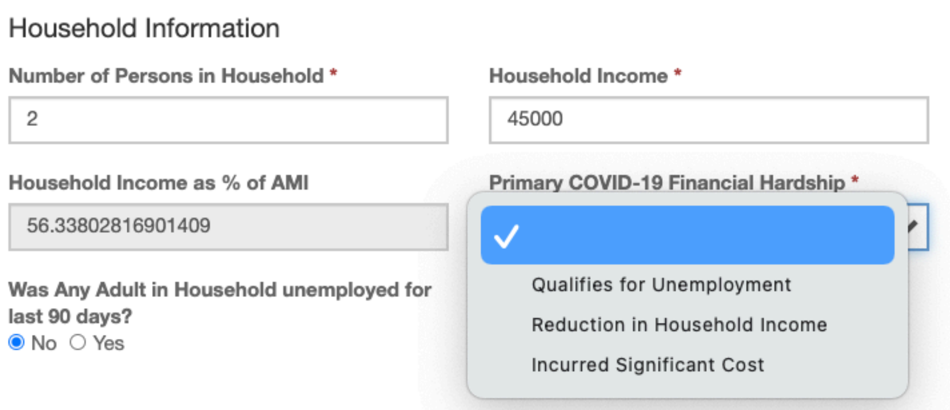
Has an Unlawful Detainer Petition Been Filed for this Tenant Within the Past Year?
No Yes

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

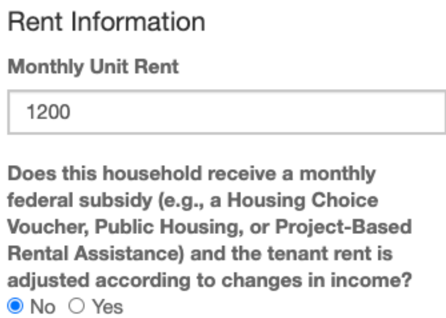
- If the Tenant has had an unlawful detainer petition filed within the last year, choose “Yes” and complete the additional fields.



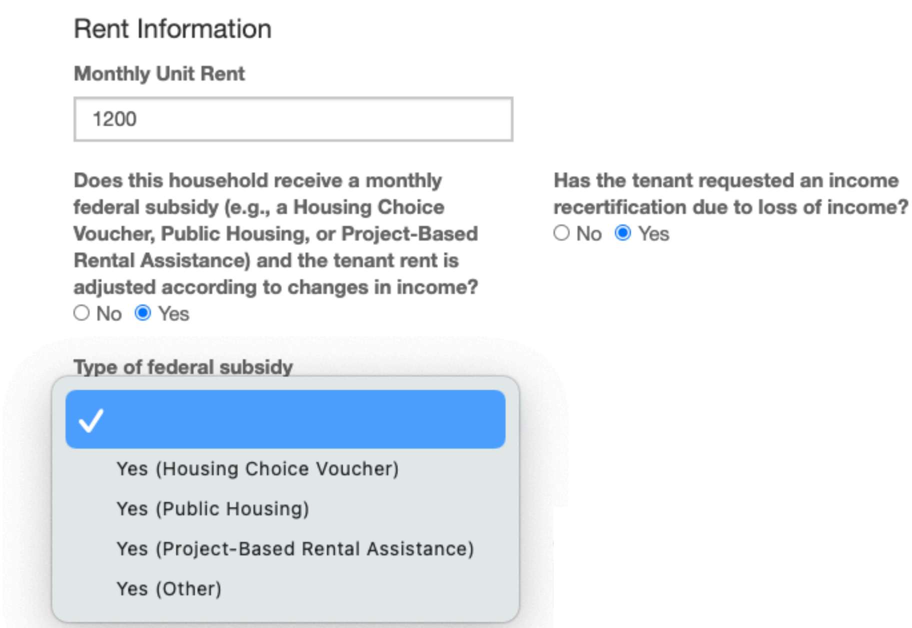
- Enter the number of persons in the household. This includes children and should match the number of persons listed on the lease.
- The household income is the total annual income for all adults in the household. It should be calculated for the full calendar year of 2020 using tax returns, LIHTC income certifications, etc. If not, the current income must be multiplied to estimate annual income.
- If the tenant has no income, enter “0.” When entering the income amount, do not include a dollar sign ($). Just enter the number.
- Household income as a % of AMI will automatically calculate.
- Select the most accurate option for Primary COVID-19 Financial Hardship.



