CONNECTICUT
Department of Housing

UniteCT

EMERGENCY RENTAL ASSISTANCE FOR CONNECTICUT'S ECONOMY

How to Complete a Successful Application: Tenants

Call Center: 1-844-UniteCT or 1-844-864-8328

UniteCT Resource Centers: check out the list on our website

Summary of Project

- The goal of UniteCT is to help **stabilize** Connecticut's Rental Housing Market
- This **$235 million** program will provide **rental and electric utility payment assistance** to qualified Connecticut households financially impacted by the COVID-19 pandemic
- The program will financially support households up to **80% of the HUD Area Median Income**

CONNECTICUT
Department of Housing

UniteCT

Summary of Funding

- **Tenants**
  - Tenants can receive up to $15,000 in rental assistance and $1,500 in electric utility assistance.
  - What does the funding cover?
    - Rental arrears accrued on or after March 13, 2020
    - Three months of prospective rent
      - Can cover up to a 1-month security deposit and three months prospective rent for new lease agreements
  - All funding goes directly to the landlord
- **Landlord expectations**
  - What's the role of the landlord?
    - Complete an application for every tenant applying to UniteCT. This can be done on the same portal login.
    - Landlord shall not at any time serve any Notice to Quit, initiate or prosecute any summary process action against Tenant for nonpayment of rent accrued prior to the date on which assistance is provided or during any month for which assistance is provided under the Program.
    - Landlords receive the rental assistance directly from UniteCT.

CONNECTICUT Department of Housing

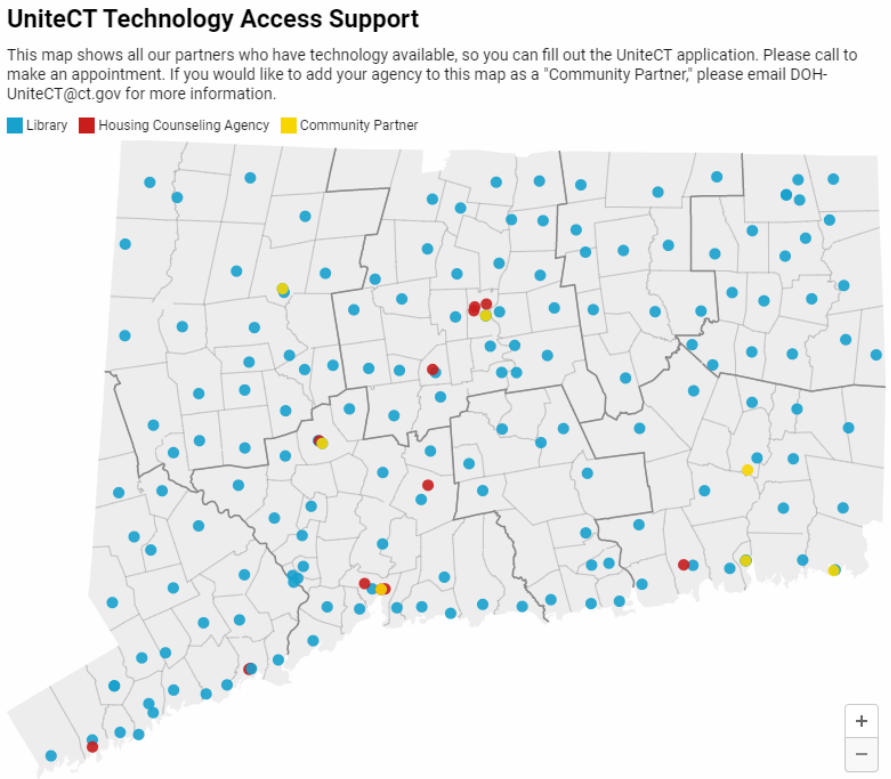
UniteCT

UniteCT is an online application

The UniteCT application is **completely online** and accessible by smartphone or computer.

What to do if you do not have access to a computer?

- Do you have someone in your life who you trust? You can ask them to be your "**Tenant Representative (TR)**," which means they create an account on Yardi, and upload all your documents for you. They will be the main point of contact during the application process. To create a TR account, click on "apply now" on our website.
- Use our "**Technology Access Support Map**" located on our website to find a computer near you (see picture).
- All documents can be uploaded from a phone or computer. If you need help scanning your documents, reach out to your closest **UniteCT Resource Centers** (list on our website).
    - These agencies can also be your "Tenant Representative" where they start and complete your application for you.



Find computers in your area you can use to fill out the application

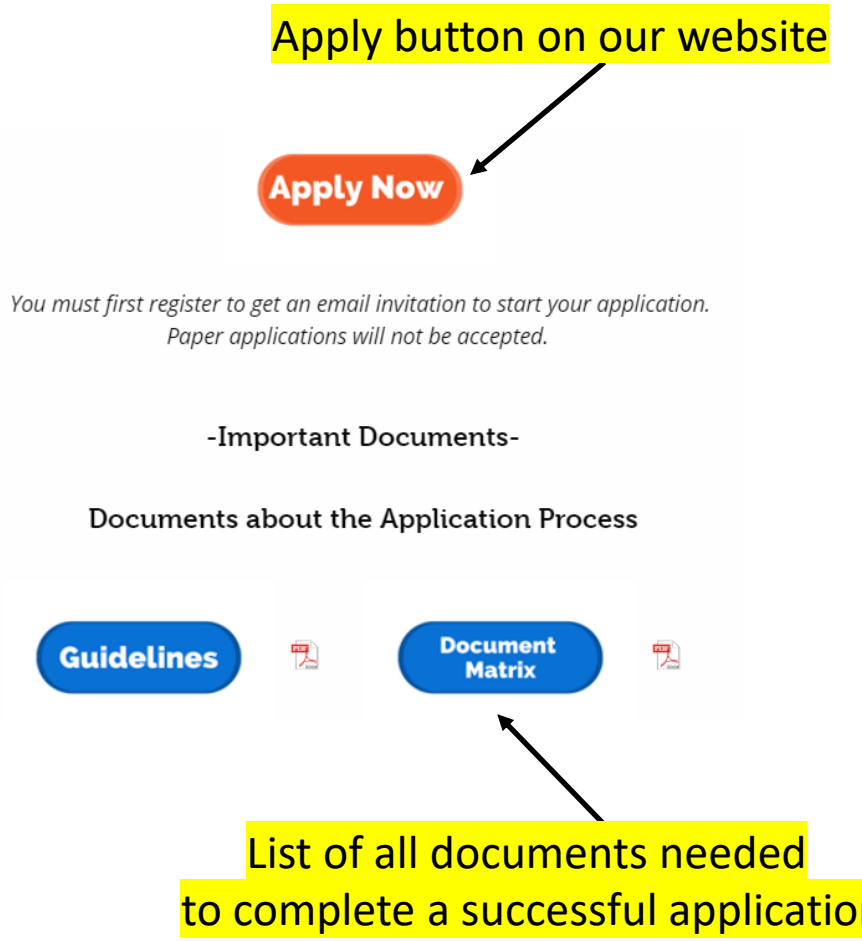
CONNECTICUT Department of Housing

UniteCT

Tenants & Landlords Working Together

Tenants & Landlords must complete their own applications separately for the full application to be submitted

- Either the tenant or landlord can **start** the application
  - Once submitted, an invite link will go to the other party
  - If both parties start at the same time, the system will link applications based on matching email addresses
  - Remember to upload the correct email for your tenant or landlord so the system can match applications correctly
- If only one party submits their application, the case will not be reviewed
- Resources on our website will help to get you started
  - Directions on how to apply
  - List of common mistakes made my tenants filling out the application
  - List of documents needed for the application (under the "**Document Matrix**" button)
  - Screenshots of both the tenant and landlord portals



