

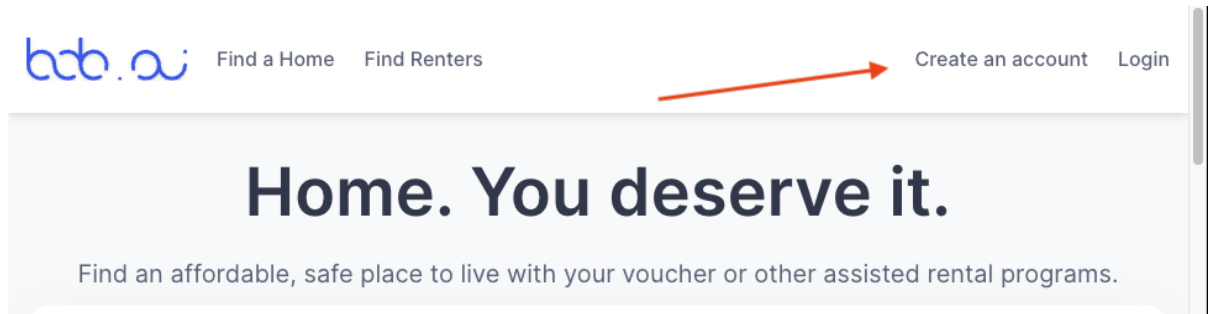


eRFTA - Housing Providers Guide

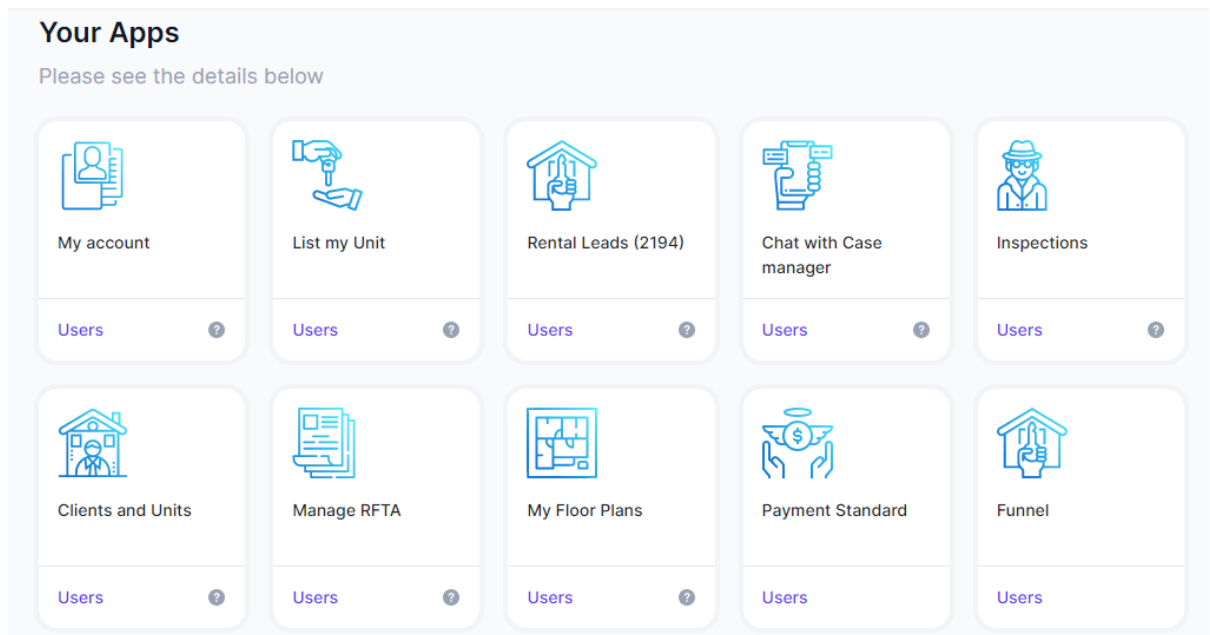
For Housing Providers, Property Owners, Property Managers, Agents, etc.

Log in

1. Log in to start. If you are not already set up in bob.ai then you enter your email address and Password (Create an account) and be sure to agree with the terms and conditions in order to move forward.



2. Go to the "Manage RFTA" app after Login.



3. Click "Create RFTA" to start the RFTA process as a Housing Provider for a "Voucher Holder/Applicant/Client".

← Your Apps / Manage RFTA (1861) [Create RFTA](#)

[Filter](#)

RFTA #	Creation Date	Unit Address	Client	Landlord	Reviewer	Status	Inspection #	Group Chat	Action
112	05/22/2020	Address Street 6 Texas Ar 75001		ST CATHERINE OF SIENA INC	Add Reviewer	Draft			
117	05/23/2020	Chicago Location Chicago 75001		BK LAND LLC	CAT, BEE	Draft			
130	05/27/2020	Address Street 6 Dallas Tx 75001		ST CATHERINE OF SIENA INC	CAT, BEE	Draft			
132	05/27/2020	Address Street 6 Dallas Tx 75001		ST CATHERINE OF SIENA INC	CAT, BEE	Draft	352929		

30 results per page ← Page 1 of 62 →

- Start entering the “PHA or Agency” name that you are working with (i.e., DHA, HACSLA, etc.) and select from the drop-down. **Note:** If you have the PHA #, such as TX009 for Dallas Housing Authority, you can enter that as well. Then, enter “Client/Voucher Holder Name” and “Client/Voucher Holder Email”. Click the “Proceed to Create RFTA” button.

