

Completing Your Annual Recertification Online through RENTCafe



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Starting your Recertification Online

1. **Log into your RENTCafe account** by going to www.communityhousingpartners.org/rentcafe/login, or if you received a recertification notification by email click the link within that email.

Note: If you do not have a RENTCafe account, contact your Property Manager to create one.

2. **Click Compliance, then Certifications** at the top of the screen.

Welcome to RENTCafé Resident Portal

Email

Password

Sign In

Forgot password?



Make Payments

Pay online, check the status of your payments and review your payment history.



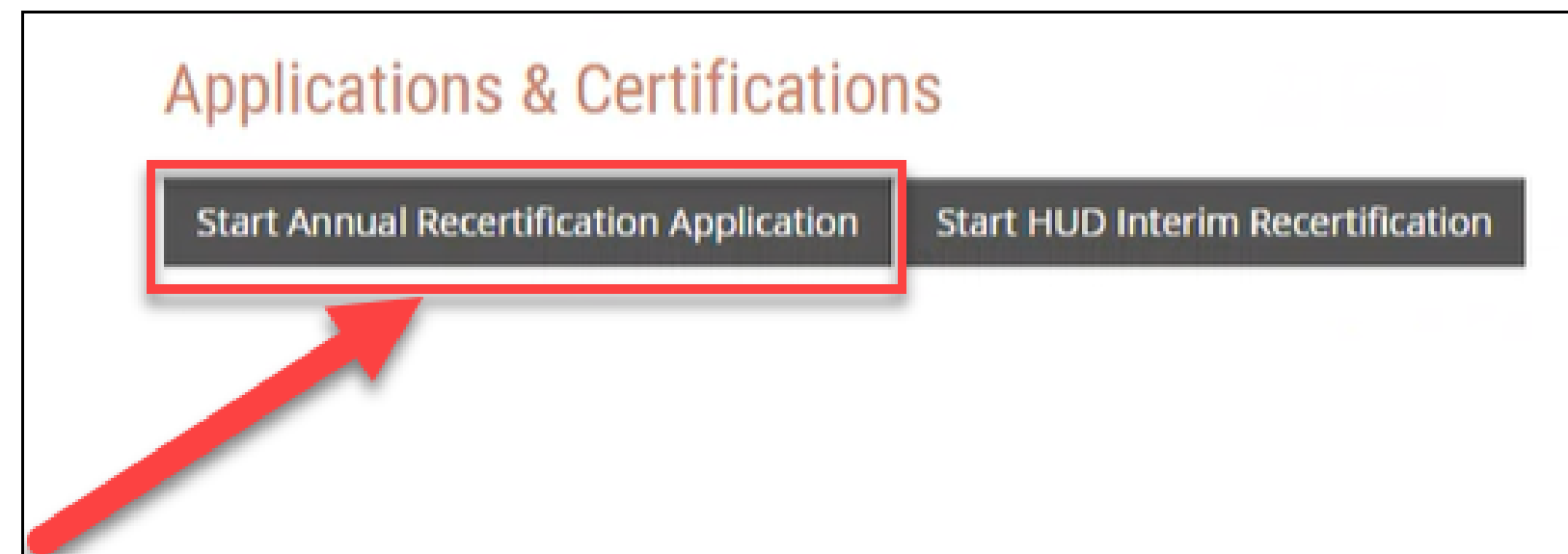
Technical Support

For technical support please call (540) 382-2002.



3. Click **Start Annual Recertification Application**.

If you see an option to start an Interim Recertification, **do not** click that option and click Start Annual Recertification instead.



Completing your Recertification

1. **Read the instructions in each section** of the recertification for details on how to complete the section and what information to provide.
2. **Provide the requested information for the section.** Some sections will have buttons that allow you to add, edit or delete information for that section.
3. **Click Save and Continue once you have completed a section** to save the information and move to the next section.

If you start your recertification but need to complete it at a later time make sure you save your progress before closing the page. To continue your recertification, log back into RENTCafe, click Compliance > Certifications at the top of the page, and click Continue on your Annual Recertification.

4. **The menu on the left-hand side shows all of the sections in the recertification form**, along with the sections you have completed and which section you are currently working on.

