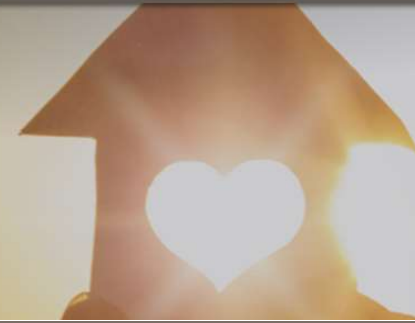


## North Dakota Housing Stabilization Program

[View Required Documents](#)



# NORTH DAKOTA DEPARTMENT OF HEALTH & HUMAN SERVICES

*ND Housing Stabilization Program*

*Housing Provider Front End User Guide*

September 8, 2023

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INITIATE A PAYMENT REQUEST

# Required DOCUMENTS – Payment Requests

Click the **View Required Documents** button to view the documents to have when you apply for the ND Housing Stabilization Program.

**Below are documents required to submit a payment request:**

1. Government-issued photo ID (if an Individual Housing Provider)
2. Valid SSN or TIN
3. Proof of ownership
4. Signed Lease agreement
5. Copy of ledger (optional)



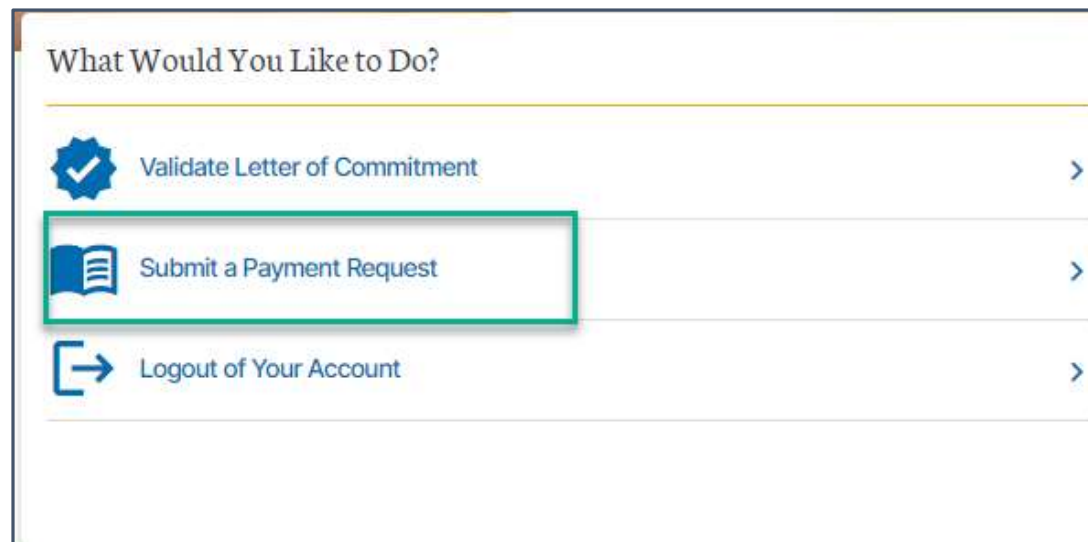
# Initiate A Payment Request

## Step 1: Enter the Application Portal

**ND Housing Stabilization Program Portal URL:**

[https://ndhousingstability.servicenowservices.com/nd\\_housing\\_stability](https://ndhousingstability.servicenowservices.com/nd_housing_stability)

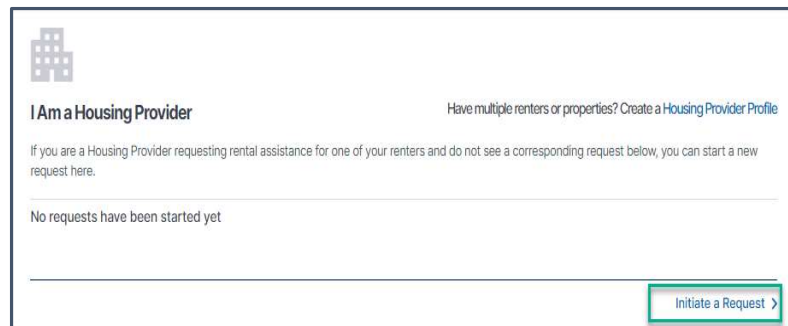
- After logging in, you will be redirected to the home page.
- Click the **Submit a Payment Request** button under the **What Would You Like to Do** section.



