Rent Relief Program Online Application
Landlord User Guide
December 2021

Step by step instructions on how to utilize the Gov2Go online system to submit your RRP Landlord Application
Section Listing and Useful References

User Guide Sections
(click title to jump to specific section within document)

1. Create Gov2Go Account
2. Enroll in Rent Relief
3. Complete Landlord / Property Owner Profile
4. Create New Landlord Application
5. Upload Required Documentation
6. Submit Landlord Application
7. Setup Banking Information
8. Check Application Status

Other Useful References
(click image to link to additional references)

- Virginia DHCD Rent Relief Program Website
  Detailed guidance on the RRP and links to information
- Virginia W-9 Form
  Required to be completed and uploaded for Landlord application
- Landlord Application FAQs
  Common questions regarding program eligibility and application process
- Documentation Requirements
  Specific details regarding the expected format and contents of required documentation for application
- Customer Support Information
  Additional information on customer support capabilities and how to contact for help
- Gov2Go Website
  Link to Gov2Go where all application activities will take place, can also be accessed via mobile app
1. Navigate to getgov2go.com, scroll down to Get Started and click “gov2go Web”

2. If you already have an account, enter your email and click “Continue”, then enter your password and click “Sign In”

3. If you do not have an account, click “Create Account”, enter email address and password (as well as both confirmations), then click the blue button labeled “Create Account”

4. Enter “Virginia” as the state and click “Update”

**IMPORTANT TIP:** This program is for Tenants living in Virginia, you must enter “Virginia” to be eligible. Landlords that live outside Virginia but own rental properties in Virginia must also enter “Virginia”.

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF or 833-736-8735
2. Enroll in Rent Relief

1. Click “Discovery”
2. In the “Search Discovery” box, type ‘Rent Relief’ then click “Search”
3. Click the “Apply” image for Virginia Rent Relief Program
4. Click “Enroll” and “Next” after reading program description
5. If you are a Landlord seeking rent assistance for a Tenant, click “Landlord”

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
1. Enter your contact information and select any organizational affiliations (e.g. Sobchak Properties, LLC)

2. Enter personal mailing address where you would like to receive communications (not pictured)

3. Enter rental property information (not pictured)

4. Review property information and verify for correctness (not pictured)

5. Repeat previous steps for any additional properties (if required), select “I do not have any more properties to enter” once complete

6. Upload W9 form (click here to access W9 form for download)

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
1. Select “Start New Landlord Application”, then click “Next”

2. Enter the requested personal information, then click “Next”

3. Enter the Tenant information and select the most appropriate options from the drop-down menus, then click “Next”

4. Review the information, if all is correct click “Next”

**IMPORTANT TIP:** If a Landlord cannot provide an email or a phone number for their tenant, they will not be able to submit a Landlord application and the Landlord should contact customer support for assistance.

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
5. **Upload Required Documentation**

1. Click “Browse” and upload the Ledger, then click “Next”
2. Select the most appropriate option to add or remove Ledger documents
3. When you are finished uploading Ledger documents, select “I do not have any more ledger documents to upload”, then click “Next” (not pictured)
4. Click “Browse”, upload your Lease, then click “Next”
5. If you are finished uploading documents, select appropriate option then click “Next”

**IMPORTANT TIP:** Additional information on documentation requirements can be found in an appendix of this user guide. File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
Submit Landlord Application

1. Review the Agreement page, select “Yes”, then click “Next”

2. Here you will be provided a confirmation number, print this page for your records

IMPORTANT TIP: Once the Landlord application is submitted, the Tenant will receive an email (if Tenant email was provided) inviting them to submit a Tenant application associated with the Landlord’s application.
7 Setup Banking Information

1. Select “Setup Banking Information”, then click “Next”

2. Select “Checking” or “Savings”, enter your bank's Routing and Account numbers, the name on the account, and the name of the bank (the name of the bank should automatically populate based on the routing number entered)

3. Enter the Billing address that is associated with the bank account. When finished, click “Save Payment Method” (not pictured)

4. Once the screen indicating a successful attempt has appeared, click “Next”
1. To check the status of an application, login and access Virginia Rent Relief Program, click “Check Landlord Application Status”, then click “Next”

2. Select the property from the drop-down menu, then click “Next”

3. The current application status will be listed here

**Status Definitions**

**Application submitted**: Your application has been submitted, waiting for review

**Application accepted**: Your application has been reviewed and accepted

**Application Rejected**: Your application has been reviewed but was rejected

**Case Under Review**: Your application has been paired with Tenant application and is being reviewed

**Case Approved**: You have been approved for Rent Relief

**Case Denied**: You have been denied Rent Relief

**IMPORTANT TIP**: A ‘case’ is created in the Gov2Go system when your landlord application has been successfully paired with your tenant’s application

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
Documentation Requirements

Documents being uploaded can be in the form of scanned copies of original document, digital photographs of documents, and emails or handwritten attestations from employers, landlords, caseworkers, or others with knowledge of the household’s circumstances.

File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.

---

**Virginia W9**

✓ The Landlord shall provide a completed Virginia W9, no other document(s) will be accepted in lieu of.
✓ The Virginia W9 can be found by clicking here

**Ledger**

✓ The rent ledger shall be provided by the Landlord

**Signed Lease**

✓ The lease must be SIGNED by Tenant(s) and Landlord and all pages must be uploaded (not just first page or signature page).
✓ The lease must cover the period(s) for which rent relief is being requested. Any lease extensions beyond the original lease must also be uploaded.
✓ The lease must include the address of the property and the rent amount.
✓ If no lease is available, provide evidence of the three most recent payments of rent. This can be bank statements, check stubs, or rent receipt from landlord. Documentation should show three payments of approximately the same amount, made to the same landlord or property management company at regular intervals (for example, every month).

For additional support contact: rrp@dhcd.virginia.gov or 1-833-RENT-RELIEF
Customer Support Information

Toll Free Number
1-833-RENT-RELIEF or
833-736-8735

Email Support
rrpsupport@egov.com

Hours Of Operation
Monday - Friday from 8:00 a.m. to 8:00 p.m.
(Closed Saturday, Sunday, and state holidays)

Other Useful References
(Click image to link to additional references)

- Virginia DHCD Rent Relief Program Website
  Detailed guidance on the RRP and links to information

- Virginia W-9 Form
  Required to be completed and uploaded for Landlord application

- Landlord Application FAQs
  Common questions regarding program eligibility and application process

- Documentation Requirements
  Specific details regarding the expected format and contents of required documentation for application

- Customer Support Information
  Additional information on customer support capabilities and how to contact for help

- Gov2Go Website
  Link to Gov2Go system where all application activities will take place, can also be accessed via mobile app