5. The progress bar at the top of the page will **show your progress** as you complete the recertification form.

The screenshot displays the 'MY RECERTIFICATION' interface. At the top, a progress bar labeled 'Recertification Progress' shows '0%'. A sidebar menu on the left lists sections: Language Selection, Household Members, Member Student Status, Household Student Status, Changes to the Household Income, Assets, Child Care Expenses, and Final Review & Submission. The main content area is titled 'Please select your preferred language' and includes a note: '* denotes a required field'. Below this, there are radio buttons for 'English' (selected) and 'Español (Spanish)'. A 'Save and Continue' button is located at the bottom right. Numbered callouts (1-5) point to the progress bar, the language selection instructions, the language selection options, the 'Save and Continue' button, and the sidebar menu respectively.

6. As you complete and save sections in the recertification they will turn blue in the left-hand menu. Click any completed section in the menu to return to that section to make any changes. Save that section once changes are made, then click on the section you want to move forward to from the left-hand menu.

7. If necessary, click the Go Back button to return to the previous section.

My Recertification...

6

- Language Selection
- Household Members
- Member Student Status
- Household Student Status
- Changes to the Household
- Income
- Ass
- Child Care Expenses
- Final Review & Submission

Recertification Progress 1%

* Denotes a required field

Household Members

For each existing household member, please complete the required information by clicking More Info Needed.

If any of the following household members has vacated, please remove their record by clicking the Delete button next to their name.

For anyone who is expected to move into this household at the time of recertification, click Add Household Member.

ADD HOUSEHOLD MEMBER

First Name	Last Name	Edit	Delete
		EDIT	DELETE
		EDIT	DELETE

7

GO BACK

SAVE AND CONTINUE

8. Once you have completed each section of the recertification you will be taken to the **Final Review & Submission section**. The first item within this section is the Summary.

9. Within the Summary, **click on the tabs of each section to do a final review. Make any changes as needed within each tab.** If needed, click on a section in the left-hand menu or use the Go Back button to return to a previous section to make changes.

10. **Click Save and Continue** once you have reviewed the summary and are ready to proceed with the submission of your recertification.

My Recertification... Recertification Progress **94%**

* Denotes a required field

Summary

Below is a list of all the information you entered. Please review it for accuracy and completeness.

8 Final Review & Submission

9 Members Income Assets Expenses

ADD MEMBER

First Name	Last Name	Edit	Delete
		EDIT	DELETE
		EDIT	DELETE

GO BACK **SAVE AND CONTINUE** **10**

11. After reviewing the Summary section of the recertification form you will be taken to the Errors section. **Review each error listed on the screen.**

The system will list anything missing, incorrect or needing confirmation. If the information you provided is accurate and complete, and no additional changes need to be made for that specific error, click Confirm.

12. To make changes to the information in a specific section, **click the appropriate section in the left-hand menu** or **click the Corrective Action button next to that error.**

13. **Click Save and Continue** once you have made all necessary updates to each error, or have clicked Confirm next to any items that are correct and do not need to be updated.

Note: You must correct each error or click Confirm to proceed.

My Recertification...

Recertification Progress 96%

12

Language Selection
Household Members
Member Student Status
Household Student Status
Changes to the Household
Income
Assets
Child Care Expenses
Final Review & Submission
Summary
Errors
Documents
Sign and Submit

* Denotes a required field

Errors

To ensure that we have captured all the information needed to qualify this household for the housing program(s) at this property, please review and resolve the items below.

11

Error	Corrective Actions
[redacted] has no income records. Confirm that this is correct or add an income record.	<div>ADD</div> <div>CONFIRM</div>
Please confirm that all assets have been entered for all household members. If you need to add a new asset please navigate back to the assets section and add the missing asset(s).	<div>CONFIRM</div>
Please confirm that all expenses have been entered for all household members. If you need to add a new expense please navigate back to the expenses section and add the missing expense(s).	<div>CONFIRM</div>
Please confirm that all household members have been added. If you need to add a new member please navigate back to the members section and add the missing member(s).	<div>CONFIRM</div>
Please confirm that all incomes have been entered for all household members. If you need to add a new income please navigate back to the incomes section and add the missing income(s).	<div>CONFIRM</div>

13

GO BACK

SAVE AND CONTINUE

Uploading Verification Documents

1. After completing the Summary and Error sections you will see the **Documents section**, where you can **securely upload or scan your verification documents**.

Click Upload to select a document on your computer and upload it. **Click Scan** to connect to your scanner and scan a document directly into RENTCafe.

