



Bob.ai FAQs

HCV Participants

What is Bob.ai? bob.ai

Bob.ai is a website and smartphone application that Newark Housing Authority uses to manage the Request for Tenancy Approval (RFTA) process, inspections, landlord rent increase requests and other Housing Choice Voucher program processes.

As a Housing Choice Voucher program participant, you will need to create an account with Bob.ai once you have been determined eligible for the program and are in the process of searching for housing assistance. You will use Bob.ai to watch the orientation briefing video before receiving your voucher, and again to complete the Request for Tenancy Approval (RFTA) documents once you find housing.

Bob.ai was adopted to significantly speed up the leasing process and provide status updates to you in real time.

Do I have to set up an account with Bob.ai?

As a Housing Choice Voucher program participant, you will need to create an account with Bob.ai once you have been determined eligible for the program and are in the process of searching for housing assistance. You will use Bob.ai to watch the orientation briefing video before receiving your voucher, and again to complete the Request for Tenancy Approval (RFTA) documents once you find housing.

Learn how to set up your account on the next page.



How do I set up an account?

1. Visit this website: bob.ai/auth/signup
2. Select “Renter” on the far right side of the screen.
3. Enter your email address and choose a password.
 - NOTE: You should use the same email address you used to set up your RentCafe account for your application.
4. Click “Continue.”
5. You will receive an email with a one-time passcode. Go to your email and find that passcode, then enter it into the Bob.ai website.
6. Next, you will select the option that best describes you. Click on the tile on the far left that says, “I currently live in an assisted rental home provided by a PHA, CoC or a Housing Navigator Org.”
7. On the next page, enter your first and last name, and click “Continue.”
8. Now select “Go to My Dashboard” in the top right-hand corner of the window.
9. Find the tile that says “My Account” and click on that.
10. You should see a pop-up window that asks you to accept the invitation. Click the green button to accept.
11. Now you are set up!

NOTE: If you have a smartphone, we recommend that you download the Bob.ai app. Some people find it helpful to receive important notifications about the Request for Tenancy Approval process this way.



Android



Apple

How can I tell if I already have an account or not?

1. Visit the login page for Bob.ai here: bob.ai/auth/login
2. Select the method you used to sign up for your account—Google, Facebook, Microsoft or email.
3. Complete the login steps. If you do not have an account with that email address or login method, you will see a message that says, “We could not find a Bob.ai account with that email.” There are a few possible reasons for this:
 - a. You used a different email address to set up your account. Try another one.
 - b. You have a spelling error in your email address. Retype it again.
 - c. You did not register an account yet. Visit bob.ai/auth/signup to register.



I'm having trouble accessing my account. What should I do?

The Bob.ai platform offers four possible login methods—1) your email address and a password, 2) Google, 3) Facebook or 4) Microsoft. Here are some possible issues you might encounter and ways to work through them.

Problem

You enter your email address and you see an error that says, “We could not find a Bob.ai account with that email.”

Troubleshooting

- You used a different email address to set up your account. Try entering another one.
- You have a spelling error in your email address. Retype it again.
- You did not register an account yet. Visit bob.ai/auth/signup to register.

Problem

You enter your email address and password, but you see an error that says, “Wrong email or password.”

Troubleshooting

- You used the incorrect password. Try a different password.
- You had a typo in your password. Retype it again.
- Reset your password by clicking the “Forgot Password” link.

What is the difference between Bob.ai and RentCafe?

Below are the major differences between the two platforms:

RentCafe

- is the main platform and source of information used during the applicant phase
- allows you to create your application to join the HCV waitlist
- is where you will submit your preliminary application and your complete application, if notified of lottery selection
- is where you report income changes as they happen
- is where you report changes in your family composition as they happen
- is where you complete your annual recertification

Bob.ai

- is the platform you will use after your application is approved
- manages your orientation and will provide your voucher for signature
- helps with the completion of required documents and the approval process (allowing you to submit the Request for Tenancy Approval and where your landlord will upload your signed lease agreement)



How do I know which website(s) I need to use along the way?

