Fairfax County Emergency Rental Assistance Program

Landlord Portal Instructions

https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention

updated June 11, 2021

Contents

If you have questions or need assistance with your application, email
NCSEvictionSupport@fairfaxcounty.gov or call 703-324-5580, TTY 711

About the Portal

This portal is designed for **LANDLORDS** seeking rental assistance on behalf of their tenants. Funding for this assistance is available through the federal Emergency Rental Assistance program.

If the property is not in Fairfax County, please apply through the Virginia Rent Relief Program (VRRP).

If you submitted a request prior to February 15, 2021, with the VRRP for a property in Fairfax County, please verify with the VRRP before you enter a request here for the same property

This program is administered by the Fairfax County Department of Neighborhood and Community Services. Payments may be issued by community-based organizations in Fairfax County.

For assistance with your request, or if you have any questions, email ncsevictionsupport@fairfaxcounty.gov or call 703-324-5580, TTY 711.

RESIDENTS seeking rental, utility, food, or other emergency assistance for themselves or their family should call Coordinated Services Planning at 703-222-0880, TTY 711, Monday through Friday, 8 am – 4:30 pm.

If an application is denied for assistance through the Emergency Rental Assistance program, residents may still be eligible for assistance through other programs. They should contact Coordinated Services Planning for help.

Eligibility and the Application Process

Eligibility

To be eligible for the Emergency Rental Assistance program, tenants must meet three criteria:

1. They must be experiencing income loss as a result of covid. This could include job loss, reduced hours, the need to stay at home with children because of school closure, or other reasons.

2. The monthly rent for the property must not exceed 150% of the Fair Market Rent value. In Fairfax County, that means the rent can not be more than the values below the values in the "150% of FMR" line below:

Property Size	0 Bedrooms (Studio/Efficiency)	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
100% of FMR	$1,513	$1,588	$1,765	$2,263	$2,742
150% of FMR	$2,270	$2,322	$2,648	$3,395	$4,113

3. The monthly household income of the tenants must not exceed 80% of the Area Median Income. In Fairfax County, that means the household income can not be more than the values in the "Low (80%)" line below:

Household Size	1 Person	2 People	3 People	4 People	5 People	6 People	7 People	8 People
Very Low (50% of AMI)	$44,100	$50,400	$56,700	$63,000	$68,050	$73,100	$78,150	$83,200
Low (80% of AMI)	$55,750	$63,700	$71,650	$79,600	$86,000	$92,350	$98,750	$105,100

Tenants that do not meet these criteria may be eligible for other assistance programs. Have them call Coordinated Services Planning at 703-222-0880, TTY 711, Monday through Friday, 8 am – 4:30 pm, for information.

Application Process

After you submit your request, Fairfax County staff will contact you, usually within one week, depending on current request volume. They will work with you to determine eligibility and to collect any additional information or documentation needed.

Once your request has been approved, the payment will be issued directly to you (the landlord), most often from an identified community-based organization. Payments are usually issued within two weeks of final approval.

You can find regularly updated Frequently Asked Questions about the portal and the Emergency Rental Assistance program at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/landlord-portal-frequently-asked-questions.

If you have questions or need assistance with your application, email NCSEvictionSupport@fairfaxcounty.gov or call 703-324-5580, TTY 711

What You'll Need to Create a Request

Before you get started, know what you will need to submit in order to request rent assistance for a tenant. Not everything on this list is required immediately. But everything will need to be submitted before rent assistance can be approved. Information and documentation not initially provided may be submitted to Fairfax County through the portal or by emailing it directly to staff. (Staff will contact you to work with you on this.) Other documentation may be required as federal, state, and local guidance is announced.

Information and documents noted with an asterisk (*) are required at the time you first submit your application.