Create RFTA for any PHA, CoC or Nonprofit in the USA
✕

PHA, CoC or Nonprofit in the USA issuing the Voucher or Program Slot *

My Agency is not found ▼

Please fill the form to identify the voucher holder

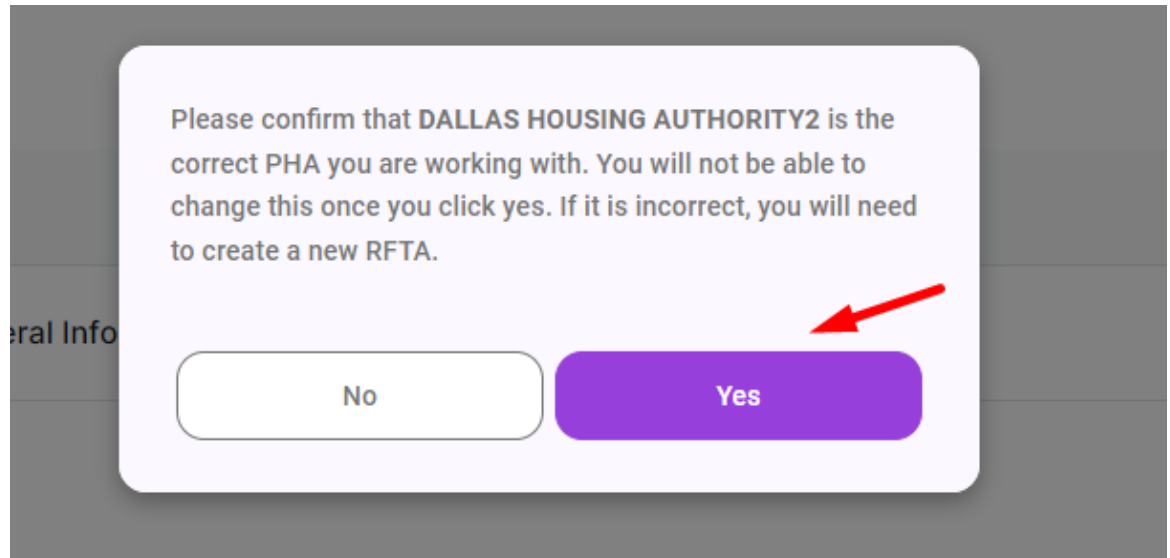
First Name *

Last Name *

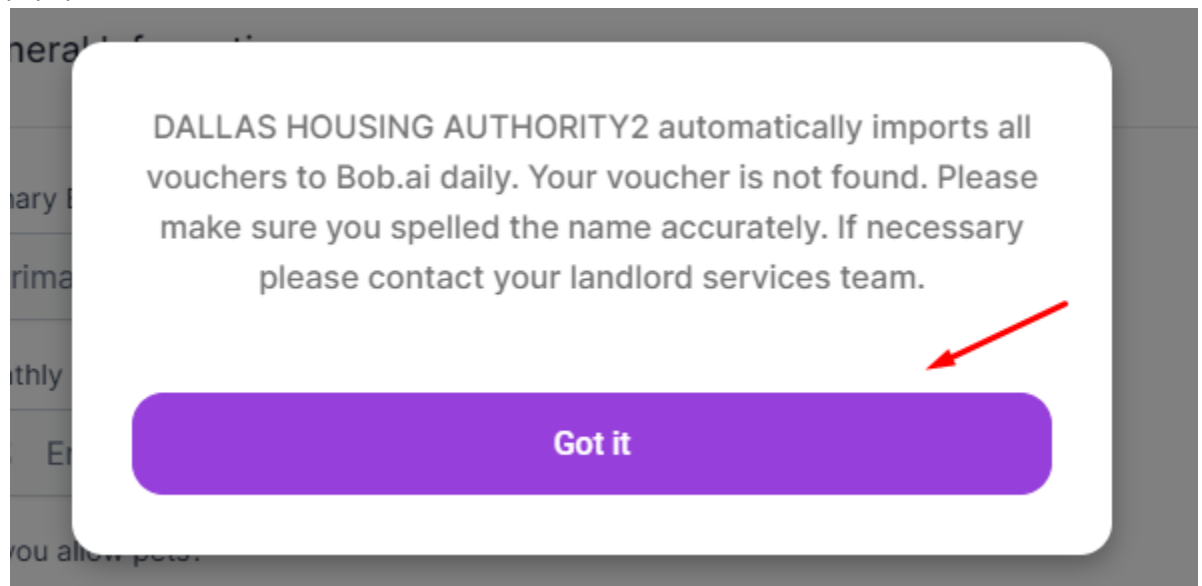
Email Address or Phone*

Proceed to create RFTA

- A popup will appear to confirm if the user is selecting the correct PHA.



6. If the voucher is not found for an added voucher holder in RFTA by Landlord, this popup will appear and Landlord will move to "Create RFTA for any PHA, CoC or Nonprofit in the USA" popup to fill in the accurate information for voucher holder.



7. After entering the Voucher holder information, you can begin to list your "Unit" info.



- a. Please enter all the fields for monthly rent amount, pets, etc. Under the “User Type”, Agent/Owner.
Note: If you choose “Agent” here, you will need to include a management agreement in the additional documents tab.
- b. Select the “Number of Bedrooms”--if it is more than 5, please select the "Other" option radio button and enter the number of bedrooms in the next field box.
- c. Select “Yes/No” for “Do you need two references?” and “Do you need the FICO score? “
- d. Add your House number in the street field and you will see a google search for addresses. Please select the address from the “Street” field and click on the “Next” button. This will populate the rest of “Street” and “House #” fields.
Note: these will be combined into one field in the next release.
- e. When you click on the “Continue with Utilities and Appliances” button you will move to the next form “Utilities and Appliances”.
- f. After filling the Utilities and Appliances form click the “Next” button to move on next form.

General Information:

← Your Apps / ← Manage RFTA / RFTA

Your Unit

General Information Select an Existing Floor Plan ▼

Primary E-mail for this document

Primary E-mail for this document

Monthly rent, \$ * Number of bedrooms *

Do you allow pets? *

Yes No

Do you need two references? * Yes No

Do you need the FICO score? * Yes No

User Type *

Agent Owner

Property Name Address * Unit #

City * State * Zip Code *

* Please fill the General Information to continue

←



Note: Here's an example of the search function. Please type your address and select one from the suggested address searches.

Property Name:

Address*:

Unit #:

City*:

Zip Code*:

- 5671 Peachtree Dunwoody Road Atlanta, GA, USA
- 567 West Lake Street Chicago, IL, USA
- 567 Ocean Avenue Brooklyn, NY, USA
- 5675 Roswell Road Sandy Springs, GA, USA
- 5678 West Irlu Bronson Memorial Highway Kissimmee, FL, USA

powered by Google

Utilities and Appliances:

← Your Apps / ← Manage RFTA / RFTA

Your Unit

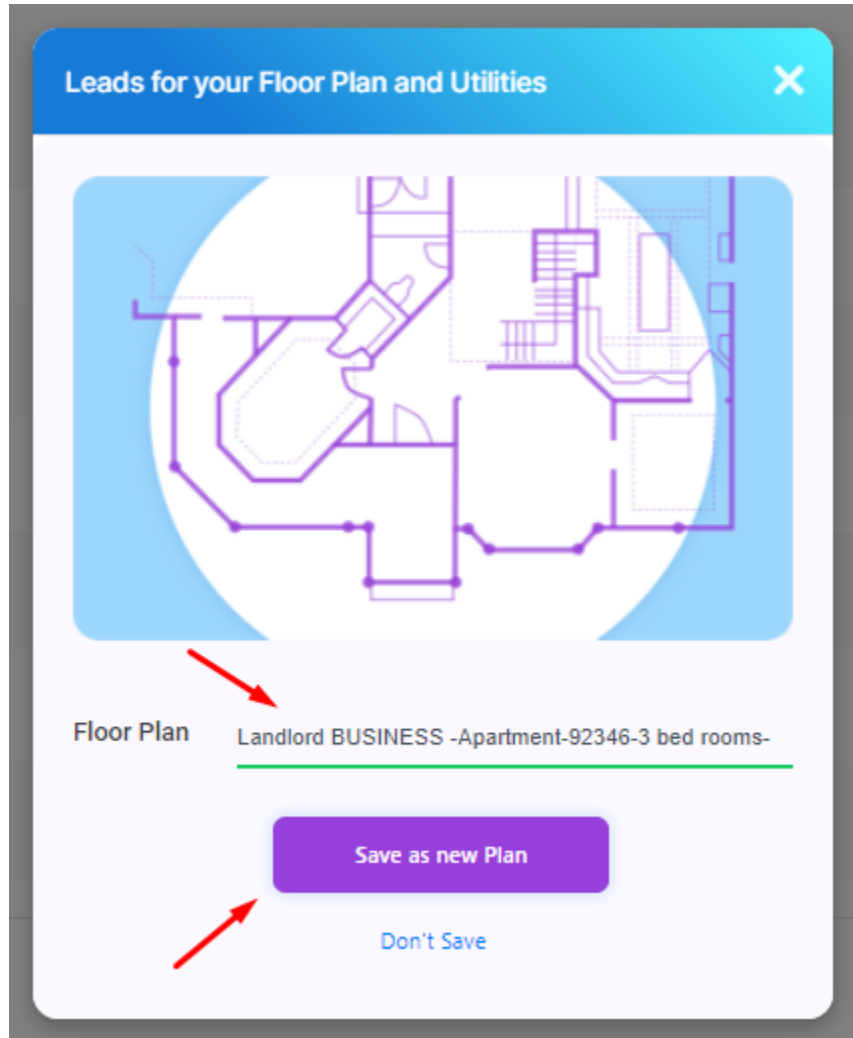
Structure Type: SINGLE FAMILY / DUPLEX

		Paid by	
		Owner	Tenant
Heating	Natural Gas	<input type="radio"/>	<input checked="" type="radio"/>
Cooking	Natural Gas	<input type="radio"/>	<input checked="" type="radio"/>
Water Heating	Natural Gas	<input type="radio"/>	<input checked="" type="radio"/>
Other Electric		<input type="radio"/>	<input checked="" type="radio"/>
Water		<input type="radio"/>	<input checked="" type="radio"/>
Sewer		<input type="radio"/>	<input checked="" type="radio"/>
Trash Collection		<input type="radio"/>	<input checked="" type="radio"/>
Air Conditioning		<input type="radio"/>	<input checked="" type="radio"/>
Appliances Provided by			
Refrigerator		<input type="radio"/>	<input checked="" type="radio"/>
Range/Microwave		<input type="radio"/>	<input checked="" type="radio"/>

