CITY OF HOUSTON BUILD IT FORWARD HOUSING RECOVERY PROGRAM

HoAP Portal User Guide

Version 1.0

5/4/2020

CITY OF HOUSTON
HOUSING AND COMMUNITY DEVELOPMENT

EQUAL HOUSING OPPORTUNITY

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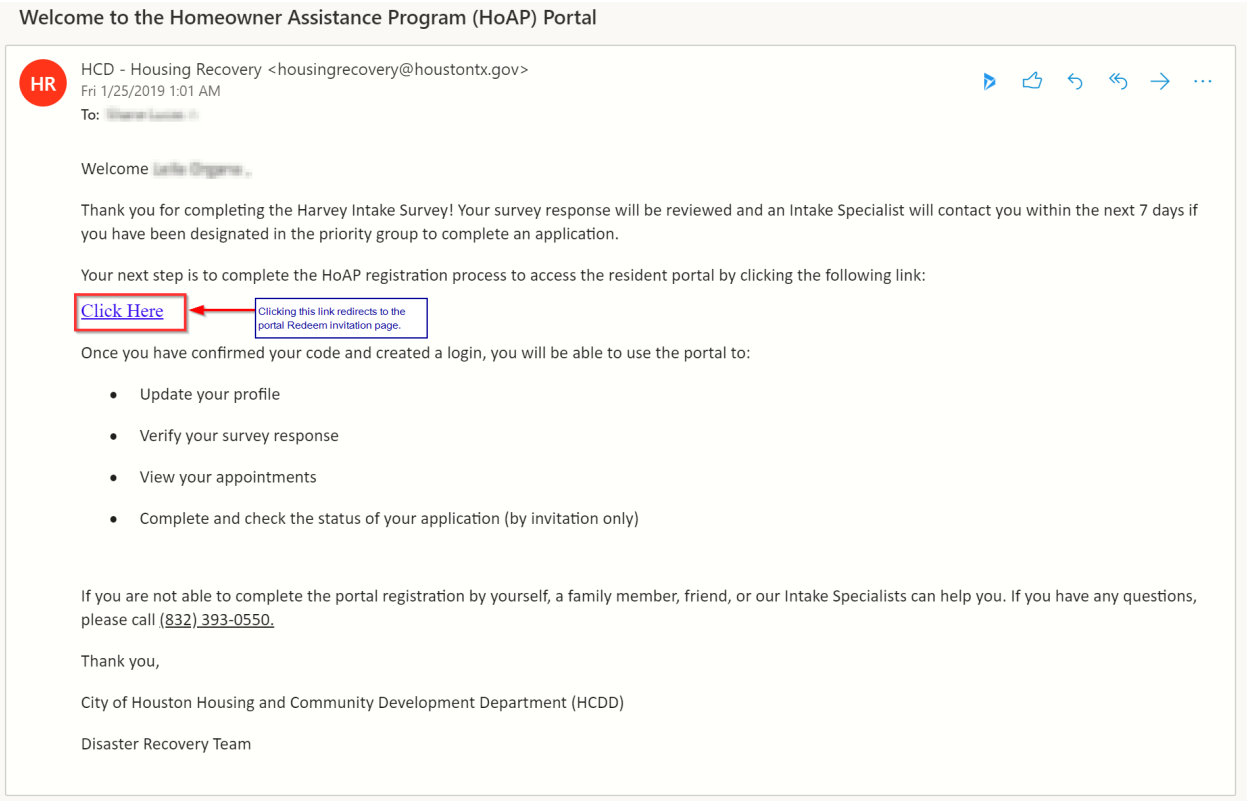
2 REDEEMING YOUR PORTAL INVITATION CODE

After completing a survey, you will receive an email from housingrecovery@houstontx.gov that includes a link to the portal. This link directs you to a sign in page where you will enter a redemption code and create your profile.



Welcome to the Homeowner Assistance Program (HoAP) Portal

HR

HCD - Housing Recovery <housingrecovery@houstontx.gov>
Fri 1/25/2019 1:01 AM
To: [redacted]

Welcome [redacted]

Thank you for completing the Harvey Intake Survey! Your survey response will be reviewed and an Intake Specialist will contact you within the next 7 days if you have been designated in the priority group to complete an application.

