## Landlord FAQs

1. I'm not receiving emails from the system that allow me to set or reset my password, what should I do?
   a. Check your SPAM and Junk folders for emails from: "noreply@salesforce.com on behalf of no-reply-dhs@notice.mass.gov"
   b. Be sure to add this email to your safe senders list: "noreply@salesforce.com on behalf of no-reply-dhs@notice.mass.gov"
   c. If you are using a company email, work with your IT department to allow emails from: "noreply@salesforce.com on behalf of no-reply-dhs@notice.mass.gov"

2. Can I apply before I set up my profile?
   a. No.

3. How do I know if my landlord profile is complete?
   a. On the HOME page of the Landlord Portal, when your profile is complete you will see Green Check Marks next to the three profile elements: Payee, Property, and Payment Methods as shown below in the sample Landlord portal view. Once those three green check marks are visible on 'Your Profile', you may begin Application Actions to apply for tenant(s).
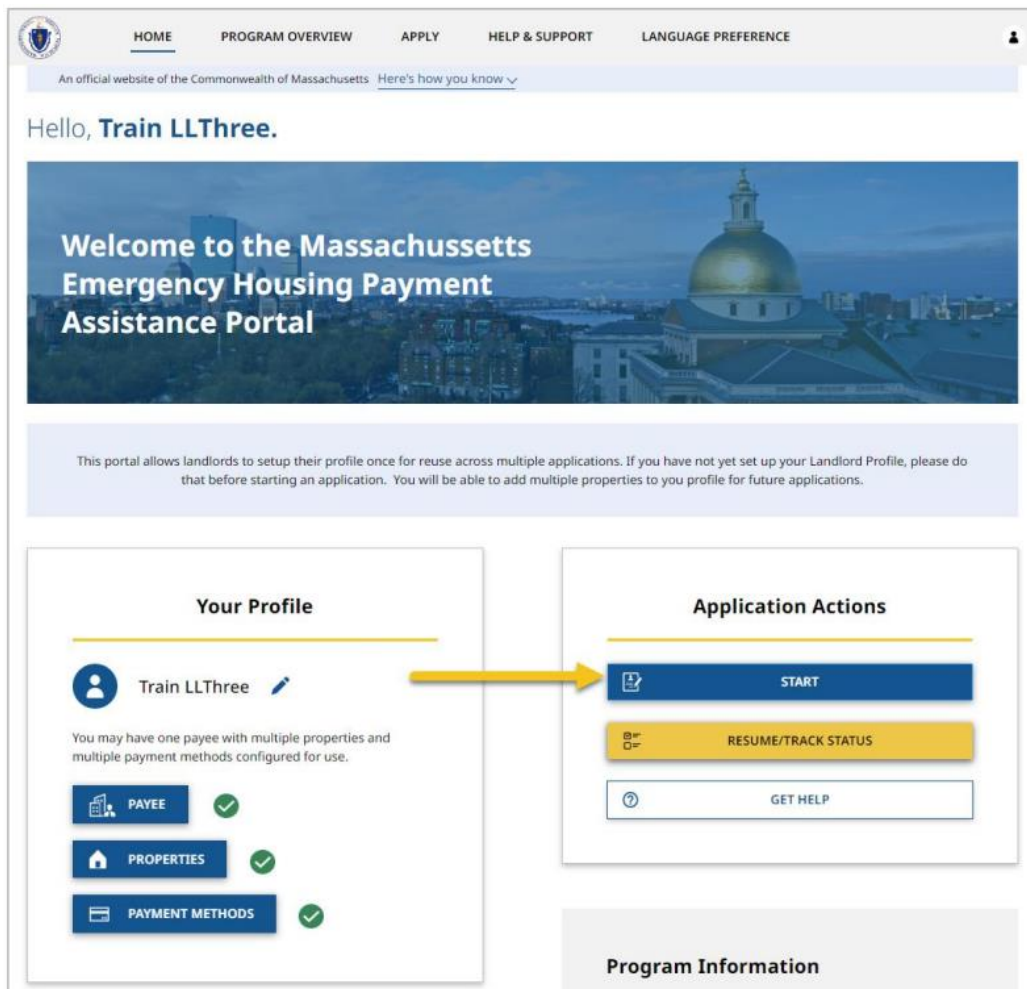
4. I'm trying to submit my first application but when I try to select the Rental Property my tenant lives in, the dropdown field is empty or does not contain the address of the Rental Property that the tenant I am applying for lives in, what should I do?
   a. Go back to the HOME page of the Landlord Portal and complete/edit your Landlord Profile "Property" section on the left side of the page before you try to complete an application. The Rental Properties

need to be set up in the Property section of your Profile before they will show in the dropdown menu of an application.

5. What names and addresses should I enter in the Property section of my profile?
   a. You should enter a nickname for each Rental Property along with the Rental Property Address that your tenant will indicate they live in.

