

Chicago Rents

Property Partner Onboarding Information

Thank you for your interest in listing your housing units with Chicago Rents!

This document outlines the processes of **onboarding your units** and **connecting them with tenants** through Chicago Rents. This packet also contains and explains all the documents you will need to know about throughout this process.

Chicago Rents Program: At a Glance

- Chicago Rents is a program that serves to **recruit and support** property owners and managers in the work of connecting Chicagoans who need housing with apartments.
- Chicago Rents supports **the Expedited Housing Initiative**, a systemic response to the Covid-19 crisis dedicated to helping people access housing quicker.
- Chicago Rents serves as a **single point of contact** to help property partners connect to housing organizations that provide case management and rental assistance programs.
- Chicago Rents provides **dedicated support** to property partners alongside the case management support received by tenants, providing a two-pillared support structure.
- Once in a unit, a Chicago Rents tenant receives **case management** and **rental assistance** for up to 12 months, as long as they remain eligible and enrolled in the program (for more guidance see *Chicago Rents Rental Assistance Agreement*)

Step 1: Unit Onboarding

- Chicago Rents **Landlord Engagement Coordinator** explains the program and answers your questions.
 - Landlord Engagement Coordinator provides **this information packet** for Property Partner review
- Property Partner reviews and signs the [Chicago Rents Memorandum of Understanding](#)
- Property Partner completes and returns the [Chicago Rents Unit Onboarding Sheet](#)
 - Property Partner provides W-9
 - Property Partner provides photos/video of units
 - Property Partner provides application instructions or agrees to use our [Standard Tenant Application](#)

Unit Inspection

- All units must pass an inspection before a lease can be signed.
- All unit inspections must occur within 2 weeks of unit onboarding.
- Inspections may be in-person or virtual depending on several factors; Landlord Engagement Coordinator will let you know whether an inspection will be virtual or in-person.
- Landlord Engagement Coordinator will set up and coordinate inspections.
- If the inspection is virtual (*see additional instructions [here](#)*):
 - You will take photos/videos of the unit with your phone, using a mobile app
 - The Landlord Engagement Coordinator will review the photos and follow up if additional actions are needed
- If the inspection is in-person:

- A Landlord Engagement Coordinator will schedule an in-person inspection
- A Landlord Engagement Coordinator will come out to conduct the inspection in the unit; someone will need to meet them at the specified time

Tenant Application Process

- Housing Liaison staff show units to prospective tenants at housing events called Accelerated Moving Events (AME)
- Prospective tenants fill out applications at AME
- Chicago Rents staff sends applications to Property Partner for review
- Property Partner reviews applications and provides decision within 1 week at latest
 - If application is denied, Property Partner must provide reason
- Chicago Rents staff confirms that inspection is complete

Leasing Process

- Chicago Rents staff works with Housing Liaison and Property Partner to identify lease start date and other important lease information
- Property Partner sends Chicago Rents staff lease
- Chicago Rents staff sends lease through SignRequest for signature.
- Chicago Rents staff sends leasing packet through SignRequest for signature, including:
 - Chicago Rents Rental Assistance Agreement
 - Violence Against Women Act Lease Addendum
 - Participant Rental Assistance Expectations form
- If lease signing occurs in-person, Chicago Rents must obtain a copy of the signed lease

Payment

- Chicago Rents will collect your W-9 and contact information.
- Once a lease is signed and received, Chicago Rents will complete a payment request in our system.
- After internal approval process, the invoice is sent to AvidXchange, our accounts payable automation system.
- AvidXchange will contact you to determine your payment method.
- First payment will be a check, regardless of which payment method you choose.
 - To change your method of payment, please contact AvidXchange at supplier@avidxchange.com or 704-971-8170 option 2 (after first payment is received)
 - Please note there is a .95% charge for ACH/EFT. Checks are default and free.

Chicago Rents: Rental Assistance

- Rental assistance through Chicago Rents can remain in place for up to 12 months of tenant enrollment in program.
- Rental assistance is income-based, with a tenant portion in cases where the tenant has income. This is facilitated by the Case Manager assigned to the participant.
- Chicago Rents guarantees 100% of the rent payment each month tenant is enrolled in program. If tenant cannot pay their portion, Chicago Rents can step in to pay their portion for that month.