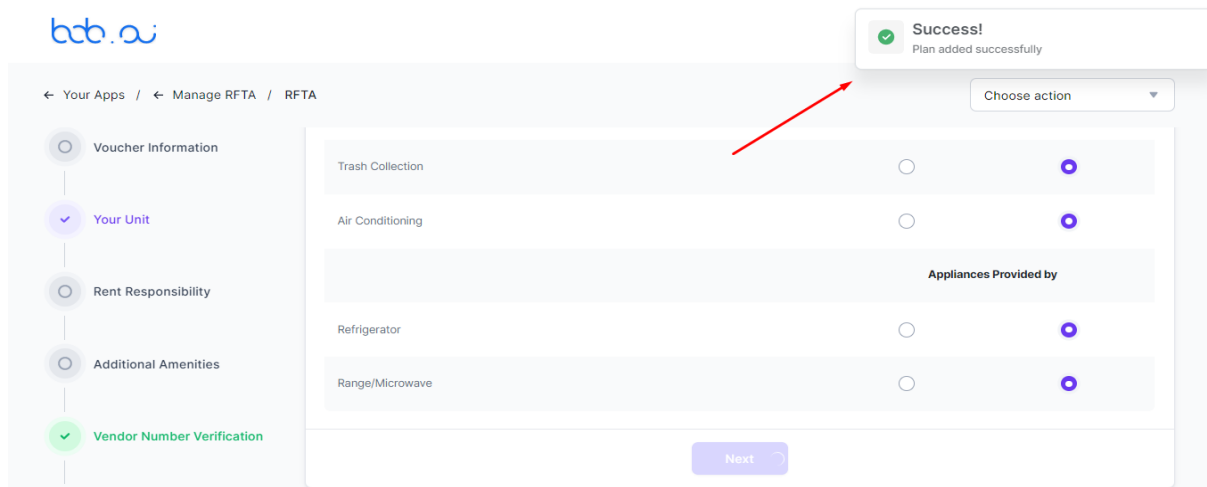
Next



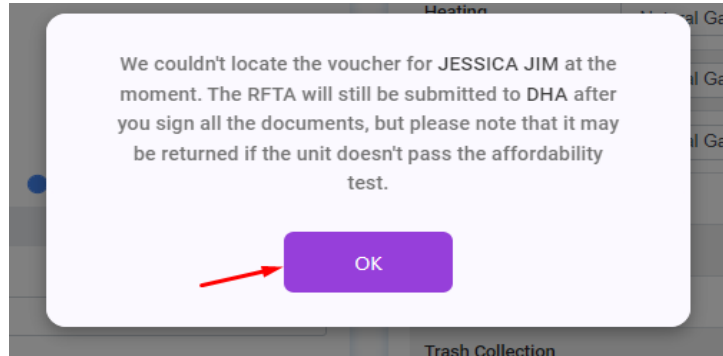
- You will see a popup window to save the unit you just created as a new Floor Plan. You can name anything you would like and save it as a new Plan.



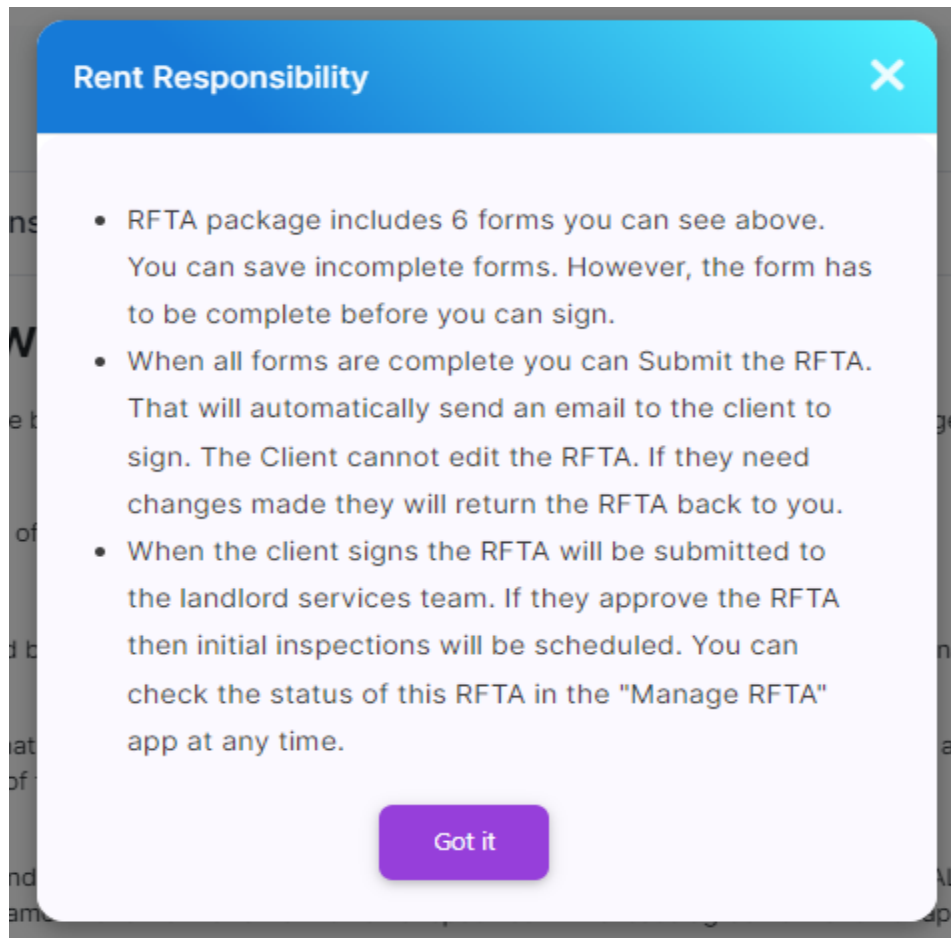
- After saving "Floor Plan" you will see a "Success Message".



10. If Voucher is not created for the Voucher holder yet from any PHA, housing provider will see the below popup. And just click on "OK". Some PHAs don't allow property owners to create a RFTA if a voucher is not in their system, so you will see a different message in that case. Always check with the voucher holder to make sure the name of the head of household is correct, and if it is, to wait a day or two from the date their voucher was issued to ensure it will be in the system.



11. After filling "Your Unit" form an information popup will appear to the user about how the RFTA form will be signed and what forms need to be filled and sign first before signing the RFTA form.



12. Next, each tab that is marked below needs to be filled in.
- a. For the Direct Deposit, most PHAs are requesting a handwritten signature, so you can just download it and upload it in the “Additional Documents” tab.
 - b. Information entered in the “Your Unit” tab will populate most of the information for the RFTA tab.
 - c. If the rent you are requesting is not affordable on the “Your Unit” tab you will receive a message to advise what is affordable and let know what is a good offer from your side. If you agree to that max, you have the option to agree and lower it at that point.

The screenshot shows a web application interface for managing RFTA. On the left is a vertical sidebar with a list of tabs: Voucher Information, Your Unit, Rent Responsibility, Additional Amenities, Vendor Number Verification, Direct Deposit Form, Additional Documents, RFTA, Initial Inspection, and HAP. The 'Your Unit' and 'Additional Documents' tabs are marked with a green checkmark, while the others are marked with a red box. The main content area is titled 'Rent Responsibility' and contains an 'ACKNOWLEDGMENT OF RENT RESPONSIBILITY' form. The form includes the following text: 'By my signature below, I, GAURAV 96, OWNER (Owner First, Last Name) acknowledge as follows: I am the owner of the property located at 456 GRAND STREET HOBOKEN NJ 07030 I am not related by blood or marriage EMILIA DAVID (Client/Tenant First, Last name) I understand that the DALLAS HOUSING AUTHORITY2 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 I also understand that the Client/Tenant's portion of the contract rent is determined by the DALLAS HOUSING AUTHORITY2 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 DALLAS HOUSING AUTHORITY2. I have received a copy of the Property Owner's Guide to HVP Lease-Up.' Below the text are fields for 'Owner/Owner Representative Signature' (with a handwritten signature and a 'Sign here' button), 'GAURAV 96, OWNER' (Print or Type Name of Owner/Owner Representative), 'Date (mm/dd/yyyy)', and 'Date'. A 'Save' button is located at the bottom right of the form.

13. You can see a full view of each form by clicking on the arrow button.

← Your Apps / ← Manage RFTA / RFTA Choose action

Rent Responsibility

ACKNOWLEDGMENT OF RENT RESPONSIBILITY

By my signature below, I, HAFSA, OWNER /LANDLORD (Owner First, Last Name) acknowledge as follows:

I am the owner of the property located at SAMUELL BOULEVARD DALLAS TX 75228

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

I understand that the DALLAS HOUSING AUTHORITY2 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

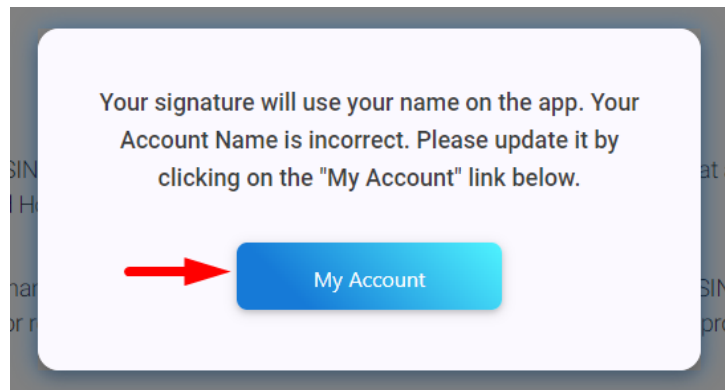
I also understand that the Client/Tenant's portion of the contract rent is determined by the DALLAS HOUSING AUTHORITY2 and that it is illegal to charge any additional amounts for rent or other items not specified in the lease agreement and not approved in writing by the DALLAS HOUSING AUTHORITY2.

