

RENTCAFE HOW TO USE CASCADIA'S HOUSING APPLICATION SYSTEM

Cascadia's housing application system uses an online program called RentCafe. This online system allows us to open our waitlists more frequently and maintain shorter waitlists. It also allows us to ensure the application process is fair and equitable, that the applications we receive are accurate and complete, and the process is in compliance with all government entities. These instructions explain how to use RentCafe and avoid common issues with the system.

- Applicants will need a unique email address in order to register and apply. Using one email address for several applicants (i.e., case manager using one email address for multiple clients) will not work. There are many free services to create an email address if you or your client don't have one, including Gmail, Yahoo!, and Outlook.
- We will need to contact applicants, so a phone number and/or email address is required.
- For all household members 18 and older, we require their full name and date of birth. For subsidized housing, we also require a social security number.
- If you are working with a case manager or advocate, please provide their contact information.
- Please be sure to answer the questions accurately; this helps ensure your application can move forward.

Please read through the following instructions before starting your application.

We welcome all.

WWW.CASCADIAHEALTH.ORG

PART A: READ THE TERMS AND CONDITIONS

When creating your account, you will be asked to accept RentCafe's terms and conditions. To save time, you can read them before beginning your application at <u>cascadiahealth.org/</u><u>terms-conditions-for-rentcafe</u>

PART B: CREATE AN ACCOUNT

IMPORTANT: Even if you have previously made an account with RentCafe, you must go through these steps when applying for a new waitlist.

WHOLE HEALTH CARE

Cascadia Health delivers Whole Health Care™. We provide mental h

services, addiction recovery support, primary care, wellness programs, permanent housing solutions and affordable housing to people of all age

Waitlist reopening August 26, 2022

Coburn Woods Apartments

Cascadia 📀

- 1. Go to cascadiahealth.org, hover over "HOUSING **RESOURCES**" and click "Waitlist," which opens a webpage with information about the property whose waitlist is opening soon. Make sure this is the property you want to apply for. On the day the waitlist opens, the page will have buttons that say "Apply Here" (you might need to scroll down to see one). Click on one of these buttons to be taken to RentCafe.
- 2. When the webpage opens, click "I DO NOT HAVE A REGISTRATION CODE" under "Create an Account." **Even if you** have previously made an account with RentCafe, you will click this button. Do not log in yet.
- 3. Fill in the "Personal Details" section

Create an Account Already have an account? Login Now! I HAVE A RECISTRATION CODE User Name I DO NOT HAVE A REGISTRATION CODE Password Forgot password? Image: Comparison of the com		APPLY HERE
Create an Account Already have an account? Login Now! I HAVE A REGISTRATION CODE User Name I DO NOT HAVE A REGISTRATION CODE Password Particular Password Forgot password? Password?		
User Name User Name Password I DO NOT HAVE A REGISTRATION CODE Forgot password?	Create an Account	Already have an account? Login Now!
Password I DO NOT HAVE A RECISTRATION CODE Forgot password?	I HAVE A REGISTRATION CODE	User Name
	I DO NOT HAVE A REGISTRATION CODE	Password Forgot password?

SERVICES

HOUSING RESOURCES

NEWS

GIVE

EVENTS

CAREERS



PART B: CREATE AN ACCOUNT (CONTINUED)

 Scroll down and fill in the "Account Information" section, including email address and password (must have at least 10 characters, with one capital letter, one number, and a symbol).
 REMINDER: Each applicant needs a unique email address.

Email Address*	
YourEmail@Example.com	
Jser Name (must be email address)*	
cbhtesting@yahoo.com	
Password*	
Confirm Password*	
Confirm Password	
his site is protected by reCAPTCHA and the Google Privacy Pol erms of Service apply	icy and

- 5. Steps 5-6 only apply if you have previously made a RentCafe account. Skip to Step 7 if you haven't made an account before. If you have previously created a account with this email address, you will get a pop up to connect this new application with your existing account. Click on "Use My Existing Account."
- 6. You will now be able to log in with your existing account. Fill in the information and click "Login." If you forgot your password, click "I forgot my password" to recover your account. After logging in, you will receive an email with the subject "User Registration Confirmation" with instructions on how to apply for the waitlist. Once you are logged in, you can skip ahead to "Part C: Fill Out Your Application."