Once a document is loaded you can **click View to see it**, or **Delete to remove a document** and add a new document.

Your Property Manager may ask for additional documentation before your recertification is complete.

2. **Click Save and Continue** once you have added all necessary documents. You can also click Save and Continue if you need to proceed and add documents at a later time.

My Recertification... Recertification Progress 97%

* Denotes a required field

Documents

Based on the answers provided, here is a PRELIMINARY checklist of items we will need to obtain during the application review process. Depending on the review, you may be asked to provide additional verifications by the community, prior to approval.

Learn More	Document	Upload	Scan	View	Delete	Uploaded Date
	Scan the last 2 months of consecutive pay stubs	UPLOAD	SCAN			
	Scan other household documents.	UPLOAD	SCAN			
	Bank Account - Checking Account - Scan last 6 months of statements.	UPLOAD	SCAN			
	- Scan the last 2 months of consecutive pay stubs	UPLOAD	SCAN	VIEW	DELETE	

1

2 GO BACK **SAVE AND CONTINUE**

Signing and Submitting your Recertification Online

Summary of Signature and Submission Page

Once you have completed all sections of your recertification you are ready to sign and submit your recertification form.

1. **Click View Document** to review the unsigned recertification form before signing it.
2. **Click the Click Here to Sign** button to open the unsigned document and electronically sign. Go to the next page for more details about signing electronically.
3. **All adult members of the household are required to sign the recertification form electronically.** If they already have a RENTCafe account they can login to upload their own verification documents and sign electronically.

If they do not have a RENTCafe account, click the **Click Here to Invite** button to send them a RENTCafe registration email. More details about this process can be found in the Signing and Submitting your Recertification Online section later in this document.

My Recertification... **Recertification Progress** 99%

* Denotes a required field

Sign and Submit

By signing this application, I/we certify the accuracy of the following information. The information submitted is true and correct and I/we authorize management to verify any references I/we have listed. I/we authorize management to access any records pertaining to me/us which may be on file with law enforcement and credit bureau authorities. I/we authorize my/our present and prior landlords to release information regarding my/our tenancy. I/we understand that it is a crime to knowingly provide false information for the purpose of obtaining or maintaining occupancy in, and/or, for the purpose of securing a lower rent in, a subsidized housing development. I/we understand that the penalty for knowingly providing false information is up to five years in prison and/or \$10,000 fine upon conviction. I/we hereby do swear and attest that all of the information above about me/us is true and correct. I/we also understand that all changes in the income of any member of the household as well as any changes in the household composition must be reported to the landlord in writing immediately.

UPLOAD DOCUMENTS

Document	View	Sign
Household Documents for [redacted] to Sign	1 VIEW DOCUMENT (UNSIGNED)	2 CLICK HERE TO SIGN
Member Documents for [redacted] to Sign	VIEW DOCUMENT (UNSIGNED)	CLICK HERE TO SIGN
Household Documents for [redacted] to Sign		3 CLICK HERE TO INVITE
Member Documents for [redacted] to Sign		CLICK HERE TO INVITE

Signing and Submitting your Recertification Online

Accepting Terms & Conditions and Creating Your Signature

1. Review the **Terms and Conditions** page, then click **Agree & Continue** to proceed with signing your documents electronically.

TERMS > SIGN > DOCUMENT

Disclosures & Consent

Scroll to the Bottom to Continue
I understand I will have to scroll & read to the bottom of the disclosures & consent document before I can continue with the electronic signature process.

Consent to the Use of My Electronic Signature
By clicking "Agree & Continue", I consent to the use of my electronic signature instead of a physical signature to execute the rental application, rental property lease, and/or any corresponding documents for which I have initiated or applied, and I agree to be bound by the terms of the documents as if I had signed it with my physical signature.

Acknowledgment to Receive Notices, Renewals, and/or Extensions Electronically
I understand that, by my electronic signature, I hereby give my permission to the property owner or manager from whom I am renting to provide notices under the lease to me in electronic form and consent to the use of my electronic signature instead of a physical signature to execute renewals or extensions of the lease and any corresponding documents and agree to be bound by the terms of such a renewal or extension as if I had signed it with my physical signature.

Acknowledgment of Review of Electronic Signature Consent and Disclosures
I have received and reviewed this consent before providing my electronic signature and I have no difficulty accessing this information that has been provided to me electronically.