Your next step is to complete the HoAP registration process to access the resident portal by clicking the following link:

Click Here

Clicking this link redirects to the portal Redeem invitation page.

Once you have confirmed your code and created a login, you will be able to use the portal to:

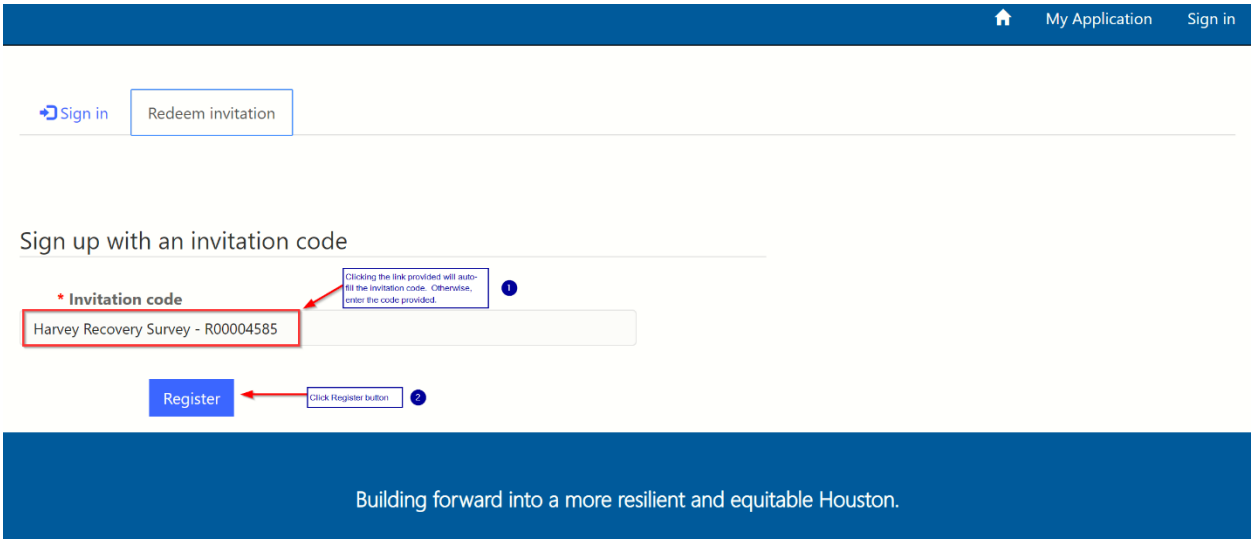
- Update your profile
- Verify your survey response
- View your appointments
- Complete and check the status of your application (by invitation only)

If you are not able to complete the portal registration by yourself, a family member, friend, or our Intake Specialists can help you. If you have any questions, please call (832) 393-0550.

Thank you,

City of Houston Housing and Community Development Department (HCDD)

Disaster Recovery Team



My Application Sign in

Sign in | Redeem invitation

Sign up with an invitation code

* Invitation code

Harvey Recovery Survey - R00004585

Clicking the link provided will auto-fill the invitation code. Otherwise, enter the code provided. 1