Coburn Woods Apartments 17308 NE Cauth, Portland, OR 97230	APPLICANT
Why am I seeing this?	
More FAQs	



- 7. If you have not PLEASE READ AND ACCEPT THE TERMS AND CONDITIONS previously made an account with RentCafe. skip steps 5-6. After erms and Conditions filling in your email address and password. click "Please Read and Accept the Terms and Conditions." The Terms and Conditions will pop DI IS NOT A PARTY TO ANY RENTAL TRANSACTIONS up. Select the box that says "Accept" at the bottom of the screen. 8. Click "REGISTER."
- Click REGISTER.
 Your account has been created! You will receive an email with the subject "User Registration Confirmation" with instructions on how to apply for the waitlist.



PART C: FILL OUT YOUR APPLICATION

NOTE: These steps are subject to change and may vary with different applications.

Terms of Service apply.

This site is protected by reCAPTCHA and the Google Privacy Policy and

I have read and accept the Terms and Conditions

1. If the waitlist is open when you finish creating your account, you will be taken directly to the application. If the waitlist isn't open yet, you will see a message saying "You Have No Pending Certifications." The application process will NOT automatically start once the waitlist is opened. Instead, stay on the page and hit "refresh" at the time the waitlist is set to open. When you refresh the page, you may need to log back in with the account vou created in Part B. Go to "Part D: Logging Back In" (page 11) for help logging in.

Applications	& Certifications	
You have no pending certifications		

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- 2. When you reach the My Application page, click the circle next to either "English" or "Español (Spanish)" depending on your language preference. Click "Next." NOTE: After clicking "Next" here, you can exit the application and finish later; your spot in the waitlist has been saved. After clicking "Next," you will also receive an email with the subject "RentCafe - Waitlist Application Initiated." If you need to pause and finish your application later, refer to "Part D: Logging Back In" (page 11) for instructions on logging in again.
- The next page has information about the application. Read this information, then click "Next."



* Denotes a required field

Application Information

In the following steps, you will complete application information needed for your pre-approval.

Application Instructions

- As the first person to complete this application, you will be considered the primary applicant, and you will be asked to provide information about additional occupants.
- · All additional occupants who are 18 years of age or older must also complete this application.
- If you do not finish your application now, you may log on at a later time to complete it. After submitting your completed application, you may log on to review it.

BACK NEXT

4. Fill in the "Personal Information" section. Click "Next."

	Personal Information	
	First Name *	Birth Date *
	Today	1/10/1979
lons	Middle Initial	Passport/Other Identification
0113		Government Issued Photo ID #
	Last Name *	N
	Test	Gov ID State
	Phone *	~
n	(555) 555-5555	How did you hear about us? *
	Email	Property Website 🗸
	cbhtesting@yahoo.com	

- 5. If you have an address, click "Add Address" and fill out the form that pops up. If you do not an address, check the box next to "I have no address." Click "Next."
- 6. If you have additional occupants over the age of 18, click "Add Additional Occupants." Add their information, then click "Next."
- Next, fill out the requested information about reasonable accommodations/ modifications. Click "Next."

I have no address.		
No Addresses Added		

Additional (Occu	pants							
dd all additional	occupar	nts <u>age 18 ar</u>	nd	older who will	be	living with you in y	our	new home.	
'ou will be adding	additio	nal househol	ld n	nembers unde	r th	e age of 18 later in	n the	e application).
ADD ADDITIONA	LOCCU	PANT				N			
						13			
First Name	¢ La	st Name	¢	Nickname		Relationship	¢	Edit	Delete

Reasonable Accommodations/Modif	ication
HUD requires us to request the following information to de housing. In addition to giving special considerations for all accommodations or modifications based on disability.	termine your eligibility for admission to our Section 8 owances in determining rent, we will also make reasonable
The following questions apply to the household head, co-h	head, and/or spouse, Select Yes or No.
Do you require a unit with modifications for a mobility	Is the household head, co-head and/or spouse age 62
disability? *	or older? *
	~
Do you require a unit with modifications for a vision	Is the boursehold band, comband, and/or shouse

8. Fill out the resident history information. Click "Next."

* Denotes a required field	
Resident History	
Is your household making between 0-30% MFI (Median Family Income)? *	Were you referred by a Healthcare or Social Service Agency? *
Are you currently a Cascadia BHC Client? *	Are you a US Citizen? *
Do you currently have a Section 8 voucher? *	Have you or any person who will be occupying the unit ever been convicted or pled guilty or no contest to any felony or misdemeanor? *
Have you or any one in your household served in the military? *	Have you ever been evicted due to drug related criminal

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9. If applicable, add automobile information. Click "Next."