CONNECTICUT Department of Housing

UniteCT

Community Partnerships

- **Additional partnerships**
  - **Statewide Legal Services** (SLS)
    - *Phone*: 800-453-3320
  - **Connecticut Institute for Refugees and Immigrants** (CIRI)
    - *Phone*: 203-612-5464
  - **The Workplace** Toll Free Call Center
    - *Phone*: 844-UniteCT or 1-844-864-8328
  - **The UniteCT mobile technology bus**
    - 10 computers (located 6 ft. apart and sanitized after each use)
    - Handicap accessibility
    - Lavatory

UniteCT Mobile Technology Bus

CONNECTICUT Department of Housing

UniteCT

Community Partnerships

BNT (Building Neighborhoods Together)
- 570 State Street, Bridgeport, CT 06604
- (203) 290-4255

Capital for Change
- 10 Alexander Drive, Wallingford, CT 06492
- (203) 789-8690

Community Renewal Team
- 555 Windsor Street, Hartford, CT 06120
- (860) 560-5177

Mutual Housing Association of Greater Hartford
- 95 Niles Street, Hartford, CT 06105
- (860) 206-5270

Mutual Housing Association of South Central Connecticut
- 235 Grand Avenue, New Haven, CT 06513
- (203) 562-4514

Neighborhood Housing Services of New Britain
- 223 Broad Street, New Britain, CT 06053
- (860) 224-2433 ext121

Neighborhood Housing Services of New Haven
- 333 Sherman Avenue, New Haven, CT 06511 *
  ***not accepting walk-ins, by appointment only**
- (203) 562-0598

Neighborhood Housing Services of Waterbury
- Grand Street - 3rd Floor, Waterbury, CT 06702
- (203) 753-1896

The Workplace
- 1000 Lafayette Blvd -Suite 501, Bridgeport, CT 06604
- (203) 610-8500

Urban League of Greater Hartford
- 140 Woodland Street - 4th Floor, Hartford, CT 06105
- (860) 527-0147

Urban League of Southern Connecticut
- 458 Grand Avenue, New Haven CT 06513
- (203) 327-5810
- 137 Henry Street - Suite 202, Stamford, CT 06901
- (203) 327-5810

New London Homeless Hospitality Center
- 730 State Pier Rd, New London, CT 06320
- (860) 439-1573

TVCCA
- 401 W. Thames St.- Unit 201, Norwich, CT 06360
- (860) 889-1365

Access Agency
- 231 Broad Street, Danielson, CT 0623
  - (959) 444-0407
- 1315 Main Street, Willimantic, CT 06226
  - (959) 444-0407

CONNECTICUT Department of Housing

UniteCT

Community Partners

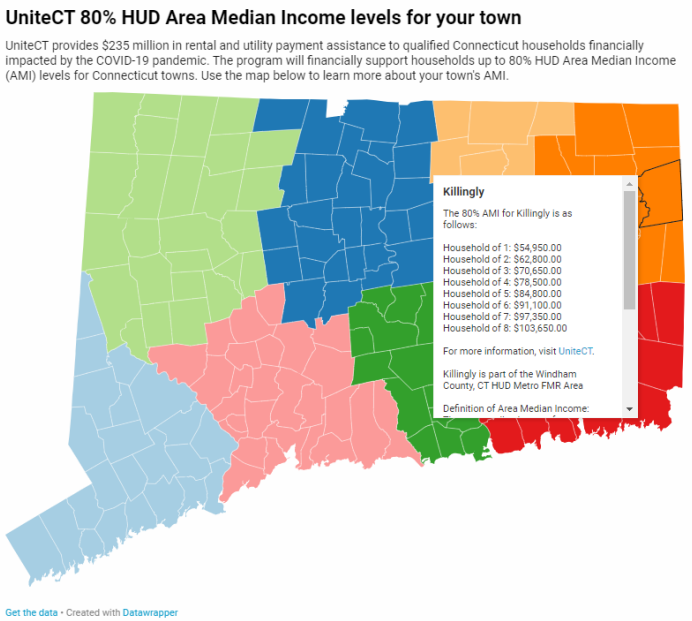
- **Who else can help with applications**
  - Anyone with a **cell phone or computer** connected to the internet
  - People or places you can go for help:
    - Your landlord
    - Social service providers in the community
    - Family, friends, neighbors
    - Libraries
    - Municipalities
    - Churches
    - Schools

CONNECTICUT Department of Housing

UniteCT

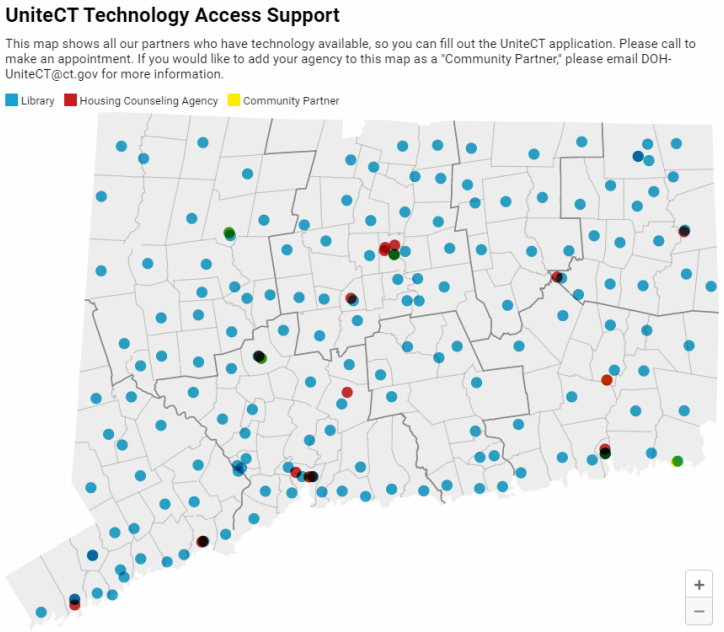
Our Website

Find your Area Median Income



UniteCT is for households who earn up to 80% of their town's AMI. Check your AMI using the interactive map on our website.

Find a computer near you



Call the location before you go to reserve your computer session.

Track the UniteCT Mobile Bus

Check out the calendar to see when the UniteCT Mobile Bus will be visiting your town.

Our Website (continued)

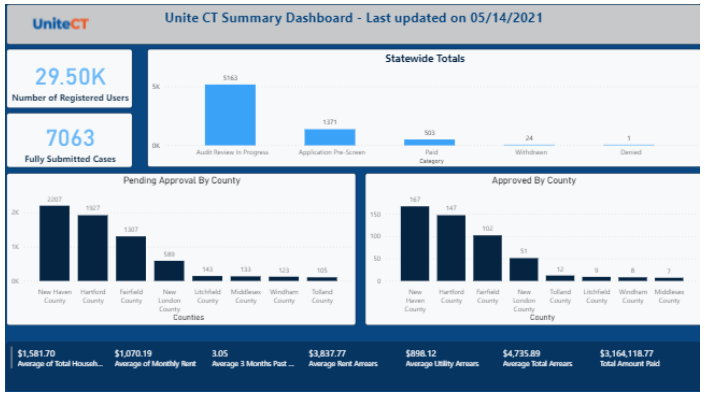
UniteCT Flyers

Learn about how to apply, common mistakes on the application, documents you will need before you apply, and so much more!

Frequently Asked Questions

FAQs are updated regularly to reflect common questions about the application. There are tenant and landlord specific FAQs.

UniteCT Data



Each week this dashboard is updated demonstrate how UniteCT is revitalizing CT's economy.