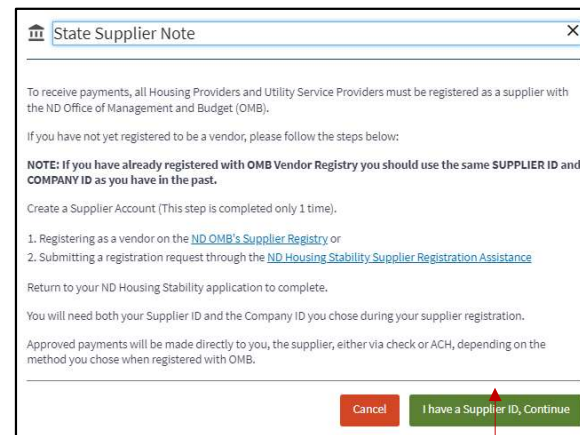
# Initiate a Payment Request

**Step 1:** From the main Application Page, click the **Initiate a Request** link

**Step 2:** Confirm the prompt about regarding the State supplier note, click **I have a Supplier ID, Continue.**



Step 1



Step 2

# PAYMENT REQUEST: Renter Information

## Step 1: Provide Letter of Commitment Details

- Select **Yes** or **No** in response to the question **Do you have a copy of the Letter of Commitment issued to the Renter?**
  - If **Yes** is selected, enter the 7-digit number after NDHS
  - Click Validate
- Letter of Commitment rent limit (Autofill)
- Letter of Commitment county of eligibility (Autofill)

**NOTE:** If No is selected or you enter an invalid LOC reference number, you will be referred to contact your Renter, Renter's representative or the ND Housing Stability team for further information

The screenshot shows a web form with the following elements:

- A question: "Do you have a copy of the Letter of Commitment issued to the Renter?\*" with radio buttons for "Yes" (selected) and "No".
- A text input field labeled "Enter the Letter of Commitment document number\*" containing "NDHS- 3974999".
- A "Validate LOC" button.
- A text input field labeled "Letter of Commitment rent limit\*" containing "953.00".
- A text input field labeled "Letter of Commitment county of eligibility\*" containing "Foster".

# PAYMENT REQUEST: Renter Information

## Step 2: Acknowledge the Letter of Commitment Rules of Use and Electronically Sign

- Review statements and click on each checkbox
- Press **Electronically Sign** to sign.

Letter of Commitment Rules of Use

Lease agreements between a housing provider and renter must fall within the limits as indicated in the renter's Letter of Commitment.\*

Lease agreements that exceed the rent limits as indicated in the renter's Letter of Commitment may not be approved for assistance payments.\*

The total monthly rent obligation of a lease agreement reached using the Letter of Commitment shall not exceed the rent amounts that are publicly advertised by the housing provider for the same, or similar units.\*

The State expectation is that the total monthly rent obligation of a lease agreement reached using the Letter of Commitment shall not exceed the average monthly rent that is being charged to renters in similar units that have been leased within the last 6 months.\*

A housing provider and renter must not enter into more than one lease agreement per unit, per household, per lease term. Only one lease is allowable and must meet the bedroom requirements and not exceed the rent limits as indicated in the renter's Letter of Commitment.\*

NDRH will issue payments directly to the housing provider after there is a lease agreement signed by all parties, the renter has provided the lease agreement to the program and a payment request for all move-in charges is completed by the housing provider within 21 days.\*

The renter must be allowed to move into the apartment on the same day the lease term starts, regardless of NDRH payment status. Preventing a renter from entering a rental after the lease term has started is prohibited.\*

Leases must contain verbiage indicating eviction protection for the renter in accordance with State Law (see NDCC 47-32-01 to 47-32-04).\*

Housing Providers: During the months that NDRH has paid the rent, if you require assistance or need support to help maintain a positive provider/renter relationship or have not received payments that the renter may be responsible for, please call 701-328-1907 and ask to leave a message for the Housing Provider Outreach Staff.\*

NDRH reserves the right to deny payments if the Rules of Use are not followed by the renter and/or housing provider.\*

