Delaware Housing Assistance Program (DE HAP)
Application Portal
User Manual

August 2020
DE HAP Portal

Welcome to the Housing Assistance Portal for the Delaware State Housing Authority.

How to Get Started
The link for the portal and other program information are all on the DE HAP page of DSHA’s website at:

http://destatehousing.com/OtherPrograms/ot_dehap.php

Browser Versions and System Requirements
The Application is compatible with most mobile devices and tablets. The portal works on modern browsers. For the best results, use the latest version of Chrome, Firefox or Edge.

- Microsoft Internet Explorer is not supported.
- Click on the Requirements link at the bottom of the screen to see the compatible browser versions that can be used for this portal.
- System requirements will open in another tab on your browser.
- When you are done reviewing the browser requirements, just close that window and return to this one.
How to Get Registered
You will need to register to use this portal. To register, follow these steps:

1. Select a Language Preference

2. Click the **New User Registration** button to get started

- If you have never logged into the DSHA Property Management Portal, the system will insert your organization and you will enter your property address as part of your new application.
- If you already have a login to the DSHA Property Management Portal, you will see a list of properties tied to your e-mail you listed on the Self Registration page. You may select one of these properties to apply for assistance or you may enter a new property not on the list of your managed properties.
MITAS Provider Portal

Note: If you are a current Property Management company that logs into the DSHA Property Management portal to enter data about your property, please choose the “I have a login” option of the Self Registration page.

Enter your existing login information that you currently use to access the Property Management Portal.

Note: Only users with “Property Manager” login types can log in to this portal. If you have an existing login for a property with a Property Manager Compliance or Property Manager Financials type, please talk to your corporate staff before accessing this portal.
After successful login, you will see a list of properties that you manage and are currently associated with DSHA. Please select a property from that list before clicking the New Application menu option unless you are registering a brand new property to DSHA.

The “Managed Properties” bubble will show you all of the properties currently registered with DSHA.

The “Managed Housing Assistance DE HAP Properties” bubble will show you all properties where you have started an application for DE HAP whether previously registered with DSHA or not.
Self Registration Screen
(For new users to DSHA)

The Application features a self-registration page that enables a user to create their own account. 

Please make sure you have reviewed the program eligibility, required documents and FAQs at the Delaware State Housing Authority website before applying for this program.

1. Enter all information asked on this screen. All fields are required fields.
2. Passwords must be a minimum of 8 characters long with the following requirements:
   - 1 lower case letter
   - 1 upper case letter
   - 1 number
   - Commonly used phrases such as password are not allowed
3. Click Continue to proceed to the rest of the application screens.
Home Screen

The Home Screen below is the starting point for the application process.

**NOTE**: the system will log you out automatically after 20 minutes of inactivity, and does not autosave. Please be sure to click “Save but Do Not Submit” to save your work.

If you have never logged into the DHSA Property Management website, you will only see the Property Manager Details screen as shown below.

- The Home Screen will display your **Self Registration** Information. Your name and address have been registered as a **Property Manager** for the application process.
- Your **login name** will be your e-mail address.

Applications

1. To start a new application, select the **New Application** option from the top left menu.
2. To select an **existing** Property to apply for, make sure the property is highlighted before you choose the **New Application** option.
Property Information Screen

If this a brand-new property, you will see the **Property Information Screen** to enter your property and ownership information.

If you have selected an *existing* property, you will see your property that you highlighted. You can start an application for the property two different ways:

1. In the **Currently Selected Property** bubble, click the **Apply for this Property** blue link
2. Or, you have the option to start a brand-new property in the **Enter your property information** bubble. Complete the information and click **Continue**.
Property and Ownership information Screen

Please make sure that all fields on this screen are completed to continue with the application process. All fields are required, and you not be able to continue unless all fields are completed.

1. If you are an owner and already entered your information on the Self Registration page, use the COPY PROPERTY MANAGER INFORMATION button to copy your previously entered information into the Ownership section of this screen.

2. If you are a Property Management Company, please enter the Ownership information here.

3. Use the drop-down lists to select the County and Ownership Type. Enter the number without dashes and the system will automatically format the number based on the Ownership Type selection.

   ✔️ **NOTE:** Ownership Type of Individual format the TAX ID as a Social Security Number with (2) dashes 123-22-1234. Ownership Type of Corporation formats the Tax ID as an EIN Number with (1) dash 12-1234567.

4. The Bank Routing and Account information are required fields. Direct deposit is also required.
   - The Bank Routing Number must be a valid bank routing number in order to continue with the application.
   - Please check your bank information and verify these numbers in order to receive your assistance payment.

5. An example of a Completed Property and Ownership Information Screen:

   ![Completed Property and Ownership Information Screen](image)

6. Click the **Continue** button to proceed with the application.
All Other Application Screens
All other Application screens will now appear.

TIP: If you are using a mobile device or tablet, scroll up and down through the screens.

Eligibility Screen
Answer each Yes/No question.