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

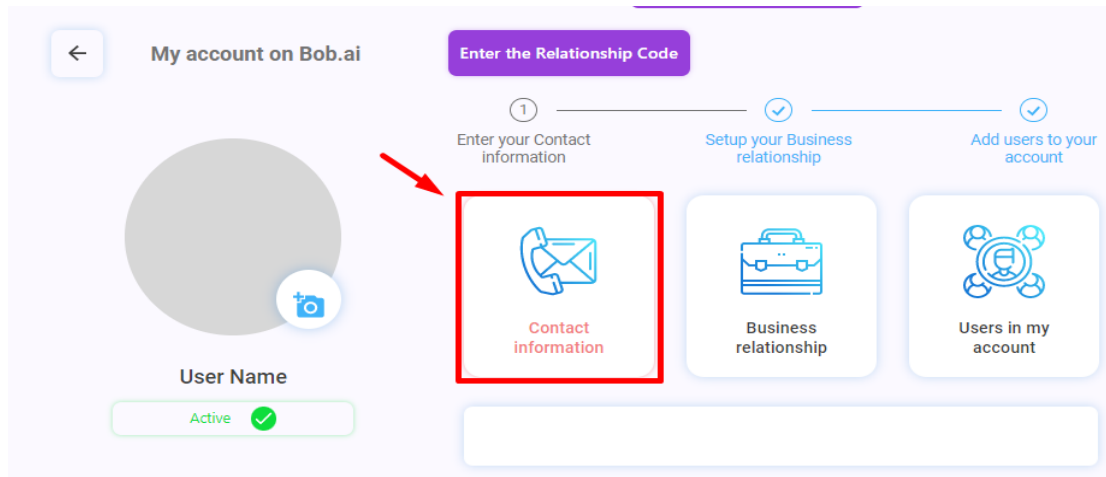
14. If the account name is not set, the housing provider will get a popup message to update your name in “My Account” to sign the RFTA. Otherwise, housing providers will not be able to sign electronically. If your name is already set correctly then, please ignore these steps and continue the RFTA creation process from step 13.

Please follow the steps below (a - d) to set your name or contact information.

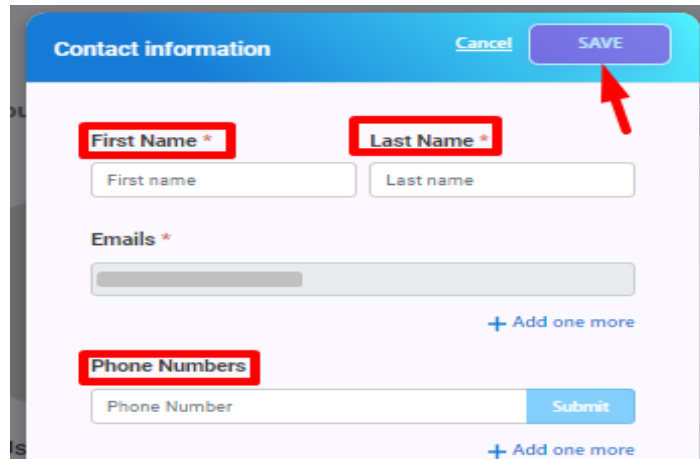
- a. The housing provider will click the “My Account” button on the popup and will be directed to the “My Account” app.



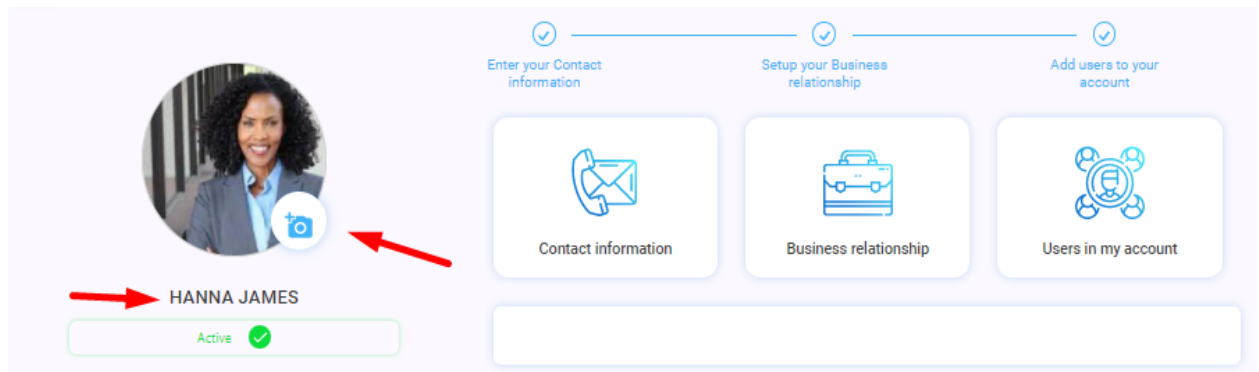
b. Click on the “Contact Information” box in the “My Account” App.



c. Fill in all information (First Name, Last Name, etc.) and click “Save” at the top.



d. Once you click save, you will see that your contact information is saved in the account. You can also set your Photo in the account by clicking the “Camera” icon. Just click on the “Camera” icon and select the image from your PC/Laptop.



15. The housing provider will see that their name is automatically filled in the “ACKNOWLEDGMENT OF RENT RESPONSIBILITY” form if their Contact name is set in My Account. In this form, housing providers will see their Client/Voucher Holder’s name also. Click the “Signature” box and Save the form.

← Your Apps / ← Manage RFTA / RFTA Choose action ▾

Voucher Information

Your Unit

Rent Responsibility

Additional Amenities

Vendor Number Verification

Direct Deposit Form

Additional Documents

RFTA

Initial Inspection

HAP

Rent Responsibility

ACKNOWLEDGMENT OF RENT RESPONSIBILITY

By my signature below, I, Landlord name (Owner First, Last Name) acknowledge as follows:

I am the owner of the property located at 456 GRAND STREET HOBOKEN NJ 07030

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

I understand that the DALLAS HOUSING AUTHORITY2 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

I also understand that the Client/Tenant's portion of the contract rent is determined by the DALLAS HOUSING AUTHORITY2 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 DALLAS HOUSING AUTHORITY2.

