



Bob.ai FAQs

Landlords

What is Bob.ai? bob.ai

Bob.ai is a website and smartphone application that Newark Housing Authority (NHA) uses to manage the Request for Tenancy Approval (RFTA) process, inspections, and rental rate increase requests.

As a landlord partner of NHA, you will need to create an account with Bob.ai in order to complete the Request for Tenancy Approval (RFTA) documents once you find a renter. You'll also use Bob.ai to help schedule your initial inspection.

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

Bob.ai was not designed or developed by NHA. It is owned and operated by a software company called Bob.ai. Several other housing authorities in the county use the platform.

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

As a landlord partner of NHA, you will need to create an account with Bob.ai in order to complete the Request for Tenancy Approval (RFTA) documents once you find a renter. You'll also use Bob.ai to help schedule your initial inspection.

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 “Housing Provider” in the center of the screen.
3. Enter your email address and choose a password.
 - NOTE: If you have already set up your RentCafe account, you should use the same email address for your Bob.ai account.
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 “Landlord” tile.
7. Enter the landlord name. If there is already an account for the company, you will see an option to join.
8. On the next page, enter your first and last name, and click “Continue.”
9. Now select “Go to My Dashboard” in the top right-hand corner of the window.
10. Find the tile that says “My Account” and click on that.
11. You should see a pop-up window that asks you to accept the invitation. Click the green button to accept.
12. 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 for our housing programs
- allows you to view your ledger and access your 1099
- stores your list of active units/tenants and information about each one's case manager
- is where you can manage your contact information
- allows you to view inspection information

Bob.ai

- is the platform you will use to complete the lease up process with a new renter
- schedules and communicates information about your inspection
- facilitates the completion of required documents and the approval process, allowing you to submit the Request for Tenancy Approval (RFTA) and sign the lease and Housing Assistance Payment (HAP) contract
- is where you will request a rental increase for current tenants

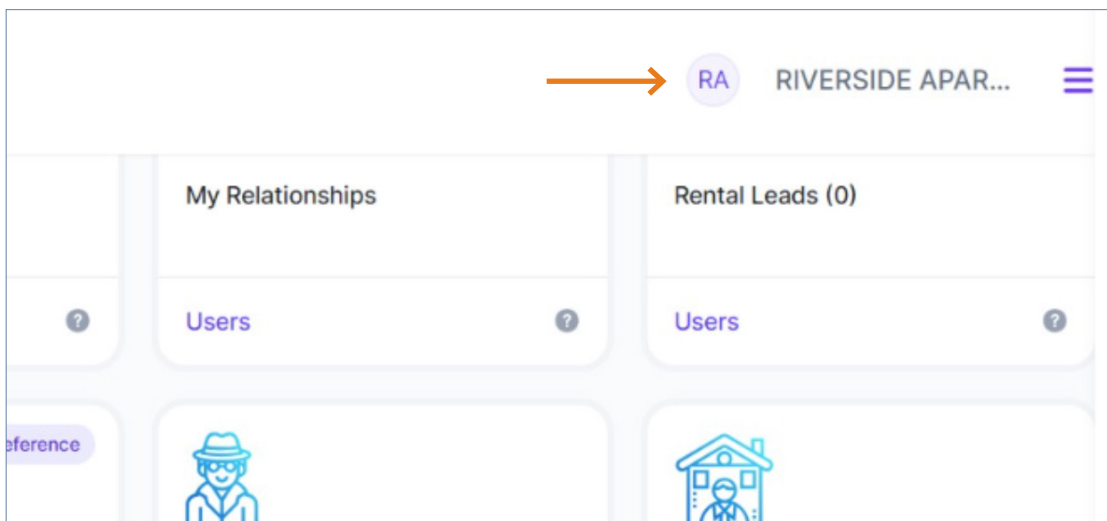


How do I complete the Request for Tenancy Approval (RFTA)?

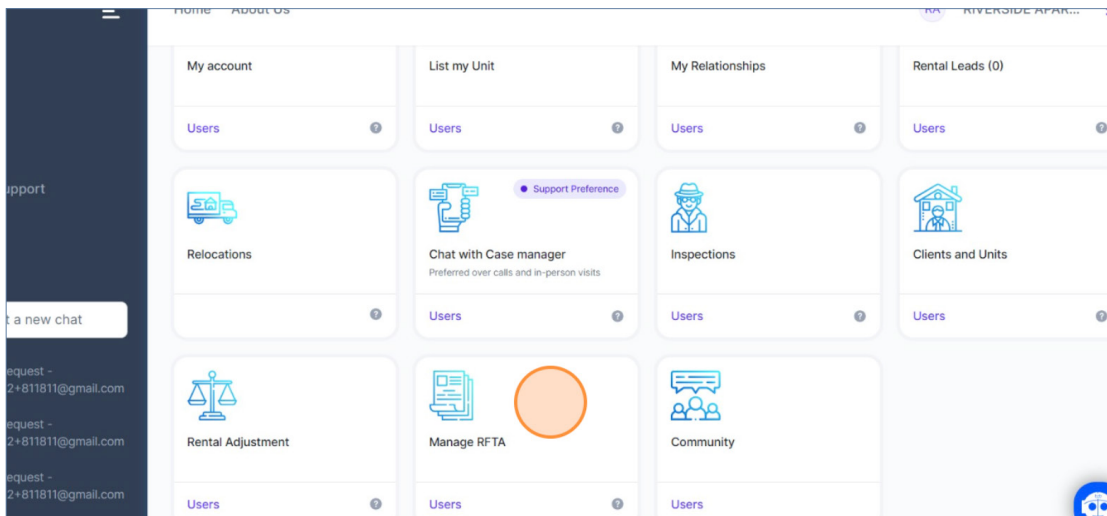
When a prospective tenant with a housing choice voucher chooses to rent a unit in your property, you and the tenant are required to complete the Request for Tenancy Approval (RFTA) form. This form must be completed before the lease is signed and the tenant moves in.

To begin the RFTA process as a housing provider, follow these steps:

1. Visit the login page for Bob.ai: bob.ai/auth/login
2. Enter your email and password and click “Login.”
3. The name of the agent/owner will appear at the top right of the page. Verify that it's correct.



4. Click on the tile named “Manage RFTA.”



- Click “Create RFTA” at the top right of the page.