Our Media Presence

Website:

- www.UniteCT@ct.gov

Social media:

- All social media handles are @ctdepthousing
- Facebook: www.facebook.com/ctdepthousing
- Instagram: www.Instagram.com/ctdepthousing
- Twitter: www.twitter.com/ctdepthousing

Marketing materials:

- All flyers can be found under the "Marketing & Outreach" section on our website
- Our UniteCT Resource Center partners are spread throughout the state contacting their local municipalities, radio stations, newspapers, non-profits, churches, court houses, law enforcement, and other communities to spread the word about UniteCT
- All materials translated in English and Spanish
  - Community partners will support other language translations on a case-by-case basis
- DOH is engaging to work with minority newspapers, radio stations, and TV stations

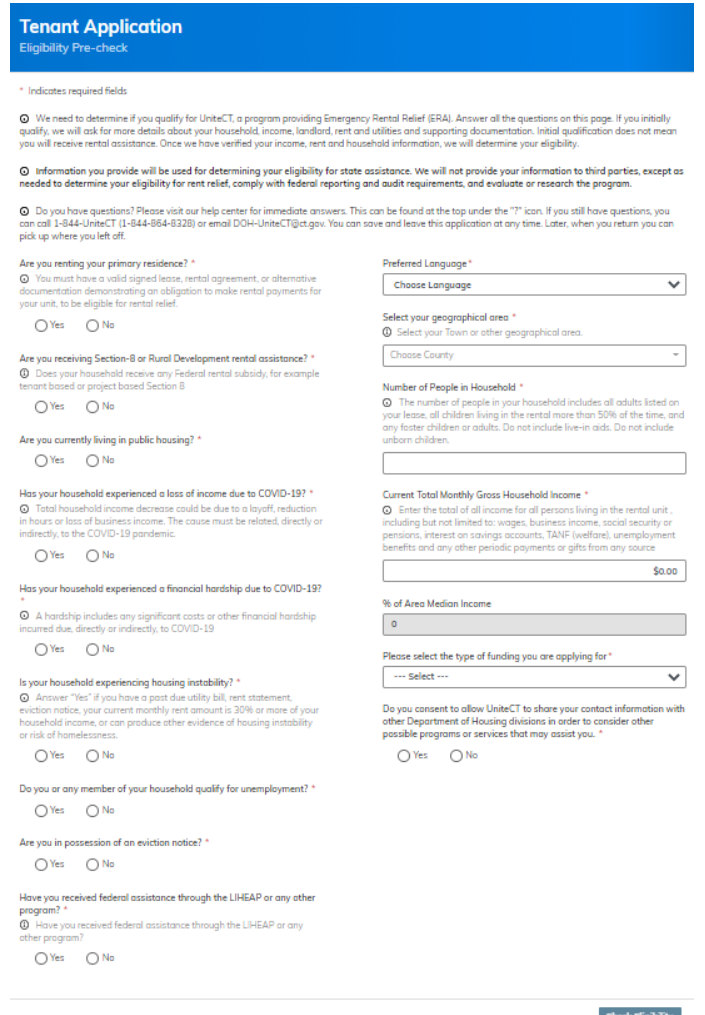
CONNECTICUT Department of Housing

UniteCT

The Application Process:
Tenants

Pre-Eligibililty

- To qualify for the program, you must:
  - Earn up to 80% of your town's Area Median Income (AMI)
    - To find your town's AMI, visit our website and scroll down to the AMI map
    - This screen will calculate your AMI once you put in you monthly gross income and total number of people in your household
  - Be renting your primary residence (homeowners do not qualify for UniteCT)
  - **Not** receive Federal rental subsidies during the months you are applying for UniteCT funding
  - Experienced a loss of income due to COVID-19
    - After you submit the application, if your Case Manager needs more information from you about how COVID-19 caused a reduce income in your household, they will reach out directly
  - Experiencing a form of housing instability
- On this screen, you will be asked if you want to apply for rental assistance, electric utility assistance, or both

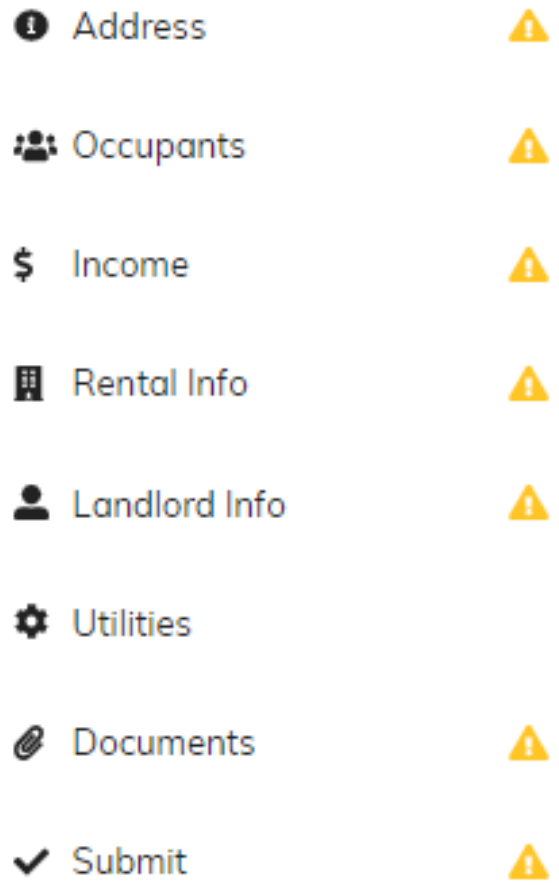


CONNECTICUT Department of Housing

UniteCT

Sections of the Application

- The picture to the right shows the necessary fields of the application
  - A yellow triangle means there is missing information
  - A blue check mark means that section is complete
    - Note: The system will show a blue checkmark even if you upload a document that is not accepted by the program. Please see the Document Matrix on our website to ensure you are uploading the appropriate documents.
- During the application, you will be asked to fill out information regarding the following topics:
  - Address
  - Occupants living in your household
  - Proof of income of **all adult occupants** in your household
  - Rental information
  - Landlord information
  - Utilities (if you owe utility arrearages)
  - Other documents