Acknowledgment of Option to Use or Not Use Electronic Signature Functionality
I understand that I am not required to sign the lease or any renewals or extensions or receive any notices under the lease electronically. If I prefer to sign with my physical signature, I understand that I may obtain a physical copy of the executable documents from the property owner or manager, complete it, physically sign it and return it to the property owner or manager at the property of interest, or from whom I am renting at the address identified by the property owner or manager.

Ability to Withdraw Consent to the Use of My Electronic Signature
I understand that, prior to my execution of the documents, I may withdraw my consent to use the electronic signature functionality and/or my consent to provide notices under the lease to me in electronic form or to receipt of any notice in electronic form by contacting the property owner or manager. I further understand that, after my execution of the lease and prior to any renewals or extensions of the lease or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to be provided notices under the lease to me in electronic form or to receipt of any notice in electronic form by providing written notice to the property owner or manager from whom I am renting.

Physical Signatures May Delay the Signing Process
I acknowledge and understand that executing the lease by a physical signature may result in, among other things, a delay in the leasing process, and the potential for the lease not to be approved by the property manager due to delays.

System Requirements to Utilize the Electronic Signature Functionality
To utilize the Electronic Signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies (e.g., including but not limited to, current versions of Chrome, Firefox, Internet Explorer, or Safari) will be needed. Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

Instructions to Change Consent and/or Update Contact Information
I understand that I should contact the property owner or manager directly to request paper copies of documents, withdraw consent to conduct business electronically, and/or update my contact information.

Save My Signature Consent and Disclosure
By clicking "Save & Continue" at the next screen, I agree and consent to the use of my electronic signature, inclusive of my chosen signature and initials, instead of a physical signature to execute all documents chosen including legally binding contracts, and agree to be bound by the terms thereof as if I had signed each document with my physical signature.

DISAGREE AGREE & CONTINUE

2. You will now **create your signature and initials**. Use your mouse to create your signature and initials in the boxes, then click **Save & Continue**.

When you electronically sign any documents this signature and initials will be placed in those sections of the document.

TERMS > SIGN > DOCUMENT

Create Your Signature

Use your mouse or finger to create your signature. You can [choose a script signature](#) instead.

Your Signature

Your Initials

Clear Signature

Clear Initials

SAVE & CONTINUE

Signing and Submitting your Recertification Online

Signing and Dating Recertification Form

1. Click **Jump to Next** when you first go into the Document to locate the first signature section.
2. Click the yellow **Sign, Date and Initial** boxes whenever they appear on the page to apply your virtual signature.
3. The **Sign, Date and Initial** boxes will change to a green check mark box once you have completed your virtual signature in that section.

After applying your virtual signature to each box on a page, click **Jump to Next** again to be taken to the next section that a signature is required.

TERMS > SIGN > DOCUMENT

(ii) _____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

3 Lessee's Acknowledgment (initial)

(c) ☒ Lessee has received copies of all information listed above.

(d) ☒ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Agent's Acknowledgment (initial)

(e) _____ Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

2

Lessor	Date	Lessor	Date
Lessee	Date	Lessee	Date
Agent	Date	Agent	Date

1

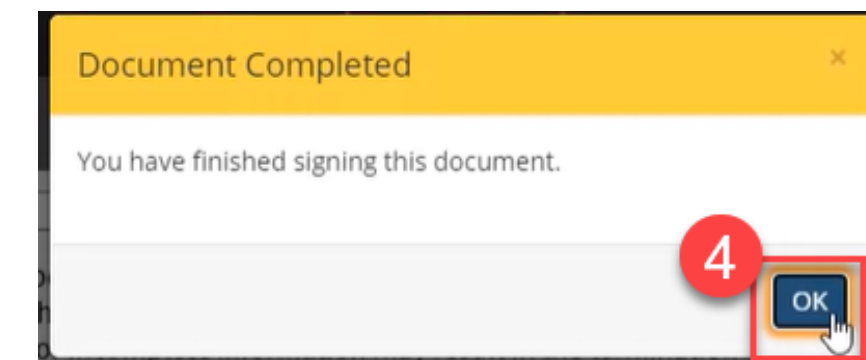
[Save Progress](#) **JUMP TO NEXT**

Signing and Submitting your Recertification Online

Signing and Dating Recertification Form - Continued

3. The **Jump to Next button** at the bottom of the page **will change to Sign & Complete** once you have completed each Signature, Date and Initial box on the document. Click **Sign & Complete** to finish signing the document.
4. A **pop-up box** will confirm you have finished signing the document. Click **OK** to return to the recertification form in RENTCafe.