- The Monthly Unit Rent is the amount of rent listed in lease. When entering the rent amount, do not include a dollar sign ($). Just enter the number.
- If the household does not receive a monthly income-based federal subsidy, choose "No" and move on to the next section.



- If the household receives a monthly income-based federal subsidy, choose "Yes" and complete the additional fields.
- "Other" federal subsidies must be approved by DHCD by emailing dhcd.rentrelief@maryland.gov prior to submitting the application.



EQUAL HOUSING OPPORTUNITY
MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
7800 HARKINS RD • LANHAM, MD 20706 • DHCD.MARYLAND.GOV
301-429-7400 • 1-800-756-0119 • TTY/RELAY 711 or 1-800-735-2258

- Check the box next to each month for which you are requesting assistance. Enter the amount of unpaid rent for each month. The amount cannot exceed the listed unit rent. When entering the delinquency do not include a dollar sign ($). Just enter the number.
- The Total Request and Total Months of Requested Assistance will be automatically calculated.

Monthly Rental Delinquencies

☐ January	January Rental Delinquency: 0
☑ February	February Rental Delinquency: 1200
☑ March	March Rental Delinquency: 1200
☑ April	April Rental Delinquency: 1200
☑ May	May Rental Delinquency: 1200
Total Request: 4800	Total Months of Requested Assistance: 4

- You are required to verify the household income for each household.
- If household income can be verified for the entire calendar year of 2020 using tax filings, LIHTC or voucher annual recertifications, etc., then the income does not need to be recertified for the rest of 2021.
- If household income is verified by only current month income, then you must multiply the amount to extrapolate 12 months of income. This will need to be recertified every 3 months.
- If the household is unable to provide any documentation to verify their annual income, a self-attestation will be accepted. Attempts to collect income verification must be documented before submitting self-attestations.
- Click “Submit” when complete.
- Repeat steps to enter additional households.

Income Verification

☑ Household income verified for previous calendar year using paystubs, W-2s tax filings, bank statements, or attestation from an employer

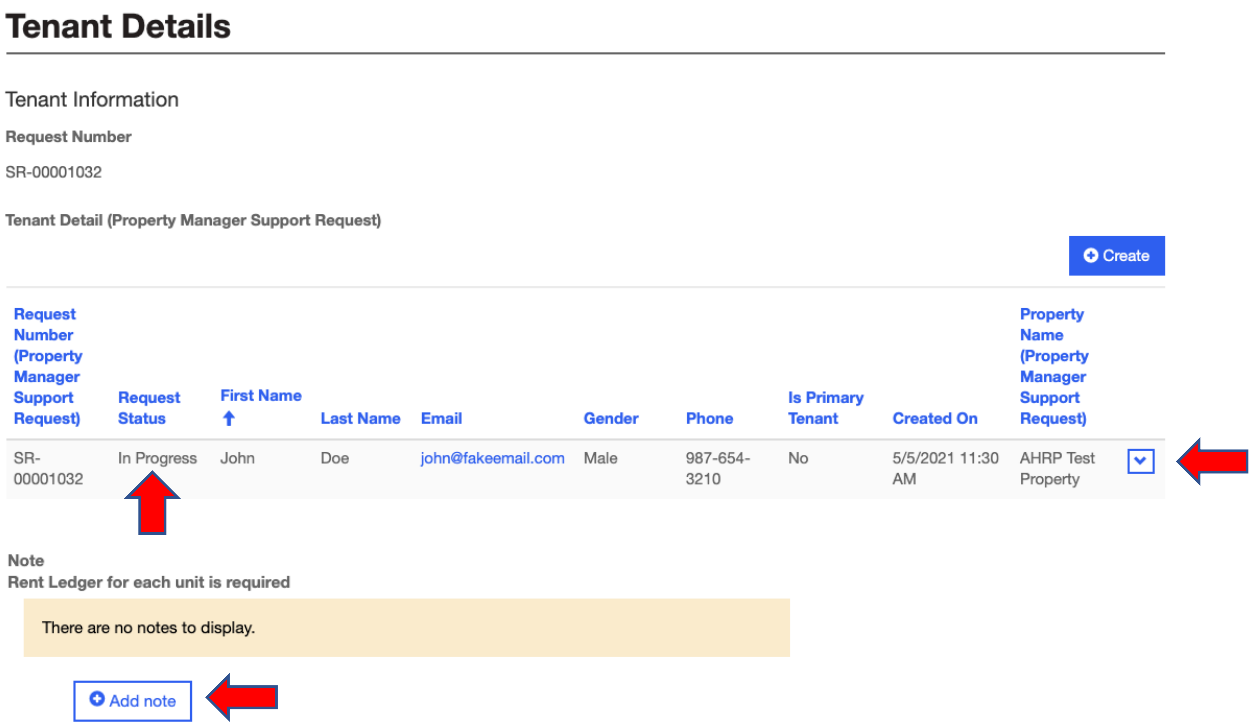
☐ Household income verified by self-attestation only because the tenant was unable to provide other documentation