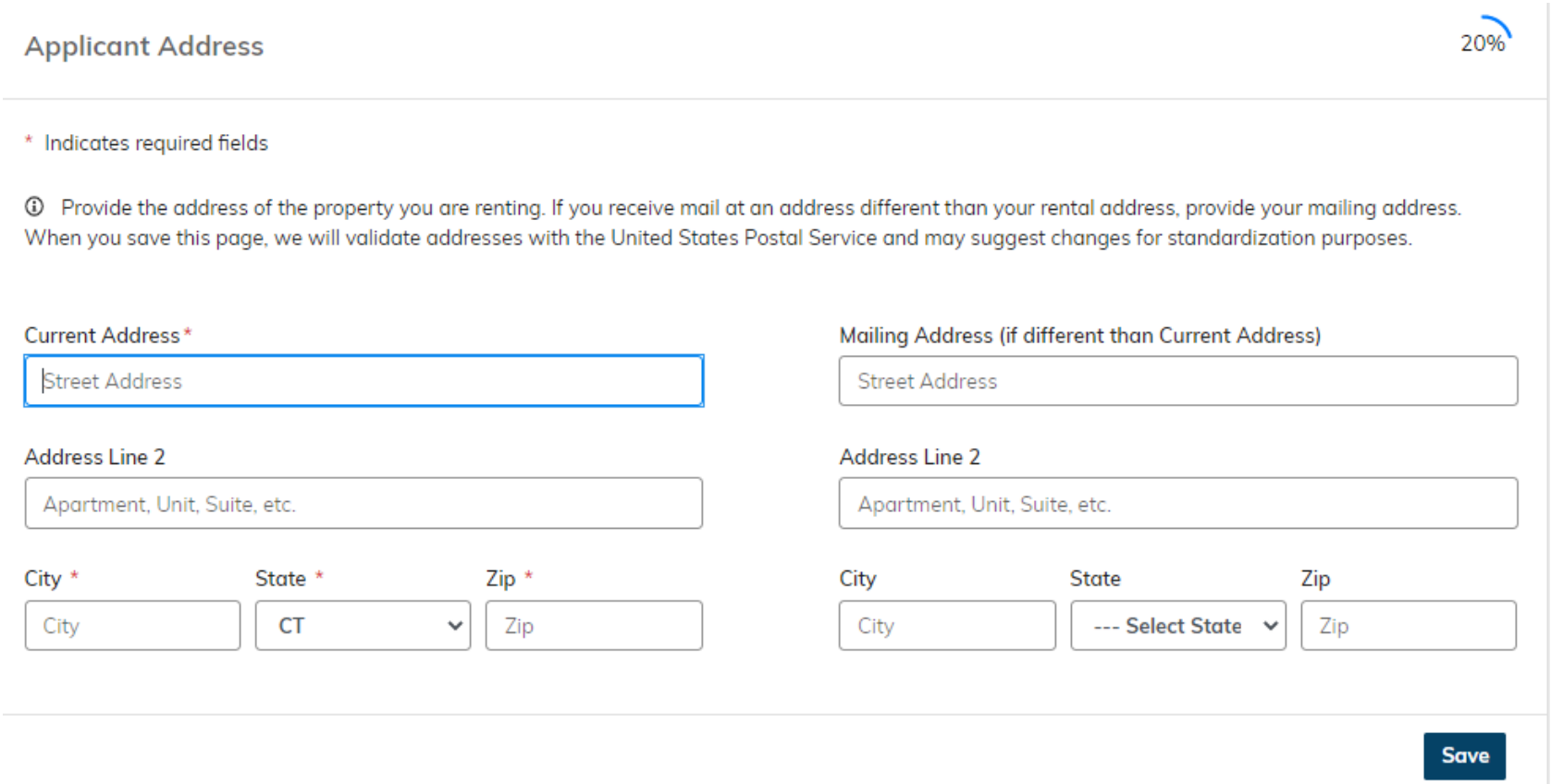
CONNECTICUT Department of Housing

UniteCT

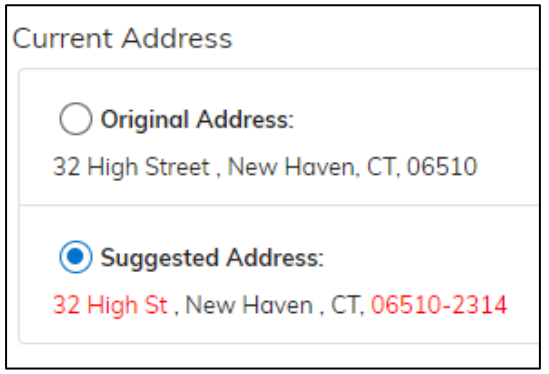
Applicant Address

Fill out your current address

- Remember to include your unit, if applicable



Helpful tip: When you enter your address, the system might correct your entry. It will give you a suggested address. If the address matches, click save.



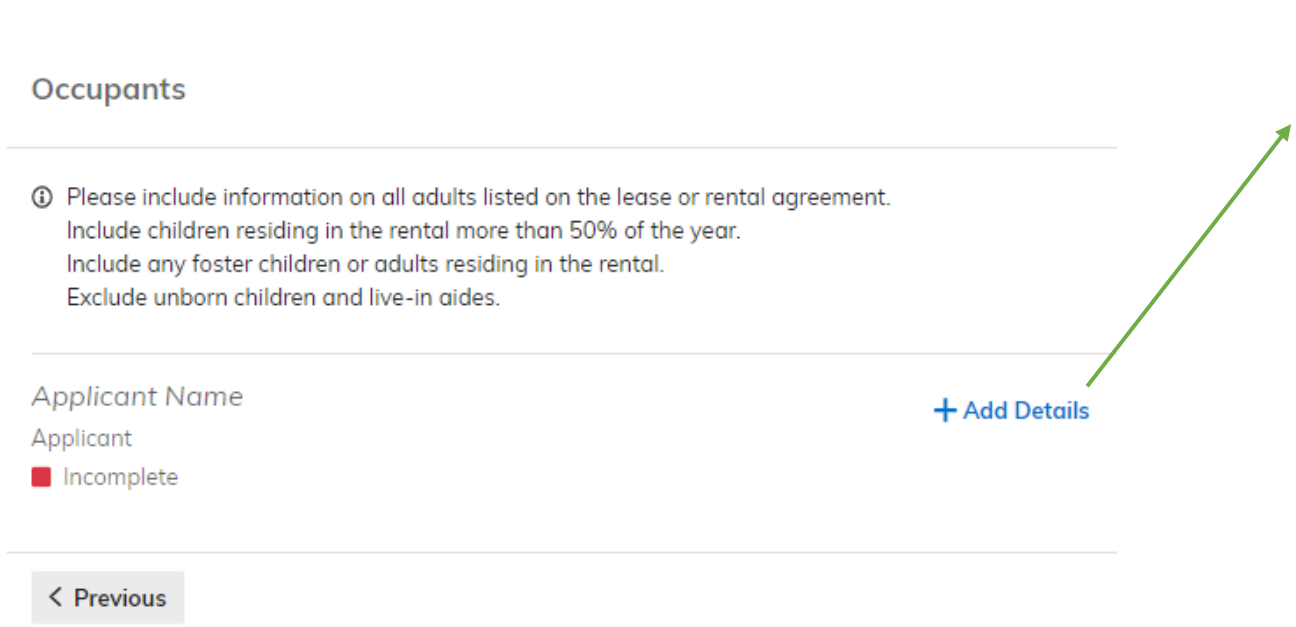
CONNECTICUT Department of Housing

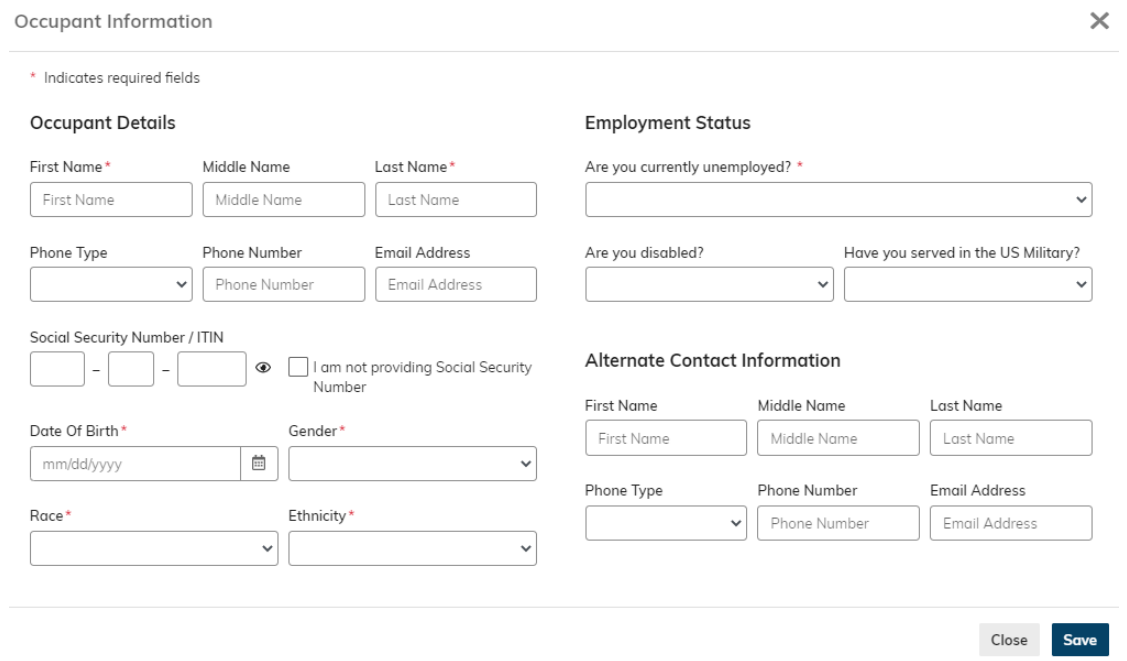
UniteCT

Occupant Information

The amount of occupants you put on your pre-eligibility screen will show up here. Click “add details” and fill out their information, including:

- Name, SSI/ITIN, Date of birth, Race, Gender, Ethnicity, Employment Status

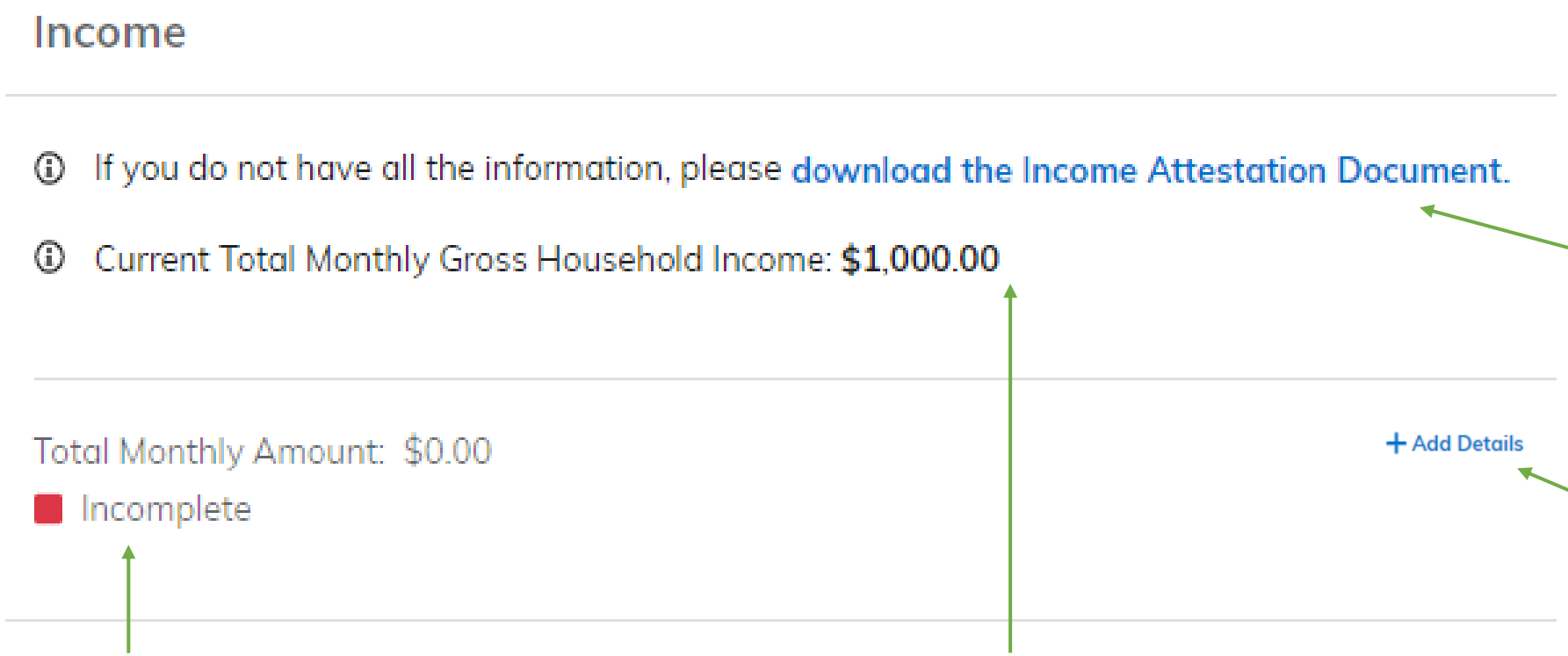




CONNECTICUT Department of Housing

UniteCT

Income



If you do not make any income, download the Income Attestation Document, fill it out, and upload it to your application

Click “Add Details” to upload information for each occupant.

Once everything is uploaded, this status will change from “incomplete” to “complete”

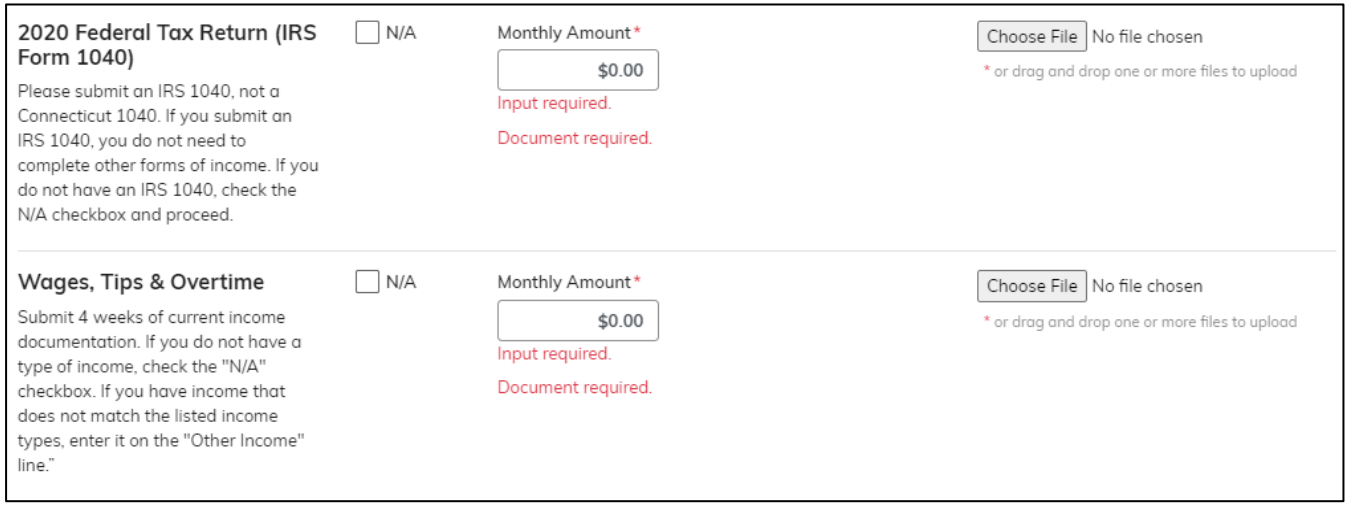
The monthly gross income you reported in the pre-eligibility screen will show up here