**Electronically Sign**

## Step 3: Upload a copy of an initialed Letter of Commitment

- Click the **Add Document** button

Upload a copy of an initialed Letter of Commitment

**Add Document**



# PAYMENT REQUEST: Renter Information

## Step 4: Provide Renter's Details

- Select **Yes** or **No** in response to the question **Have you received an email confirmation from the Program that your renter submitted an application?**
    - If **Yes** is selected:
      - Enter the 7-digit request number from the email notification
      - Click Validate
- NOTE:** Successful validation will autofill renter's details (Name, Telephone Number and Email)
- If **No** is selected, enter:
    - Renter's First Name
    - Renter's Last Name
    - Renter's Telephone Number
    - Renter's Email

Have you received an email confirmation from the Program that your renter submitted an application? \*

Yes  No

Please enter the 7-digit request number from the email notification. \* ⓘ

0087827

Validate

Renter's first name \*

Amy

Renter's last name \*

Test

Renter's telephone number \*

7014445555

Renter's email \*

test@mail.com

Have you received an email confirmation from the Program that your renter submitted an application? \*

Yes  No

Renter's first name \*

Renter's last name \*

Renter's telephone number \*

Renter's email \*

# PAYMENT REQUEST: Renter Information

**Step 5:** Provide the physical address of the rental property/unit for which assistance is being requested. This will be used to match with your tenants.

- Provide the **address** of the property
- Provide the **city** the property is in
- Provide the **state** the property is in (if not North Dakota, the property is ineligible)
- Provide the **zip code** of the property
- Click the “**Validate Address**” button

**Step 6:** Is your renter an immediate family member?

**Step 7:** Does the renter in this rental unit receive rental assistance from a Federal, State, or Local program?

**Step 5** → Rental address line 1 \*  
Address line 2:  
City: \*  
State: \*  
North Dakota  
Zip code: \*  
**Validate Address**

**Step 6** → Is your renter an immediate family member? \*  
 Yes  No

**Step 7** → Does the renter in this rental unit receive rental assistance from a Federal, State, or Local program? \*  
 Yes  No

County (will autofill upon address validation): \*  
Unknown

# PAYMENT REQUEST: Renter Information

**Step 8:** Review completed Renter Information and Click **Next: Contact Information.**



# Payment Request: Contact Information

**Step 1:** Enter and validate Supplier and Company ID

- Enter your Supplier ID
- Company ID: Enter your Company ID
- Press Validate IDs

**Step 2:** If set up with a Housing Provider Profile, select the **Nickname (Location ID)** for the rental unit you are applying for.

**Step 3:** Complete Contact Information .

- Identify if Housing Provider operates as an **Individual** or **Company**. Fill out only the applicable fields listed below.
- Company Legal Name
- Company Phone
- Company Email
- First /Last name or Company Contact First/Last Name
- Phone number or Company Contact Phone
- Email address or Company Contact Email address
- SSN or TIN
- Driver's license number
- Driver's license state
- Alternate proof of identification
- Add Document to upload driver's license or alternate proof of identification

**Step 1** →

Supplier ID \*

Company ID \*

Validate IDs

**Step 2** →

Select nickname \*

-Select-

As a housing provider do you operate as an individual or company? \*

Individual  Company

**Step 3a** →

**Step 3b-1** →

First name: \*

Last name: \*

Phone number: \*

Re-enter Phone number: \*

Email address: \*

Re-enter Email address: \*

SSN or TIN: \*

Re-enter SSN or TIN: \*

Do you have a valid driver's license? \*

Yes  No

Please upload a copy of your identification: \*

Add Document

Company legal name: \*

Company phone: \*

Company email: \*

Re-enter Company email: \*

Company contact first name: \*

Company contact last name: \*

Company contact phone number: \*

Re-enter Company contact phone number: \*

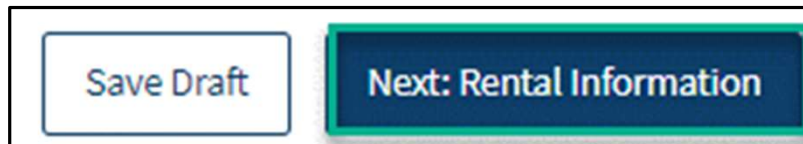
Company contact email: \*

Re-enter Company contact email: \*

# PAYMENT REQUEST: Contact Information

**Step 4:** Review completed Contact Information

- Once complete, click **Next: Rental Information** button to move on to the next page.
- Click **Save Draft** to save the application in its current state and complete later.