The screenshot shows a web interface for managing RFTAs. At the top right, there is a purple button labeled "Create RFTA" which is circled in orange. Below this button are a search bar, a "Filter" button, and a "Spreadsheet View" link. A table below contains columns for Agency, Reviewer, St, Message renter, and Action. The first row shows "DUNG" for Agency, "TPHA, ANCHOR..." for Reviewer, "H/" for St, and a message icon for Message renter. The second row shows "DUNG001" for Agency, "TPHA, ANCHOR..." for Reviewer, "Se" for St, and a message icon for Message renter.

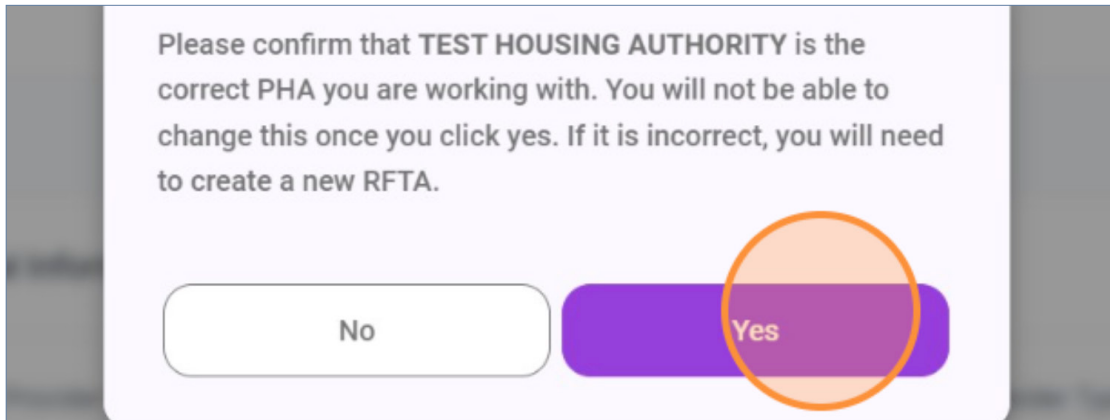
- Enter “Newark” in the text box under “PHA, CoC or Nonprofit in the USA issuing the Voucher or Program Slot.” Choose Newark Housing Authority, Newark, NJ, PHA Code: NJ002 when it pops up in the search list.

The screenshot shows a form titled "Create RFTA for any PHA, CoC or Nonprofit in the USA". The form has a search box labeled "PHA, CoC or Nonprofit in the USA issuing the Voucher or Program Slot *" with the placeholder text "Search for any PHA, CoC or Nonprofit in the USA". Below the search box is a blue link "Please fill the form to identify the voucher holder". The form also has fields for "First Name *" (placeholder: "Enter First Name"), "Last Name *" (placeholder: "Enter Last Name"), and "Email Address or Phone*" (placeholder: "(000) 000-0000"). The search box is circled in orange.

- Enter the name and email address of the voucher holder and click “Proceed to create RFTA.”

The screenshot shows the same form as before, but with the "First Name" field containing "John", the "Last Name" field containing "Doe", and the "Email Address or Phone" field containing "zainmeeran12+811811@gmail.com". The "Proceed to create RFTA" button at the bottom is circled in orange.

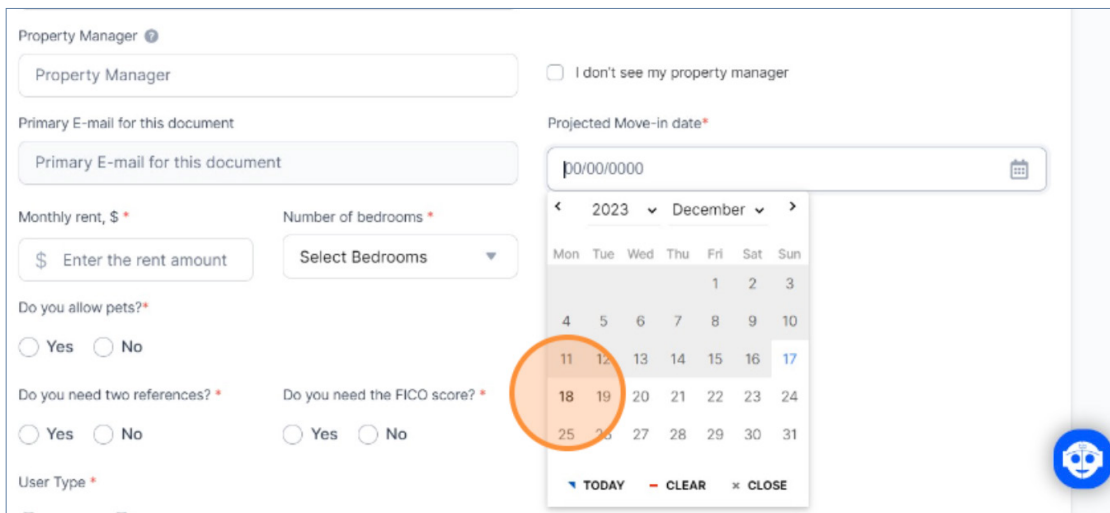
8. A pop-up window will appear asking you to confirm that you have chosen the correct housing authority. If the correct housing authority is listed, click “Yes.” You will not be able to change this once you click “Yes,” so be sure to verify.



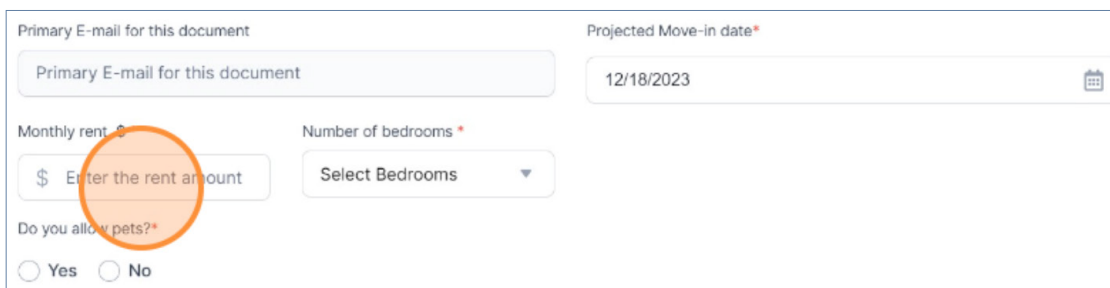
9. If the incorrect housing authority is listed, click “No.” You will be redirected back to the “Create RFTA” screen where you can create a new RFTA with the correct housing authority

