

## Owner Portal Instructions:

### To have your account created:

1. Navigate to the VERAP Landlord website at: <https://erap.vsha.org/landlord-information/>.
2. Use the secure drop box to upload your W-9 and direct deposit form.



### Landlord Process

Landlords should upload their completed W9 and **Direct Deposit Form** using the **secure link below**.

#### What can I do now?

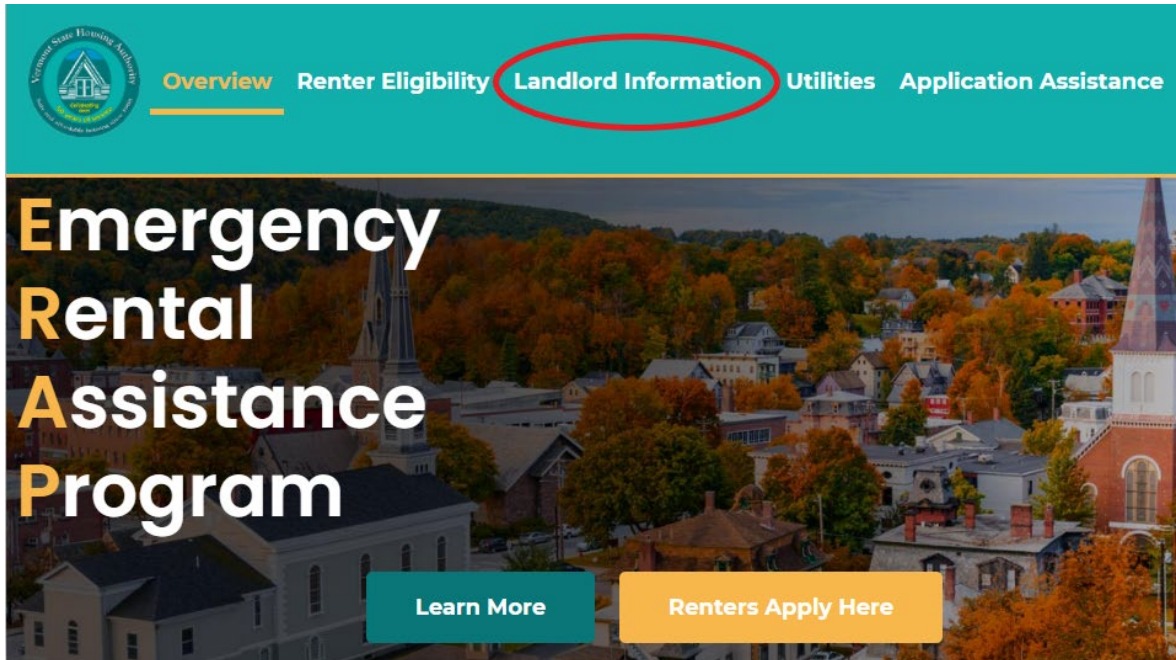
1. Make sure your tenants know the legal name of your company and have a copy of their lease or other documentation that displays the following:
  1. **Unit address**
  2. **Amount of monthly rent**
  3. **Amount in arrears since April 1, 2020 that was not paid under the Rental Housing Stabilization Program (RHSP).**
  4. **Amount of arrears requested to be paid under VERAP.**
2. For each individual application, the tenant (or "Applicant") must apply first and be determined eligible based on program regulations. Once the application is complete and eligibility is determined, the Applicant and Landlord will be notified.
3. Once a Landlord has created an Owner Record and an Applicant has applied and been found eligible, then the Landlord will be able to complete their portion of the application for that Applicant.
  1. **Amounts requested for back rent and future rent payments must be agreed to by the Applicant and the Landlord. Disputes will be referred to Vermont Legal Aid and must be resolved prior to final approval.**
  2. **Landlords will also need to upload their W9 and Direct Deposit Forms to the portal.**
4. Payments will be made by ACH deposit only on a weekly basis.
5. Landlords can view their payment history through the Portal.