Required Information
- Property Address*
- Number of Bedrooms* – The number of bedrooms in the dwelling is used to determine the property's Fair Market Rent value.
- Current Monthly Rent Amount*
- Number of Tenants* – The number of tenants (or household size) is used to determine the eligible household income. Everyone living at the property, including children and other dependents, must be counted in this number.
- Details on the Tenants – The following details must be provided for each tenant, including children and other dependents. Information for all tenants must be entered before you can submit your request. The items noted with an asterisk (*) are required:
  - Name*
  - Monthly income* (Enter "0" if none.)
  - Date of birth*
  - Email
  - Phone number
  - Gender
  - Race
  - Ethnicity
  - Language spoken
  - Relationship to primary tenant
- Primary Tenant* – You must identify one tenant as the primary tenant. The primary tenant, also referred to as the head of household, must be named on the lease.
- Unlawful Detainer* – If you have filed an unlawful detainer petition with the court for this tenant, you will need to provide the date it was filed and the date of the next court hearing, if available.
- Reason for Income Loss* – The tenant(s) must have experienced income loss as a result of covid. This could include job loss, reduced hours, the need to stay at home with children because of school closure, or other reasons.
- Total Monthly Household Income* – The total amount of income for all tenants combined.
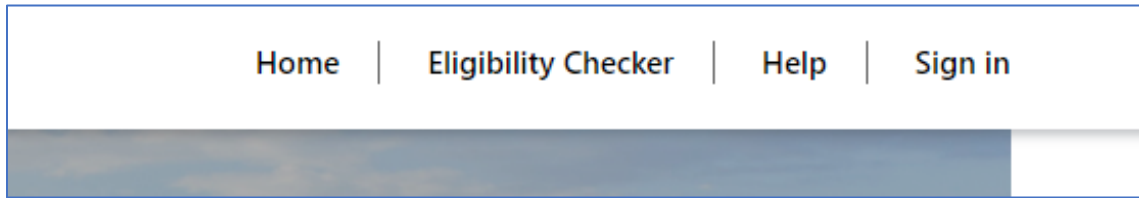
Required Documents
- Federal W-9 form* – The W-9 must be completed for your business. If you are an independent landlord, you can complete a W-9 as an individual. You only need to upload your W-9 once, even if you make requests for assistance for multiple properties. You can access a blank W-9 at https://www.irs.gov/pub/irs-pdf/fw9.pdf.
- Lease* – A valid and current lease, indicating the property and tenant(s) listed in the request, must be attached.

