



“Keeping my family safe is my #1 priority.”

GET RENT HELP MN TODAY

Visit renthelpmn.org or call 211

COVID-19 Emergency Rental Assistance



RentHelpMN is now open for applications for rent, utilities and other housing cost assistance.

Email Landlords@renthelpmn.org to reach a team that can provide assistance with your landlord accounts.

Many landlords, owners and property managers have already successfully created accounts and we are working on validating the information you shared so that we can set you up to be eligible for payments.

If you haven't set up your accounts yet, don't worry. We are also working through tenant eligibility and reviewing tenant documents. We can connect tenants to your accounts along the way at any time.

The RentHelpMN.org website has resources for landlords including a quick start guide, forms and an organizer tool you can use to get ready to set up your properties for payments. More resources will be shared soon, including how to connect to your tenants' accounts and accept payments.

We have had a full 24 hours of operation of RentHelpMN to get a sense of where the most frequent questions are coming in, and we have a few highlights:

- The primary way to get a tenant application submitted is to send your tenants straight to the RentHelpMN.org website with information in hand to help them apply, including your contact information, rent due and lease information.
- If you plan to create an account on behalf of your tenant, make sure they know and are on board. They may be applying on their own or they may not see the email. We strongly encourage you to work with your tenant using the [Renters, Get Ready](#) and [Landlords, Get Ready](#) checklists on the RentHelpMN.org website.
- If you are going to create a tenant application, make sure you have accurate information and type it carefully. If a typo is in the email address, the tenant won't get a link. If a typo is in their name or address it will slow them down in correcting issues and finalizing their application.
- Make sure your tenants know they can ask for up to three months of upcoming rent at full assistance per month - that's May, June and July 2021 rent that could be pre-paid if the tenant requests and is determined to be eligible.
- Take your time preparing materials and uploading your W9s into the system. If you miss this step, we have to go back in and reset your accounts.

We have also set up a dedicated team to support landlords with your technical and program questions. You can email Landlords@renthelpmn.org to start your request. Please note: this is not a place to direct your tenants. Tenants should instead call the 211 helpline directly. Please email your specific question, your contact information and your availability and we will get back to you. Please be patient as thousands of owners across Minnesota are also registering at the same time.

Thank you.



www.mnhousing.gov

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