Rent Relief Landlord Portal Help

Reviewing and Adding Landlord and Tenant Documents

This article describes the process for adding landlord and tenant documents. Rent Relief requires you to upload supporting documentation for the information that you enter in the Landlord portal. Before beginning the upload process, make sure that you have the necessary documents saved to your computer.

- For your landlord documents, you will need a valid form of identification, such as a government-issued photo ID or business license. If you are a non-US resident, you will need an IRS Form W-9, 1040NZ, or 1040NZ-EZ.
- For tenant documents, you will need a:
  - Copy of the lease or rental agreement.
  - Mortgage statement or tax bill for proof of ownership.
  - Copy of the Tenant Statement indicating the arrears amount.
- Rent Relief accepts the following file types: .pdf, .jpg., and .tiff

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To upload, preview, or delete landlord documentation

1 On the Rent Relief side menu, click **Landlord Documents**.

2 If you want to upload identification documentation:

a In the row for Identification, click **Choose File**.

ⓘ Rent Relief accepts the following file types: .pdf, jpg., and .tiff.

b In your computer's file management system, select and then open the file that you want to upload. The document appears on the **Landlord Documents** screen.

3 If you want to upload IRS Form W-9, 1040NZ, or 1040NZ-EZ documentation:

   a In the row for **IRS Form W-9**, click **Choose File**.

   b In your computer's file management system, select and open the file that you want to upload. The document appears on the **Landlord Documents** screen.

4 If you want to view a preview of a document that you uploaded, click the name of the document.

5 If you want to delete a file that you have uploaded, in the row for the file that you want to delete, click the **Delete** button 🗑 .

To upload, view, or delete tenant documentation

1 On the Rent Relief side menu, click **Tenant Documents**. The **Tenant Documents** screen appears, including a list of your tenants that have been added to Rent Relief.

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> Initially, each tenant listed includes an **Incomplete** status. After all required documentation has been uploaded for a tenant, Rent Relief updates their status to **Complete**. To complete the **Tenant Documents** step in the landlord workflow, all tenants must include a **Complete** status.

2 If you want to upload a document for a tenant:

    a Click in the row for the tenant that you need to upload a document for.

    b In the row for each corresponding document type that you need to upload, click **Choose File**.

    c In your computer's file management system, locate and then open the file that you want to upload. The document appears on the **Tenant Documents** screen.

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> You must upload a valid document for each document type listed for each tenant.

3 If you want to view an uploaded document:

    a Click in the row for the tenant with the documentation that you want to view.

    b Click the name of the document that you want to view.

4 If you want to delete an uploaded document:

    a Click in the row for the tenant with the document that you want to delete.

    b Click the **Delete** button 🗑 for the document that you want to delete.

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When you delete a file, you must upload a new, valid replacement for the document that you removed.

When you delete a file, you must upload a new, valid replacement for the document that you removed.