☐ Household income verified by confirming the household’s current monthly income

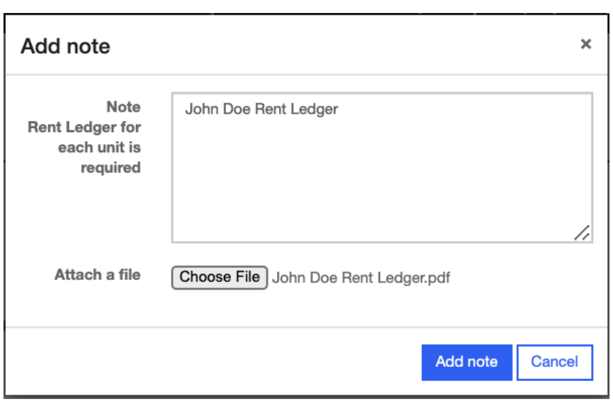
Submit

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

- Once submitted, you will be able to see the tenants listed under Tenant Details.
- If you need to edit any tenant information that is still “In Progress” click on the down arrow and select “edit”.
- Once a request is approved or denied, you will not be able to make any additional edits.
- You must enter a current rent ledger, showing monthly balances and payments, for each household. Select “Add note” to upload.



- In the text box you should label the document with the Primary Tenant’s name and the type of document. For example, John Doe – Rent Ledger.
- Select “Choose File” to upload the rent ledger and then click “Add note” to save.



- You will be able to see the uploaded documents under the "Note" section.
- Repeat for additional households.

Tenant Information

Add information for each member of the household (including children) by clicking the "Create" button. The first tenant added should be the primary tenant whose name is shown on the lease.

Active Tenant Detail

Create

Request Number (Property Manager Support Request)	Request Status	First Name	Last Name	Email	Gender	Phone	Tenant Street 1	Tenant Unit Number	Is Primary Tenant	Created On	Property Name (Property Manager Support Request)
SR-00001032	In Progress	John	Doe	john@fakeemail.com	Male	987-654-3210	7800 Harkins Road	Unit 2A	No	5/5/2021 11:30 AM	AHRP Test Property

Notes & Attachment

Note
Rent Ledger for each unit is required

7 days ago
Demo User

John Doe Rent Ledger

John Doe Rent Ledger.pdf (24.82 KB)

Add Notes

- Once all household information has been added for the property select the two certifications.
- You are responsible for maintaining copies of leases, income verification, and any other program-related documentation for a minimum of 5 years. DHCD may request to view the files for compliance reviews.
- Once complete, select "Submit" to submit your application.
- You will receive a submission verification message.
- Repeat the entire process to add requests for additional properties.