10. Add the unit details.

11. Click the calendar under “Projected Move-in Date” to select the date.



12. Enter the rent amount in the “Monthly Rent” field.



13. Click the dropdown menu to add the number of bedrooms in the unit.

14. Enter the property name, address, city and state.

Do you allow pets? *

☐ Yes ☒ No

Do you need two references? * Do you need the FICO score? *

☐ Yes ☒ No ☐ Yes ☒ No

User Type *

☐ Agent ☒ Owner

Property Name Address* Apt #

Enter your property name Enter your property address Apt # (Optional)

City * State * Zip Code *

Enter the city Choose the State 00000

15. Click on the Google-verified address when it populates.

16. Click “Continue with Utilities and Appliances.”

Do you need two references? * Do you need the FICO score? *

☐ Yes ☒ No ☐ Yes ☒ No

User Type *

☐ Agent ☒ Owner

Property Name Address* Apt #

Enter your property name 39952 Dodge Court Apt # (Optional)

City * State * Zip Code *

Kenai ALASKA 99611

Continue with Utilities and Appliances

17. Click the dropdown menu to select the structure type.

Utilities and Appliances

Structure Type *

SINGLE FAMILY / DUPLEX

		Paid by	
		Owner	Tenant
Heating	Natural Gas	☐	☒
Cooking	Natural Gas	☐	☒



18. Use the dropdown menus to select the type of appliances (natural gas or electric) and select whether the tenant or owner is responsible for paying the utility bill.

		Paid by	
		Owner	Tenant
Heating	Natural Gas	☐	☒
Cooking	Electric	☐	☒
Water Heating	Natural Gas	☐	☒
Other Electric		☐	☒

19. Select whether the tenant or owner pays for sewer, trash collection, or air conditioning. If the tenant is paying for anything electric, please select "other electric."

		Owner	Tenant
Heating	Natural Gas	☐	☒
Cooking	Electric	☐	☒
Water Heating	Natural Gas	☐	☒
Other Electric		☐	☒
Water		☒	☐
Sewer		☒	☐
Trash Collection		☒	☐

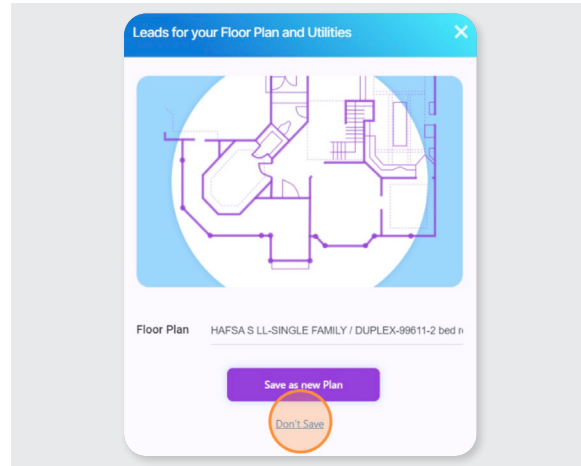
20. Select whether the tenant or owner supplies the refrigerator and the range/microwave.

	Appliances Provided by	
	Owner	Tenant
Refrigerator	☒	☐
Range/Microwave	☒	☐

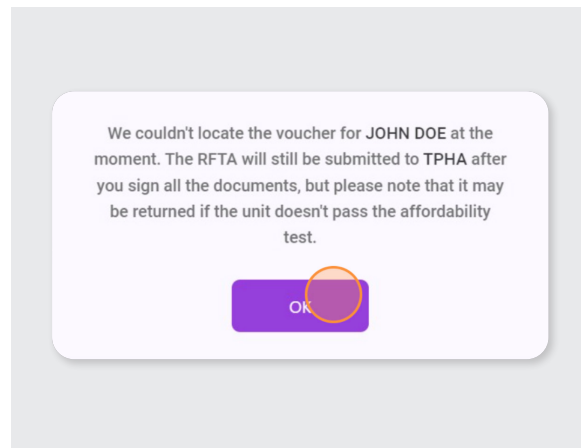
Next

21. Once all of the utilities and appliances have been set, click "Next."

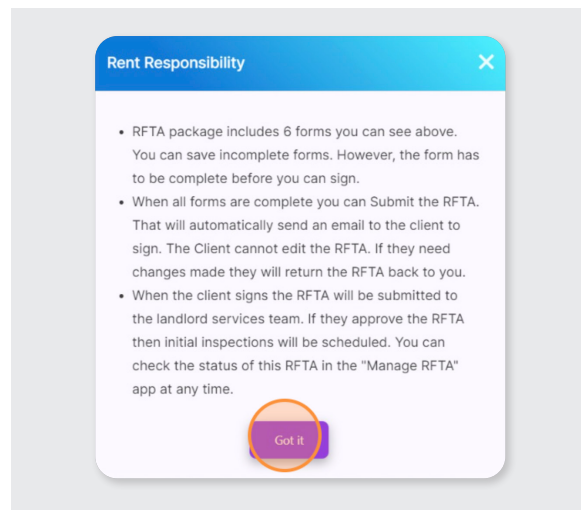
22. Click “Save as New Plan” to save the floor plan or “Don’t Save” if you choose not to save it. If you save the floor plan, it will automatically fill in the details the next time you choose it.



23. If a message pops up saying that the voucher is not found, you may have chosen the incorrect public housing authority. Click “OK” and make sure that you have chosen “Newark Housing Authority, Newark, NJ, PHA Code: NJ002”



24. If you have chosen the correct public housing authority, the “Rent Responsibility” window will pop up. Read the message and Click “Got it.”



25. Read the “Acknowledgement of Rent Responsibility.”

Rent Responsibility

ACKNOWLEDGMENT OF RENT RESPONSIBILITY

By my signature below, I, HAFSA, S LL (Owner First, Last Name) acknowledge as follows:

I am the owner of the property located at 39952 DODGE COURT KENAI AK 99611

I am not related by blood or marriage JOHN DOE (Client/Tenant First, Last name)

I understand that the TEST HOUSING AUTHORITY will not pay any portion of the rent for any time that a Client/Tenant lives in a unit prior to the effective date of the executed Housing Assistance Payments (HAP) Contract

26. Click the “Sign here” button next to the signature line to sign the form.

I understand that the TEST HOUSING AUTHORITY will not pay any portion of the rent for any time that a Client/Tenant lives in a unit prior to of the executed Housing Assistance Payments (HAP) Contract

I also understand that the Client/Tenant's portion of the contract rent is determined by the TEST HOUSING AUTHORITY and that it is illegal to add additional amounts for rent or other items not specified in the lease agreement and not approved in writing by the TEST HOUSING AUTHORITY

I have received a copy of the Property Owner's Guide to HVP Lease-Up.



