Instructions on How to Apply for the New York State (NYS) Landlord Rental Assistance Program (LRAP)

In order to apply for LRAP, you must register as a Landlord/Owner and apply through the Emergency Rental Assistance Program (ERAP) website. After creating an account, you may create a LRAP application within that Landlord/Owner account.

If you already have a Landlord/Owner account for the ERAP portal, you may apply for LRAP using that account.

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2. Instructions on How to Apply with a New Owner/Landlord Account

1. Instructions on How to Apply with an Existing Owner/Landlord Account


B. In the top right corner of the website, click on “Login”.

C. Once logged in, click on the “Landlord/Owner Section” button at the top right-hand corner.
D. The “Legal Entities” section will appear and display your Owner Numbers. Under actions, click “View Applications,” next to the Owner Number of the Legal Entity you want to use to apply for LRAP.

E. The “Owner Section” will appear, and if you have not already entered your contact information, a yellow banner will appear. Click on the “Submit the Contact Information” button to enter your information.
F. Enter the required Contact Information in the Email and Phone fields and indicate if it is a mobile number. Then, click “Submit.” The Contact Information entered here will be used for all correspondences related to LRAP Applications for this Legal Entity.
G. The “Owner Section” will appear. Scroll down to “Your Applications” section. Then click on the purple button that says, "Create LRAP Application.”

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**OWNER SECTION**

<table>
<thead>
<tr>
<th>Testing Testing</th>
<th>LLEEINFOTN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Owner Number</td>
</tr>
</tbody>
</table>

**Contact Information**

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:OwnerEmailAddress@emaildomain.com">OwnerEmailAddress@emaildomain.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>212-111-2222</td>
</tr>
<tr>
<td>Mobile Number ?</td>
<td>NO</td>
</tr>
</tbody>
</table>

**Update the Contact Information**

**W-9 Information**

<table>
<thead>
<tr>
<th>Owner or Business Name:</th>
<th>Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>123 Street</td>
</tr>
<tr>
<td></td>
<td>City, NY 12334</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tax Classification:</th>
<th>W9 Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Submitted</td>
</tr>
</tbody>
</table>

**Update the W-9 Information**

**Direct Deposit Information**

<table>
<thead>
<tr>
<th>Account Type:</th>
<th>Checking Account</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Direct Deposit Status:</th>
<th>Submitted</th>
</tr>
</thead>
</table>

**Update Direct Deposit Information**

**Your Applications**

<table>
<thead>
<tr>
<th>Add LRAP Application</th>
<th>Create LRAP Application</th>
</tr>
</thead>
</table>
H. To begin the LRAP application, first answer the required eligibility questions that appear:

“Do you have a tenant who has vacated an apartment with unpaid rent arrears for which you are either the landlord or owner or property manager?”. 

[Image of LRAP application interface focusing on the eligibility section]

- Eligibility
  - Owner Information
  - Tenant Information
  - Unit Information
  - Rent Arrears
  - Required Documents
  - Applicant Certification

ELIGIBILITY

Do you have a tenant who has vacated an apartment with unpaid rent arrears for which you are either the landlord or owner or property manager?

☐ YES  ☐ NO

Save
I. If you select “Yes,” you will be prompted to answer:

“When did the tenant vacate the rental property?”

- After entering the date the tenant vacated, the following questions will appear:
  - “What was the value of the monthly rental cost for the tenant?”
  - “What county is the unit located in?”
  - “How many bedrooms does the unit contain?”
J. If you select “NO,” you will be asked to answer the next question: “Do you have a tenant who is currently residing in an apartment that you are either the landlord or owner or property manager for and is not agreeing to apply for the Emergency Rental Assistance Program (ERAP)?”

*Note: If you select “No” to both questions, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”

K. By selecting “YES” the next question will appear “Please confirm that you have outreached to your tenant to encourage participation at least 3 times including 2 in writing.”

*Note: If you select “NO” to this question, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”
L. If you select “YES” to attempting to outreach to the tenant: The outreach information option will appear. Please use these fields to fill in the 3 dates that the outreach occurred to the tenant. (*Please note two of the outreaches attempts need to have been in writing.)