☐ **I confirm that the information presented is maintained on behalf of the households for a period of no less than five (5) years, and will be made available for DHCD's review for compliance monitoring, within three (3) business days from the date of the request. ***

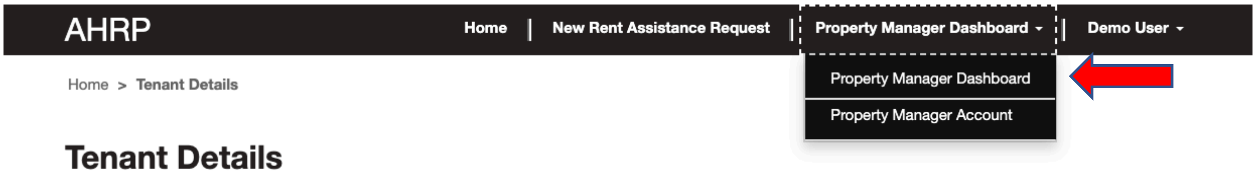
☐ **I understand that completing this certification is required to maintain compliance with the Maryland Assisted Housing Relief Program and to obtain assistance under the Maryland Assisted Housing Relief Program. I certify that the information presented in this form is true and complete to the best of my knowledge, information and belief. I consent to the disclosure of such information to the Maryland Department of Housing and Community Development. I understand that making false representations to the Department, or aiding a tenant in making false representations to the Department, may result in civil penalties and treble damages pursuant to Md. Code Ann., Gen. Prov § 8-102 and/or criminal penalties pursuant to Md. Code Ann., Crim. Law §§ 8-503 and/or 9-101. ***

Submit

If you have questions or need assistance with your application, email dhcd.rentrelief@maryland.gov