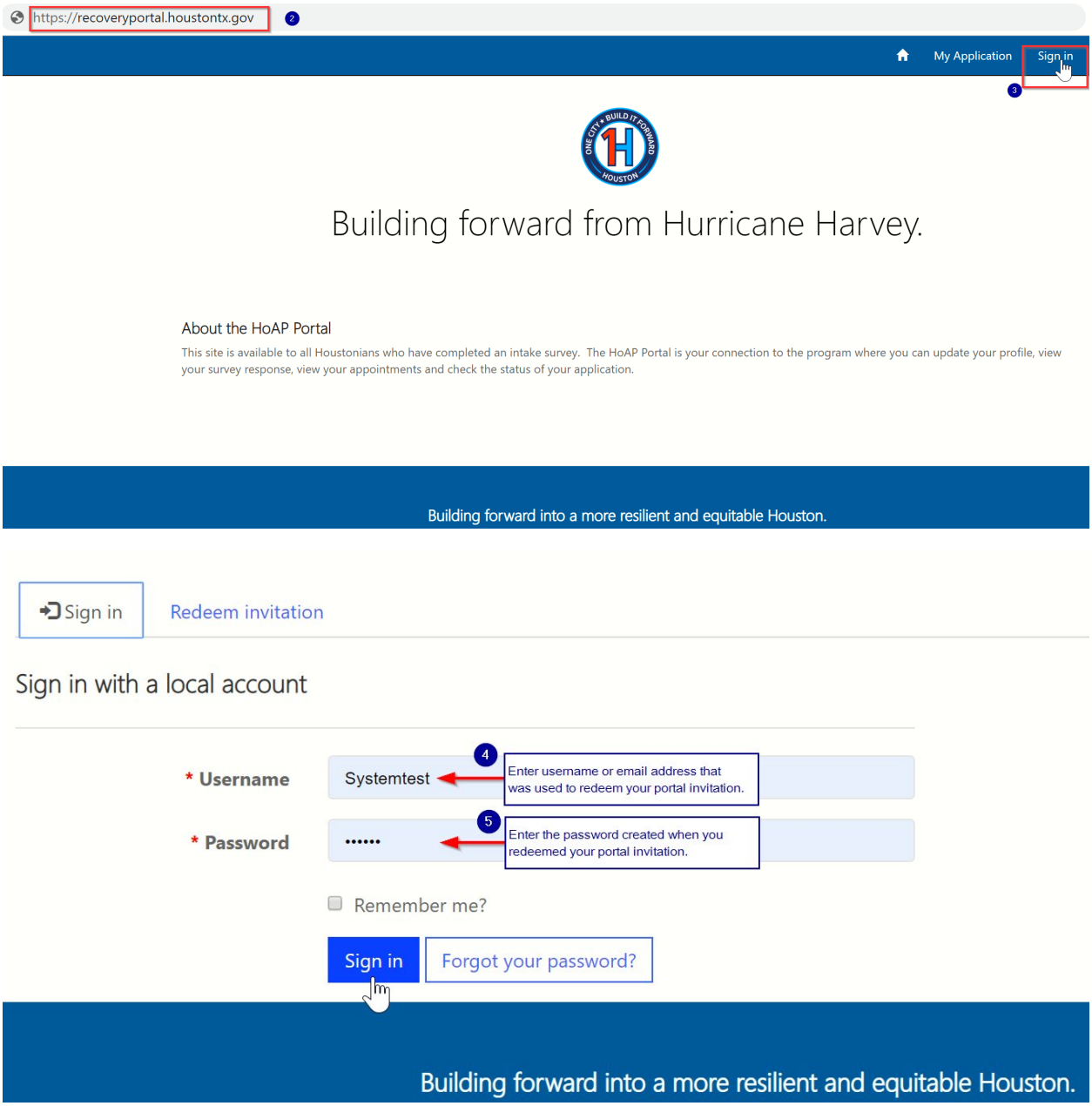
Register

Click Register button 2

Building forward into a more resilient and equitable Houston.

1. Steps to Sign In After Redeeming your Invitation

1. Open a web browser[1] session. The portal is accessible from personal computers and mobile devices.
2. Type recoveryportal.houstontx.gov in the address bar.
3. Click Sign In
4. Enter the email address or user name created when you redeemed your invitation.
5. Enter your password and click **Sign In**.



[1] Any current browser will work Google Chrome, Firefox, Safari with pop-ups are enabled.