There are ten steps to receiving housing assistance from Newark Housing Authority. Here are each of those steps and the website or platform you will use for each one.

1. Application - RentCafe

- First, you will need to register for a RentCafe account if you do not already have one.
 - NOTE: RentCafe requires an active email address. You can sign up for a free email address at websites like Gmail.com, iCloud.com, or Outlook.com. Be sure to remember which email address you used to set up this account. You will need it later.
- Then you will complete the application in RentCafe.
- You can check your application status at any time by logging back into the same RentCafe account.

2. Eligibility Determination - RentCafe

- If you are selected from the waitlist, you will be notified by email.
 - NOTE: It's important that you regularly check your email to make sure you do not miss important information about your application. Emails about your application may come from an email address ending in @rentcafe.com.
- Next, you will need to share additional information to help us determine if you are eligible. You can complete this in RentCafe.
- NHA team members will review your information to determine if you are eligible for housing assistance. They will pull the information you submitted in RentCafe to do this.
- If the NHA team has questions or needs more information, they may ask you to upload information to RentCafe or email them directly.

3. HCV Briefing

- In order to receive your voucher, you need to set up a Bob.ai account. Reference page 2 to learn how to set up an account.
- Bob.ai will guide you to watch a video all about the HCV program, what your responsibilities are, and what to expect with the program. It's important that you watch the video closely.
- You may also be requested to come into the office if this is the first time you are receiving assistance with NHA.

4. Issuance of a Voucher - Bob.ai

- Once you have completed the full application and the NHA team determines that you are eligible, you will receive your voucher to begin searching for a home.



- This voucher confirms that NHA will pay a portion of the rent on your behalf for a rental unit.
- You will sign your voucher in the Bob.ai platform.

5. Housing Search

- There are a variety of websites that can assist you with your search for housing, such as
 - AffordableHousing.com
 - ApartmentList.com
 - Homes.com
 - Redfin.com
 - Zillow.com
 - Bob.ai
- Be sure to look for homes that are the same bedroom size as noted on your voucher. If you are approved for a three-bedroom home but you found a four-bedroom home, NHA will only pay for the amount needed for the three-bedroom unit.

6. Housing Quality Standards (HQS) Inspection - Bob.ai

- Once you have found a home and a landlord to accept your voucher, the unit must be inspected and pass inspection before you can sign a lease.
- The Bob.ai platform will help schedule the inspection with the landlord and communicate if the unit has passed or failed inspection.
- Results of the initial inspection can also be found in RentCafe

7. Rent Reasonableness Determination - Bob.ai

- In order for NHA to provide housing assistance, we must know that the rent amount requested by the landlord is reasonable. We use the Bob.ai platform to check comparable rental rates in the area with the same bedroom size. Bob.ai will also negotiate with the landlord if the rent requested is out of that range.

8. Signing of the Lease and Housing Assistance Payment (HAP) Contract - Bob.ai

- Once the unit passes inspection and the rent amount is determined to be reasonable, you and your new landlord can sign the lease, and the landlord uploads it to the Bob.ai app.

9. Rent & Housing Assistance Payments

- You will make rent payments directly to the landlord for your portion of the rent amount.
- NHA will also make rent payments for the assisted portion of the rent directly to the landlord.



10. Annual Recertification - RentCafe

- After one year, it will be time to complete your annual recertification. This is where NHA will review your income level and your family composition to ensure that you are still eligible for the program and for your voucher size.
- NOTE: If your household experiences a change in income or family composition at any time while you are receiving assistance from NHA, you must report that through the RentCafe website within 10 days of the change.