CONNECTICUT Department of Housing

UniteCT

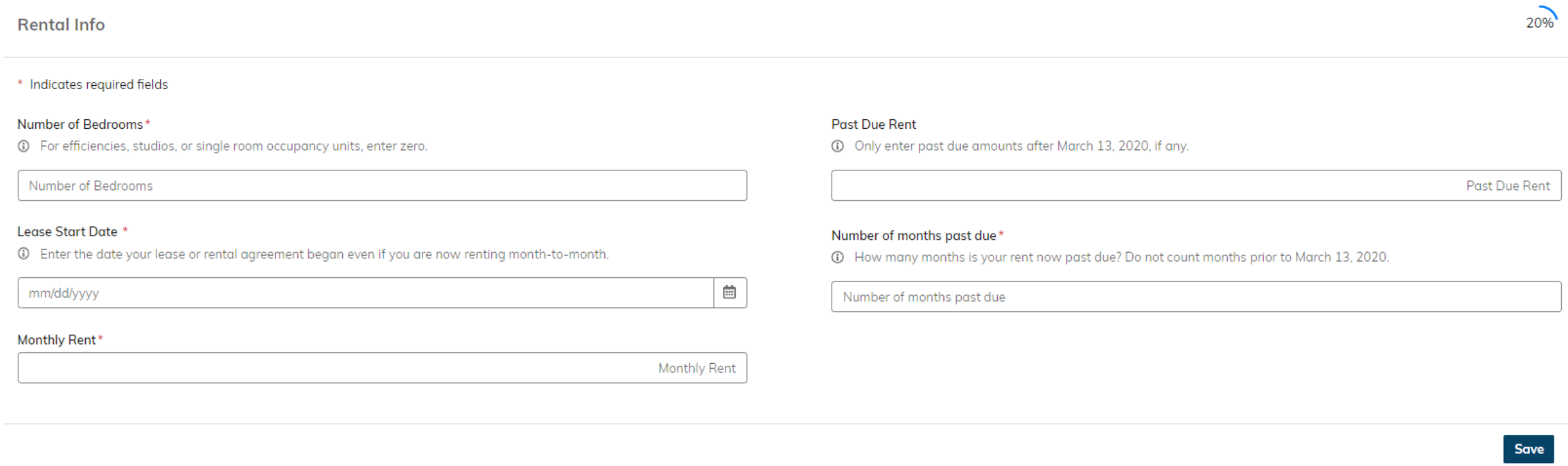
Income (continued)

- You will be asked to report the following sources of income:
  - 2020 Federal Tax Return, Wages, Tips & Overtime, Unemployment, Government Assistance, Child Support and Alimony, Pension/Social Security, Other Income
  - Note: For wages, you should only report the last 4 weeks of income. Check the application for details.
  - If you do not receive a certain type of income, click “N/A.”
- If you are using a computer, click “choose file” and upload your files directly to the portal.
- If you are using a phone
  1. Login to your account
  2. Go to this Income section
  3. Click “Choose File”
  4. Either take a picture of your document or upload a previous picture of your document
  5. Click save



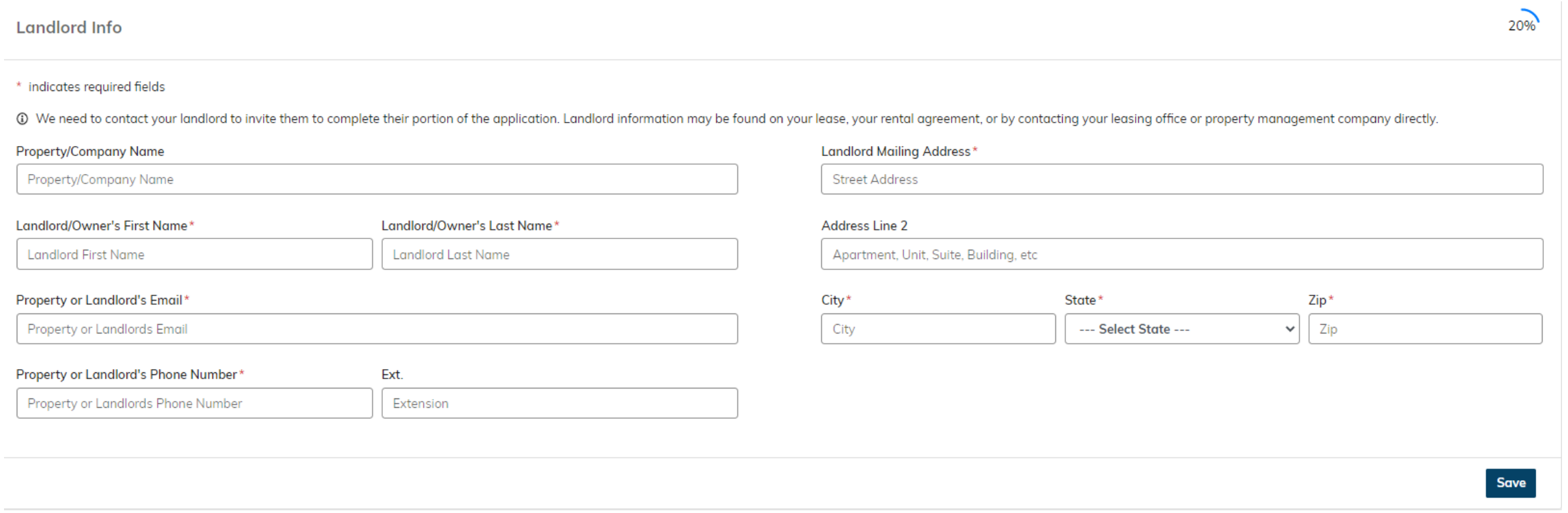
Rental Info

- You will be asked to report the following:
  - Number of bedrooms
  - Lease Start Date
  - Monthly rent
    - Past Due Rent (if none, put $0)
    - Number of months past due



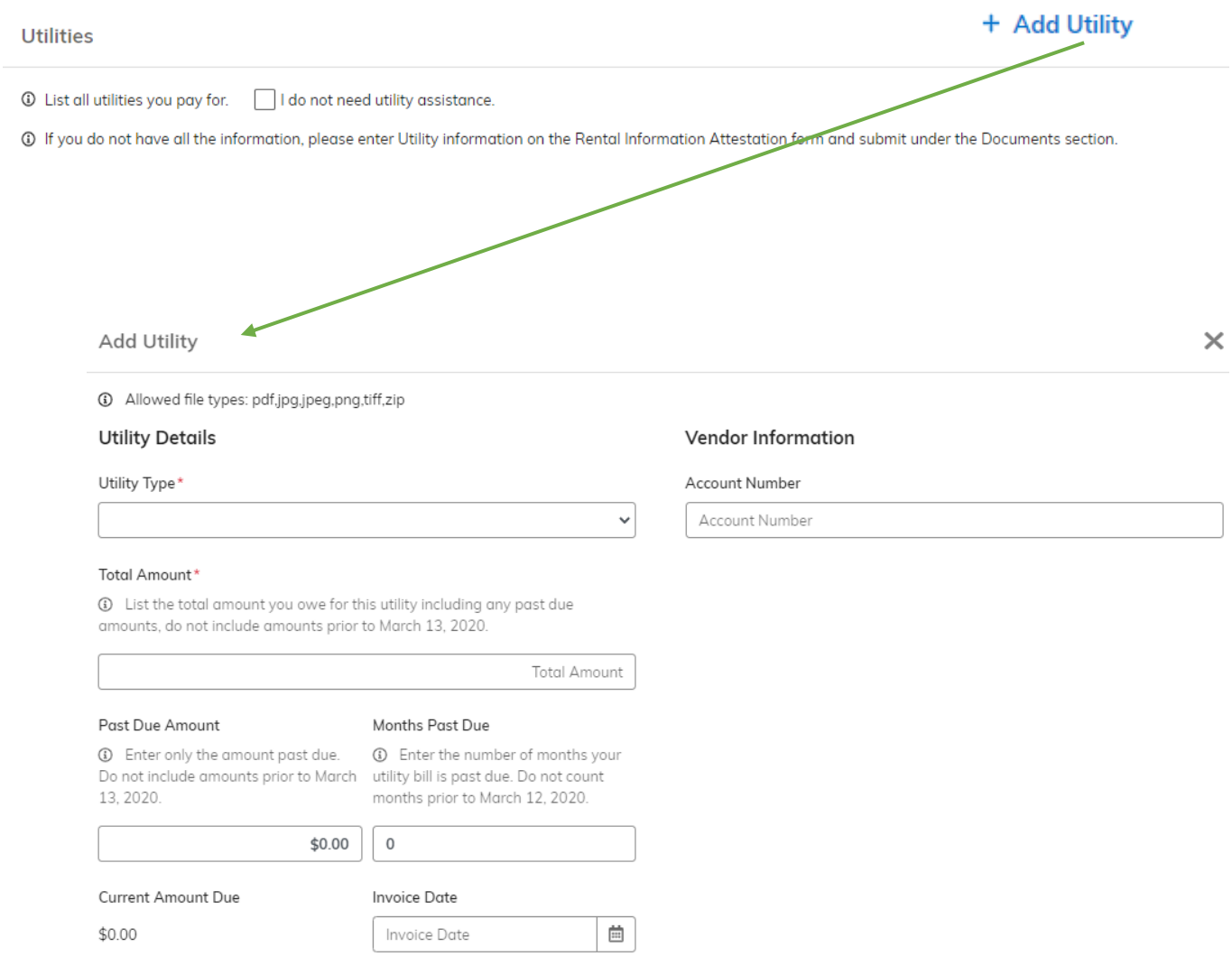
Landlord Info

- You will be asked to report the following:
  - Landlord name, email address, phone number, mailing address
  - Your application will only be linked to your landlord's if you put the **correct email address.**
    - They will use this email address to register with Yardi
    - Contact them if you do not know which email to use



