Texas Rent Relief Program Overview: From Applying to Getting Paid

**Landlord Starts Application**

- **Application in Progress**
  - Landlord Completes Landlord Portion (TexasRentRelief.com) and Invites Tenant
- **Submitted**
  - Tenant begins application at TexasRentRelief.com or 1-833-989-7368
  - Landlord begins tenant application at TexasRentRelief.com uploading documents and signed certification from tenant
- **Under Review**
  - Tenant hits "Submit" on Application
  - Reviewers request any missing info
  - Landlord hits "Submit" on behalf of tenant
  - Reviewers determine eligibility
- **Payment in Progress**
  - Tenant/landlord receives approval email or notice
  - Program verifies all payment info via bill.com and prepares payment via direct deposit or check
  - Assistance Disbursed
    - Landlord Paid!
    - Utilities Paid!
  
**Tenant Starts Application**

- **Application In Progress**
  - Tenant begins application at TexasRentRelief.com or 1-833-989-7368
  - Program invites landlord
- **Submitted**
  - Tenant hits "Submit" on Application
  - Reviewers request any missing info
  - Landlord Completes Landlord Portion (TexasRentRelief.com)
  - Reviewers verify complete
- **Under Review**
  - Reviewer Links Landlord and Tenant
  - Reviewer determines eligibility
  - Ineligible
- **Payment in Progress**
  - Tenant receives email or notice of eligibility
  - Program verifies all payment info via bill.com and prepares payment via direct deposit or check
  - Assistance Disbursed
    - Landlord Paid!
    - Utilities Paid!
    - Tenant Paid!

If landlord declines to participate or is non-responsive, payment will go to tenant directly.