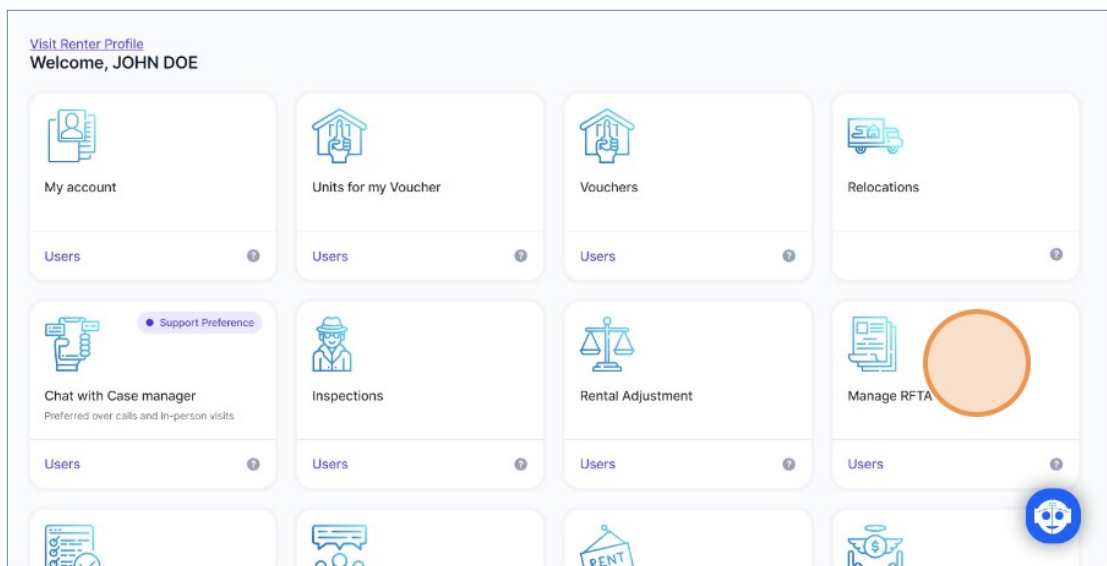
How do I complete the Request for Tenancy Approval (RFTA)?

Once you have received a housing choice voucher and located a property that meets your needs and accepts vouchers, you and the landlord are required to complete the Request for Tenancy Approval (RFTA) form and additional required documents. This form must be completed by both parties before the lease is signed and you are able to move in.

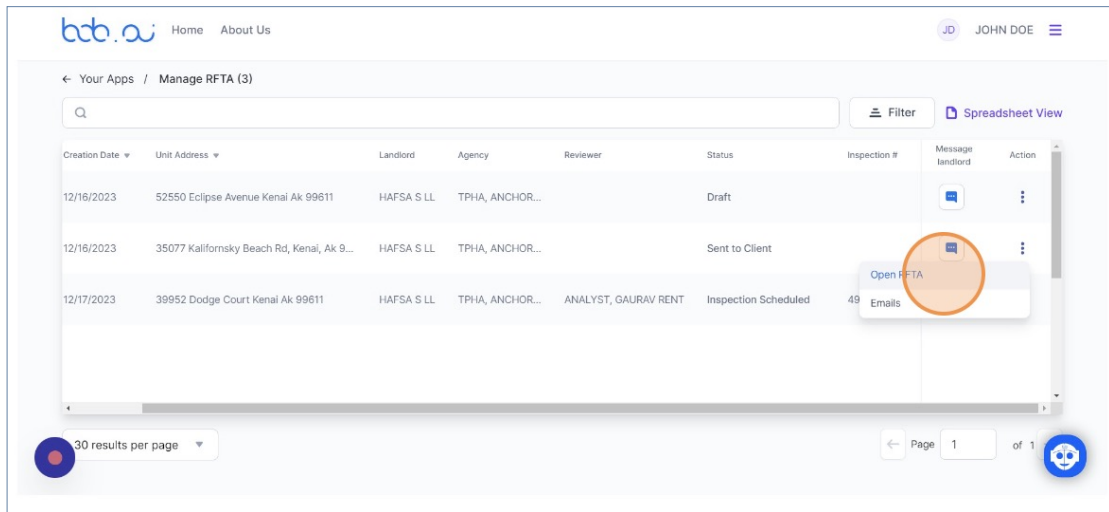
First, the landlord will start the RFTA process and complete their portion. After that, you will receive a notification via email to sign the form digitally on Bob.ai.