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Yes  ☐ No Tenant has an active lease.</td>
</tr>
<tr>
<td>☐ Yes  ☐ No You have one or more tenant(s) who have missed or reduced their rent payments due to the COVID-19 public health emergency.</td>
</tr>
<tr>
<td>☐ Yes  ☐ No Your property is not federally subsidized, and the tenants for whom you are applying are not receiving tenant based rental assistance.</td>
</tr>
</tbody>
</table>

NOTE: You must be able to answer YES to all 3 questions to be eligible for this program.
Tenants Screen

The Tenants Screen is where you will enter information about each Tenant that you are requesting assistance for the missed rent payments.

- To view on-line help, hover over the help bubble and help instructions will appear.

- If your property is a Single-Family dwelling, check the Single Family check box.

- To insert the first tenant, click the blue Insert link to get started.

- The Tenant Information screen will now appear. Please complete all fields on this screen. (The Building Number and Unit Number fields will not appear for Single Family properties.)
Tenant Information

- **Tenant Name**: Full Name of the Head of Household
- **Tenant Email**: Email of the Head of Household
- **Annual Income**: Total Annual Household Income
- **Tenant Move In Date**: Original Move In Date to the Property
- **Lease Term**: Number of Months of the Current Tenant Lease Agreement
- **Building Number**: Building Number or Street Number
- **Unit Number**: Unit Number or Letter
- **No. Bedrooms**: Number of Bedrooms in the Unit
- **Total Rent Deficiency**: System calculated field – this field will auto populate from the monthly rent entries below – TAB passed this field
Monthly Rent Fields

- **March Rent Due**: Amount of Rent charged for the month of March
- **March Rent Received**: Amount of Rent received for that unit for the month of March – Include any rental assistance that you have received for that tenant for that month.
- Continue for each month through the month of July.
- The month of September has been included here for requesting assistance for this future month for tenants with known COVID-19 related income hardships. You may request assistance now for this month. Input expected rent amounts for the month of September in Rent Received. If no rent is expected, enter 0.00 in Rent Received.
- Each Tenant has a limit for the total amount of assistance. The Maximum Subsidy Amount per Tenant is $5,000.00. Once the Rent Deficit has reached the maximum assistance amount additional deficit will not add into the calculated total amount for this unit.
- In this example, the Tenant has reached the maximum subsidy before all of the Rent Deficits for each month could be added.

Press the **Update** link to complete the data entry for this tenant.
Documents

The Documents for this Tenant will now appear. Upload ALL documents as they are ALL required to process your application.

1. To upload the documents for the Tenant, make sure the tenant is highlighted and choose the Upload button. You will be asked to select a file.
2. If you need to add more pages or more documents to your upload, a Add Page button will appear after the first uploaded document. Using this button will append another page or another document to your first submission.

3. The Latest link will let you see what you have uploaded.

4. To insert another Tenant, choose the blue Insert link again and repeat the data entry for the next Tenant.

5. Please only include Tenants for which you are requesting assistance.

6. If you need the blank forms for the Tenant Documentation, you may download the forms from the FORMS Screen directly below this screen.

NOTE: You will be able to save this application and come back to it at a later time to upload documentation if you do not have all of the information at the time of starting the application on the portal.
Print Forms Screen
Blank forms have been included for you to download here.

<table>
<thead>
<tr>
<th>Form Name</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>W-9 Form</td>
<td></td>
</tr>
<tr>
<td>DE HAP Employer Verification</td>
<td></td>
</tr>
<tr>
<td>DE HAP Employer Verification Spanish</td>
<td></td>
</tr>
<tr>
<td>DE HAP Income Self Certification</td>
<td></td>
</tr>
<tr>
<td>DE HAP Income Self Certification Spanish</td>
<td></td>
</tr>
<tr>
<td>DE HAP Self Employment Verification</td>
<td></td>
</tr>
<tr>
<td>DE HAP Self Employment Verification Spanish</td>
<td></td>
</tr>
<tr>
<td>Tenant Release of Information Form</td>
<td></td>
</tr>
<tr>
<td>Tenant Release of Information Form Spanish</td>
<td></td>
</tr>
</tbody>
</table>

Upload Documents Screen
This Documents screen lists the required documentation for the Ownership entity.

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>W-9 Form - Completed</td>
<td></td>
</tr>
<tr>
<td>Voided Check</td>
<td></td>
</tr>
<tr>
<td>[No Documents]</td>
<td></td>
</tr>
</tbody>
</table>
Legal Statement Screen

Please read and attest to questions provided. These questions must be answered YES to process your application. Type your name in the last box. Name is a required field.

- If you need more time to fill out this application, choose the Save but DO NOT Submit button.
- If you are ready to submit and all documentation has been uploaded, choose the Submit Finished Application button.

- Once you have submitted, the data will not be changeable so review the information for completeness before you submit.
Confirmation Acknowledgement

After you submit, you will receive a confirmation letter. Please read it carefully as it will explain the next steps of the process.

You will be returned to Home Screen. You can apply for another property on this screen by choosing the New Application menu option again. A second login is not required. You may use the same login e-mail for multiple application submissions.

You will enter information about your property, individual units and tenants (if more than one for whom you are requesting DEHAP assistance) in the following screens. Please carefully review the information and instructions on the DEHAP website before you begin, especially the Instructions document and how-to video.

Thank you for your submission.

Your application for assistance has been accepted. You may click the Print Submission Form Button for a hard copy submission form.

Print Submission Form

Return to Home Page