Owner/Owner Representative Signature

HAFSA, S LL

Print or Type Name of Owner/Owner Representative

Date (mm/dd/yyyy)

27. Click “Yes” on the “Digital Signature Verification” window and 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.

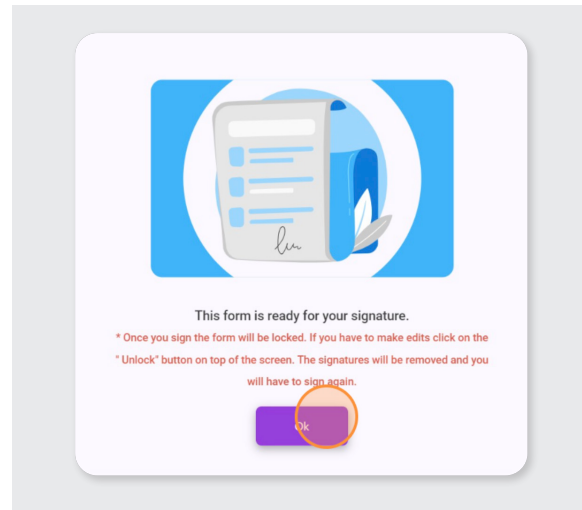
☒ Yes

☐ No

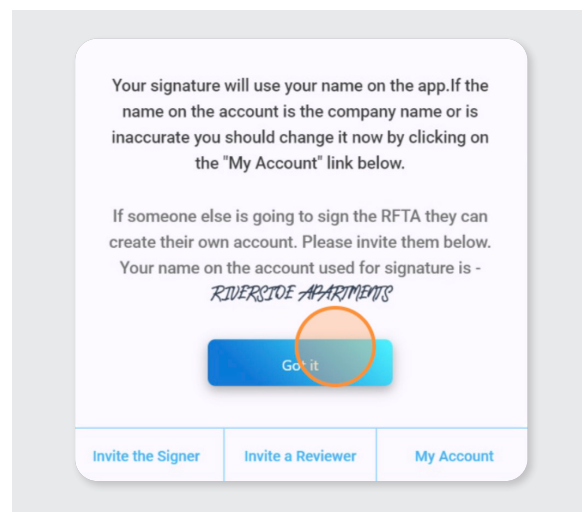




28. Click "Ok" to verify that you want to sign the form.



29. Click "Got it" to verify that the signature is correct.



30. Click "Save."

I also understand that the Client/tenant's portion of the contract rent is determined by the TEST HOUSING AUTHORITY and that it is illegal to charge any additional amounts for rent or other items not specified in the lease agreement and not approved in writing by the TEST HOUSING AUTHORITY.

I have received a copy of the Property Owner's Guide to HVP Lease-Up.

RIVERSTOE APARTMENTS   

Owner/Owner Representative Signature

HAUSA, S L L

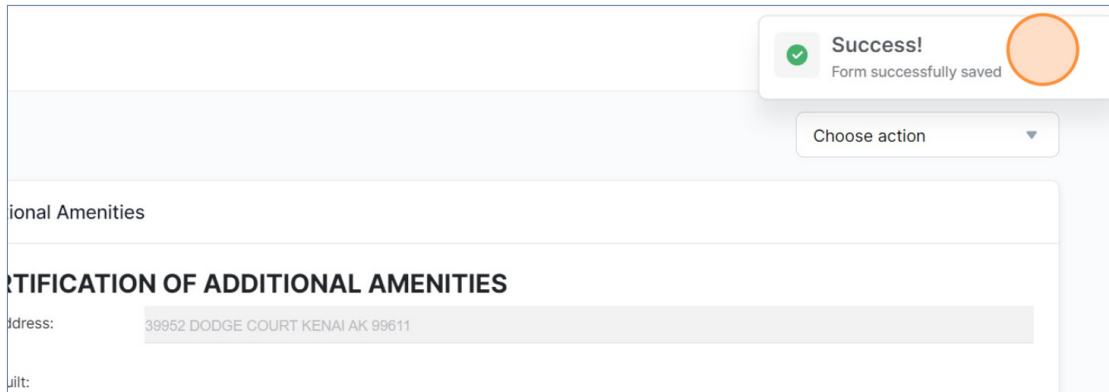
Print or Type Name of Owner/Owner Representative