- Rent Ledger – A current ledger, showing monthly balances and payments for the property. (If you don't have a rent ledger, you can find a template at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
- Landlord Tenant Agreement – This document must be completed and signed by the landlord and the primary tenant. Among other things, this form documents that the tenant is aware of and consents to the request. You can find the form at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
- Self-Certification of Loss of Income/Significant Costs/Financial Hardship – This document must be completed and signed by the tenant(s) to verify their financial hardship related to the covid-19 pandemic. You can find the form at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
- Income Verification – Documentation of tenant(s)'s current income. Acceptable documents can include pay stubs, bank statements, letter from employer, social security documents, and pensions. Other documents may also be accepted. Include documentation for at least the two months prior to the submission of the application for assistance. Tenants who earn cash income and do not have documentation for it can submit a Cash Income Certification form. Tenants with zero income and no documentation for it can submit a Zero Income Certification form. Both of these forms are available at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
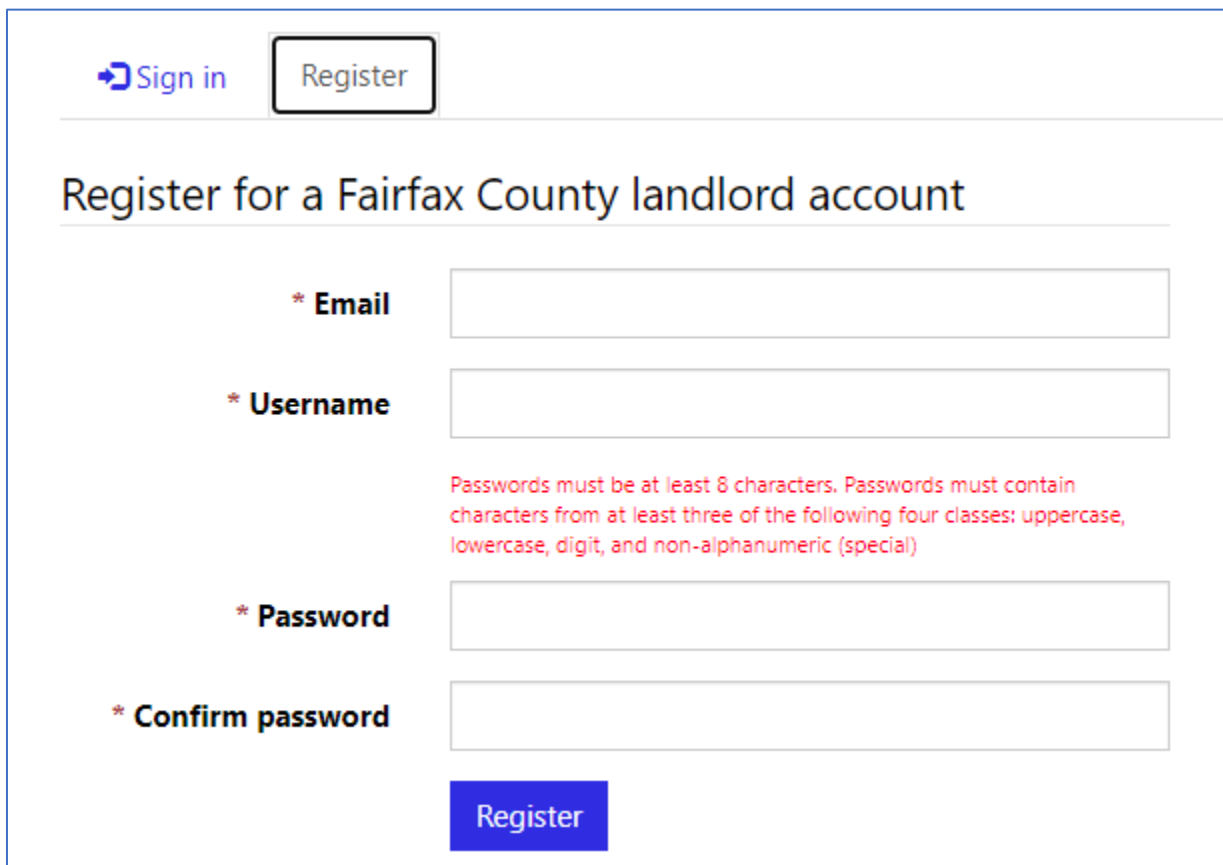
Creating an Account