3. Please allow for 24 hours of processing for account set up before following the instructions below.

### To access your account:

1. Navigate to the VERAP website at: <https://erap.vsha.org/> and select the 'Landlord Information' link.



2. To proceed to the portal use the 'Click to access landlord/owner portal' button.

1. Landlords should upload their completed W9 using the [secure link below](#).

### What can I do now?

Make sure your tenants know the legal name of your company and have a copy of their lease or other documentation that displays the following:

1. **Unit address**
2. **Amount of monthly rent**
3. **Amount in arrears since April 1, 2020 that was not paid under the Rental Housing Stabilization Program (RHSP).**
4. **Amount of arrears requested to be paid under VERAP.**

2. For each individual application, the tenant (or "Applicant") must apply first and be determined eligible based on program regulations. Once the application is complete and eligibility is determined, the Applicant and Landlord will be notified.
3. Once a Landlord has created an Owner Record and an Applicant has applied and been found eligible, then the Landlord will be able to complete their portion of the application for that Applicant.
  1. **Amounts requested for back rent and future rent payments must be agreed to by the Applicant and the Landlord. Disputes will be referred to Vermont Legal Aid and must be resolved prior to final approval.**
  2. **Landlords will also need to upload their W9 and Direct Deposit Forms to the portal.**
4. Payments will be made by ACH deposit only on a weekly basis.
5. Landlords can view their payment history through the Portal.

Landlord Information (PDF)   [Click To Access Landlord/Owner Portal](#)   Click to Upload W-9

3. If you have not set up your account, click **'Register'** to proceed.



**NOTE:** If you already have an email login and password, click **'Login'**.

4. Follow the prompts to complete registration and sign-up for your account. Enter your email and create a password for your account.

The screenshot shows the ReFrame Housing registration form. It has a header with the ReFrame logo and 'Welcome' text. Below the header, there is a 'Sign Up to Reframe Solutions to continue to Owner.' section. This section contains two input fields: 'Email address' and 'Password'. The 'Continue' button is below the input fields. At the bottom, there is a link: 'Already have an account? Log In'.

5. Enter the last 4 of your tax ID number and the name exactly how both items are displayed on your W-9 and click **'Verify'**.

The screenshot shows the 'Registration for Access VERAP Owner Portal' form. It has a header with 'Login > Registration' and 'Registration for Access VERAP Owner Portal' text. Below the header, there is a section 'To register for an account, you will need the following:' with a list of requirements. Below the list, there is a dark blue header for 'Registration for Vermont Emergency Rental Assistance Owner/Vendor Portal'. This section contains two input fields: 'Last 4 Federal Tax ID' and 'Name'. Below the input fields, there are two buttons: 'Cancel' and 'Verify'. The 'Verify' button is circled in red.

- a. If your information is not in the system, you will receive the error message shown below. Please ensure your information was entered correctly. If it was, please upload your W-9 using the secure drop box on the VERAP website landlord page to create your account. It may take 24 hours for the VERAP team to process your W-9 and create your account. You can also call the VERAP call center for assistance at 833-488-3727 (833-4VT-ERAP).

! The information you entered could not be verified. Please check the information you have entered and press Verify again.

Registration for Access VERAP Owner Portal

- b. If your information is in the system, you will receive a message to note it is valid. Click **'Continue'** to register.

Federal Tax ID is Valid

The Tax ID Provided is Valid. Please click on Continue to register.

Cancel

 Continue

6. As the next step, you will be asked to confirm the account displayed is yours. If some information is incorrect, you will be able to update it. Click **'Confirm'** to continue.

#### Registered Accounts

Please confirm that these accounts are yours. If some information is not correct, you will be able to correct it once registered. If only some of the accounts shown are yours, or one or more accounts are missing, please contact your agency after the registration.

(VT) Vermont Emergency Rental Assistance (30)

**1 Test Ave (1500005904)**


1 Test Ave  
Hartford, 00000

cell:

Ph:

Notification Preference: NoNotifications

Cancel

 Confirm

**NOTE:** If the account is not yours, do not proceed. Call the call center at 833-488-3727 (833-4VT-ERAP) to report the discrepancy.

7. Once you press **'Confirm'** you will be directed to the dashboard and menu.

The screenshot shows a web application interface. On the left is a dark blue sidebar menu with icons and text for: Dashboard, Unit Certifications, Payments, Owner Documents, Message Center, Questions, Help, Accounts, Agency Contact Info, and Logout. The main content area is titled 'Dashboard' and displays owner information in a light gray box. The information is organized into two columns:

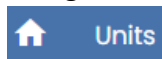
Owner	
Owner ID	Owner Name <b>1 Test Ave</b>
Agency <b>(30) Vermont Emergency Rental Assistance</b>	Contact Name
Address <b>1 Test Ave Hartford VT, 00000</b>	Cell Phone
Other Phone	Email