12/17/2023

Date

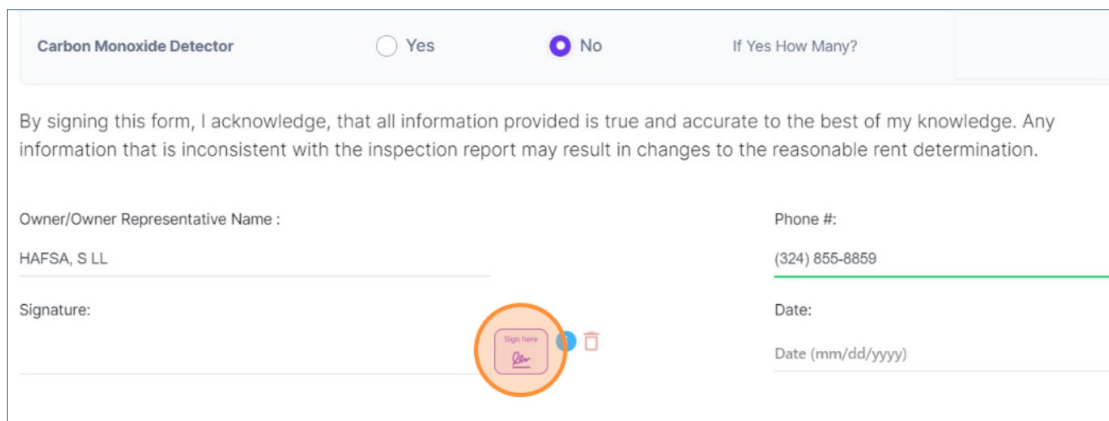


31. Click “Success!” to acknowledge the message.



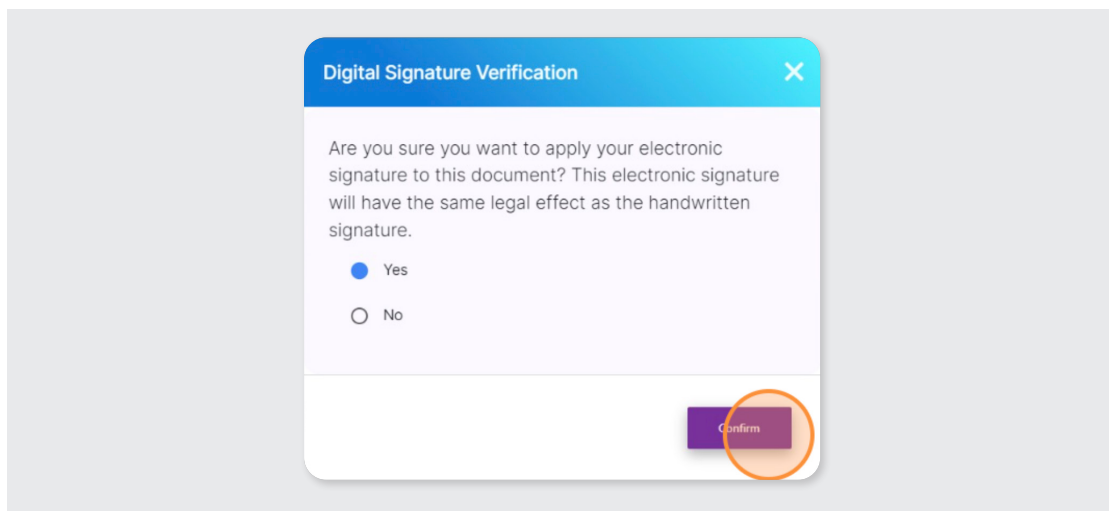
The screenshot shows a web interface with a 'Success!' notification in the top right corner, indicating the form was saved. Below the notification is a 'Choose action' dropdown menu. The main content area is titled 'Additional Amenities' and contains a section for 'CERTIFICATION OF ADDITIONAL AMENITIES'. The address field is populated with '39952 DODGE COURT KENAI AK 99611'. The 'Signature' field is empty.

32. Review the “Certification of Additional Amenities” to make sure the information is correct and click the “Sign here” button next to the signature line to sign the form.



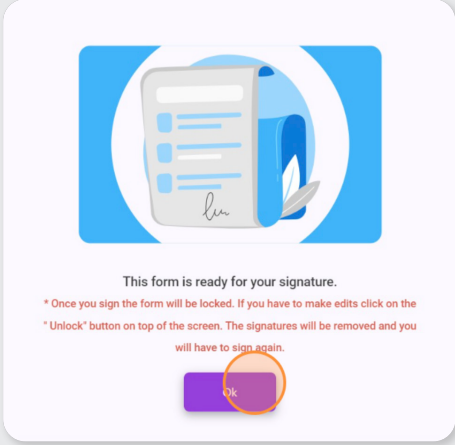
The screenshot shows the 'Certification of Additional Amenities' form. It includes a section for 'Carbon Monoxide Detector' with 'Yes' and 'No' radio buttons. Below this is a disclaimer: 'By signing this form, I acknowledge, that all information provided is true and accurate to the best of my knowledge. Any information that is inconsistent with the inspection report may result in changes to the reasonable rent determination.' The form also has fields for 'Owner/Owner Representative Name' (filled with 'HAFSA, S LL'), 'Phone #' (filled with '(324) 855-8859'), 'Signature', and 'Date' (with a placeholder '(mm/dd/yyyy)'). A 'Sign here' button is circled in orange next to the signature line.

33. Click “Yes” on the “Digital Signature Verification” window and click “Confirm.”



The screenshot shows a 'Digital Signature Verification' dialog box. It asks: '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.' There are 'Yes' and 'No' radio buttons. The 'Yes' button is selected. A 'Confirm' button is circled in orange at the bottom right of the dialog.

34. Click "Ok" to verify that you want to sign the form.

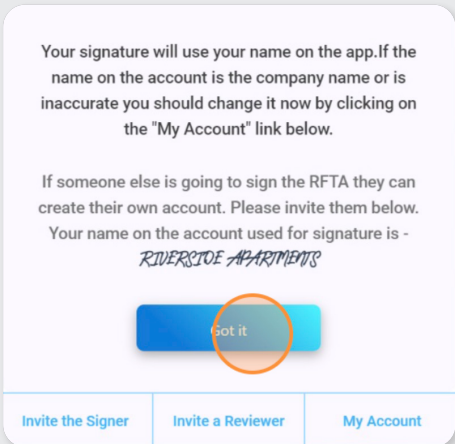


This form is ready for your signature.

* Once you sign the form will be locked. If you have to make edits click on the "Unlock" button on top of the screen. The signatures will be removed and you will have to sign again.

Ok

35. Click "Got it" to verify that the signature is correct.



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.

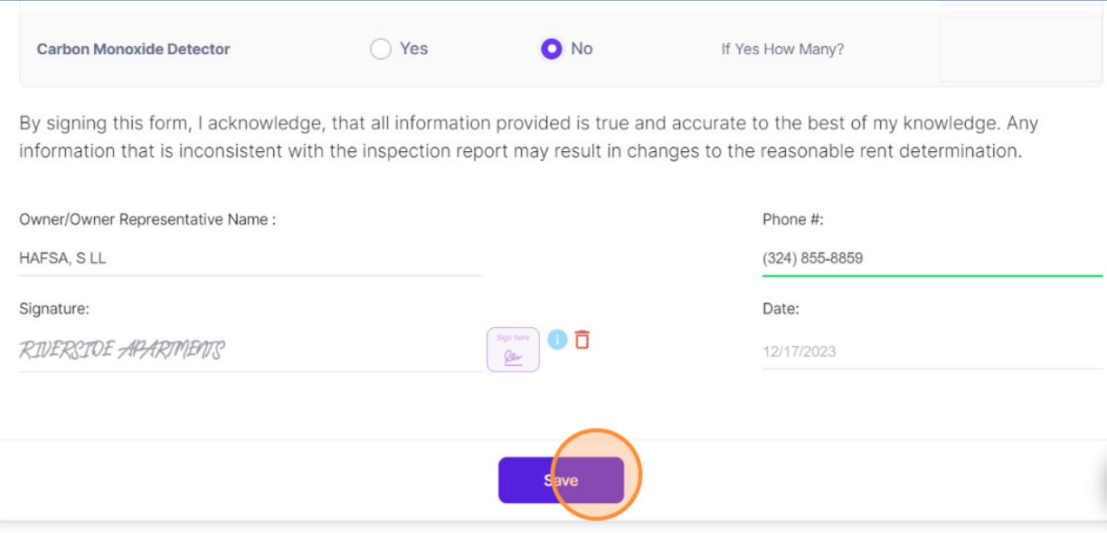
If someone else is going to sign the RFTA they can create their own account. Please invite them below.

Your name on the account used for signature is -
RIVERSTOE APARTMENTS

Got it

Invite the Signer Invite a Reviewer My Account

36. Click "Save."



Carbon Monoxide Detector ☐ Yes ☒ No If Yes How Many?