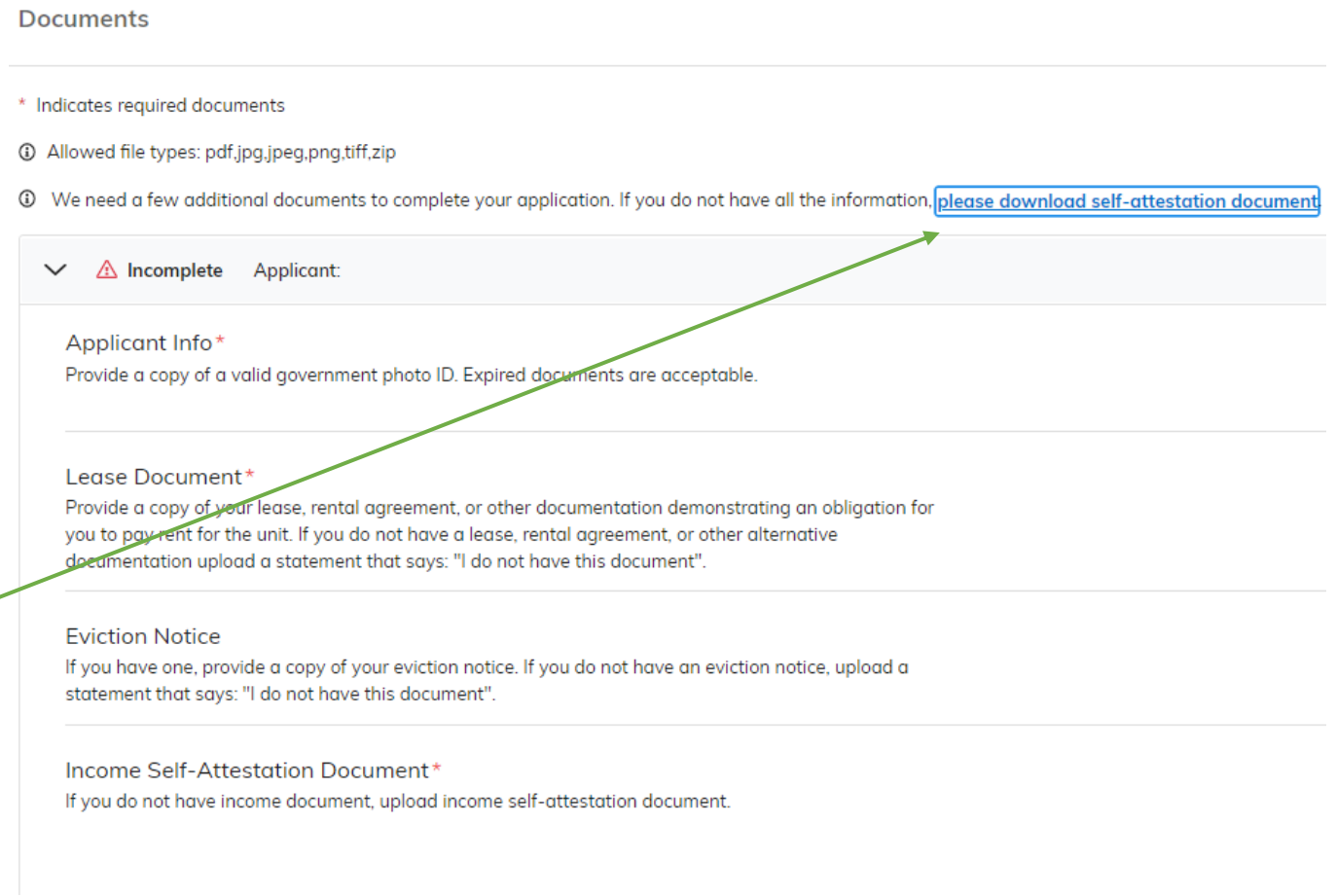
Utilities

- If you do not owe your electric company any arrearages, click the box
- You will be asked to report the following:
  - Utility type
  - Total amount you owe
  - Past due amount
  - Months past due
  - Current amount due
  - Account Number
- Upload your electric statement(s) that demonstrate each month's past due amount



Documents

- You will be asked to report the following:
  - Applicant Info (Valid government ID)
  - Lease or rental agreement
    - If a Lease does not exist, the tenant and landlord can write a Rental Agreement
    - The **Rental Agreement** should include:
      - Terms of rental agreement
      - Monthly rent amount
      - Number of adult occupants
      - Agreement should be signed by landlord and tenant
  - Eviction Notice (if applicable)
  - Income
  - Income Self-Attestation Document
    - If a tenant does not make an income, they should download the Self-Attestation form, fill it out, and upload it to their application

