City of Las Vegas RAFT Landlord Application How To

Creating a Landlord Account

Landlords only need to create one (1) account regardless of the number of tenants applying for assistance. There are two ways to create an account.

Option 1: To create a new account for the first time (no email invitation):
1. Log on to: https://portal.neighborlysoftware.com/ERAP-LASVEGASNV/participant
2. To create your application, select the second option: "Landlord: Rent Assistance"

Start a New Application

Tenant: Rent and Utility Assistance	Select this option if you are a **TENANT** applying for the Rent and Utility Assistance. This program is designed to provide funds to renters delinquent on rent and/or utility payments during COVID-19.	Click here to start a new application
Landlord: Rent Assistance	Select this option if you are a **LANDLORD** in the City of Las Vegas applying for the Rent Assistance for Tenants (RAFT) Program.	Click here to start a new application

3. Create a username and password.
4. Log in.
5. **NOTE**: If you have trouble logging back into your account, forget your password, or receive an error message, please contact the Neighborly support by clicking the blue question mark at the bottom of the application portal website.

Option 2: To create an account from a tenant invitation email:
1. If your tenant created an application already, you should receive a landlord invitation email.
2. Open the email and click on the link provided to create your Landlord application.
3. **IMPORTANT**: If you have multiple tenants completing applications, please make sure to **respond to EACH landlord invitation email**. This will ensure your case is associated and connected to each tenant.

Completing a Landlord Application:
1. Once you successfully log in to your account, make note of your 5-digit Case ID on your application home page. You may need to refer to this later.
2. You will only need to **submit one (1) application**, regardless of the number of tenants applying for assistance.

3. You will be required to submit certain documentation on behalf of your tenant(s) and yourself/property management. **All requested documentation should be uploaded directly into your application portal.**
4. Proceed to the application sections:

"Program Overview" Section

1. If you only have one (1) tenant applying, complete this section with your tenant's information.
2. If you have multiple tenants applying, you may proceed to the next section, Landlord Information.

"A. Landlord Information" Section

1. Fill out the requested information about you/your property management company.
2. You will be required to upload a completed IRS W-9 form. Payments cannot be processed without this document.
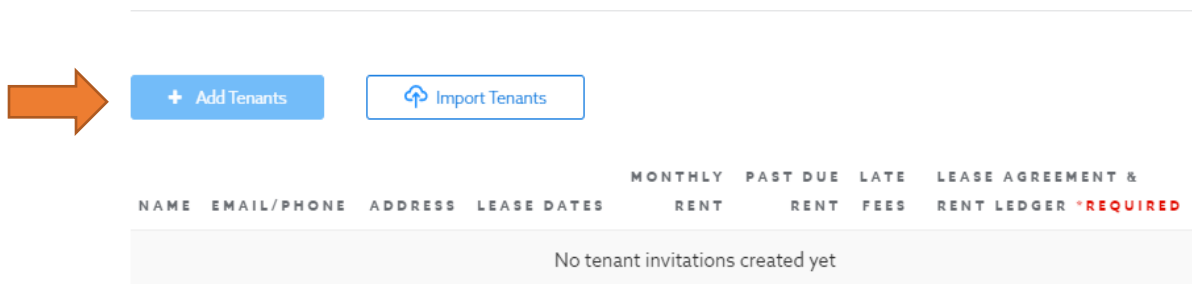

3. Ensure all information in accurate.
4. Once all information is added, hit "Complete and Continue" to proceed to the Tenant Information section.

"B. Tenant Information" Section

1. Select "Add Tenants" to begin. Fill in the requested information for the tenant.

2. Once you add your first tenant, you will be prompted to upload their lease agreement and rent ledger. Click "Upload File" to upload.
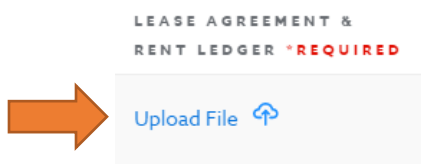
3. Repeat steps 1 and 2 for **ALL** tenants that are/will be applying for assistance.

a. **IMPORTANT:** If you do not include all tenants, we are unable to confirm the missing tenants that are applying for assistance. This may delay payment processing for any tenants that are not listed in this section.

4. Ensure all information is accurate.
5. Once all tenants are added, hit "Complete and Continue" to continue to the Submit section.

Submit Section

1. Review Terms and Conditions.
2. Check the boxes to confirm your certification.
3. Click the Signature Box to electronically sign and then add the date.

Signature

Click here to electronically sign

Date

4. Click "Complete and Submit"
5. Done!

What's Next?

1. Please allow up to 6 weeks for application review.
2. Check your email regularly. You will be contacted by email if any additional information is needed to process your application.
3. Once approved for payment, payments will be mailed to the mailing address provided. Please allow 7-14 business days for payment processing.