

**Clark County Social Service**  
**CHAP Landlord Portal**  
**FAQs**

- Q: Is this portal taking the place of the paper verification we receive via email from case workers?  
A: Yes. The Landlord Portal has the Landlord Verification screen that landlords will complete online for each of their tenants applying for CHAP assistance.
- Q: Are we able to just go on to the portal and fill out the info versus filling out the verification form and sending it back to the case worker??  
A: Yes. The Landlord Portal has the Landlord Verification screen that landlords will complete online for each of their tenants applying for CHAP assistance. If the landlord has set up their account in the Landlord Portal, and when a tenant of theirs applies for CHAP assistance, the tenant/applicant record is linked to the landlord's account in the Landlord Portal.
- Q: If we have already received confirmation of payment, do the Managers still need to log in and provide the W9?  
A: Landlords who have already received confirmation of payment should set up their account in the Landlord Portal and upload their W9. This way, any future CHAP assistance requests from their tenant(s) can be linked to the corresponding landlord's account in the Landlord Portal.
- Q: I got in and I uploaded my w9. How long until we can see which residents have applied?  
A: Once your W9 is approved by Clark County, you will receive an email confirming the approval. This email will also provide your unique CHAP Provider Reference Number, which you will give to the case worker when requested, so keep it nearby. After your enrollment and account approval are completed, you will begin to receive emails, each time one of your tenants applies for CHAP assistance. These emails will share the name and address of the tenant who has applied and will instruct you to login to the Landlord Portal to complete the tenant's Landlord Verification screen.
- Q: If they are asking for the landlord verification does that mean that the applications has been approved already?  
A: No. It means the CHAP application has been assigned to a case worker who is reviewing the required documentation in order to make an eligibility determination. Both the applicant (tenant) and landlord must submit the required documents.
- Q: How does a tenant reset their log in information if they forgot it and the security questions are not working either?  
A: CHAP applicants should call the CHAP Call Center at (702) 455-4071 and request a password reset, which takes 1-2 days. They will receive an email providing them a temporary password and a security question that only they can answer. Once they login, they should change the temporary password to one that is unique to them. We recommend they write it down.
- Q: What if we have already sent landlord verifications a couple weeks ago for a few different residents. I don't want to create any errors or delay the process if they are almost approved. What is your recommendation?  
A: If the landlord has already submitted their Landlord Verification Form and W9 (hard copies) and these applications are in progress with a case worker, the process will run its course and you do not have to do anything. But the landlord should register in the Landlord Portal for future tenant requests for CHAP assistance.
- Q: If a resident moves out before payment is remitted can we still apply the check received for the past amount due?  
A: No. If the applicant has moved out before the check is issued, the check will be canceled.

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- Q: If we have residents in the que stemming back from December 2020 should we be looking to the portal as of today for an update to the status of their application or is this a "going forward" procedure?
- A: The Landlord Portal does not provide landlords a status on their tenant's CHAP application. Applicants (tenants) may check the status of their CHAP application any time by logging in to their account in the CHAP Portal and going to their "Benefits" page.
- Q: Is the vendor number the same as a provider number?
- A: Yes.
- Q: If you have a different W9 for multiple properties, then you need to create a separate account for each W9, right?
- A: Correct.
- Q: If we currently have some pending, do we reprocess through the portal?
- A: No. If the landlord has already submitted their Landlord Verification Form and W9 (hard copies) and these applications are in progress with a case worker, the process will run its course and you do not have to do anything. But the landlord should register in the Landlord Portal for future tenant requests for CHAP assistance.
- Q: Will the portal tell us if an application has been approved?
- A: No. The Landlord Portal does not notify when their tenant has been approved for CHAP assistance.
- Q: If a resident applies for CHAP but decided to move out leaving a large rent balance, will the application VOID or will the process continue so landlord can collect funds for the outstanding rent due?
- A: If the applicant (tenant) has moved out before the check is issued, the application for that residence is disposed and the check will be canceled.
- Q: Can people who have been denied reapply?
- A: Yes. Circumstances change. So residents may reapply at any time after a denial.
- Q: We have pending applications from December - we have 6 persons that have said they applied how do we know where they stand or if they even applied. There are 2 that I know did, but the case workers do NOT respond to emails asking for updates?
- A: Due to privacy protocols, information about an application cannot be shared with anyone but the applicant of that application. Applicants (tenants) may check the status of their CHAP application any time by logging in to their account in the CHAP Portal and going to their "Benefits" page.
- Q: If the tenant no longer has access to their application do they need to re-apply?
- A: If an application has already been adjudicated (processed and decisioned for eligibility), it can no longer be used. The applicant may apply again for CHAP assistance.
- Q: If we have already sent in the needed forms will we have to go through the portal portion as well?
- A: For applications that are already in progress with a case worker, and where the landlord has already submitted their Landlord Verification Form and W9 (hard copies), the process will run its course and you do not have to do anything. But the landlord should register in the Landlord Portal for future tenant requests for CHAP assistance.

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- Q: How are tenants and landlords linked to each other?  
A: Case worker runs a “Provider Search” in the Case Management System. If the landlord is not enrolled in the Landlord Portal, the case will send an email to the landlord requesting they set up their account. Once the account is set up, tenant applications are linked to the landlord’s account in the Landlord Portal through a backend systems process.
- Q: I wanted to verify that assistance is only provided for back rent. Can residents apply for assistance now for June with no back rent owed?  
A: CHAP assistance is for arrears only. However, if an applicant applies after the 15<sup>th</sup> of the current month, the following month may be included.
- Q: When does the is assistance program end?  
A: At this time, we do not have a program end date. When this information is determined, Clark County will make a public announcement.
- Q: Is the eviction moratorium expected to get extended past 5/31/2021? If so would this change anything for CHAP assistance?  
A: At this time, Clark County is preparing for the Nevada Eviction Moratorium to expire on May 31, 2021. On May 20, 2021, Clark County announced a partnership between Clark County, the Legal Aid Center of Southern Nevada and the Justice Courts of Las Vegas, North Las Vegas and Henderson to address evictions.
- Q: When is the last date someone can apply?  
A: Currently, there is no end date. When this information is determined, Clark County will make a public announcement.
- Q: So ones who already applied how will I know if they got approved or not?  
A: An approval email notification is sent to the applicant. Landlords will not receive an approval email regarding their tenant’s application.

NOTE: Additional Q&As will be continually added to this FAQs document. Please check back periodically. Thank you.

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