## Viewing Units:

1. Your tenant must first apply and be eligible for the program before you will be able to complete this process.

**NOTE:** You will not see your tenant in the portal unless they apply and are deemed eligible.

2. Using the blue menu to the left of the screen, click the house – ‘Unit Certifications’ icon.



3. Choose the applicable unit(s)/tenants using the dropdown menu.

The screenshot shows the 'Unit Details' page. At the top is the Vermont State Housing Authority logo, which includes the text 'Vermont State Housing Authority', 'Safe and affordable housing since 1965', and 'Celebrating over 50 years of service'. To the right of the logo is a user profile icon with the text 'Unassigned Owner Assistance' and a dropdown arrow. Below the logo is a section titled 'Unit Details'. At the bottom of this section is a dropdown menu labeled 'Units' with a downward arrow, which is circled in red.

- a. If you do not see all of your units within the dropdown list this means your tenant has not applied or deemed eligible yet. Please have your tenant apply and ensure they know the name as it appears on the landlord W-9.
4. Once the unit is chosen, fill out the owner certifications for the Vermont Emergency Rental Assistance Program. All required fields are marked with an asterisk\* symbol.

Unit Certifications

Units  
Albany VT -

**Questions** Account Details Documents Certification

**Vermont Emergency Rental Assistance Program Owner Certifications**

The following questions and attestations are required to be eligible for the Vermont Emergency Rental Assistance Program.

What is the current monthly rent your tenant pays? \*  Are utilities included in the monthly rent? \* ☐ Yes ☐ No

What is the total amount of rent in arrears effective beginning April 1, 2020 and through the date of this certification? \*

What is the amount of rent in arrears that you are requesting? Arrears accrued before April 1, 2020 are not eligible for payment. \*

You must disclose if you received assistance from Vermont State Housing Authority's Rental Housing Stabilization Program for the month through December 31, 2020, and how much assistance you received. If so, you are not able to request benefits for the same months Did you receive assistance from the Vermont State Housing Authority's Rental Housing Stabilization Program? \* ☐ Yes ☐ No

**NOTE:** You may skip account details. This information is not required for landlords.

- Click **'Next'** or the **'Documents'** tab to move on. Under **'Documents'** you can upload leases or other information relevant to the tenant/unit. Chose a code and sub code such as **'lease verification'** and browse for the file. Once uploaded, the file will appear in the grid.

Questions Account Details **Documents** Certification

**Upload File**

Upload only .pdf, .doc, .docx, .xls, .xlsx, .csv, .jpeg, .png and .tiff files with max size of 4MB.

**Code \***  **Sub-code \***

Code is required

Drag here the document to upload or  
Choose file to upload Browse for file

**Files Uploaded**

FILE NAME	DATE UPLOADED	DESCRIPTION	ACTIONS
No records found.			

Items per page: 10 0 of 0

- Click the **'Certification'** tab to move on. Once all required questions have been completed, you will need to certify, sign, and click **'submit'**. This process will need to be repeated for every tenant that applies.

Questions Account Details Documents **Certification**

Please read this statement very carefully. By accepting, you are agreeing to its terms.  
I hereby certify that the information I have provided in this certification is true and accurate. I understand that:

- ✓ This information is being provided in support of my tenant's application for the Vermont Emergency Rental Assistance Program.
- ✓ Any misrepresentation or false information will result in the application being cancelled or denied, or in termination of rental or utility assistance.
- ✓ My participation in the Vermont Emergency Rental Assistance Program is subject to my being eligible and in compliance with VSHA regulations and PSD policies and procedures.

☒ I accept and agree that VSHA and PSD can share my information with other state agencies and third party vendors for the purposes of determining program eligibility. \*

**Signature \***

Clear Sign **Submit**



## Uploading Additional Documents:

**NOTE:** You will only need to upload your W-9 and direct deposit form once. You can find the W-9 form and direct deposit form under the **'Forms and Help'** icon.

1. Using the blue menu to the left of the screen, click the folder – manage files icon.



2. Select the code and subcode to describe the document. You can upload things like your direct deposit form, W-9, rent ledger, and lease.