The screenshot shows the 'DOCUMENT' tab of the RENTCafe recertification form. At the top, there are three tabs: 'TERMS', 'SIGN', and 'DOCUMENT', with 'DOCUMENT' being the active tab. Below the tabs, there is a text box containing a certification statement: "Under penalty of perjury, I/we certify that the information presented in this certification is true and accurate to the best of my/our knowledge. The undersigned further understand(s) that providing false representations herein constitutes an act of fraud. False, misleading or incomplete information may result in the termination of a lease agreement." Below this text box, there are three input fields: 'Signature' (with a green checkmark icon), 'Printed name' (with a greyed-out input field), and 'Date' (with a green checkmark icon). At the bottom of the form, there is a blue button labeled 'SIGN & COMPLETE' with a red circle and the number '3' next to it, indicating the step to click this button.



Signing and Submitting your Recertification Online

Signing and Dating Recertification Form - Continued

5. After you have signed a document it will show as **Signing Complete** within the Sign and Submit section of the recertification. You can click the View Document (Signed) button to view a copy of your signed document.

6. Click the **Click Here to Sign** button if you have additional documents to sign.

7. Once you have signed all documents the **Sign and Submit page will display a green checkbox**. Your Property Manager will contact you if any additional information or documentation is needed.

If you have any outstanding verification documents, **upload those to your recertification form**.

If any adult members of the household have not yet signed their documents, **follow the instructions on the next page to send an invitation** for them to sign their documents online.

* Denotes a required field

UPLOAD DOCUMENTS


Sign and Submit

By signing this application, I/we certify the accuracy of the following information. The information submitted is true and correct and I/we authorize management to verify any references I/we have listed. I/we authorize management to access any records pertaining to me/us which may be on file with law enforcement and credit bureau authorities. I/we authorize my/our present and prior landlords to release information regarding my/our tenancy. I/we understand that it is a crime to knowingly provide false information for the purpose of obtaining or maintaining occupancy in, and/or, for the purpose of securing a lower rent in, a subsidized housing development. I/we understand that the penalty for knowingly providing false information is up to five years in prison and/or \$10,000 fine upon conviction. I/we hereby do swear and attest that all of the information above about me/us is true and correct. I/we also understand that all changes in the income of any member of the household as well as any changes in the household composition must be reported to the landlord in writing immediately.

Document	View	Sign
Household Documents for [redacted] to Sign	5 VIEW DOCUMENT (SIGNED)	Signing Complete
Member Documents for [redacted] to Sign	VIEW DOCUMENT (UNSIGNED)	6 CLICK HERE TO SIGN

Sign and Submit

You have successfully submitted your annual recertification.



Document	View	Sign
Household Documents for Jessica Martin to Sign	7 VIEW DOCUMENT (SIGNED)	Signing Complete
Member Documents for Jessica Martin to Sign	VIEW DOCUMENT (SIGNED)	Signing Complete