By signing this form, I acknowledge, that all information provided is true and accurate to the best of my knowledge. Any information that is inconsistent with the inspection report may result in changes to the reasonable rent determination.

Owner/Owner Representative Name :
HAFSA, S LL

Phone #:
(324) 855-8859

Signature:
RIVERSTOE APARTMENTS

Date:
12/17/2023

Save

37. Click "Success!" to acknowledge the message.

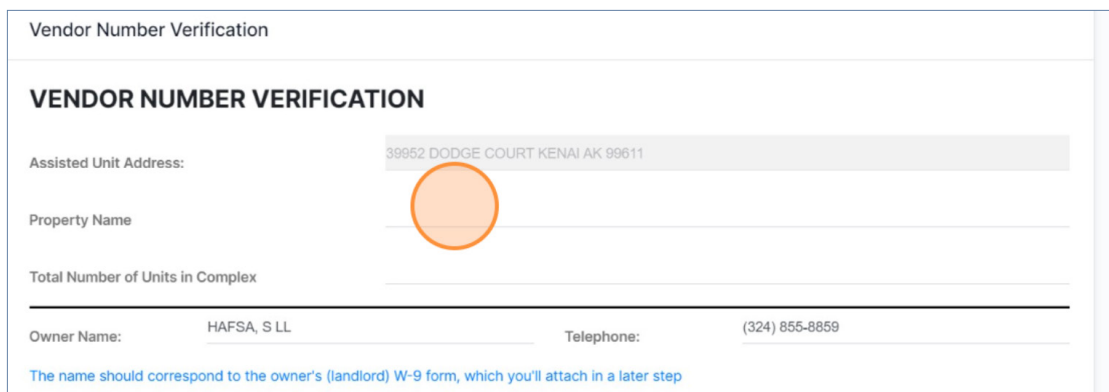


The screenshot shows a 'Success!' message box in the top right corner with a green checkmark icon and the text 'Form successfully saved'. Below the message box is a 'Choose action' dropdown menu. The main form area is titled 'Number Verification' and has an 'Unlock' button. Below this is a section titled 'OR NUMBER VERIFICATION'. The 'Unit Address' field is pre-filled with '39952 DODGE COURT KENAI AK 99611'. The 'Name' field is empty.

38. The next steps are to complete your Tax ID information and direct deposit form. For first-time landlords with NHA, this is required.

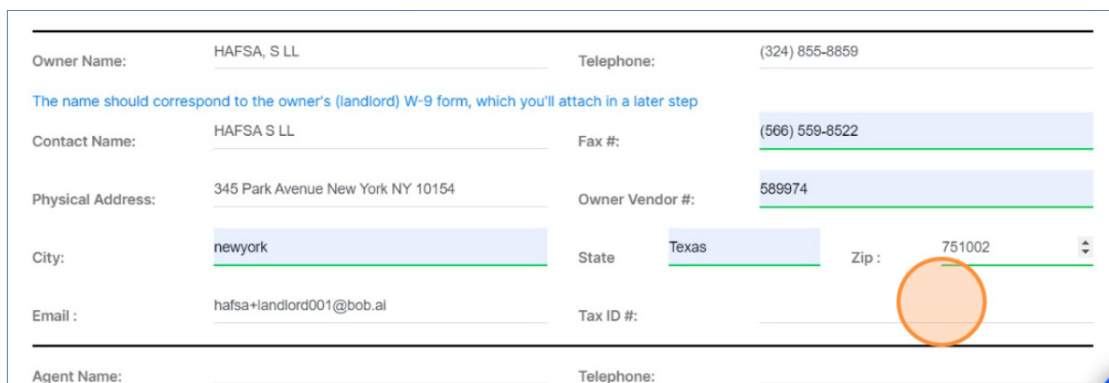
- a. If you have already rented a unit in your property to an NHA Housing Choice Voucher tenant, we will already have your information on file, and you do not need to fill in your Tax ID#, direct deposit form or upload documentation.
- b. If you are a current NHA landlord and not already set up on direct deposit, this is now a requirement.

39. Click the "Property Name" field to enter the details.



The screenshot shows the 'Vendor Number Verification' form. The 'Assisted Unit Address' field is pre-filled with '39952 DODGE COURT KENAI AK 99611'. The 'Property Name' field is highlighted with an orange circle. The 'Total Number of Units in Complex' field is empty. The 'Owner Name' field is pre-filled with 'HAFSA, S LL' and the 'Telephone' field is pre-filled with '(324) 855-8859'. A blue note at the bottom states: 'The name should correspond to the owner's (landlord) W-9 form, which you'll attach in a later step'.

40. Click the "Tax ID #" field to enter the Tax ID.



The screenshot shows the 'Tax ID #' field highlighted with an orange circle. The 'Owner Name' field is pre-filled with 'HAFSA, S LL' and the 'Telephone' field is pre-filled with '(324) 855-8859'. The 'Contact Name' field is pre-filled with 'HAFSA S LL' and the 'Fax #' field is pre-filled with '(566) 559-8522'. The 'Physical Address' field is pre-filled with '345 Park Avenue New York NY 10154' and the 'Owner Vendor #' field is pre-filled with '589974'. The 'City' field is pre-filled with 'newyork', the 'State' field is pre-filled with 'Texas', and the 'Zip' field is pre-filled with '751002'. The 'Email' field is pre-filled with 'hafsa+landlord001@bob.ai' and the 'Tax ID #' field is empty. The 'Agent Name' and 'Telephone' fields are empty.



41. Click the “Sign here” button next to the signature line to sign the form.

The screenshot shows a web interface for managing an RFTA. On the left is a sidebar with a vertical list of steps: 'Voucher Information', 'Your Unit', 'Rent Responsibility', 'Additional Amenities', and 'Vendor Number Verification'. The 'Your Unit' step is currently active, indicated by a green checkmark. The main content area displays a legal agreement text. Below the text, there is a line for the 'Owner/Owner Representative Signature' and a 'Date:' field. A red circular button with a white signature icon and the text 'Sign here' is circled in orange. At the bottom right, there is a blue 'Save Form' button.

42. Click “Yes” on the “Digital Signature Verification” window and click “Confirm.”

The screenshot shows a modal dialog box titled 'Digital Signature Verification'. The text inside asks: '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.' Below the text are two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom right of the dialog, there is a blue button labeled 'Confirm', which is circled in orange.