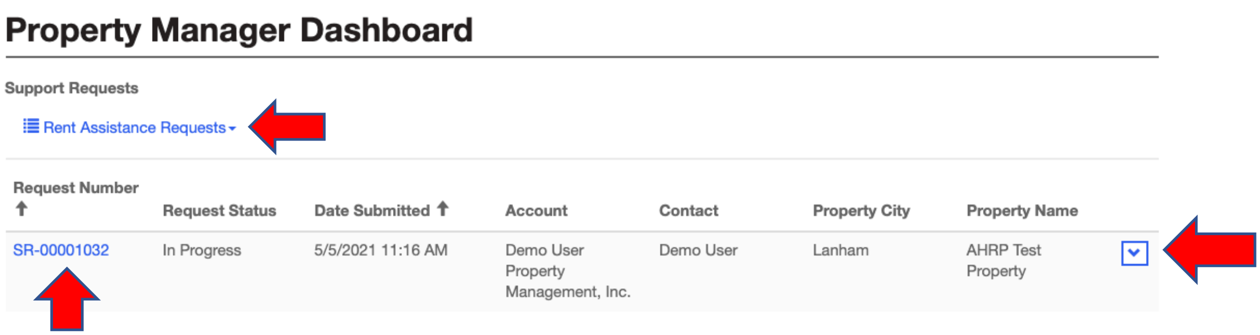
Viewing Your Requests

1. At the top of the screen, select “Property Manager Dashboard” from the “Property Manager

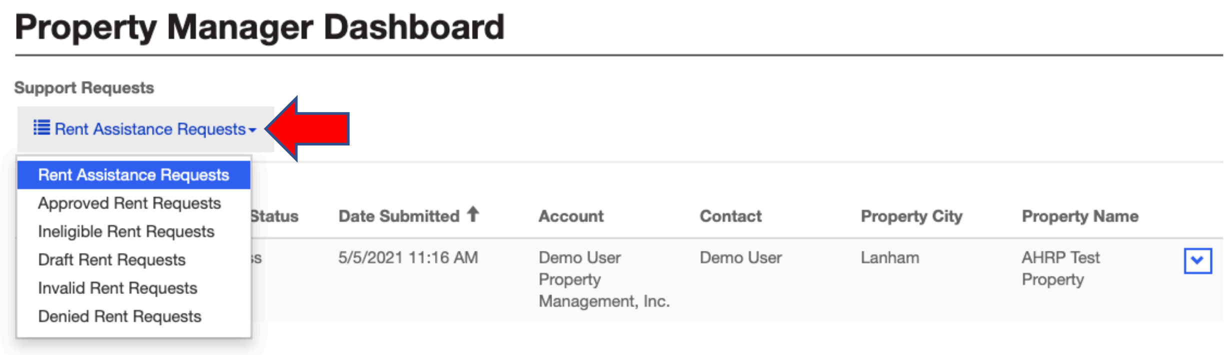


Dashboard” menu option.

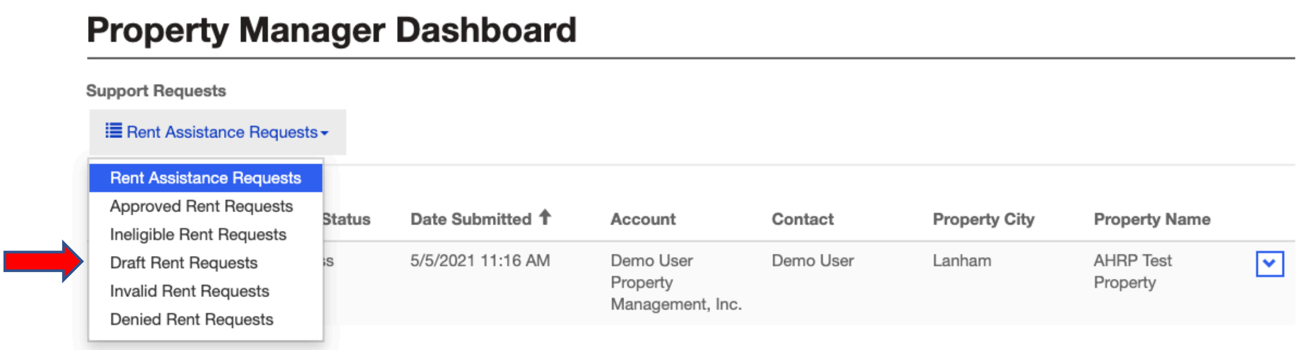
2. Each of your requests is listed on this page. The default “Rent Assistance Requests” shows the applications that are “In Progress”. This means they have been submitted but not yet approved. You can click on the request number to view the details of the request. You can make edits by clicking on the down arrow. You may also see “Action Needed” if further information is needed. We will also send an email for all “Action Needed” statuses.



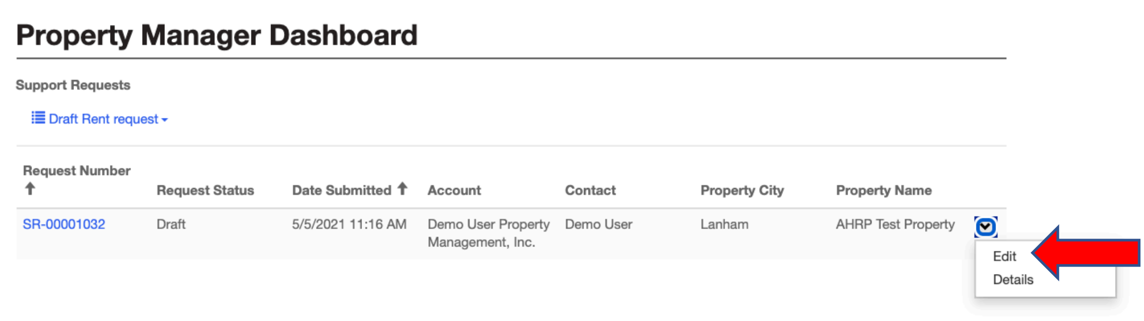
3. Once an application is approved or denied you will no longer be able to make edits. The applications will move from “Rent Assistance Requests” to “Approved Rent Requests”, “Ineligible Rent Requests”, “Invalid Rent Requests”, or “Denied Rent Requests”. DHCD staff will be in contact via email when the status changes from “In Progress” to any of the other statuses. You can view applications in the other statuses by clicking on the down arrow.