# PAYMENT REQUEST: RENTAL Information

**Step 1:** Please provide a formal rental agreement signed and dated by yourself and your renter.

**Step 2:** Please provide a ledger for this rental unit.

**Step 3:** Date current rental agreement was signed

**Step 4:** Date Rental Agreement is Scheduled to end

**Step 5:** What is the renter's expected move in date?

**Step 6:** Is your rental agreement month-to-month?

**Step 7:** When is the first rent payment due?

**Step 8:** How much is the monthly rent amount excluding any additional fees?

The image shows a screenshot of a web form for a rental agreement. The form is divided into eight steps, each with a corresponding instruction and input field. Step 1 and Step 2 have 'Add Document' buttons. Steps 3, 4, 5, and 7 have 'Select Date' input fields. Step 6 has radio buttons for 'Yes' and 'No'. Step 8 has a numerical input field with '0.00' entered. Red arrows point from the step labels on the left to the corresponding form elements.

**Step 1** → Please provide a formal rental agreement signed and dated by yourself and your renter. \*  
Add Document

**Step 2** → Please provide a ledger for this rental unit.  
Add Document

**Step 3** → Date current rental agreement was signed: \*  
Select Date

**Step 4** → Date Rental Agreement is Scheduled to end: \*  
Select Date

**Step 5** → What is the renter's expected move in date? \*  
Select Date

**Step 6** → Is your rental agreement month-to-month? \*  
 Yes  No

**Step 7** → When is the first rent payment due? \*  
Select Date

**Step 8** → How much is the monthly rent amount excluding any additional fees? \*  
0.00

# PAYMENT REQUEST: RENTAL

## Information

### Step 9:

- Select **Yes** or **No** in response to the question **Does your renter pay additional fees such as renter's insurance, garage, service fee, pet, or any other charge indicated in the lease?**
  - If **Yes** is selected, enter the monthly amount for each applicable fee
  - If **No** is selected, proceed to the next question

### Step 10:

- Select **Yes** or **No** in response to the question **Are utilities included in the monthly rent cost?**
  - If **Yes** is selected, click the check box next to each applicable fee
  - If **No** is selected, proceed to the next question

Does your renter pay additional fees such as renter's insurance, garage, service fee, pet, or any other charge indicated in the lease?

Yes  No

Garage Fee:  
0.00

Service/Admin Fee:  
0.00

Pet Rent:  
0.00

Renter's Insurance:  
0.00

Other:  
0.00

Are utilities included in the monthly rent cost? \*

Yes  No

Electric

Gas

Water

Garbage

Wastewater (Sewer)

**NOTE: The Total Monthly Rent Amount (including fees) should not exceed the approved LOC limit**

# PAYMENT REQUEST: RENTAL Information

Step 11:

Click the check boxes to submit additional expenses for:

- Unpaid Security Deposit
- Unpaid Rental Application or Screening Fees

Applicants are eligible to submit a request for additional expenses related to housing other than rent that may be considered for payment. Approval is determined on a case-by-case basis. Please note that the State cannot reimburse for expenses paid out of pocket or not included on the ledger.

Unpaid Security Deposit

Unpaid Rental Application or Screening Fees

**NOTE: Approval is determined on a case-by-case basis. Please note that the State cannot reimburse for expenses paid out of pocket or not included on the ledger.**



# PAYMENT REQUEST: RENTAL Information

**Step 12:** Click the **Add Month** button to submit a request for up to 3 months of rent.

In the new pop-up window that opens:

- i. Please select the month and year for which you are seeking rental assistance
  - ii. Total monthly rent amount
  - iii. Amount provided by another Federal, State, or Local program: Indicate **amount of assistance received** that month from a benefits program.
  - iv. Total renter portion of unpaid rent (not including late fees): This field auto-populates based on responses above.
  - v. Is this amount past due?
  - vi. Late fees (if applicable)
  - vii. Assistance requested from this program: This field auto-populates based on **sum of Late Fees and Unpaid rent**.
- a. Press **Save** to be redirected to the previous page.
  - b. Repeat for additional months by pressing **Add Month**.