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

Owner/Owner Representative Signature

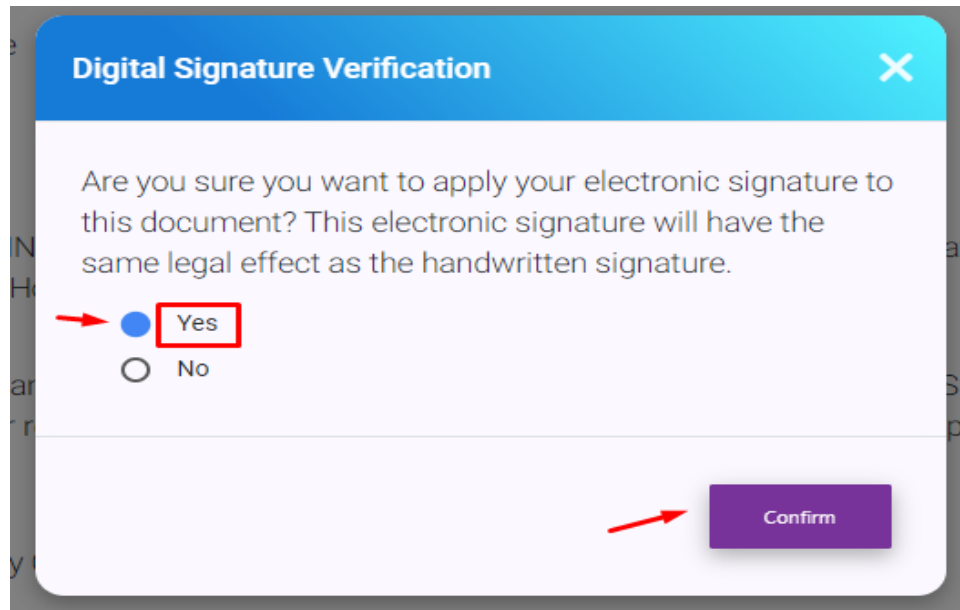
Landlord name

Print or Type Name of Owner/Owner Representative

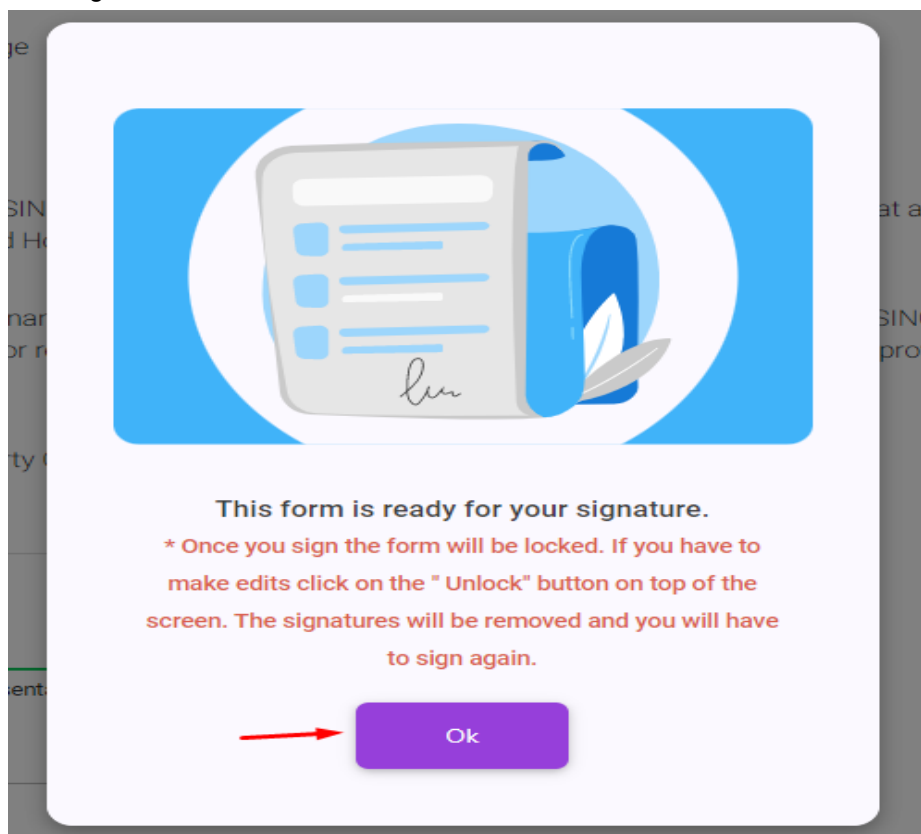
Date (mm/dd/yyyy)

Date

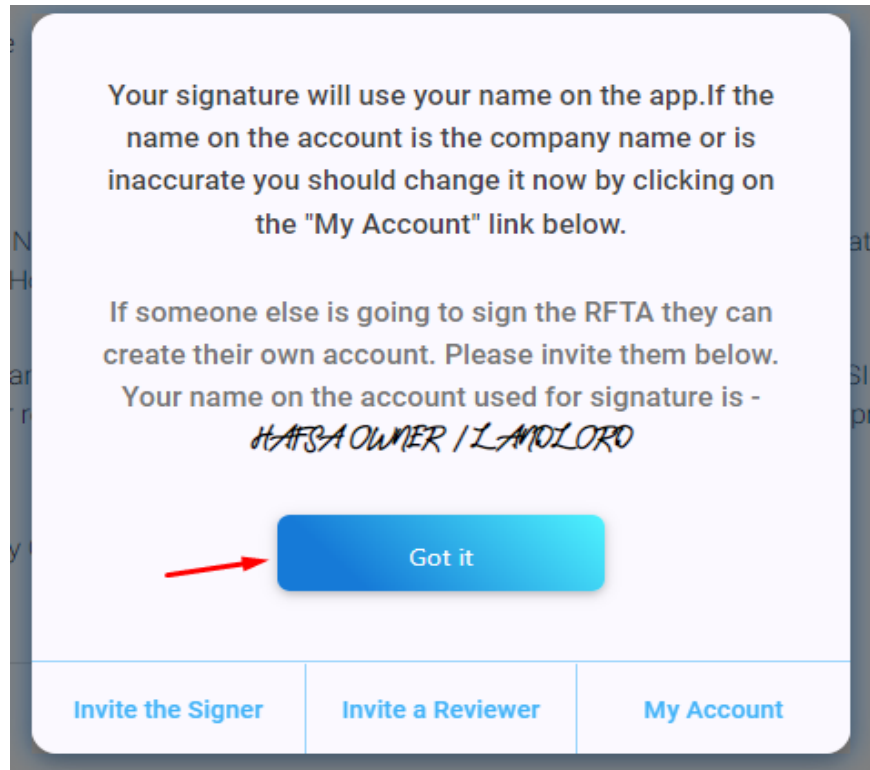
16. The housing provider will see a popup “Digital Signature Verification”. Please select the “Yes” radio button and click the “Confirm” button.



17. After the “Confirm” button, a confirmation popup will appear. Please select “Ok” and you will see the final signature window.



18. Next, the housing provider can see their electronic signature. Click "Got it" and "Save" the form "Rent Responsibility".



19. Next, the housing provider will see the “Additional Amenities” form. Add all the information in this form such as “Year Built”, “Square Footage”, etc. If there is a red line there, it indicates mandatory fields that need to be entered. Select the radio buttons that apply to each amenity, and add your “Phone #” at the bottom to sign the form. Click “Save”.

← Your Apps / ← Manage RFTA / RFTA Choose action ▾

- Voucher Information
- Your Unit
- Rent Responsibility
- Additional Amenities**
- Vendor Number Verification
- Direct Deposit Form
- Additional Documents
- RFTA
- Initial Inspection
- HAP

Additional Amenities

CERTIFICATION OF ADDITIONAL AMENITIES

Unit Address: 456 GRAND STREET HOBOKEN NJ 07030

Year Built: 2022

Square Footage: 1234

Please Check all that apply :

Bathroom(s)	<input checked="" type="checkbox"/> Half #	1	<input checked="" type="checkbox"/> Full #	2
Carpet	<input checked="" type="radio"/> Yes <input type="radio"/> No			
FirePlace	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Air Conditioning	<input type="radio"/> Central <input checked="" type="radio"/> Window <input type="radio"/> No			
Garbage Disposal	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Dishwasher	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Microwave	<input checked="" type="radio"/> Owner <input type="radio"/> Tenant <input type="radio"/> No			
Storage Room	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Ceiling Fan(s)	<input checked="" type="radio"/> Yes <input type="radio"/> No	If Yes How Many?		1
Handicap Accessibility	<input checked="" type="radio"/> Yes <input type="radio"/> No			

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 : _____

Landlord name _____

Signature: _____

Phone #: _____

(213) 000-0000

Date: _____

Date (mm/dd/yyyy)

Save



20. The housing provider will then move to the “Vendor Number Verification” form. Please fill all fields in this form.

- a. The Total Number of Units in a Complex should be the total number you have if it is an apartment or high-rise building. If it is a single-family home or duplex, this should be 1.
- b. If you have completed this before, the Owner/housing providers details will be automatically filled in, but if it is your first time filling it in, then please add all of the information.
- c. If the housing provider doesn't have an Agent, just select the “No” radio button for “Agent Agreement Attached”. If this is selected, you will need to add the “Management Agreement in the “Additional Document” tab.
- d. At the end please add your Bank Name, Routing Number, and Account Number and Sign the form at the end of the form and save it as you did in previous forms.

← Your Apps / ← Manage RFTA / RFTA Choose action

Voucher Information

✓ Your Unit

✓ Rent Responsibility

✓ Additional Amenities

Vendor Number Verification

○ Direct Deposit Form

✓ Additional Documents

VENDOR NUMBER VERIFICATION

Assisted Unit Address: 456 GRAND STREET HOBOKEN NJ 07030

Property Name: lest

Total Number of Units in Complex: 6

Owner Name: GAURAV 96, OWNER Telephone: (213) 000-0000

Contact Name: GAURAV 96 BUSINESS Fax #:

Physical Address: 1971 WEST REDLANDS BOULEVARD 12 REDLANDS CA 92373 Owner Vendor #:

City: REDLANDS State: CA Zip: 92373

Email:

Agent Name: Telephone:

Contact Name: Fax #:

Physical Address: Agent Vendor #:

City: State Zip:

Email:

Agent Agreement Attached: Yes No

1. Make all Housing Assistance Payments (HAP) payable to: Owner Agent

2. Do you have other properties on the Housing Choice Voucher program for which you are currently receiving monies from the TX009? Yes No

