Hudson County CARES II Prevention Assistance Application
Frequently Asked Questions

Landlord Specific Questions

- **I am a landlord, can I apply on behalf of my tenant?**
  Yes, when you start the application you can identify that you are a landlord applying on behalf of a tenant. Please note, the tenant will still need to complete a portion of the application. They can be invited as a collaborator after the landlord portion is complete.

- **Can I see the application without registering with SM Apply?**
  You must register with SM Apply before moving forward with the application. This will allow you to save and continue working on your application at a later date and will allow us to easily contact you.

- **I hit apply, now what?**
  The first task you should see is the Pre-Screening page, click the list where it says "Pre-Screening All" to begin.

- **I hit "Mark As Complete" but it brought me to the top of the page, what do I do next?**
  All tasks for the application will show on the left hand side of your application. If you see a task without a green checkmark it needs to be completed before submitting your application.

- **I completed the pre-screening and landlord application, but now there are two tasks it will not let me complete, how do I submit?**
  After you have completed the pre-screening and landlord application, the other forms in the application needs to be completed by the tenant. To invite your tenant to apply, you must click on one of those tasks. When you do you will see a message asking you to invite a "collaborative" to your application. You must enter the tenant's email address and formally invite them to join. Once invited, they receive an email notification informing them that an application has been created on their behalf. Once the tenant completes their portion of the application, you will receive an email notification letting you know you can submit the completed application.

- **I do not have my tenant's email address, can I submit without them?**
  No, while you can begin an application on behalf of your tenant, the final submission needs to include both information from the landlord and the tenant. Please reach out to your tenant to let them know an application is being submitted on their behalf and obtain their email. If they do not have an email address or need assistance completing the application, please have them call 201-395-4799.

- **When will I know the tenant is done with the application and I can submit?**
  If when you log in to your account the Submit button is still greyed out, the tenant has not completed all of their tasks. Once all tasks are completed, the Submit button will be available for you to complete the application. Please know, only the landlord can submit an application started by a landlord.

Tenant Specific Questions

- **Can I see the application without registering with SM Apply?**
  You must register with SM Apply before moving forward with the application. This will allow you to save and continue working on your application at a later date and will allow us to easily contact you.

- **I hit apply, now what?**
  The first task you should see is the Pre-Screening page, click the list where it says "Pre-Screening All" to begin.

- **My landlord told me they started an application, how can I complete it?**
  You should have received an email with the title "Request to Collaborate". In that email there is a link to complete the application, use that link to access the application that has already been started by your landlord.

- **What if I don't have a current lease?**
  You can move forward with submitting the application if you have an older lease for the apartment, or have some other documentation showing tenancy, such as a bill, etc.

  If you are not the current lease holder and someone else in the household is, you should not submit the application. The application should be submitted by someone who is on the lease.

- **What is Gross Annual Income?**
  Gross annual income is your annual income before taxes or deductions are taken out. If your income is not consistent at this time, please do your best to estimate what your annual income is.

- **How do I finish working on each section?**
  Make sure you hit the green "MARK AS COMPLETE" button on each section when you have completed it. You can always come back to the section and edit it later.

- **The pre-screen is saying I am ineligible, what do I do?**
  Unfortunately, this program cannot help everyone that is behind on their rent. If you are determined ineligible, please review the resources listed on the front page of the application. We will also keep your information and will send details about any additional programs or funding that is available.

  If you feel you are eligible, and you answered a question incorrectly, you can delete the pre-screen and resubmit. To do this, hit "Back to application in the left corner". When the page changes, find the three dots on the right hand corner "…" When you click the dots, you should see the option to delete the application, which will allow you to begin again.

- **I completed the pre-screen, but the application is not moving forward, what do I do?**
  All of the tasks that must be completed for submission of the application are on the left-hand side. If you are seeing your completed pre-screen, please click the "Hudson County Rental Assistance/Eviction Prevention Universal Application" link on the left-hand side to move forward.

- **Can I see all of the application questions before I complete the application?**
  Once you have completed the prescreen and begin the Eviction Prevention Application, you will again see 3 dots on the top corner of the application (…); click on those dots and hit download. This will provide you will all of the basic questions that will need to be completed. Please note, there may be some follow up questions that will only appear after other questions are answered.

- **Can I stop working on my application and come back at a later time to complete?**
  At the bottom of each section there is a button that says "SAVE & CONTINUE EDITING". Before you leave the application, make sure to hit the save button. To go back into the application, return to https://hudsoncounty.smapply.io and enter your email and password. This will bring up the application you started and can click Continue.

- **How do I know when a task is done?**
  When you complete a task the circle next to the task name on the left hand side will have a green check mark next to it. If you have started a task but have not finished it, you will see a partially completed green circle indicating there is more to be done on that task.

- **How do I include an attachment?**
  All required and optional attachments show up as individual tasks on the left side of the application. To upload a document, click the name of the document you are trying to upload. From there you will see a green "Attach File" button. If you click that it will bring you to your computer files where you can select the file you are looking to attach. You can also submit attachments from pictures on your phone.

  Make sure after the file is uploaded, you click the "Mark As Complete" button in order to fully submit the attachment.

- **I uploaded an attachment, but it is still saying I need to upload the document, how do I fix this?**
  You must hit "Mark As Complete" after you upload the documents for that task to be done.

- **I hit "Mark As Complete" but have to update something on the application or an attachment, how can I fix it?**
  Prior to submitting your application, you can always make edits by clicking the 3 dots on the top right corner (…) of the task you want to update and clicking Edit. For example. If you need to change something you uploaded to an attachment, you click "…", then "Edit" and then it will show you the upload option again.

- **I completed the tenant application portion of the application, but can't submit what do I do?**
  If your landlord started the application, and you are just completing the tenant portion, your landlord has to be the one to submit the application. Please notify your landlord that you are done with the application so they can submit it.

- **I submitted my application, now what?**
  Please continue to check your email and the https://cares.hcnj.us site for updates on the review process and timeframes when applicants will be notified on their eligibility and award status.

- **I submitted my application but I realized something needs to be correct or added, can I still do this?**
  All applicants can edit their application by logging in to your SM Apply account, clicking the 3 dots "…" on the right corner of the application and clicking "Edit". Please make sure you if you make edits you resubmit your application.

  You can also provide information that needs to be adjusted by emailing the information to Jacqueline Gomez at jgomez@hcdfs.us or Monica Yeng at myeng@hcdfs.us Make sure to include your Name, Applicant ID and the information that needs to be adjusted.

- **I still have more questions, what do I do?**
  For additional questions or assistance, you can call 201-395-4799 or email Jacqueline Gomez at gomez@hcdfs.us or Monica Yeng at myeng@hcdfs.us