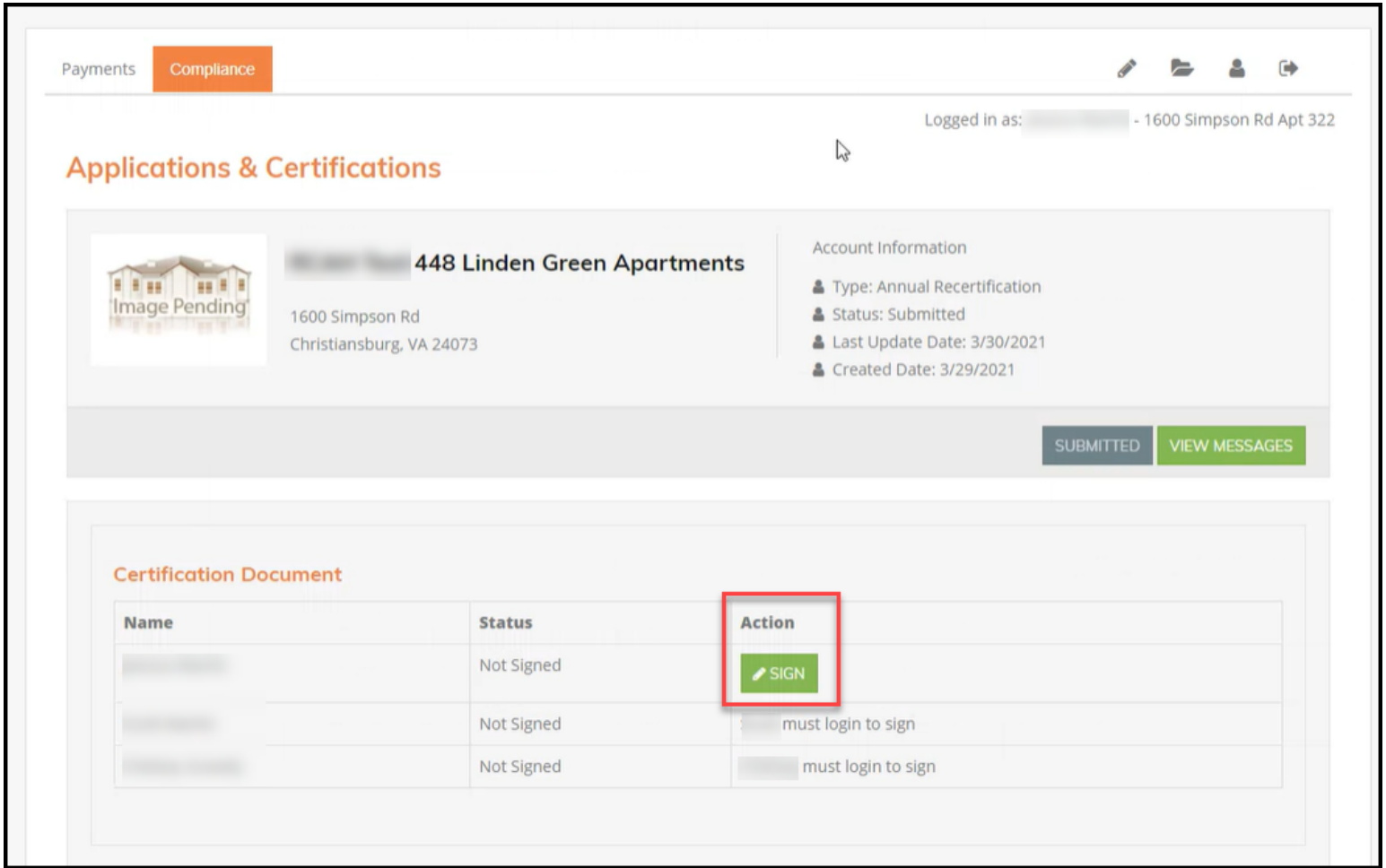
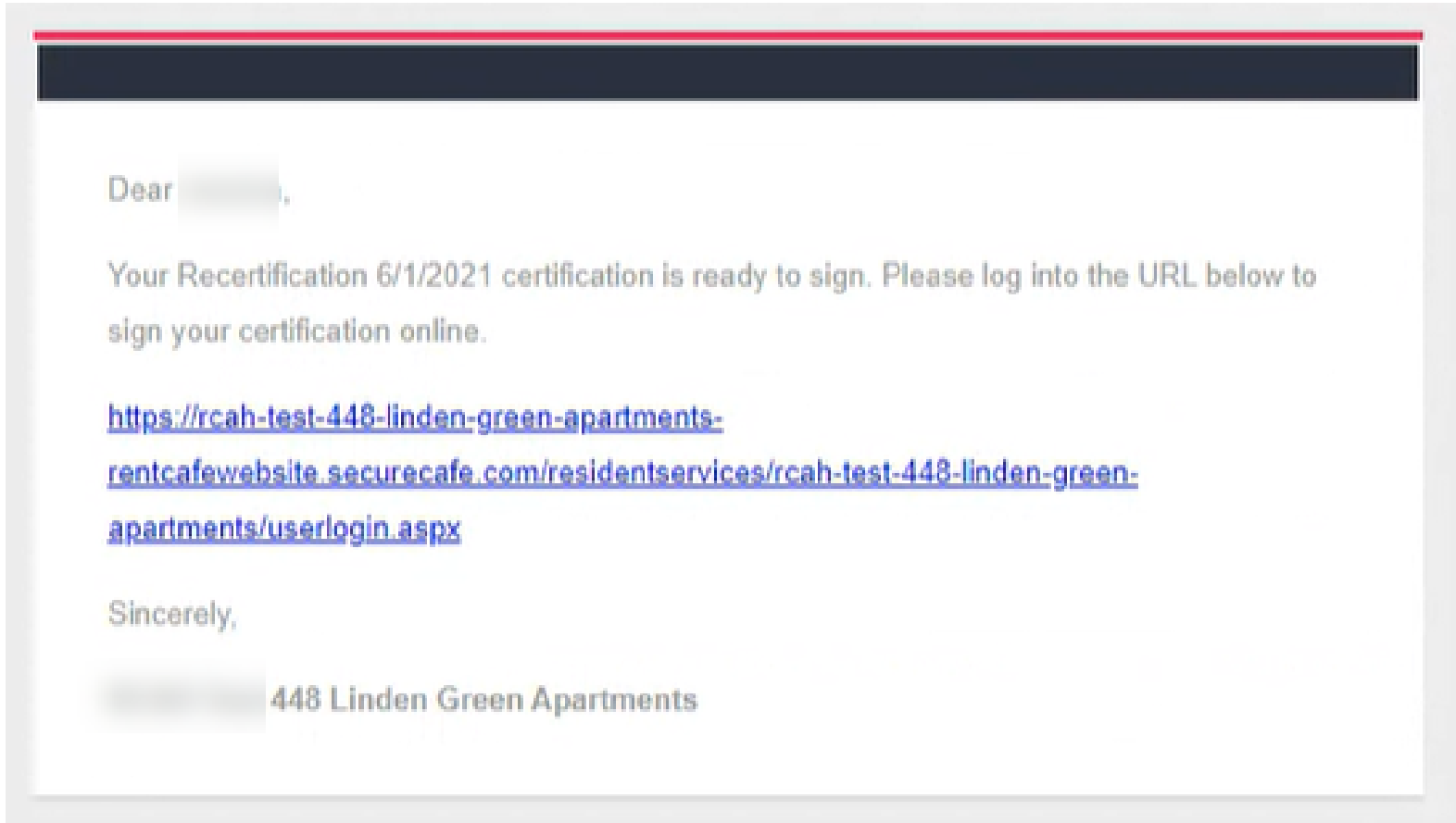
Signing and Submitting your Recertification Online