Code \*  Sub-code \*

3. To upload documents, you can:
  - a. Drag and drop items into the light blue area



- b. Or, use the browse for the file option

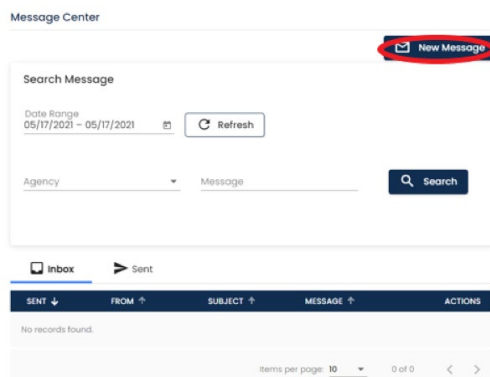


## Messaging:

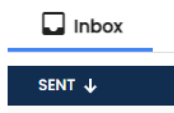
1. You can send messages to the case worker that is assigned to your account. Using the blue menu to the left of the screen, click the envelope – message icon.



2. To send a message, use the **'New Message'** button and enter needed fields.

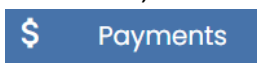
A screenshot of the Message Center interface. At the top right, there is a "New Message" button with an envelope icon, circled in red. Below it is a search bar with "Search Message" text. Under the search bar, there is a "Date Range" section showing "05/17/2021 - 05/17/2021" and a "Refresh" button. Below that is an "Agency" dropdown menu and a "Message" input field, followed by a "Search" button. At the bottom, there is a navigation bar with "Inbox" and "Sent" tabs. The "Inbox" tab is selected, and below it is a table with columns: "SENT", "FROM", "SUBJECT", "MESSAGE", and "ACTIONS". The table is currently empty, showing "No records found." At the bottom right of the table, there is a "Items per page" dropdown set to "10" and a "0 of 0" indicator.

3. New messages will appear in the inbox.



## Payments:



1. Payments will be documented in the landlord portal. Using the blue menu to the left of the screen, click the \$ payments icon.




2. All payments will be listed in the menu once they are approved and scheduled. This will include the amount and information about the tenant.

Payments

*i* Payment history initially displayed below (for all active and inactive accounts) dates back two (2) years. However, you can enter any dates in the search criteria to filter the results by any date in history you choose.

Search Payment History    Refresh


 Export

Sum of All Payments:

AGENCY ↑	CHECK DATE ↓	CHECK # ↑	AMOUNT ↑	TENANT NAME ↑	UNIT ADDRESS ↑	ACCOUNT ID ↑
No records found.						

## Forms and Help:

1. Under the '**Forms and Help**' icon, you will find the W-9 and direct deposit form. You will need to upload both of these completed documents to under '**Owner Documents**'.

 Forms and Help

Support > Forms and Help


Forms and Help



- [Owner Portal Guide](#)
- [W9 Form](#)
- [Direct Deposit Form](#)

## Accounts:

1. If you need to link to more than one account (another entity with a separate W-9 using a different name and tax number), use the '**Accounts**' icon.

Switch Account

Account  
1 Test Ave (xxx-xx-0003) 

  Link Another Account

2. Click '**Link Another Account**' and follow the same process as registration. Enter the last four of your tax ID and name as it appears on your W-9 and click verify.



Login > Registration

#### Registration for Access VERAP Owner Portal

To register for an account, you will need the following:

- A valid Federal Tax Identification number from your W-9 filed with the VERAP.
- Enter the Last 4 of the Tax ID and the Name exactly as it is displayed on the W9.
- If you do not have a W9 on file, you will need to contact the VERAP Call Center at 833-4VT-ERAP (833-488-3727).

Registration for Vermont Emergency Rental Assistance Owner/Vendor Portal

Last 4 Federal Tax ID \*  
1234

Name \*  
Sample

Cancel Verify

3. Once your information has been verified, you will receive a message to note it is valid. Click **'Continue'** to move on.

Federal Tax ID is Valid

The Tax ID Provided is Valid. Please click on Continue to register.

Cancel Continue

4. You will be asked to confirm your information again. If the information matches, click **'Confirm'**. Please note you can edit specific details of this screen.

Registered Accounts

Please confirm that these accounts are yours. If some information is not correct, you will be able to correct it once registered. If only some of the accounts shown are yours, or one or more accounts are missing, please contact your agency after the registration.

(VT) Vermont Emergency Rental Assistance (30)

1122 Test Street (1500005891)  
1122 Test Street

Ph:  
Notification Preference: NoNotifications

Cancel Confirm

5. Linked accounts will now appear in the menu.

Switch Account

1 Test Ave (xxx-xx-0003)

1122 Test Street (xxx-xx-0133)

+ Link Another Account

**NOTE:** You will need to click on and switch accounts to see the tenants associated with each account.

## To log out:

1. To log out of the portal, use the button in the top right corner of the screen or on the bottom on the menu.