3. Are you a new participating landlord on the Housing Choice Voucher program? Yes No

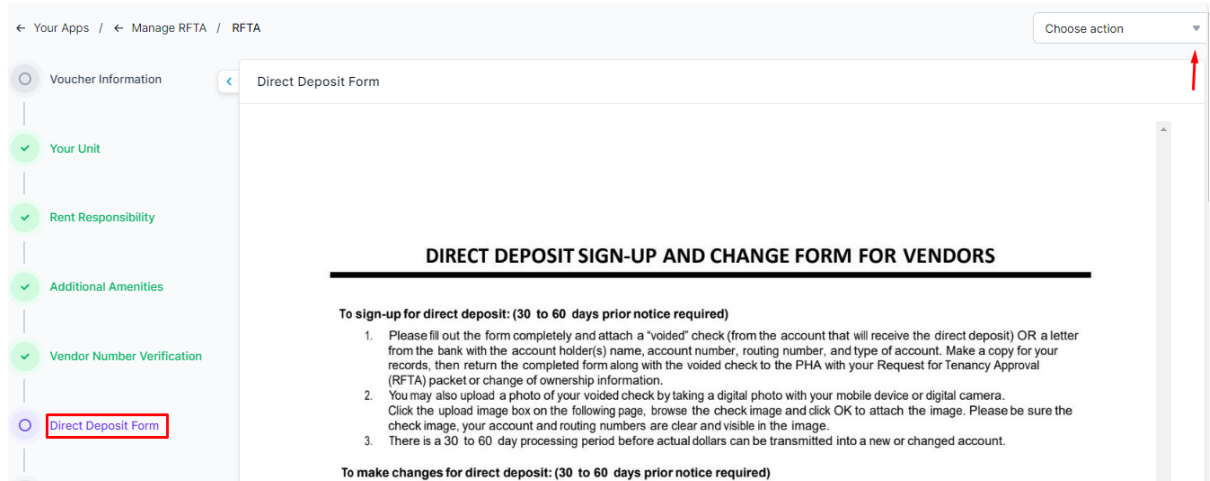
4. If no, and you are not currently receiving HAP, has your bank account information changed? Yes No

Bank Name: AFL

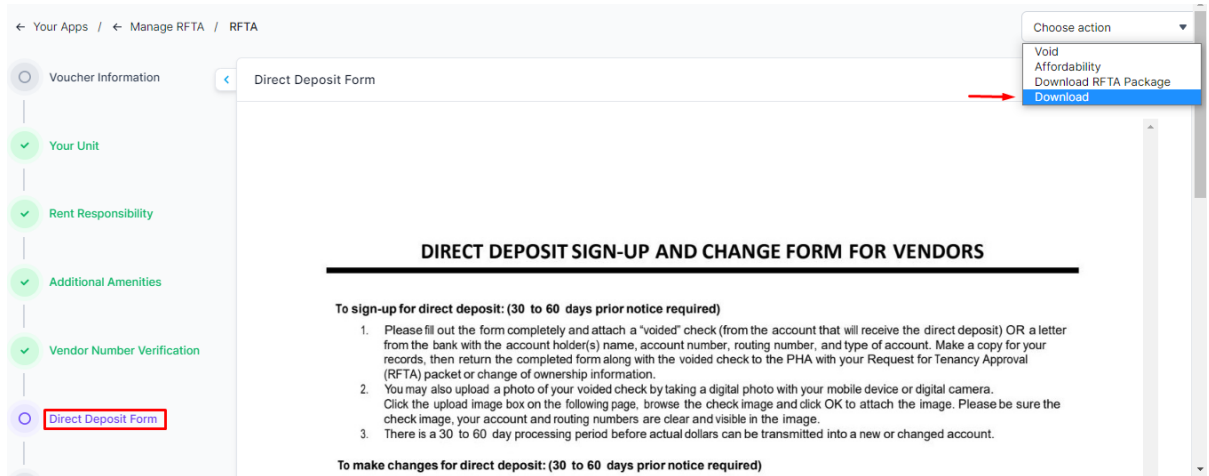
Routing Number: 1234567890 Account Number: 001234567890

22. To download the “Direct Deposit” form please check the below image and attach the “Direct Deposit” signed pdf to the next “Additional Documents” form according to the previous step.

a. Click on arrow:



b. Select “Download”:



23. The housing provider will now see the “Additional Documents” tab. All the mandatory forms such as the ‘W9’ and scanned signed “Direct Deposit” pdfs are required to submit the RFTA. You can attach any necessary documents in this tab. Please select the pdf name from the drop-down list that appears in the “Select Document” arrow and then click on the “Choose File” button. Then, you can select a file from your PC/laptop and click the “Start Uploading” button. The housing provider will see his document is attached. Follow all 3 images below:
- Select Documents, Click the arrow, and select document name. Click “Choose File” and Select file/PDF from your PC/Laptop.

← Your Apps / ← Manage RFTA / RFTA Choose action

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)
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 (# applicable)
6. Verification of SSN/EIN (Needed only for new vendors)
7. Proof of ownership (for new units)

Select Document

Select an option

Add Notes

Choose file

Please select document.

Current Uploaded Documents

File Name	Type	Notes	Document Link
-----------	------	-------	---------------



b. Click the "Start Uploading" button.

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)
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)
7. Proof of ownership (for new units)

Select Document

Direct Deposit Form

Add Notes

Direct Deposit Form.pdf

Start uploading

Current Uploaded Documents

File Name	Type	Notes	Document Link
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c. The housing provider can delete the documents if attached a wrong document mistakenly or can open the pdf. After adding all documents please save the form.

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)
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)
7. Proof of ownership (for new units)

Select Document

Select an option

Add Notes

Choose file

Please select document.

Current Uploaded Documents

File Name	Type	Notes	Document Link
w9.pdf	W9		Click to Open
Direct Deposit Form.pdf	Direct Deposit Form		Click to Open

Next



24. Next is the “RFTA” form. Most of the information will be already filled in this form from the “Your Unit” tab, but please verify and confirm that everything is correct to submit the RFTA. Please read all details carefully and fill in missing information and check already filled information and sign the RFTA and click on the “Submit RFTA Package” Button at the end. If anything is missing, you will not be allowed to update the RFTA package, so make sure that you have added all mandatory information and documents.

Please follow step by step to fill the “RFTA” according to the below images:

- a. Check all added or missing information and correct them if possible below. Important ones to confirm are the Name of Public Housing Agency (PHA), Address of the Unit, etc.
- b. Note that the “Date Unit Available for Inspection” (selected from the drop-down calendar) is the first date the inspection can be scheduled for.

Request for Tenancy Approval

Housing Choice Voucher Program

U.S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB Approval No. 2577-0169

exp. 7/31/2022

The public reporting burden for this information collection is estimated to be 30 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by Section 8 of the U.S. Housing Act (42 U.S.C. 1437f). Form is only valid if it includes an OMB Control Number. HUD is committed to protecting the privacy of individuals' information stored electronically or in paper form, in accordance with federal privacy laws, guidance, and best practices. HUD expects its third-party business partners, including Public Housing Authorities, who collect, use maintain, or disseminate HUD information to protect the privacy of that information in Accordance with applicable law.

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance. HUD will not disclose this information except when required by law for civil, criminal, or regulatory investigations and prosecutions.

1. Name of Public Housing Agency (PHA) DALLAS HOUSING AUTHORITY2 - TX009		2. Address of Unit (street address, unit #, city, state, zip code) 2345 NORTH LINCOLN AVENUE CHICAGO IL 60614			
3. Requested Lease Start Date Date (mm/dd/yyyy)	4. Number of Bedrooms 5	5. Year Constructed	6. Proposed Rent 2000	7. Security Deposit Amt	8. Date Unit Available for Inspection Date (mm/dd/yyyy)
9. Structure Type Required <input type="checkbox"/> Single Family Detached (one family under one roof) <input type="checkbox"/> Semi-Detached (duplex, attached on one side) <input type="checkbox"/> Rowhouse/Townhouse (attached on two sides) <input type="checkbox"/> Low-rise apartment building (4 stories or fewer) <input type="checkbox"/> High-rise apartment building (5+ stories) <input type="checkbox"/> Manufactured Home (mobile home)		10. If this unit is subsidized, indicate type of subsidy: <input type="checkbox"/> Section 202 <input type="checkbox"/> Section 221(d)(3)(BMIR) <input type="checkbox"/> Tax Credit <input type="checkbox"/> HOME <input type="checkbox"/> Section 236 (insured or uninsured) <input type="checkbox"/> Section 515 Rural Development <input type="checkbox"/> Other (Describe Other Subsidy, including any state or local subsidy)			

- c. Confirm that the utilities are correct here from the “Your Unit” tab. For the lead based paint section, check below and select the option that best fits your property. If it was built prior to 1978, please send the lead based paint acknowledgement to your client.

refrigerator and range/microwave.

Item	Specify fuel type	Paid by
Heating	<input checked="" type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other	<input type="text" value="T"/>
Cooking	<input checked="" type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Other	<input type="text" value="T"/>
Water Heating	<input checked="" type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other	<input type="text" value="T"/>
Other Electric		<input type="text" value="O"/>
Water		<input type="text" value="O"/>
Sewer		<input type="text" value="O"/>
Trash Collection		<input type="text" value="T"/>
Air Conditioning		<input type="text" value="T"/>
Other (specify)		<input type="text"/>
		<input type="text"/>
Refrigerator		<input type="text" value="T"/>
Range/Microwave		<input type="text" value="T"/>

Previous editions are obsolete 1 HUD-52517 (7/2019)

12. Owner’s Certifications

- a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.