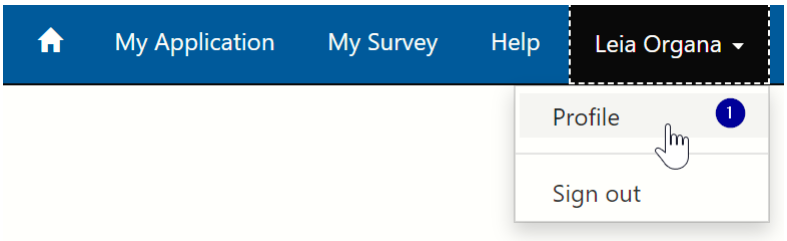
2. PASSWORD AND LOGIN SUPPORT

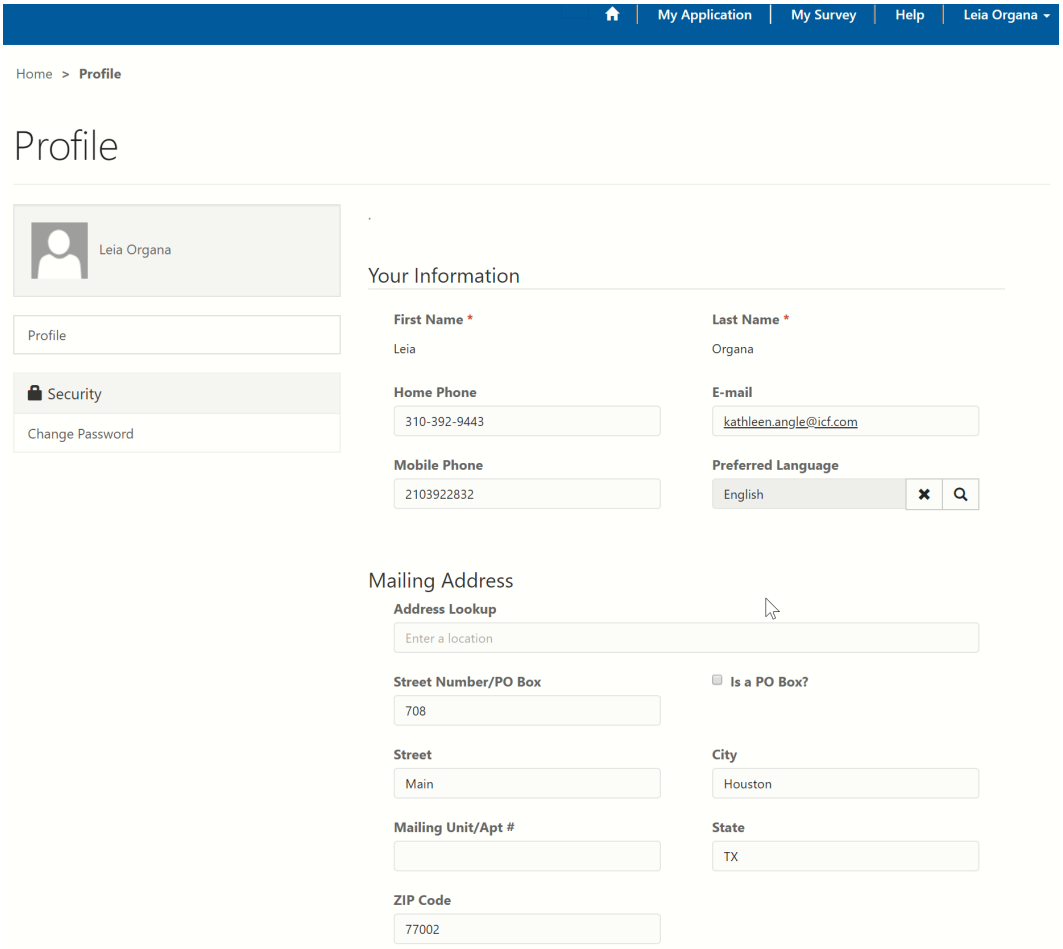
User accounts are managed by the City of Houston Housing and Community Development Department. If you have any login issues please contact our recovery call center at 832-393-0550 or via email to housingrecovery@houstontx.gov