4. If you have exit out of a Rent Assistance Request before clicking "submit" you can find your drafts by selecting "Draft Rent Requests" under "Support Requests".



5. All draft requests will be listed. You can edit the requests by clicking on the down arrow and selecting "Edit".



6. Tenant details that have been submitted but not approved will be shown under "Active Tenant Detail".

Tenant Information

Add information for each member of the household (including children) by clicking the "Create" button. The first tenant added should be the primary tenant whose name is shown on the lease.

Active Tenant Detail ▾ | Create

Request Number (Property Manager Support Request)	Request Status	First Name ↑	Last Name	Email	Gender	Phone	Tenant Street 1	Tenant Unit Number	Is Primary Tenant	Created On	Property Name (Property Manager Support Request)
SR-00001032	In Progress	John	Doe	john@fakeemail.com	Male	987-654-3210	7800 Harkins Road	Unit 2A	No	5/5/2021 11:30 AM	AHRP Test Property

7. Once a tenant is approved they will no longer show under "Active Tenant Detail". If you click on "Active Tenant Detail" you can select "Completed Tenant Details" to view your approved tenants.
8. Once a tenant has been approved you will no longer be able to make any edits.

Tenant Information

Add information for each member of the household (including children) by clicking the "Create" button. The first tenant added should be the primary tenant whose name is shown on the lease.

Completed Tenant Details ▾ | Create

Request Number (Property Manager Support Request)	Request Status	First Name	Last Name	Email	Gender	Phone	Tenant Unit Number	Tenant Street 1	Is Primary Tenant	Created On ↑	Property Name (Property Manager Support Request)
SR-00001032	Approved	John	Doe	john@fakeemail.com	Male	987-654-3210	Unit 2A	7800 Harkins Road	No	5/5/2021 11:30 AM	AHRP Test Property

9. If you click on the down arrow on the right side of each tenant you can click "Details". A pop-up window will open showing all tenant details for that tenant.

Tenant Information

Add information for each member of the household (including children) by clicking the "Create" button. The first tenant added should be the primary tenant whose name is shown on the lease.

equest Status	First Name	Last Name	Email	Gender	Phone	Tenant Street 1	Tenant Unit Number	Is Primary Tenant	Created On ↓
valid	John	Doe		Female		7800 Harkins Road	2b	Yes	6/3/2021

Details

Submitting Additional Requests – Copy Tenant Feature

1. Once your request has been approved you will need to submit a new request to add more tenants or additional months of assistance for the tenants on your original request.
2. Repeat steps 1 and 2 under **Creating a Rent Assistance Request**.
   - Property Name and Property Street 1 must be typed identically to your original request to activate the copy tenant feature.
   - Once Owner Information, Property Address, and Payee Information are entered, click Next.
3. On the next page under Tenant Details, you will see Existing Tenant Details and your current Tenant Details under the new Request Number.
   - Click Copy next to the first tenant you want to copy.

Tenant Details

Tenant Information

Exisiting Tenant Details

Request Number (Property Manager Support Request)	Request Status	First Name	Last Name	Email	Gender	Phone	Tenant Street 1	Tenant Unit Number	Is Primary Tenant	Created On	
SR-00001575	Approved	Billy	Bob	null	Male	null	7800 Harkins Road	404	true	2021-07-09T16:15:45Z	Copy
SR-00001575	Approved	Sally	Smith	null	Female	null	7800 Harkins Road	202	true	2021-07-09T16:14:15Z	Copy