Denotes a required field		
Automobile Information		
ell us about your vehicle information.		
ADD VEHICLE		
No Vehicle Added		
BACK NEXT		

- 10. Add an emergency contact by clicking "Add Emergency Contact." Once you've filled out the information, click "Next."
- 11. Click "Next" to begin providing information about your household.
- 12. You will now see a list of household members previously added. Some may have a button next to them saying "More Info Needed." If so, click on that button and provide the information required. At this point, you will also add any other household members, including children. Click "Add Person" to add more household members. When all household members are listed and there are no remaining "More Info Needed" buttons. click "Next."

* Denotes a required field	
Emergency Contact	
Enter information about people we can contact in case of emergency.	
ADD EMERSENCY CONTACT	
No Emergency Contacts Added	
BACK NEXT	

We are about to start gathering information about your household.

Before we begin, you'll need your: * Full (legal) name * Social Security number * Date of birth

- ..

following list here are any of information fo You must use document	mus ther or the each	t contain even people, <u>includ</u> ose people. n person's full	yone <u>ing</u> lega	e who will be living <u>children</u> , who will Il name as it appea	in your apartment home. live with you in your new home, c ırs on the person's government ic	lick Add Person and enter
DD PERSON						
First Name		Last Name	4	Date of Birth	Edit	Delete
First Name Today	¢	Last Name Test	¢	Date of Birth 1/10/1979		Delete

. . .

- 13. Now you will provide income information. Click "Add Income" for each income source for your household and fill out the requested information. If your household doesn't have an income, do not add any income. Click "Next."
- 14. You will now be asked to share information about your household assets. For each asset, click "Add Asset" and fill out the requested information. If your household has no assets, do not add any. Click "Next."
- 15. You are now in the final review process. Click "Next."
- 16. Review all the information you've provided and make any needed edits. Note that you have to click through the tabs at the top of the box to see all the information. Click "Next" when done.

Tell us about all household income.	
Include household income for yourself and your family.	
Click Add Income and tell us about your employment income.	
ADD INCOME	
No Incomes Added	
BACK NEXT	



Final Review and Submission
Your application is almost complete!
Please review all information you have entered, check it for errors and omissions, and sign the application forms!
BACK

Su	m	m	a	rv	1

The following list includes all of the information you entered in your application. Please review each tab for accuracy and completeness.

- If you need to edit the information, click the Edit button.
- If you need to add any additional information, click the Add button that appears on each tab..
- If all information is correct and accurate, click Save and Continue .

First Name 🛛 🖨	Last Name	Date of Birth	Edit	Delete
oday	Test	1/10/1979	EDIT	DELETE
Second	Person	11/1/1980	EDIT	DELETE
nowing 1 to 2 of 2	entries			



17. If any potential errors have been found with your application, they will appear here. Click "Add" to add the requested information, or click "Confirm" if the potential errors aren't actually errors. If no potential errors are found, the page will say "We didn't find any errors." Click "Next" once all errors have been corrected.

19. It is now time to sign your

application. Depending

more than one person

might have to sign these

documents. Each person

who needs to sign should

click "Click Here to Sign"

on your household,

by their name.

18. Click "Next."

irror	Corrective Actions
Second Person has no income records. Confirm that this is correct or add an	ADD
lç	CONFIRM
oday Test has no income records. Confirm that this is correct or add an	ADD
ncome record.	CONFIRM

aiting List Apply	TAKE ME TO THE SUMMARY
Thank you for making your waiting list preference selections.	
Please press "Save And Continue" to proceed.	
BACK	

After you sign all documents, your application process will be complete.

APPLICANT REPRESENTS ALL OF THE ABOVE STATEMENTS ARE TRUE AND CORRECT. APPLICANT AUTHORIZES CONTINUING VERIFICATION OF THE ABOVE INFORMATION, REFERENCES, CRIMINAL HISTORY AND CREDIT RECORDS AT ANYTIME INCLUDING BEFORE, DURING AND AFTER THE EXPIRATION OF THE LEASE TERM AND RELEASES FROM LIABILITY ALL PERSONS AND ENTITIES REQUESTING OR SUPPLYING INFORMATION. APPLICANT ACKNOWLEDGES THAT FALSE, INCOMPLETE OR MISLEADING INFORMATION CONSTITUTES GROUNDS FOR REJECTION OF THIS APPLICATION; DISCOVERY OF FALSE, INCOMPLETE OR MISLEADING INFORMATION THAT OCCURS AFTER OCCUPANCY WILL RESULT IN TERMINATION OF THE RIGHT OF OCCUPANCY OF ALL OCCUPANTS UNDER LEASE AND/OR FORFEITURE OF DEPOSITS AND FEES. SECTION 1001 OF THE 18 OF THE U.S. CODE MAKES IT A CRIMINAL OFFENSE TO WILLFULLY FALSIFY A MATERIAL FACT OR MAKE FALSE STATEMENT IN ANY MATTER WITHIN THE JURISDICTION OF A FEDERAL AGENCY.