Signing and Dating Recertification Form - Continued

8. You will **receive an email once your final recertification forms, the TIC and 50059 forms, are ready for your final signature.** Click the link within the email, or login to RENTCafe to access these documents.

9. Once in RENTCafe **click Compliance, then Certifications, at the top of the page.** Scroll down to Certification Document, and **click Sign** on each document that is listed. **Electronically sign** each signature box within the document.

All adult members of the household **must also login to electronically sign** the final recertification documents.



Signing and Submitting your Recertification Online

Inviting Adult Members of Household to Upload Documents/Sign Recertification Form

1. After clicking the **Click Here to Invite** button next to the name of other adult members of the household on the Sign and Submit page, **provide their email address and type a message** to be included in their invitation email.
2. **Click Send Invitation**. They should receive an email with a link, their user name and temporary password for RENTCafe. They should **click that link**, input the temporary password and then set their own password for their account.

3. Once logged into RENTCafe they should **click Compliance, then Certification** at the top of the page, and locate the Annual Recertification that shows a status of Incomplete.
4. Once the correct Recertification has been located, **click Sign/Upload Documents** to be taken to the recertification form where they can **upload their own verification documents** and **sign the recertification form**.

This screenshot shows the 'Invite Member To Sign Documents' form. It includes fields for 'Email Address', 'Confirm Email Address', and 'Message To Invitee'. A red box highlights the 'SEND INVITATION' button, which is labeled with a red circle containing the number 2. Another red box highlights the 'CLICK HERE TO INVITE' button next to the 'Household Documents for' field, which is labeled with a red circle containing the number 1. The form also has a 'CANCEL' button and a 'Sign these forms' text area.

This screenshot shows the 'Rental Applications' page. It displays a list of applications with a red box highlighting the 'SIGN/UPLOAD DOCUMENTS' button, labeled with a red circle containing the number 4. Another red box highlights the 'Account Information' section, which includes details like 'Type: Annual Recertification', 'Status: Incomplete', 'Last Update Date: 3/29/2021', and 'Created Date: 3/29/2021', labeled with a red circle containing the number 3. The page also shows a house icon and the address 'Christiansburg, VA 24073'.