To sign the RFTA, follow these steps:

1. Visit the login page for Bob.ai: bob.ai/auth/login
2. Enter your email and password and click “Login.” If you do not have a Bob.ai account, you will need one before you can continue. Reference page 2 to learn how to set up an account.
3. Once you’ve logged in, click on the “Manage Your RFTA” tile.



- You will see the address of the unit you are planning to rent. Click on the three dots on the far right of the window. Then click “Open RFTA.”



- Click on the icon next to “RFTA” to open the RFTA form.

Housing Provider *

HAFSA S LL

Legal Owner * ?

HAFSA S LL

Realtor ?

Realtor

Property Manager ?

Property Manager

Primary E-mail for this document

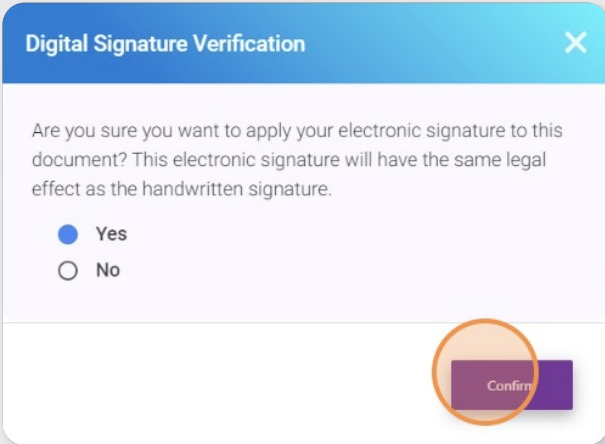
hafsa+landlord001@bob.ai

- Click the “Sign” button to sign the form.

Print or Type Name of Owner/Owner Representative		Print or Type Name of Household Head	
HAFSA S LL		JOHN DOE	
Owner/Owner Representative Signature		Head of Household Signature	
JOHN DOE		Sign Here	
Business Address		Present Address	
ASD		Riverside	
Telephone Number	Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)
(324) 855-8859	12/18/2023	(587) 458-5558	Date (mm/dd/yyyy)



7. You will be asked to verify your signature. Click "Confirm."



Digital Signature Verification [X]

Are you sure you want to apply your electronic signature to this document? This electronic signature will have the same legal effect as the handwritten signature.

☒ Yes
☐ No

Confirm

8. Click "Ok."



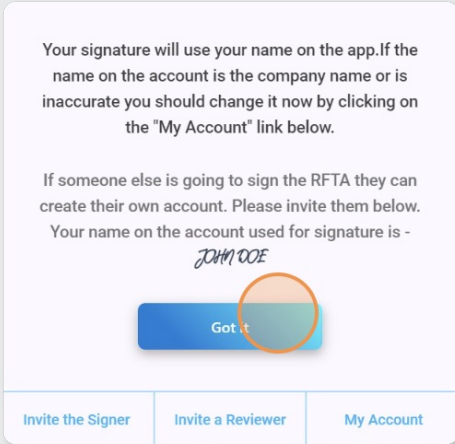


The form is ready for your signature.

If there is anything that needs to be changed in this form, or in one of the previous forms, you should click on Return to LL, and let the landlord know what they need to change. Once you sign, and submit, the RFTA package will be sent for approval and your PHA will contact you

Ok

9. Click "Got it."



Your signature will use your name on the app. If the name on the account is the company name or is inaccurate you should change it now by clicking on the "My Account" link below.

If someone else is going to sign the RFTA they can create their own account. Please invite them below.

Your name on the account used for signature is -
JOHN DOE

Got it

Invite the Signer Invite a Reviewer My Account

10. Click the green “Submit RFTA Package” button.

Choose act

Owner/Owner Representative Signature JOHN DOE		Head of Household Signature JOHN DOE	
Business Address ASD		Present Address Riverside	
Telephone Number (324) 855-8859	Date (mm/dd/yyyy) 12/18/2023	Telephone Number (587) 458-5558	Date (mm/dd/yyyy) 12/18/2023

Previous editions are obsolete 2 HUD-52517 (7/2019)

Submit RFTA Package

Return to LL