After entering in the outreach dates, fill in the fields below:

- What was the value of the monthly rental cost for the tenant?
- What county is the unit located in?
- How many bedrooms does the unit contain?

*Please note, if the unit does not meet the Fair Market Value eligibility requirement, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”

M. Once the Eligibility Questions have been answered, the Application Number will appear in a green banner at the top of the “Owner Information” page. Save this application number in the event that you have to resume the application later.
N. On the “Owner Page,” the contact information associated with the legal entity you selected for the application will automatically populate the fields for Name, Address, Email, and Phone Number. Answer the appropriate response to the prompt: “Indicate which of these options best describes your relationship to this unit / tenant,” then click “Save” to proceed to the “Tenant Information” section.

```
OWNER INFORMATION
Name: Properties
Address: 123 Street
City, NY 12334
Email: OwnerEmailAddress@emaildomain.com
Phone Number: 212-111-2222

Indicate which of these best describes your relationship to this unit / tenant:

[ ] Owner  [ ] Landlord  [ ] Property Manager

Save
```

O. Enter the required “Tenant Information”, including Name and Phone Number. (indicate if this is a mobile number) If you have it, please provide the tenant’s optional Email Address. Once complete, click “Save” and proceed to the “Unit Information” screen.

```
TENANT INFORMATION
Tenant First Name *
First-Name

Tenant Last Name *
Last-Name

Phone Number *
2125550000

Mobile Number?
[ ] YES  [ ] NO

Email
Tenant@Tenantemailaddress.com

Save
```
P. Enter the required information for the unit. Answer each question and enter information in the format requested. Click “Save” to proceed to the “Rent Arrears” section.

Q. In the “Rental Arrears” section you will first find reminders on how to list past due rent on the application and what can or cannot be included in the amounts declared. Remember, there is a maximum of 12 months of arrears that may be able to be paid through this program, starting March 2020. The total of the past due amount will be calculated for you and shown at the bottom of the page.
R. In the space provided, input the amount of past rent due by month. Once you have input the required information in the spaces provided for “Regular Monthly Rent” and the “Monthly Amount Past Due, the “Allowable Benefit” and Total Monthly Amount Past Due fields will automatically populate. Click “Save” to proceed to the “Required Documents” section.

<table>
<thead>
<tr>
<th>Month</th>
<th>Regular Monthly Rent</th>
<th>Monthly Amount Past Due</th>
<th>Allowable Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2021</td>
<td>$2500</td>
<td>$2500</td>
<td>$2500</td>
</tr>
<tr>
<td>August 2021</td>
<td>$2500</td>
<td>$2500</td>
<td>$2500</td>
</tr>
<tr>
<td>September 2021</td>
<td>$2500</td>
<td>$2500</td>
<td>$2500</td>
</tr>
<tr>
<td>October 2021</td>
<td>$2500</td>
<td>$2500</td>
<td>$2500</td>
</tr>
</tbody>
</table>

Total Monthly Amount Past Due

$12500
5. In the “Required Documents” section, upload the three (3) required documents: Proof of Ownership, Documentation of Contract Rental Cost, and Documentation of Arrears Owed. Click “Select File” to search your device for the document you would like to upload. Please note that only PDF, JPG, JPEG, and PNG files, with a maximum of 4 MB per file, are accepted. Once you have selected these three files, click “Save”.

- **Proof of ownership (e.g. tax document, mortgage, deed)**
  - Warranty Deed.png

- **Documentation of Contract Rental Cost (e.g. lease agreement, other documentation)**
  - Documentation Screenshot.png

- **Documentation of Arrears Owed (e.g. certified statement, ledger, demand letter)**
  - Tenant Ledger.png

- Please do NOT upload your scanned W-9 documents. W-9 information must be entered directly within the ERAP/IRS W-9 Information Page in the landlord portal.
- You can only upload the following file formats: PDF, JPG, JPEG and PNG.
- Maximum allowed file size is 4MB.
T. Read the “Application Certification” page carefully. It details important requirements for participation in the program.
U. Click “Yes” to confirm the information provided is true, complete, and accurate. Then enter your first and last name. Click “Submit” to complete the application process.
V. Your screen will then return to the “Owner Section” and a banner at the top of the page will confirm that the application number for the LRAP application submitted has been added to your Owner Account.
W. You will also receive a confirmation email with the Application Number, Tenant Name, and Unit Address. There are no additional steps for submitting the application after this email is received. It is for your records only.

