Tenants who previously applied to UniteCT who had a landlord that did not want to participate may recertify with a <u>NEW</u> landlord

Directions on how to Recertify:
- Login to your UniteCT application
  - The status of your original application must be "*Denied No Appeal Allowed.*"
  - This means that your landlord refused to participate in the program, and you have found a new landlord who is willing to participate.
  - If your landlord refuses to participate, but your status is not "Denied No Appeal Allowed," please call the Call Center to request that your status changes.
    - Call Center phone number: 1-844-UniteCT (1-844-864-8328)
- Under your "Case" tab, click the button, "**Recertify with NEW landlord.**"
- Please note, you will create and submit a new application entry that will be linked to the information provided in your original application.
  - Two **new** tabs will show up in your application, the "Address" tab and the "Landlord Info" tab. The information in these sections should match your new lease agreement with your new landlord.
- If you move forward, you attest that every section of your original application is still accurate and true. If any information has changed, please edit that in your new application before you submit. Please review the entire application to ensure all information is correct.
- Once you submit, you will be given a new case number.
- Your new landlord will receive an invite link to create their new application. Please remind them to check their email address.
  - If your new landlord does not receive an invite email, that's okay! They can register for an account using the email address you put for them. Your application will show up in their portal. To register visit: https://ctdoh.rentrelief.com/content2/access/register.

An auditor will review your file and reach out to you directly if they need any additional information.
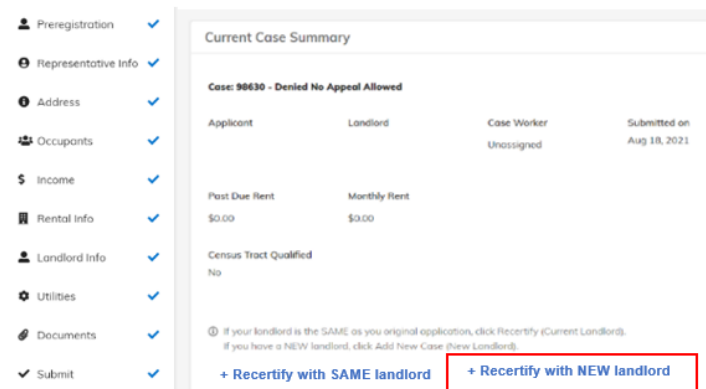

Figure 3: Screenshot of your application portal. The recertification button is under your "Case" tab.