43. Click “Ok” to verify that you want to sign the form.

The screenshot shows a confirmation screen with a large blue circular icon containing a document with a signature. Below the icon, the text reads: 'This form is ready for your signature.' There are two lines of smaller text: '* Once you sign the form will be locked. If you have to make edits click on the "Unlock" button on top of the screen. The signatures will be removed and you will have to sign again.' At the bottom center, there is a blue button labeled 'Ok', which is circled in orange.

44. Click “Got it” to verify that the signature is correct.

The screenshot shows a final confirmation screen. The text reads: '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.' Below this, it says: '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 - *RIVERSIDE APARTMENTS*'. At the bottom center, there is a blue button labeled 'Got it', which is circled in orange. At the very bottom, there are three links: 'Invite the Signer', 'Invite a Reviewer', and 'My Account'.

45. Click "Save Form."

UNTIL OWNER PROVIDES WRITTEN NOTICE OF A CHANGE OF CONTACT INFORMATION. ANY TAX INFORMATION CONCERNING HAP MONIES PAID TO AGENT ON BEHALF OF OWNER (IRS FORM 1099, ETC.), SHALL BE SENT DIRECTLY TO AGENT. OWNER AGREES HEREIN TO HOLD TESTPHA, ITS EMPLOYEES, OFFICERS AND REPRESENTATIVES HARMLESS FROM LIABILITY CONCERNING ANY INFORMATION PROVIDED TO OWNER'S AGENT.

Owner/Owner Representative Signature
RIVERSIDE APARTMENTS

Date:
12/17/2023

Save Form

46. Sign your Direct Deposit form. This form requires a handwritten/wet signature. A digital signature is not allowed.

47. Click the dropdown menu of "Select Document" to choose a document to download. This is where you can upload your Direct Deposit and W-9 forms.

Additional Docs

Upload Instructions

1. W-9 with original signature (electronic signatures will not be accepted)
2. Direct Deposit Form with original signature (required for new vendors/landlords only) (THIS ONE MAY CHANGE)
3. Copy of Voided Check (for new vendors/landlords only OR if your bank information has changed)
4. Current Government Issued Photo ID (for new owner(s) and agents)
5. Management Agreement (if applicable)
6. Verification of SSN/EIN (Needed only for new vendors)

Select Document
Select an option

Add Notes

48. Click the "Upload by drag and drop" or "Browse" field to select the document.

Please ensure that the W-9 form you are about to attach corresponds to owner. If it is not the actual owner, [click here](#) to update the Owner(landlord) Name accordingly.

Upload by drag and drop or **Browse**

Current Uploaded Documents

49. Click "Upload."

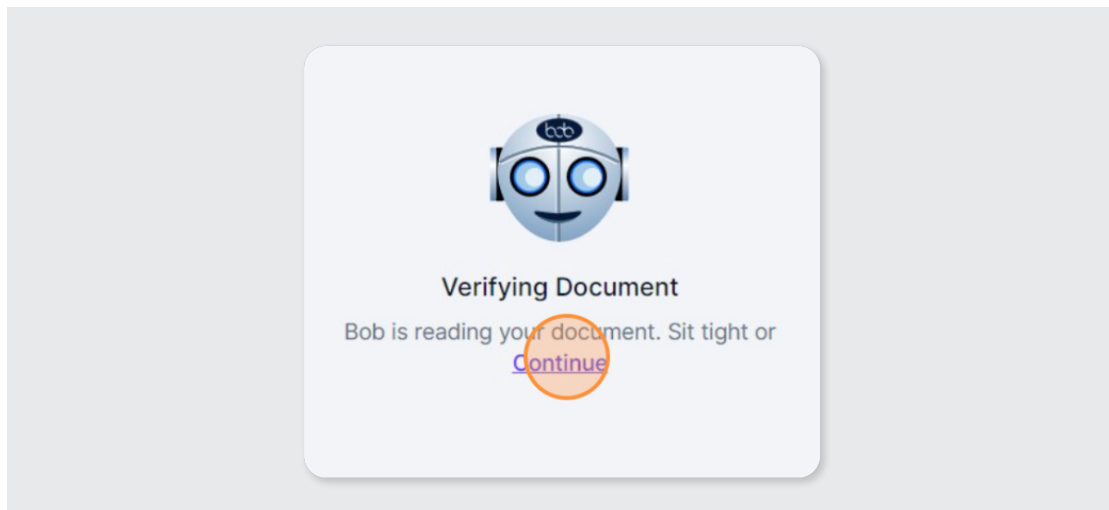
Upload by drag and drop or [Browse](#)

Upload

W9.pdf

Current Uploaded Documents

50. Click "Continue."



51. Click "Success!"

Success!
Document uploaded successfully

Choose action ▼

Select Document

Select an option ▼

52. Repeat this step for all of the documents you need to upload.

53. Once all of your documents are uploaded, click “Next.”

Loaded Documents				
	AI Task	Description	Verification Status	Actions
Direct deposit form (2).pdf		Direct Deposit Form	Human Review Required	Delete

Next

54. Enter the address on the Business Address line. Then click the “Sign” button next to the signature line to sign the form.

Print or Type Name of Owner/Owner Representative HAFSA S LL		Print or Type Name of Household Head JOHN DOE	
Owner/Owner Representative Signature Sign here		Head of Household Signature	
Business Address Riverside		Present Address	
Telephone Number (324) 855-8859	Date (mm/dd/yyyy) Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)

55. Click “Yes” on the “Digital Signature Verification” window and click “Confirm.”

Digital Signature Verification

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

56. Click "Ok" to verify that you want to sign the form.

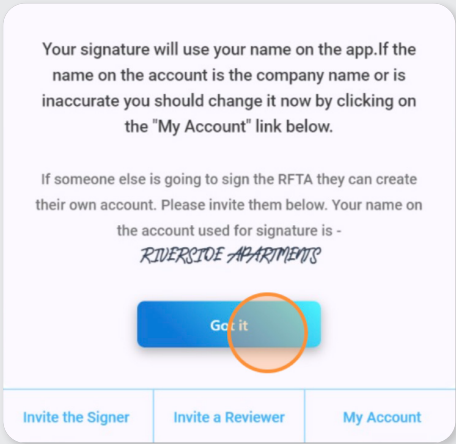


The form is ready for your signature.

Before you sign, make sure you completed all the other forms and uploaded all the required additional documents. If you forgot to add something, you will see a red notification in the top right corner after you click submit. If all the documents are correct, the RFTA will be sent to the client, and you will not be able to edit any documents until they sign or return to you.