If you have multiple units, please repeat steps D through W for each unit you wish to apply for. *Do not reply to this email. The email will go to an email account that is not monitored.*
2. Instructions on How to Apply with a New Owner/Landlord Account

For Landlord/Owners who do not have an account, the following instructions indicate how to create a Landlord/Owner Account from the beginning, create additional legal entities (if applicable), and how to apply for LRAP within the Landlord/Owner account.

2.1 Register for an ERAP account
2.2 Add an Additional Legal Entity
2.3 Submit a Direct Deposit
2.4 Apply to LRAP

2.1 Register for an ERAP Account

A. Navigate to https://nysrenthelp.otda.ny.gov/
B. In the top right corner of the website, click on “Sign Up”
C. On the following page, select “Register as a Property Owner”.

D. Next, fill in your First Name, Last Name, Email Address, and create a password.
E. Next, key in the information for your W-9 after the Account Information section. Owners must provide W-9 information through this step in the account creation process on the ERAP website. Landlords/owners with Multiple Properties/Entities can register all properties/entities within the same account. Instructions for adding additional Legal entities are below.

F. Review the W9 Certification and the New York State Owner Certification
G. Click the checkbox to confirm the certification and sign the form. Then click the “Submit” button at the end.

![Form with checkboxes and buttons]

H. The confirm your Email Address screen will appear.

![Confirmation email screen]

Check the email address used when filling in the Account Information, and click the link found in the email. Do not reply to this email. The email will go to an email account that is not monitored.
I. Once confirmed, you will receive the “Email Confirmation” screen

J. Click to log in, and you will be prompted to set up two-factor authentication to complete your registration.
K. Enter your phone number to receive an authentication text.

L. Enter the code sent to your phone number, and you will successfully log into the portal. Once logged in, you will see the Landlord/Owner Section appear at the top of the Home page.
2.2 Add an Additional Legal Entity

If applicable, owners may add additional legal entities in the “Landlord/Owner” Section of the ERAP Portal. This means that if you have more than one legal entity and you want to apply for LRAP under both, you do not need to create more than one account.

A. To add an additional legal entity to a landlord/owner account or to add multiple, you will need to login using the email address and password you created and navigate to the “Landlord/Owner Section”.

B. Once logged in, the “Landlord/Owner Section” will appear at the top right-hand corner of the Home page. Click on this button to enter the “Landlord/Owner Section”.

C. Owners may add a legal entity by clicking on “Add legal entity”.

D. The “Add Legal Entity” screen will appear, and you will be able to key in W-9 Information for the legal entity. Entering information for the W9 is required for creating a Landlord/Owner account. If a Landlord/owner creates another legal entity, EACH legal entity must have W9 information keyed in to create the separate legal entity.
E. Under the “IRS W9 Information” page, select the appropriate Federal Tax Classification from the drop-down menu and fill in all W9 Information for the legal entity you are adding.

F. Review the W9 Certification and the New York State Owner Certification. Click the checkbox to confirm the certification and enter your name. Click “submit”.
G. The “Landlord/Owner Section” will appear with the full list of Legal Entities you have added. You may select “Edit Nickname” and name the new Legal Entity.

H. Enter name of the additional Legal Entity and click “Update.”
2.3 Submit a Direct Deposit

A. After completing the W-9, the “Submit the Direct Deposit Information” button will appear. Enter direct deposit information here directly. Do not upload direct deposit information using the document upload feature.
B. On the “Direct Deposit Form” screen, under “Account Holder/Landlord Information”, select from the drop-down menu the correct W-9 designation. Fill in the requested Contact Information.

C. Fill in the requested information on the “Direct Deposit Information” screen.
D. Review the New York State Owner Certification. Click the checkbox to confirm the certification and enter your name in the form. Click “Submit”.