6. I'm trying to submit my first application but when I try to select payment method, the dropdown field is empty or does not contain the payment method I want to use for this tenant's application, what should I do?
   a. Go back to the HOME page of the Landlord Portal and complete/edit your Landlord Profile "Payment Methods" section on the left side of the page before you try to complete an application. The Payment Method(s) need to be set up in your Profile before they will show in the dropdown menu of an application.

7. The Payee name field doesn't allow the input of an '&', but that's part of my Legal Company Name, what should I do?
   a. Input 'and' in place of the '&' in your Legal Company Name

8. I submitted my application, but I received a notification that it was sent back to "Draft." What does this mean and how do I know what to do?
   a. The RAA processing your application may require additional information or documents from you to complete application processing. In the notification you received indicating your application was returned to 'Draft' you will find instructions from the RAA on what is missing and how to resubmit. If you have questions about what is being requested, please contact your community RAA as noted in the notification you received.

9. How do I submit/upload additional documents if I already submitted my application?
   a. While your application is being processed you may upload additional documents to support your application. In the Track Status screen where your submitted application is listed, at the far right you will see three dots. Clicking these shows the additional actions you may take. 'Upload Documents' is one of those actions.
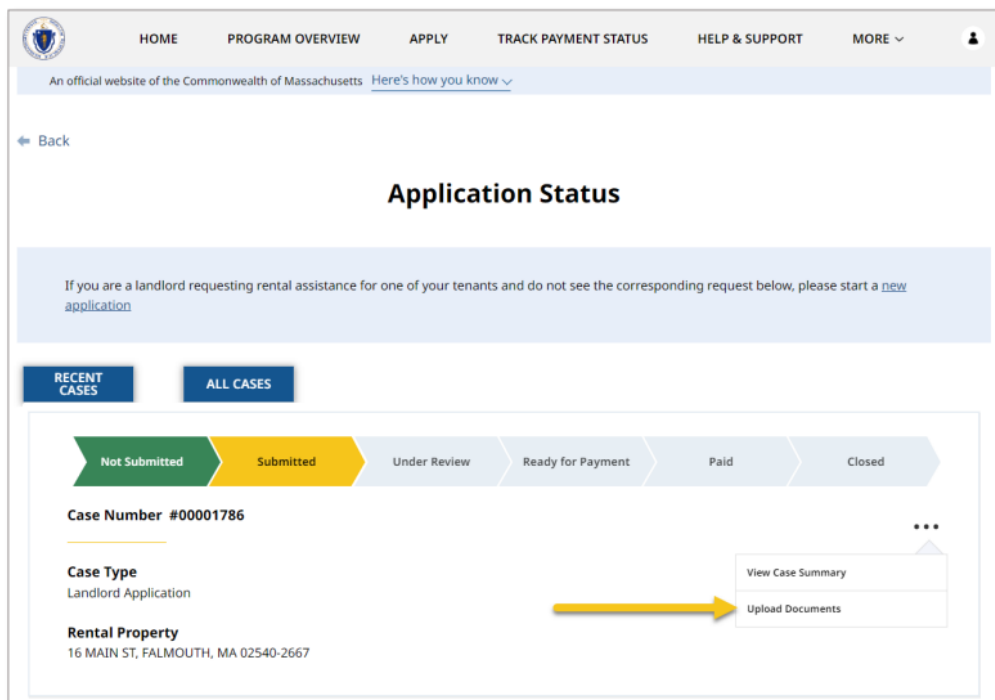
10. Does it matter if the tenant or the landlord is the one to submit the application?
    a. The portal requires both parties to complete an application before an application can be routed to an RAA for processing. If the tenant applies first, they will input the landlord's email address and the system will send a Tenant Application Code to the landlord. Note that the Tenant Application Code is only sent to the landlord and is different from the tenant's Case ID. If the landlord applies first, they will input the tenant's email address and the system will send a Landlord Application Code to the tenant. The Tenant/Landlord Application Code allows the second application to be linked to the first application in the system.

11. I submitted my application, but it is not matched with a tenant application. How do I know the tenant was notified? What can I do to ensure the application matches?
    a. The system automatically emails the tenant at the email address you supplied for your tenant and includes the landlord application code in the email for the tenant to use when entering their application. If you suspect your tenant may not have applied, we encourage your checking in with them. If your tenant omits entering the landlord application code, your RAA will manually match their application with yours to allow for processing.

12. What do the case statuses in the Landlord Portal mean?
    a. "Not submitted" means you have started the application but have not yet submitted it. Unsubmitted applications will be deleted after 21 days.
    b. "Submitted" means the application has been submitted and is awaiting a match with a tenant application.
    c. "Under Review" means the application has been matched with a tenant application and an RAA or the RAP Center is determining eligibility and reviewing documentation.
    d. "Pending Final Approval" means the application is undergoing final review.
    e. "Approved – Pending Payment" means the application was approved and has been submitted for payment.
    f. "Approved – Paid" means the first payment has been issued.
    g. "Denied" means the application was denied for ineligibility.