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 Account Name is the name of your business (e.g., "Demo User Property Management, Inc."). If you are an independent landlord, you can enter your name here (e.g., "John Smith").
   - Enter your Business Address by clicking on the gray box. The business address should match the address on your W-9 form. But if you prefer to include a local address, you may do so.
   - 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.
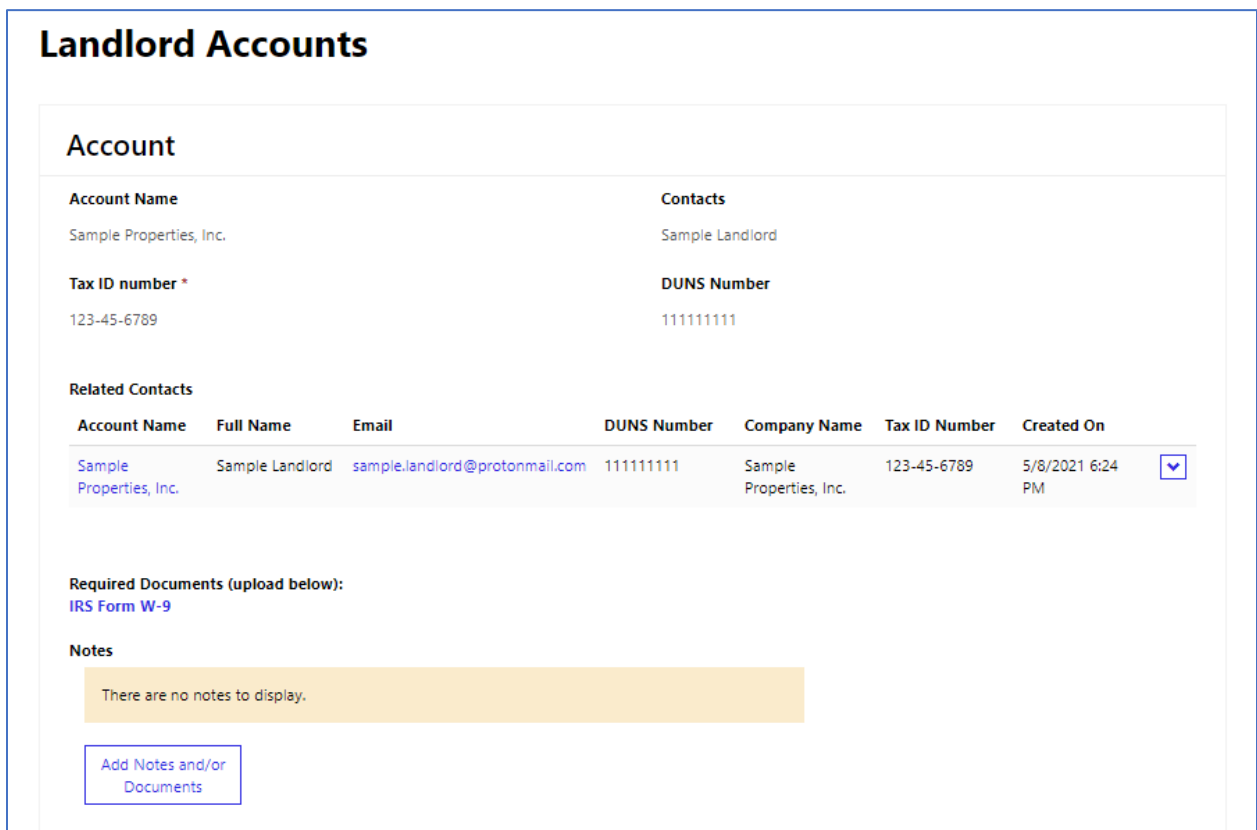

4. Click "Update" to save your profile.

Adding Your W-9

1. At the top of the screen, select "Landlord Accounts" from the "Landlord Dashboard" menu option.
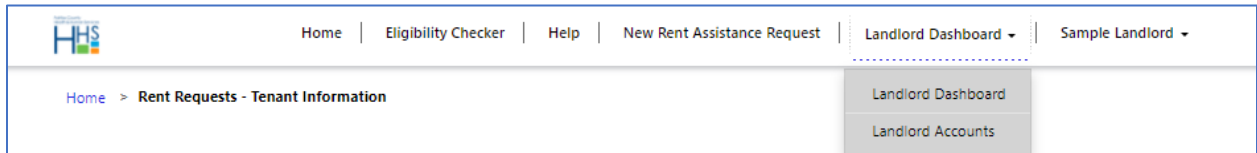
2. Before you can receive payments, you must submit your federal W-9 form. (You can get a W-9 at https://www.irs.gov/pub/irs-pdf/fw9.pdf.) At the bottom of the Landlord Accounts page, click "Add Notes and/or Documents."

3. In the "Note" section of the pop-up box, enter "W-9." Then click "Choose Files" to select your W-9 to upload. You can only upload one file at a time. Once you have selected your document, click "Add Note."

Add note ✕

* Note	W-9
Attach a file	Choose Files User Demo W9.pdf

[Add note] [Cancel]

4. Your W-9 now appears on the bottom of the page. You can use the same function ("Add Notes and/or Documents") 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.