Request Number

SR-00001702

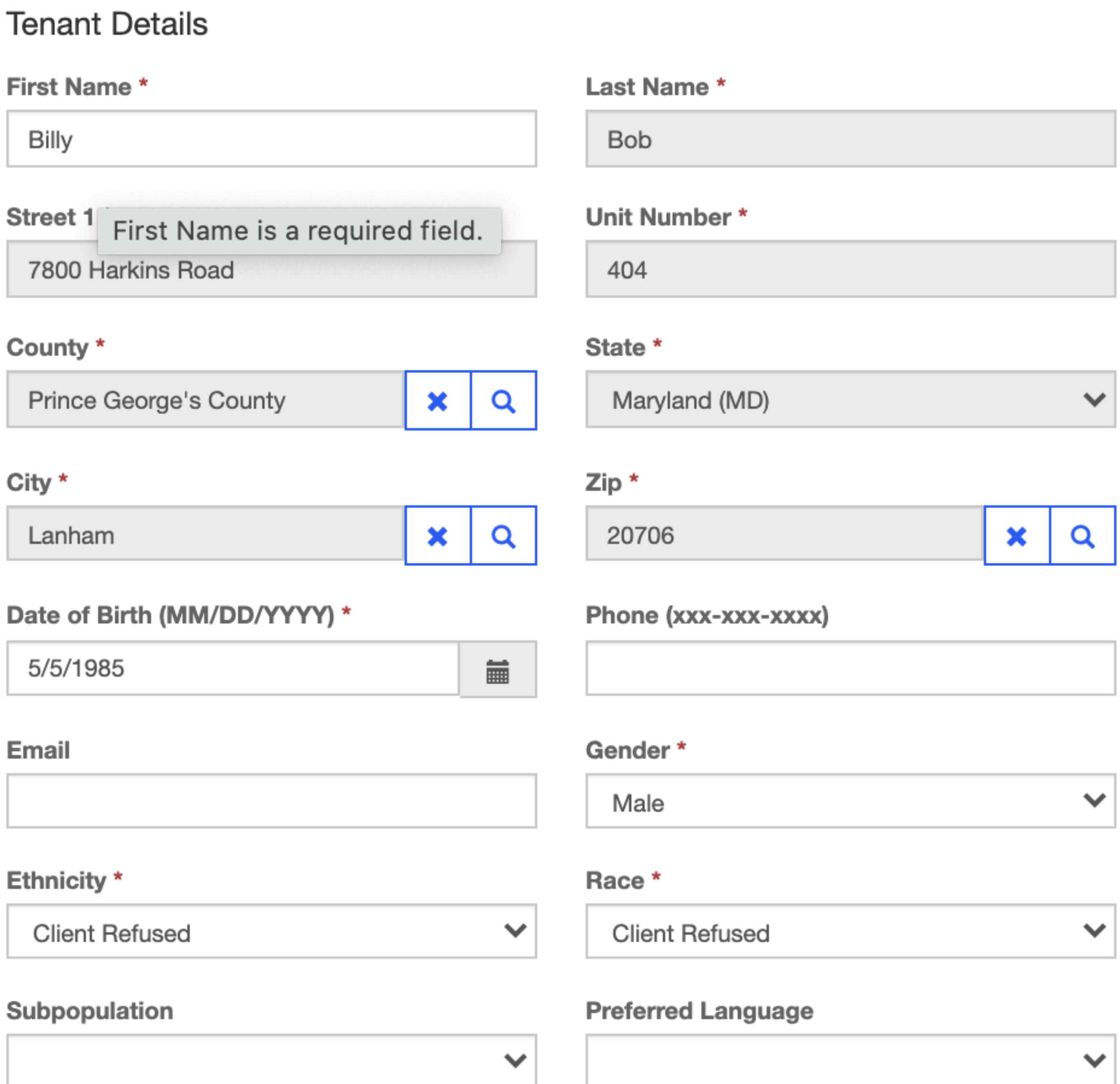
Tenant Detail (Property Manager Support Request)