l⊋		
Document	View	Sign
Household Documents for Today Test to Sign	VIEW DOCUMENT (UNSIGNED)	CLICK HERE TO SIGN
Household Documents for Second Person to Sign	VIEW DOCUMENT (UNSIGNED)	CLICK HERE TO SIGN

20. You will be asked to agree to terms and conditions. Select "Agree & Continue."

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Physica Sig I acknowledg process, and System Req To utilize the limited to, cu Acrobat/Reac Instructions I understand conduct busic	ignature Consent and Disclosure Save & Continue [®] at the next screen. I agree and consent to the instead of a physical signature to execute all documents chose of as if i had signed each document with my physical signature	use of my electronic signature, inclusive of my chosen signature n including legally binding contracts, and agree to be bound by the .
Physical sig I acknowledg process. and System Req To utilize the limited to, cu Acrobat/Read	ns to Change Consent and/or Update Contact Information d that I should contact the property owner or manager directly siness electronically, and/or update my contact information.	to request paper copies of documents, withdraw consent to
Physical Sig I acknowledg process, and	quirements to Utilize the Electronic Signature Functional e Electronic Signature functionality, a web browser that suppor urrent versions of Chrome, Elrefox. Internet Explorer, or Safarij ader or similar software.	ity Is the HTTPS protocol, HTML, and cookies (e.g., including but not will be needed. Viewing PDF documents requires Adobe
	gnatures May Delay the Signing Process Ige and understand that executing the lease by a physical signa d the potential for the lease not to be approved by the property	ture may result in. among other things, a delay in the leasing manager due to delays.
of any notice my consent to notice to the	in electronic form. I may withdraw my consent provided abov to be provided notices under the lease to me in electronic form e property owner or manager from whom I am renting.	e to use my electronic signature instead of a physical signature or n or to receipt of any notice in electronic form by providing written

- 21. Create your electronic signature. Either sign in the field shown using your cursor, or click on "You can choose a script signature instead" to create a typed signature.
- 22. Now you'll sign the document. Click "Jump to Next" to go to the next signature field.

Create Your Signature	
Use your mouse or finger to create your signature. <u>You can choose a script signature instead.</u> Your Strangure	
4 rfar	
Clear Signature Your Initials	
Clear Instals	



23. Click the boxes that say "Sign" and "Date." Your signature will be recorded electronically, and the boxes will show checkmarks. When done, click the button at the bottom of the page that says "Sign & Complete."

and p	ay a security deposit.					
The code	oplicant has the right to dispute the accuracy of recording agency. The name of the screening set	any information provided to the owner is tice or credit-reporting agency is Pacific 5	agant by the scream	ng service or		
Head	d of Household Signature	Sign	Date	Date		
· Adul	t Signature		Date			
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24. After signatures are completed, you will return to this page. Each person who needs to sign will repeat steps 17-21. When all needed signatures are received, each row will say "Signing Complete." Click "Next."

Document	View	Sign
Household Documents for Today Test to Sign	VIEW DOCUMENT (SIGNED)	Signing Complete

PAGE 10

25. Your application is now done!

Application Summary	
Congratulations you have completed your application.	
Thank you for applying to our property! Your Confirmation Code PENDING review. We will process your application promptly!	s listed below and your application status is now

PART D: LOGGING BACK IN

Once you've started your application, your place in the waitlist is saved. You can take your time to fill out your application. If you need to finish your application at another time, you will need to log back in to RentCafe.

 Go to <u>cascadiahealth.</u> org, hover over "Housing Resources" and click "Waitlist." On the day the waitlist opens and for a couple weeks after, this webpage will include buttons that say "Apply Here." Click on one of these buttons to be taken to RentCafe.



2. You can now log into your account. Under "Already have an account? Login Now!" enter your user name (email address) and password. If you forgot your password, click on "Forgot Password?" and go through those steps. Note: This step will only work if you have already linked your account with this specific waitlist. Go through "Part B: Create Your Account" (page 2) if you haven't yet linked vour account with this particular waitlist.



PART D: LOGGING BACK IN (CONTINUED)

3. Once you are logged in, the application you started should appear here. Click "Resume."