Landlord Accounts

Account

Account Name	Contacts
Sample Properties, Inc.	Sample Landlord

Tax ID number *	DUNS Number
123-45-6789	111111111

Related Contacts

Account Name	Full Name	Email	DUNS Number	Company Name	Tax ID Number	Created On	
Sample Properties, Inc.	Sample Landlord	sample.landlord@protonmail.com	111111111	Sample Properties, Inc.	123-45-6789	5/8/2021 6:24 PM	▼

Required Documents (upload below):
IRS Form W-9

Notes

less than a minute ago Sample Landlord	W9 form	▼
	User Demo W9.pdf (31.32 KB)	

[Add Notes and/or Documents]

Creating a Rent Assistance Request

1. At the top of the page, click "New Rent Assistance Request."
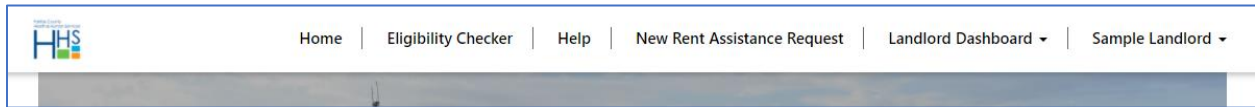
2. Complete the information on the dwelling for which you are applying for rent assistance.
   - If there is no Property Name, enter "N/A."
   - Be sure to include the unit number, if applicable.
   - When entering the monthly rent amount, do not include a dollar sign ($). Just enter the number.
   - NOTE: If the Account field is blank, you will not be able to submit a request. It sometimes takes a few minutes for this field to populate after you create a new account. If it is blank, wait about 10 minutes and refresh your browser. If the field still does not populate, please contact us for assistance.

3. Continue adding tenant information.
    - The tenant must have a current and valid lease to qualify for rent assistance.
    - If you assign your tenant an account number, enter it here. If not, leave the Tenant Account Number field blank.
    - Enter a number for the Number of Persons in Household. Count everyone living in the household, including children.
    - If you have filed an Unlawful Detainer petition with the court for this tenant in the past year, indicate so and include the date filed and the date of the next court hearing. Enter dates using the MM/DD/YYYY format.

Tenant Information

Primary Tenant Has a Valid Lease in their Name *
○ No ● Yes

Tenant Account Number (if applicable)
12345

Number of Persons in Household *
3

Has an Unlawful Detainer Petition Been Filed For This Tenant Within the Past Year? *
● No ○ Yes

Petition Filed Date

Next Court Hearing Date

Submit

4. Click "Submit" when complete. This will take you to the Tenant Information page.

5. Click "Create" to enter details for the first tenant.

Rent Requests - Tenant Information

Tenant Information

Request Number

SR-00000198

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.

⊕ Create

Request Number (Landlord Support Request)	First Name ↑	Last Name	Email	Gender	Phone	INDIVIDUAL Monthly Income	Relationship to Primary Tenant	Property Name (Landlord Support Request)

There are no records to display.

Number of Persons in Household *

3

Primary Tenant *

🔍

6. Complete the information requested in the Add New Tenant pop-up box. The tenant's name, monthly income, and date of birth are required for each tenant, including children. If the tenant has no income, enter "0." When entering the income amount, do not include a dollar sign ($). Just enter the number.

   Non-required fields (e.g., gender, email address) are not required, but are requested. If you do not provide them, Fairfax County will be asking for them later. So please include as much information as possible.

   Click "Submit" when complete.

Add New Tenant Details   ✕

First Name *   Last Name *
Rose   Stone

Gender   Phone
Female   ⌄   703-555-5555

Race   Email
Black/African American   ⌄   rose.stone@fakeemail.com

INDIVIDUAL Monthly Income (enter "0" if   Ethnicity
none) *   Non-Hispanic   ⌄
250.00

Relationship to Primary Tenant   Date of Birth (MM/DD/YYYY) *
Self   ⌄   2/1/1960   📋

Preferred Language
English   ⌄

[Submit]

7. Repeat Steps 5 and 6 for every member of the household, including children and other dependents. All members of the household will appear on the Tenant Information page. The number of tenants you enter information for must equal the number of people living in the household.

Rent Assistance Request - Tenant Information

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.