Address and unit number	Date Rented	Rental Amount(\$)
	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>
	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>
	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>

- b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving

c. Check one of the following:

- Required
- Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.
- The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.
- A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.
13. The PHA has not screened the family’s behavior or suitability for tenancy. Such screening is the owner’s



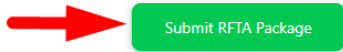
- d. In this last "RFTA" form image, please check if all your information like the Owner's name, Business Address, and Contact phone number is available/filled corrected or not.

Print or Type Name of Owner/Owner Representative TESTUJ JJ		Print or Type Name of Household Head JESSICA JIM	
Owner/Owner Representative Signature 		Head of Household Signature	
Business Address		Present Address	
Telephone Number	Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)



- e. After adding all information to the "RFTA" form please click on the "Submit RFTA Package" button that only can appear when housing provider will sign this form electronically.

Print or Type Name of Owner/Owner Representative 		Print or Type Name of Household Head JESSICA JIM	
Owner/Owner Representative Signature 		Head of Household Signature	
Business Address 6542 EAST 91ST STREET TULSA OK 74133		Present Address	
Telephone Number (213) 000-0000	Date (mm/dd/yyyy) 04/01/2022	Telephone Number	Date (mm/dd/yyyy)



24. Once RFTA is submitted from the housing provider's side and will see the below popup.
- If the renter has not asked for the RFTA to be sent elsewhere to sign, you can ignore the below popup and click "OK". It will already be available to sign on the client's side at the email address that is on the voucher.

Sent to client

This RFTA will be sent to **JESSICA JIM**. You can address more email addresses below if there are multiple family members or realtors assisting **JESSICA JIM**

First Name* **Last Name***

Email*

[+ Add user](#)

OK

- The housing provider will see a confirmation popup:

Your RFTA #457460 is complete and is sent to the renter for their signature. They can return the document back to you with comments but cannot edit any fields.

When the renter signs the RFTA it will be automatically submitted to the DALLAS HOUSING AUTHORITY2 - TX009 team for their approval.

[Create another RFTA](#) [Invite a coworker](#)



25. Once the housing provider clicks on the “Manage RFTA” app, they will see the created RFTA for the voucher holder. The status of RFTA should be “Sent to Client” and the Client will receive an email notification to sign the RFTA. PHA employees will also see that the RFTA is submitted and ready for Client/Voucher Holder to sign.

512988	05/25/2022	7898 Samuell Boulevard Dallas Tx 75228	HANI HIM	DHA, DALLAS	Sent to Client		
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26. If anything is missing from the RFTA package from the housing provider’s side, then the PHA and Client/Voucher Holder are allowed to return the RFTA or reject the RFTA package from their side. The housing provider will be notified by email along with the return reason. Review the requested information, add the requested documents in the Additional Documents tab, and sign/resubmit the RFTA by clicking on the “Submit RFTA Package” button. Whenever a RFTA is rejected, the housing provider will need to only sign the “RFTA” form again.

- a. The housing provider can view correspondence in their Bob.ai chats and personal inbox. If the PHA employee or Client rejects the RFTA, the status of the RFTA will be changed to “Returned”. You can see the reason the RFTA was rejected by clicking on the chat icon.

RFTA #	Creation Date	Unit Address	Client	Agency	Reviewer	Status	Inspection #	Message renter	Action
501584	05/19/2022	25 Dallas Street , New...	GAURAV VOUCHER CREATED BY DHA	DHA/WALKER,		Returned			

- b. The housing provider can also see the Emails about the RFTA, under the action button (3 vertical dots) in the Bob.ai “Manage RFTA” app:

512993	05/25/2022	456 Grand Street Hoboken Nj 07030	EMILIA DAVID	DHA, DALLAS	Draft		
512988	05/25/2022	7898 Samuell Boulevard Dallas Tx 75228	HANI HIM	DHA, DALLAS	Sent to Client		

Open RFTA

Emails

27. If the rent requested is too high according to the available comps within a 2 mile radius, the PHA will Negotiate with the housing provider and send them the highest rent possible.

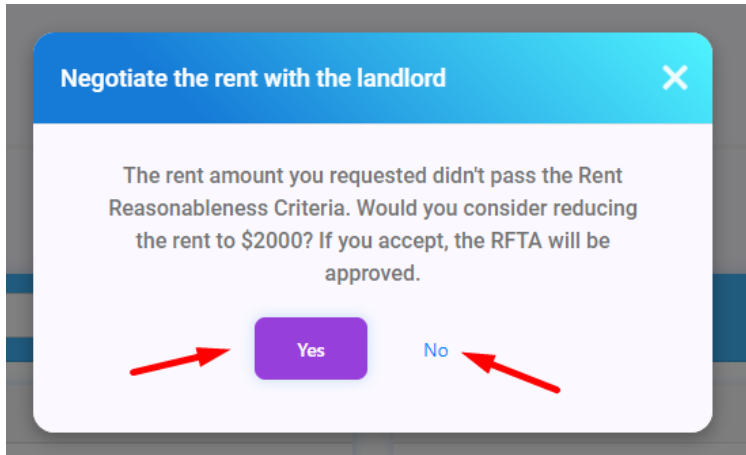
- a. In this case, the housing provider will receive an email (i.e. Your RFTA is Negotiated with this amount) and the Status of the RFTA will be changed to “Negotiate”.

RFTA #	Creation Date	Unit Address	Client	Agency	Reviewer	Status	Inspection #	Message renter	Action
377685	12/14/2021	4545 North Scottsdale R...	GAURAV 25 CLIENT	DHA, DALLAS	CAT, BEE	Negotiated			

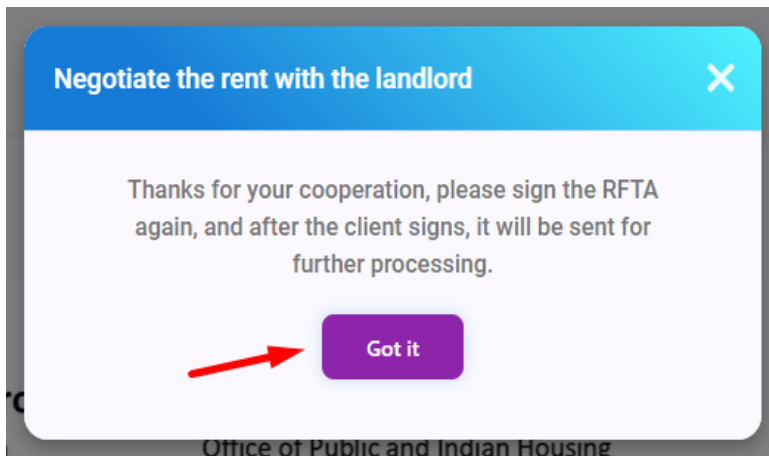
b. Then, click on the 3 dots on the side to click on “Open RFTA”.

428605	03/04/2022	100 COIT ROAD DALLAS TX 75251	JIMMY KING	DHA, DALLAS	Negotiated	
428615	03/04/2022	200 COIT ROAD DALLAS TX 75251	JENNY SMITH	DHA, DALLAS	Sent to Client	
		12345 EL MONTE ROAD LOS ALTOS	JESSICA JAMES	DHA.	Inspection	

c. A housing provider will see a popup and can accept the Negotiate amount that PHA is requesting, otherwise, the housing provider cannot sign and submit the RFTA again.



d. After accepting the Negotiated amount by clicking the “Yes” button on the popup, the housing provider will see a confirmation popup. Just click on “Got It” and go to the “RFTA” form again to sign it and “Submit the RFTA Package” again.

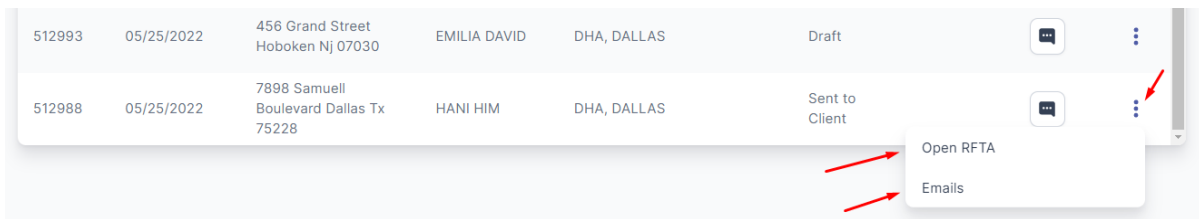


28. If all the documents submitted by the housing provider and renter, the PHA will approve the RFTA. The inspection will be scheduled roughly 30 minutes after the RFTA is approved and details can be found by clicking on “View Inspection”. The assigned inspector will also call the housing provider to confirm a date and time for the inspection.



