



STATE OF CONNECTICUT  
DEPARTMENT OF HOUSING



Hello,

You are receiving this message because you have a UniteCT Rent Relief application started with the Connecticut Department of Housing. As of February 15<sup>th</sup>, the program has suspended new rent and electric application and recertification submissions. Tenants and landlords who have a Rent Relief Case # will have until March 31<sup>st</sup>, 2022 to complete their applications. Any cases not fully completed by March 31<sup>st</sup>, 2022 will be withdrawn from the case review process. Below are directions on how to check if your application is fully submitted.

**Step 1:**

Login to your application through this link: <https://ctdoh.rentrelief.com/content2/access/login>

- If your tenant or landlord sent you an invitation, but that link is expired, you must click on the “Forgot my Password” link and create a new password.

**Step 2:**

Tenants:

- Go to your Case tab.
- Your status at the top must say **Applied**.
- Your landlord’s status under their name should say “**Submitted**.” If your landlord’s status says “**In Progress**” or “**Not Started**” then they have not completed the application, and your case is not fully submitted.

Landlords:

- Go to your Case Info tab.
- Under the column called “Case Status,” it should say “**Applied**.” This is the landlord’s case status.
- Under the column called “Tenant Name,” it should say “**Submitted**.” If this status is “**In Progress**” or “**Not Started**,” then your tenant has not completed the application.

**Step 3:** If your case is fully submitted, go to your Case tab, and check under the column called “**Case Auditor**.” If it says unassigned, that means your case is in the process of being assigned an auditor. There is no action needed from you at this time. If you have an auditor, there is no need to contact them directly. They will reach out to you if information is needed.

**Step 4:** If your case is fully submitted and an auditor is assigned, please make sure you are checking the email on file for any request from the auditor. Sometimes the auditor will need additional information from the applicant(s), and they will send an email detailing what is needed to complete the application. If no response is given to the auditor after 14 days, the application will be withdrawn from the system, so it is important to check your email regularly if your application is pending approval.

For additional resource about successfully completing the application, please visit the UniteCT website at [www.UniteCT.ct.gov](http://www.UniteCT.ct.gov) or call the UniteCT Call Center at 1-844-864-8328.

Thank you,  
The UniteCT Team