Ok

57. Click "Got it" to verify that the signature is correct.



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 -

RIVERSTONE APARTMENTS

Got it

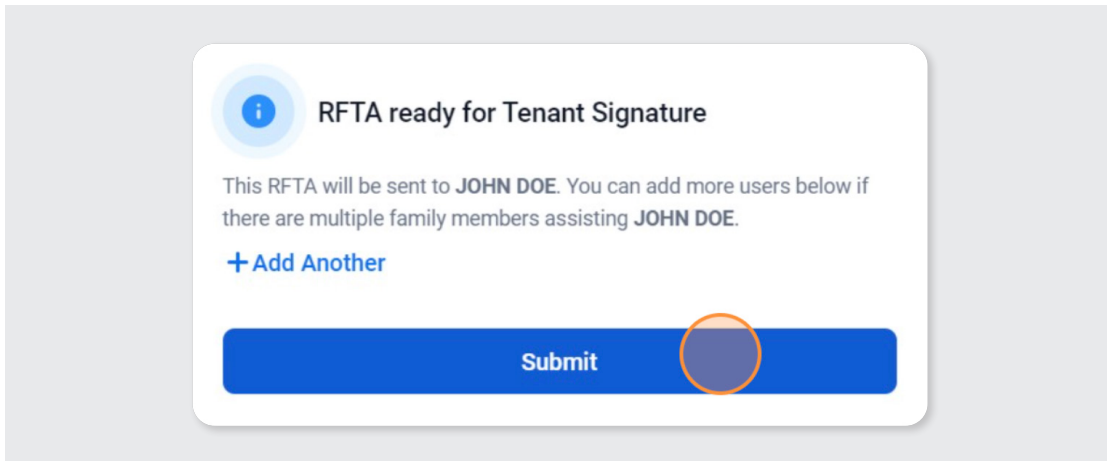
Invite the Signer Invite a Reviewer My Account

58. Click "Submit RFTA Package."

mber		Date (mm/dd/yyyy)		Telephone Number		Date (mm/dd/yyyy)	
24) 855-8859		12/17/2023				Date (mm/dd/yyyy)	
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Submit RFTA Package							

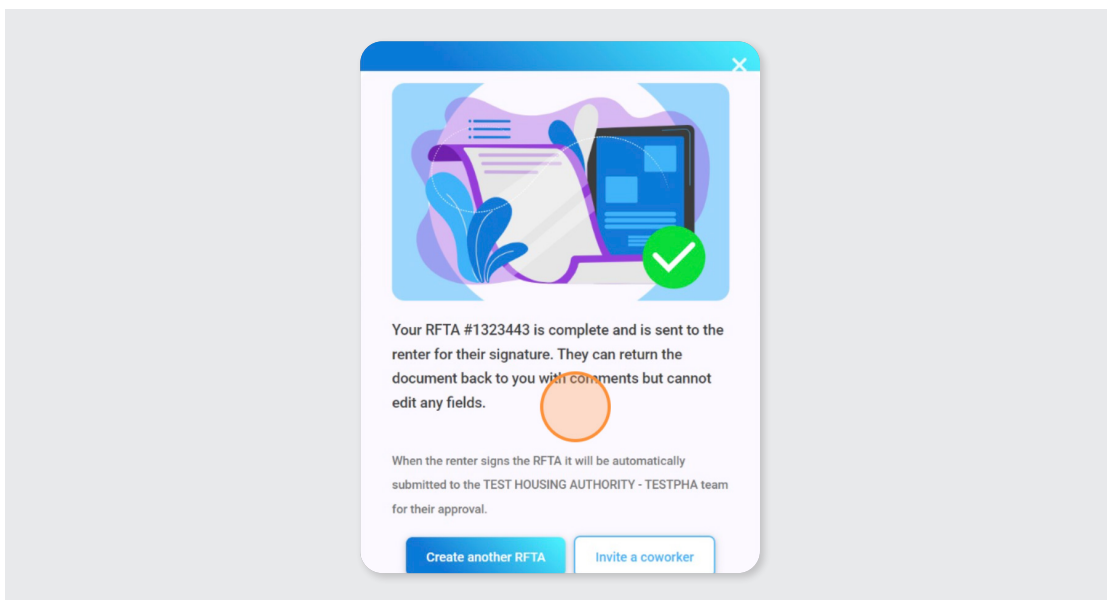


59. Click “Submit” on the “RFTA ready for tenant signature” pop-up window.



60. In some cases, the rent requested for a unit may not meet rent reasonableness criteria based on market comparables, and NHA may request a negotiated amount. You will see a pop-up message with a negotiated amount if this is the case. Click “Yes” to accept the amount and proceed with signatures.

61. Click “Your RFTA is complete and is sent to the renter for their signature” to acknowledge the message.



Once the RFTA has been submitted, NHA will be in touch with you to schedule the inspection. Look for notifications via SMS, the Bob.ai app, and email for scheduling details.



How do I increase the rent for my unit?

If you plan to increase the rental rate for a unit that is currently occupied by a Newark Housing Authority (NHA) voucher holder, there are a few steps to follow, but if you already completed an RFTA in Bob.ai before, then you will be familiar with the steps.

1. Give notice to the renter at least 60-90 days before the end of the current lease term.
2. Complete the Rental Adjustment process in Bob.ai at least 60-90 days before the end of the current lease term.
3. Log into your Bob.ai account and go to your dashboard.
4. Select the tile labeled "Rental Adjustment."
5. Click the blue button labeled "Create Rental Adjustment Request."
6. A dropdown will appear, and you need to click the option below labeled "Create Rental Adjustment Request."
7. Enter the unit address, notice date, date of increase, new rent amount, and your tenant's contact information.
8. Click "Save" and acknowledge the "Success" message at the top right of your screen by clicking on it.
9. Then scroll through the page to select who is providing and/or paying for each of the utilities and appliances.
10. Click "Next."
11. Scroll through the page to select amenities.
12. Click "Next."
13. Sign the form and click "Save."
14. Verify your signature and click "Got it."
15. Click "Save" again and acknowledge the "Success" message at the top right of your screen by clicking on it.
16. Next you will update the RFTA. Scroll down the page to find field #3 for "Requested Lease Start Date." Select the date.
17. Select the Structure Type just below that.
18. Scroll down and click on the "Sign" button
19. Verify your signature and click "Got it."
20. Click the green "Submit RFTA" button.
21. Next, you will need to upload the required documents.
 - a. A copy of the 60-day notice you gave to the tenant
 - b. A rental agreement with at least 60 days remaining.
 - c. The HAP contract
22. Once the documents are uploaded, follow the remaining steps to sign the request.

There is a manual review required for rental adjustments, so please allow 4-6 weeks.