Please add up to 3 months of rent

No months have been added

**Add Month**

Edit Month

Please select the month and year for which you are seeking rental assistance:

-Select- -Select-

Total monthly rent amount:\*

0.00

Amount provided by another Federal, State, or Local program:

0.00

Total renter portion of unpaid rent (not including late fees):\*

0.00

Is this amount past due?\*

Yes  No

Assistance requested from this program:\*

0.00

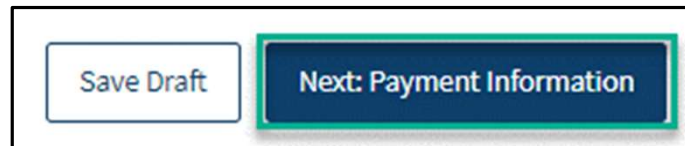
\*The assistance requested from the Program shall not duplicate any other federal, state, or local assistance for the same costs or same periods

**Save**

# PAYMENT REQUEST: Contact Information

**Step 13:** Review completed Rental Information

- Once complete, click **Next: Payment Information** button to move on to the next page.
- Click **Save Draft** to save the application in its current state and complete later.




# PAYMENT REQUEST: PAYMENT Information

Payment Information

*If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.*

**\*Denotes required field**

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 All payments will be made based on information provided to the OMB registry.

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[Back: Rental Information](#) [Save Draft](#) [Next: Certifications](#)

**Step 1:** Review Statement and press **Next: Certifications**.

# Payment requests: Certifications

**Step 1:** Review statements for each section and click on each checkbox.

**Step 2:** Press “Electronically Sign” to sign.

**Step 3:** When all section have been completed, **press Submit.**

Certifications

*If for any reason you need to stop or log out, please scroll down and click on the Save Draft button at the bottom right of your screen, and all the information entered will be saved for the next time you log back into your application.*

\*Denotes required field

---

Please read the following statements carefully and only attest to those statements that relate to you and your application:

I/We attest that all information provided in this application is correct and complete to the best of my/our knowledge. \*

I/We attest that there is a current rental obligation for the rental unit and periods submitted in this application for the program. \*

**Electronically Sign**

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**ACKNOWLEDGEMENTS**

- I/We understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the program.
- I/We declare under penalty of perjury that the foregoing is true and correct. I/We agree to provide, upon request, additional information or documentation upon request to the Program Administrator.
- I/We also understand that false statements or information will be grounds for denial of my/our application, termination of rental or utility assistance, recoupment of any funds disbursed and/or debarment from participating in other current or future assistance programs administered by DHS.
- I/We understand that this is an application for assistance and signing this application does not bind the program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- I/We agree that any funds issued to me/us under the program will be applied towards the retirement of any rental obligation from renter household referenced in this application.
- I/We have no objection to inquiries for the purpose of verifying the facts herein stated.
- I/We have received, read and understand the program eligibility requirements, program guidelines and compliance requirements.

I have read and understand the acknowledgements above \*

**Electronically Sign**

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**AUTHORIZATION TO RELEASE INFORMATION**

- Your signature on this form authorizes the program to use this authorization and the information obtained with it, to administer the program and enforce rules and policies associated with the program.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, and other reasonably deemed commercial, non-profit and governmental third parties.
- By signing this form, I authorize the above persons, agencies, firms or corporations to make available any documents or record related to the program for inspection and copying.
- I hereby authorize the program to publish information regarding me/my business or my organization and any awards which I may receive on a public website as part of its public transparency and accountability efforts.

I have read and understand the acknowledgements above \*

**Electronically Sign**

# ND HOUSING STABILITY SUPPORT INFORMATION

## Resources

### **ND Housing Stability Direct Support**

*For questions on system navigation or setting user preferences, contact the Supplier Registration Assistance Contact Center :*

- *8:00am CT and 6:00 pm CT Monday through Friday at 701.328.1907*
- *Send an email to [dhserb@nd.gov](mailto:dhserb@nd.gov)*