Create

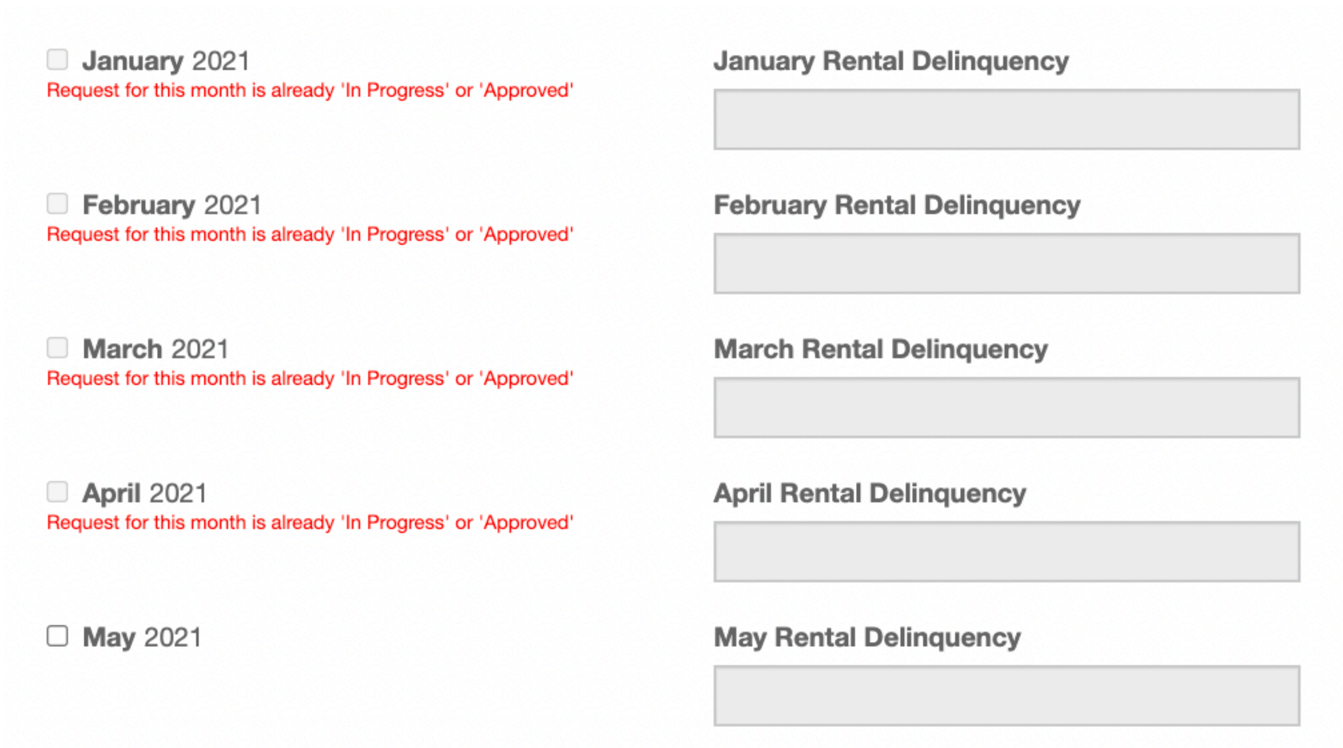
Request Number (Property Manager Support Request)	First Name ↑	Last Name	Email	Gender	Phone	Tenant Street 1	Tenant Unit Number	Is Primary Tenant	Created On

There are no records to display.

4. The Tenant Details will open in a pop-up window.
    - Verify that all the information is still accurate.



5. When you get to the rental delinquencies you will see that the months previously requested show "Request for this month is already 'In Progress' or 'Approved'". You will not be able to check those months again.
   - Check the months you want to add and type in the delinquency.



6. Once the delinquencies are added, check the correct income verification option and then click submit.
7. Repeat the process for as many tenants needed.
8. You can also use the "Create" button to add new tenants.
9. Once all tenants are added, use the notes section to upload new rent ledgers, check the two certifications at the bottom of the screen, and then hit submit.