⊕ Create

Name ↑	First Name	Last Name	Email	Phone	Gender	Ethnicity	Date of Birth (MM/DD/YYYY)	
	Rose	Stone	rosestone@fakeemail.com	703-555-2323	Female	Non-Hispanic	2/1/1960	⌄
	Freddie	Stone	freddiestone@fakeemail.com	7035554545	Male	Non-Hispanic	4/15/2000	⌄
	Jerry	Martini			Male	Non-Hispanic	7/22/2012	⌄

8. Click on the magnifying glass in the Primary Tenant field to select the primary tenant (head of household).

Rent Requests - Tenant Information

Tenant Information

Request Number

SR-00000198

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.

⊕ Create

Request Number (Landlord Support Request)	First Name ↑	Last Name	Email	Gender	Phone	INDIVIDUAL Monthly Income	Relationship to Primary Tenant	Property Name (Landlord Support Request)	
SR-00000198	Freddie	Stone	freddie.stone@fakeemail.com	Male	703-555-2222	100.00	Spouse	Someplace Apartments	⌄
SR-00000198	Jerry	Martini				0.00	Child	Someplace Apartments	⌄
SR-00000198	Rose	Stone	rose.stone@fakeemail.com	Female	703-555-5555	250.00	Self	Someplace Apartments	⌄

Number of Persons in Household *

3

Primary Tenant *

	🔍

9. Check the box next to the name of the primary tenant and click Select.

10. Complete additional information about the household on the Tenant Information page.
    - To be eligible for rent relief, the tenant(s) must have experienced a loss of income due to COVID-19. Select all applicable reasons for the loss of income.
    - Enter the Current Monthly Household Income. This amount should be the total of all monthly income for all tenants. When entering the income amount, do not include a dollar sign ($). Just enter the number.

11. Submit required documents. Click "Add Notes and/or Documents" at the bottom of the page. You will need to submit the following documents:

- Lease – A valid and current lease, indicating the property and tenant(s) listed in the request, must be attached.
- Rent Ledger – A current ledger, showing monthly balances and payments for the property. (If you don't have a rent ledger, you can find a template at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
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- Self-Certification of Loss of Income/Significant Costs/Financial Hardship – This document must be completed and signed by the tenant(s) to verify their financial hardship related to the covid-19 pandemic. You can find the form at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.
- Income Verification – Documentation of tenant(s)'s current income. Acceptable documents can include pay stubs, bank statements, letter from employer, social security documents, and pensions. Other documents may also be accepted. Include documentation for at least the two months prior to the submission of the application for assistance. Tenants who earn cash income and do not have documentation for it can submit a Cash Income Certification form. Tenants with zero income and no documentation for it can submit a Zero Income Certification form. Both of these forms are available at https://www.fairfaxcounty.gov/health-humanservices/eviction-prevention/required-forms.

Submit everything you have available. You can submit additional documentation later. However, all documentation is required before your application can be approved.
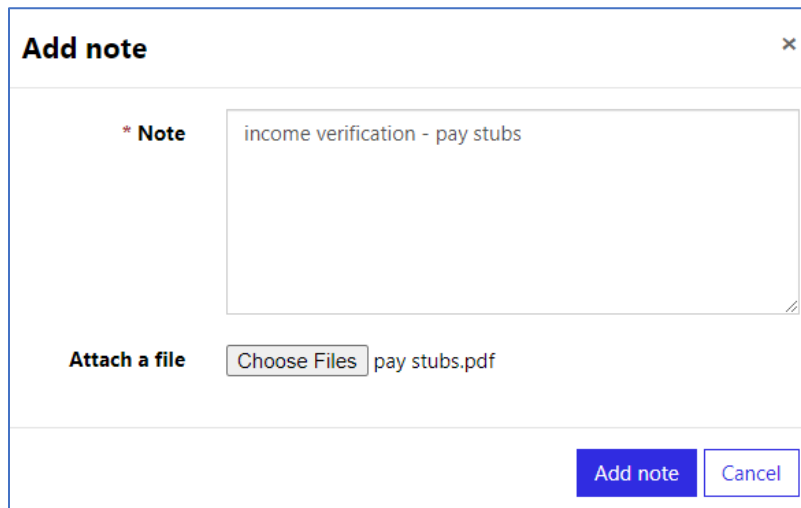
Required Documents (upload below):
- **Valid Current Lease**
- **Current Rent Ledger**
- **Income Verification (pay stubs, bank statements, letter from employer, social security documents, pension.**
Include at least the two months prior to the submission of the application for assistance.)