☐ I accept and agree to these certifications above

Enter your full name as signature of this form

Submit
2.4. Apply for LRAP


B. In the top right corner of the website, click on “Login”.

C. Once logged in, click on the “Landlord/Owner Section” button at the top right-hand corner.

D. The “Legal Entities” section will appear and display your Owner Numbers. Under actions, click “View Applications,” next to the Owner Number of the Legal Entity you want to use to apply for LRAP.
E. The “Owner Section” will appear, and if you have not already entered your contact information, a yellow banner will appear. Click on the “Submit the Contact Information” button to enter your information.

![Contact Information](image1)

F. Enter the required Contact Information in the Email and Phone fields and indicate if it is a mobile number. Then, click “Submit.” The Contact Information entered here will be used for all correspondences related to LRAP Applications for this Legal Entity.

![CONTACT INFORMATION](image2)
G. The “Owner Section” will appear. Scroll down to “Your Applications” section. Then click on the purple button that says, "Create LRAP Application."
H. To begin the LRAP application, first answer the required eligibility questions that appear:

“Do you have a tenant who has vacated an apartment with unpaid rent arrears for which you are either the landlord or owner or property manager?”.

I. If you select “Yes,” you will be prompted to answer:

“When did the tenant vacate the rental property?”

- After entering the date the tenant vacated, the following questions will appear:
  - “What was the value of the monthly rental cost for the tenant?”
  - “What county is the unit located in?”
  - “How many bedrooms does the unit contain?”
J. If you select “NO,” you will be asked to answer the next question: “Do you have a tenant who is currently residing in an apartment that you are either the landlord or owner or property manager for and is not agreeing to apply for the Emergency Rental Assistance Program (ERAP)?”

*Note: If you select “No” to both questions, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”*
K. By selecting “YES” the next question will appear “Please confirm that you have outreached to your tenant to encourage participation at least 3 times including 2 in writing.”

*Note: If you select “NO” to this question, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”
L. If you select “YES” to attempting to outreach to the tenant: The outreach information option will appear. Please use these fields to fill in the 3 dates that the outreach occurred to the tenant. (*Please note two of the outreaches attempts need to have been in writing.)

After entering in the outreach dates, fill in the fields below:

- What was the value of the monthly rental cost for the tenant?
- What county is the unit located in?
- How many bedrooms does the unit contain?

*Please note, if the unit does not meet the Fair Market Value eligibility requirement, the following statement will appear, “Based on your response to the questionnaire, you are not eligible for the Landlord Emergency Rental Assistance Program (LRAP)”

<table>
<thead>
<tr>
<th>ELIGIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you a Landlord, Owner or Property Manager whose tenant has vacated the rental property and owes rental arrears?</td>
</tr>
<tr>
<td>✗ Yes</td>
</tr>
<tr>
<td>Do you have a tenant who is currently residing in an apartment that you are either the landlord or owner or property manager for and is not agreeing to apply for the Emergency Rental Assistance Program (ERAP)?</td>
</tr>
<tr>
<td>✓ Yes</td>
</tr>
<tr>
<td>Please confirm that you have outreached to your tenant to encourage participation at least 3 times including 2 in writing.</td>
</tr>
<tr>
<td>✓ Yes</td>
</tr>
<tr>
<td>Outreach 1 *</td>
</tr>
<tr>
<td>6/15/2021</td>
</tr>
<tr>
<td>What was the value of the monthly rental cost for the tenant? *</td>
</tr>
<tr>
<td>2,500.00</td>
</tr>
</tbody>
</table>

M. Once the Eligibility Questions have been answered, the Application Number will appear in a green banner at the top of the “Owner Information” page. Save this application number in the event that you have to resume the application later.
N. On the “Owner Page,” the contact information associated with the legal entity you selected for the application will automatically populate the fields for Name, Address, Email, and Phone Number. Answer the appropriate response to the prompt: “Indicate which of these options best describes your relationship to this unit / tenant,” then click “Save” to proceed to the “Tenant Information” section.

O. Enter the required “Tenant Information”, including Name and Phone Number. (indicate if this is a mobile number) If you have it, please provide the tenant’s optional Email Address. Once complete, click “Save” and proceed to the “Unit Information” screen.
P. Enter the required information for the unit. Answer each question and enter information in the format requested. Click “Save” to proceed to the “Rent Arrears” section.

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Total Monthly Amount Past Due

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