29. If for some reason the housing provider doesn't want to rent their unit, and the housing provider or the PHA can “Void” the RFTA. Selecting the void option means this RFTA will no longer be in active status for all parties.

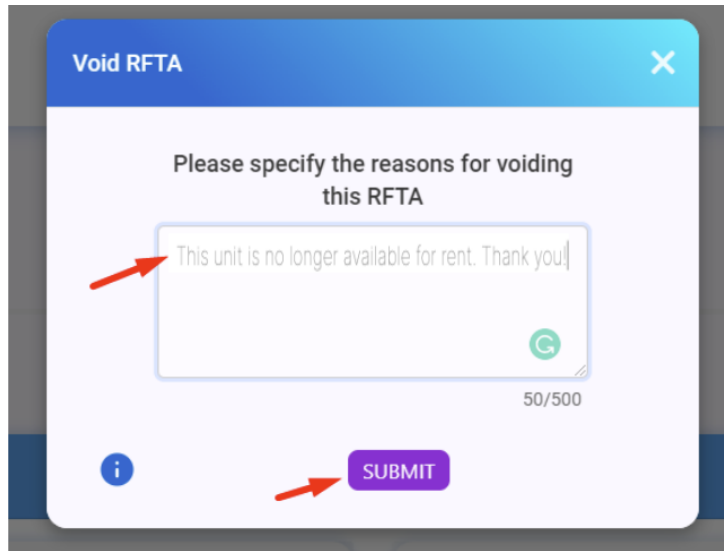
a. To Void the RFTA, select “Open RFTA” on the 3 dots of the selected RFTA.



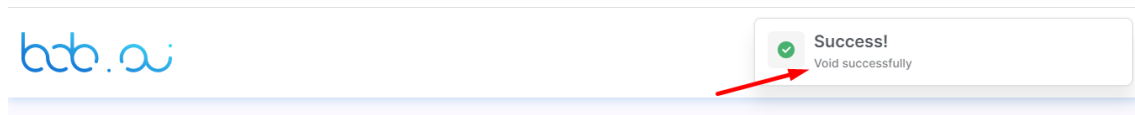
b. Click the arrow in “Choose Action” and select “Void” from the dropdown list.



- c. When the housing provider selects “Void” from the dropdown list, a popup will appear. Enter the reason why the housing provider is voiding the RFTA agreement and click the “Submit” popup with the reason.



- d. The housing provider will see a confirmation message.



- e. A housing provider will see that RFTA status is now “Void”

RFTA #	Creation Date	Unit Address	Client	Agency	Reviewer	Status	Inspection #	Message renter	Action
377685	12/14/2021	4545 North Scottsdale Road 12 Scottsdale Az 85251	GAURAV 25 CLIENT	DHA, DALLAS	CAT, BEE	Void		3	



30. PHA/ Client/ Landlord will see the Inspection details in the approved RFTA form “Initial Inspection”.

a. Inspection details in the approved RFTA form “Initial Inspection”.

← Your Apps / ← Manage RFTA / RFTA

Choose action

Initial Inspection

Client Name: GAURAV RENTER TEST
Unit full Address: 3765 SOUTH ALAMEDA STREET 12 CORPUS CHRISTI TX 78411
Landlord: GAURAV GAURAV 40 BUSINESS OWNER
Type of Inspection: Initial
Method of Inspection: Onsite
Inspection Date: 05/09/2022
Appointment Time: 12:00 - 16:00

The initial inspection is scheduled for 05/09/2022 at 12:00 - 16:00, and the inspection number is 363031

b. The user can also see that the RFTA status is “Inspection Scheduled” and an “Inspection #” is allotted to his approved RFTA in the “Manage RFTA” app.

RFTA #	Creation Date	Unit Address	Client	Agency	Reviewer	Status	Inspection #	Message renter	Action
388385	02/01/2022	4429 Candlewood Street 2 Lakewood Ca 90712	JAPERA THOMAS-ROSS	OCHA, OKLAHOMA CITY		Inspection Scheduled	362321		

31. Renter will see below popup if clicks on “Affordability” option under “Choose Action” drop down list in his/her RFTA.

Affordability Report
Pass
✕

RFTA	Client	Unit
# 513011	TOM TOMASON	4141 HORIZON NORTH PARKWAY 2 DALLAS TX 75287
Date of Report	Landlord	Floor Plan
06/05/22	SUE SUSSI	Wimberly Apts

Tenant portion	\$291
Utility reimbursement payment	\$0

Hide Details
▼

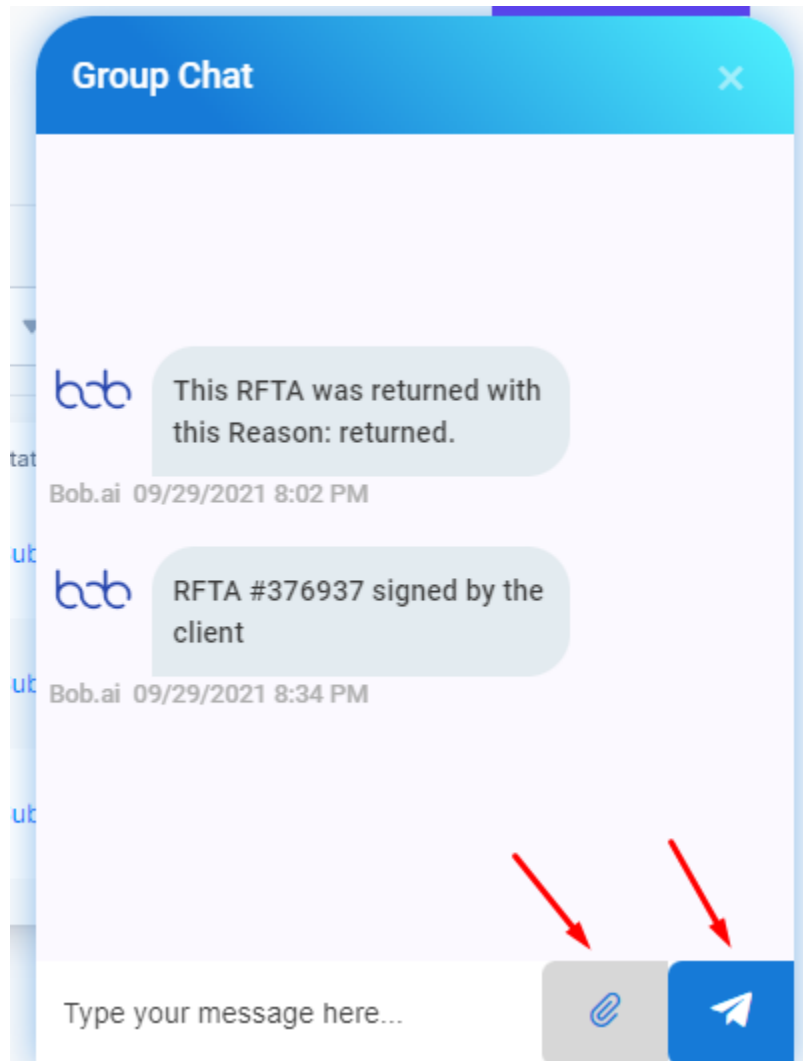
Utility allowance	\$99	10% of total monthly income	\$133.33
Rent to owner	\$800	Adjusted monthly income	\$1,300
Unit bed room size	2	30 % of Adjusted monthly income	\$390
Voucher bedroom size	2	TTP	\$390
Annual Income	\$16,000	Actual Payment standard	\$899
Total allowance	\$400	Maximum subsidy	\$509
Welfare rent-If applicable	\$0	Maximum family share	\$520
Gross rent	\$899	Maximum gross rent	\$1,029
Payment Standard	\$1,490	Total family share	\$390
Adjusted annual income	\$15,600	Rent burden %	0.3
Total monthly income	\$1,333.33	HAP to owner	\$509

32. If the Landlord and Renter want to talk directly then both can choose the bob.ai chat option on their RFTA. Click on Chat box.

RFTA #	Creation Date	Unit Address	Client	Landlord	Reviewer	Status	Inspection #	Group Chat	Action
376937	09/29/2021	2344 Cypress Avenue ...	BK CLIENT	MCKINLEY RENTA...	CAT, BEE	Submitted		Group Chat 	⋮



33. Chat box will be opened. You can send texts or documents here in chat and this chat will be operated between Landlord, Client, and PHA employee (Case manager/Reviewer).



Remember: If you have questions about the app or if something is not clear to you, please feel free to reach out to support@bob.ai. We also have helpful videos on our website under "The Feed".

Thank You for your patience and cooperation!