Notes

There are no notes to display.

Add Notes and/or Documents

5. In the "Note" section of the pop-up box, enter the name of the document (e.g., "lease"). Then click "Choose Files" to select the file to upload. You can only upload one file at a time. Once you have selected your document, click "Add Note."

Add note ✕

* Note   income verification - pay stubs

Attach a file   [Choose Files] pay stubs.pdf

[Add note] [Cancel]

6. Repeat Steps 4 and 5 for each document you want to upload. There is no limit on the number of documents, but you must upload each separately.

7. Your documents now appears on the bottom of the page. You can use the same function ("Add Notes and/or Documents") to add any notes about the specific request that you may want to include. You do not have to attach a document in order to add a note.

Required Documents (upload below):
• **Valid Current Lease**
• **Current Rent Ledger**
• **Income Verification (pay stubs, bank statements, letter from employer, social security documents, pension. Include at least the two months prior to the submission of the application for assistance.)**

Notes

about a minute ago	lease	▼
Sample Landlord	
	▤ lease.pdf (27.91 KB)	

about a minute ago	rent ledger	▼
Sample Landlord	
	▤ rent ledger.pdf (29.29 KB)	

less than a minute ago	income verification - pay stubs	▼
Sample Landlord	
	▤ pay stubs.pdf (33.44 KB)	

| less than a minute ago | Here is a sample note from the landlord to the staff. | ▼ |
| Sample Landlord | |

Add Notes and/or Documents

Submit

8. Click "Submit" to submit your request. You will receive a submission verification message. Staff will contact you within one week (response time may be longer depending on current request volume).

Home > **Rent Assistance Request - Tenant Information**
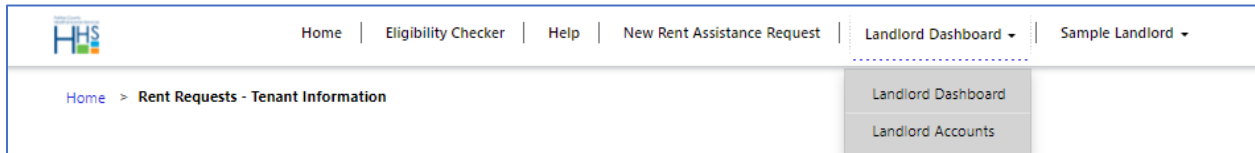
Rent Assistance Request - Tenant Information

Submission completed successfully.

9. Repeat Steps 1 through 8 for any additional requests.

Viewing Your Requests

1. At the top of the screen, select "Landlord Dashboard" from the "Landlord Dashboard" menu option.

2. Each of your requests is listed on this page. You can see the status of the request and you can click on the request number to view the details of the request.

There are several statuses your request can be in:

- Draft: Your request has not been submitted. You must complete all required fields before you can submit it.
- In Progress: Your request has been submitted and is awaiting staff review. You can edit your request by clicking on the blue arrow to the right of the request.
- Initial Review: Your request is being reviewed by staff. You can edit your request by clicking on the blue arrow to the right of the request. If you edit your request, the status will change to Revised.
- Pending Response: Staff have contacted you for additional information. You can provide the information by editing your request by clicking on the blue arrow to the right of the request. Once you edit your request, the status will change to Revised.
- Final Review: Your revised request is being reviewed by staff. You cannot edit your request while it is in Final Review. Contact staff if you need to make any changes.
- Approved: Your request has been approved, and arrangements for payment are in process.
- Denied: Your request has been denied.
- Withdrawn: Your request has been withdrawn.

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NCSEvictionSupport@fairfaxcounty.gov or call 703-324-5580, TTY 711