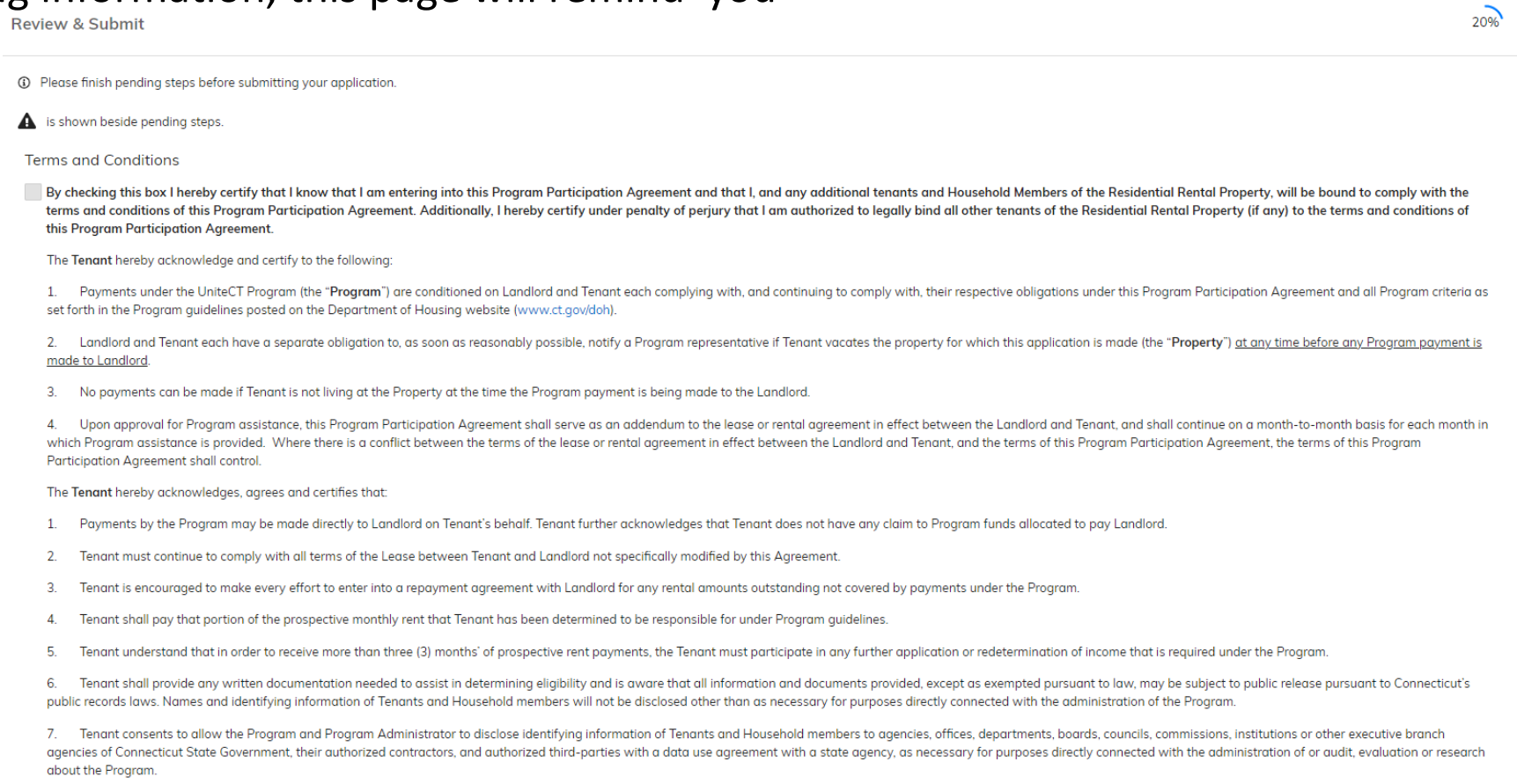


CONNECTICUT Department of Housing

UniteCT

Review & Submit

- Read the Terms and Conditions
- Click the checkbox when everything is complete
- If you are missing information, this page will remind you



Review & Submit

20%

Please finish pending steps before submitting your application.

is shown beside pending steps.

Terms and Conditions

By checking this box I hereby certify that I know that I am entering into this Program Participation Agreement and that I, and any additional tenants and Household Members of the Residential Rental Property, will be bound to comply with the terms and conditions of this Program Participation Agreement. Additionally, I hereby certify under penalty of perjury that I am authorized to legally bind all other tenants of the Residential Rental Property (if any) to the terms and conditions of this Program Participation Agreement.

The **Tenant** hereby acknowledge and certify to the following:

1. Payments under the UniteCT Program (the "**Program**") are conditioned on Landlord and Tenant each complying with, and continuing to comply with, their respective obligations under this Program Participation Agreement and all Program criteria as set forth in the Program guidelines posted on the Department of Housing website (www.ct.gov/doh).

2. Landlord and Tenant each have a separate obligation to, as soon as reasonably possible, notify a Program representative if Tenant vacates the property for which this application is made (the "**Property**") at any time before any Program payment is made to Landlord.

3. No payments can be made if Tenant is not living at the Property at the time the Program payment is being made to the Landlord.

4. Upon approval for Program assistance, this Program Participation Agreement shall serve as an addendum to the lease or rental agreement in effect between the Landlord and Tenant, and shall continue on a month-to-month basis for each month in which Program assistance is provided. Where there is a conflict between the terms of the lease or rental agreement in effect between the Landlord and Tenant, and the terms of this Program Participation Agreement, the terms of this Program Participation Agreement shall control.

The **Tenant** hereby acknowledges, agrees and certifies that:

1. Payments by the Program may be made directly to Landlord on Tenant's behalf. Tenant further acknowledges that Tenant does not have any claim to Program funds allocated to pay Landlord.

2. Tenant must continue to comply with all terms of the Lease between Tenant and Landlord not specifically modified by this Agreement.

3. Tenant is encouraged to make every effort to enter into a repayment agreement with Landlord for any rental amounts outstanding not covered by payments under the Program.

4. Tenant shall pay that portion of the prospective monthly rent that Tenant has been determined to be responsible for under Program guidelines.

5. Tenant understand that in order to receive more than three (3) months' of prospective rent payments, the Tenant must participate in any further application or redetermination of income that is required under the Program.

6. Tenant shall provide any written documentation needed to assist in determining eligibility and is aware that all information and documents provided, except as exempted pursuant to law, may be subject to public release pursuant to Connecticut's public records laws. Names and identifying information of Tenants and Household members will not be disclosed other than as necessary for purposes directly connected with the administration of the Program.

7. Tenant consents to allow the Program and Program Administrator to disclose identifying information of Tenants and Household members to agencies, offices, departments, boards, councils, commissions, institutions or other executive branch agencies of Connecticut State Government, their authorized contractors, and authorized third-parties with a data use agreement with a state agency, as necessary for purposes directly connected with the administration of or audit, evaluation or research about the Program.

Remember

- Landlords and tenants must fill out their own application.
  - Once all information is uploaded accurately and successfully, the case will go through a pre-screening process
  - These pre-screeners will send an automated message back to the tenant or landlord in the application is missing information
  - Check out the flyers “Tenants: Common Mistakes on the Application” on our website to avoid common mistakes
- If the application is approved, Landlords will receive payments directly
  - In the application you can choose to receive either direct deposit or check
- Landlords will receive 100% of their tenant’s past owed rent since March 2020, up to $10,000
- Landlords will receive 100% of their tenant’s next three months of rent
  - For new lease agreements: UniteCT can also cover 1-month security deposit and three months prospective rent

Common Mistakes on the Application

- **Did you provide an up-to-date lease or rental agreement?**
  - If you do not have a lease, you can create a rental agreement with your landlord and include the following information: terms of the rental agreement, monthly rent amount, and number of adult occupants. Make sure both the tenant and landlord sign this agreement.
- **Do you have an adequate rental arrears schedule that shows past due rent month by month?**
  - If you owe rent and did not upload a document under the "Past Rent Due" section in the Documents tab, please download and fill out the Rental Arrears Form (on our website).
- **Do you have one month-worth of income documentation?**
  - Remember, the amount of documentation depends on the frequency of your pay period. For example, if you get paid weekly, provide 4 pay statements; if you get paid bi-weekly, provide 2 pay statements.
  - If you do not make any income, please fill out the “Income Attestation Form” available in the Income tab. Upload this document to the “other income” section.
- **Did you complete every section of the application including all documentation?**
  - There should be blue check marks next to all your tabs.
- **Did you reference the Documentation Matrix to make sure you are providing acceptable supporting documents?**
  - If you need help understanding the Document Matrix, you can contact your local Housing Counseling Agency.
  - The Document Matrix is on our website (www.UniteCT@ct.gov) under the “Important Documents” section

CONNECTICUT Department of Housing

UniteCT

Resources for Tenants and Landlords

- **Website:** www.UniteCT@ct.gov (or scan the QR code)
  - What's on our website?
    - Guidelines about the program and eligibility criteria
    - Document Matrix which describes all documents you need to apply
    - Frequently asked questions for both tenants and landlords
    - Landlord trainings
    - List of HCAs who can answer questions related to your application
    - Map to learn about your town's Area Median Income (AMI)
    - Map of technology resources in your community
    - Calendar to follow the UniteCT Mobile Bus
    - Flyers and other marketing materials
    - And so much more!
- **One-on-one help:** Contact one of our partner Housing Counseling Agencies
    - List of HCAs are on our website
- **Call Center:** 1-844-UniteCT (1-844-864-8328)
- **Email to technical support:** DOH-UniteCT@ct.gov

Scan to view our website

CONNECTICUT Department of Housing

UniteCT

Questions?