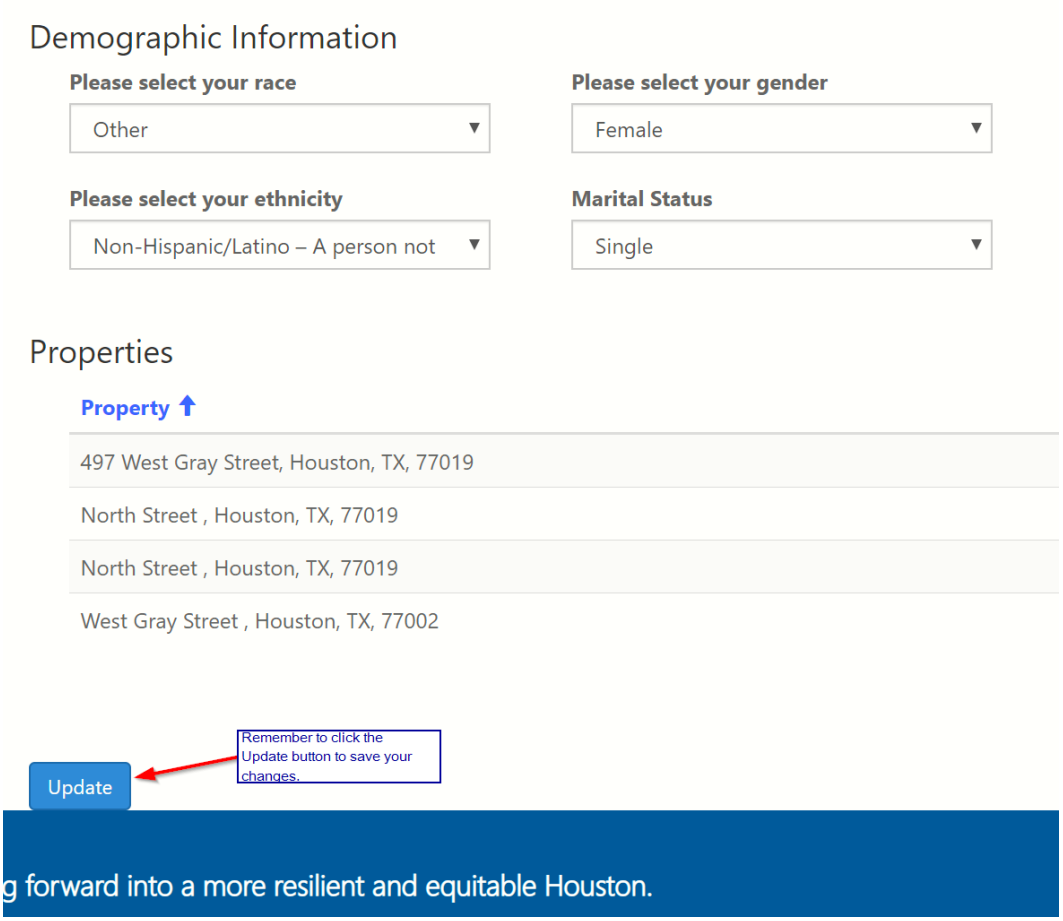
3 PORTAL SITE MAP NAVIGATION

The HoAP Portal site consists of four pages, each page enables you to view and update information based on your current application status.

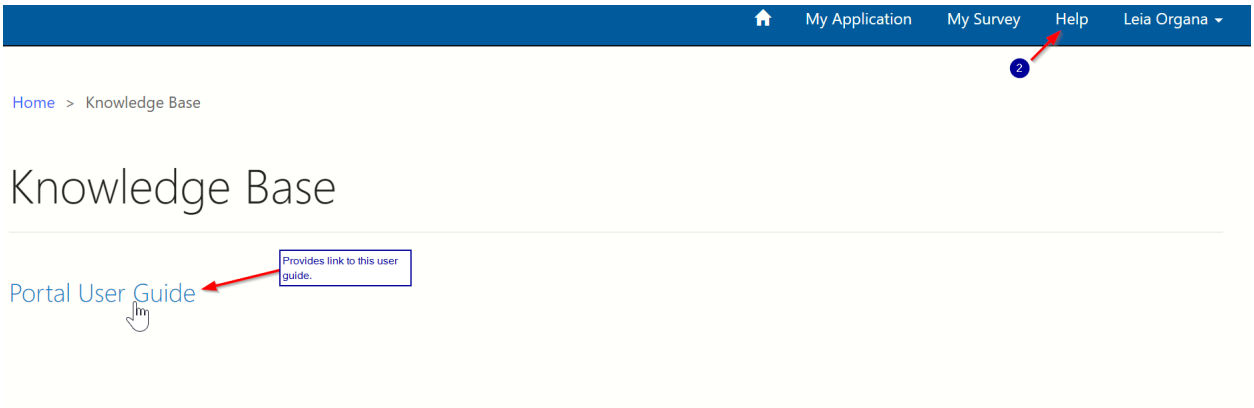
1. **PROFILE**: Displays the information provided in the survey. You can use this page to update your contact and demographic information.



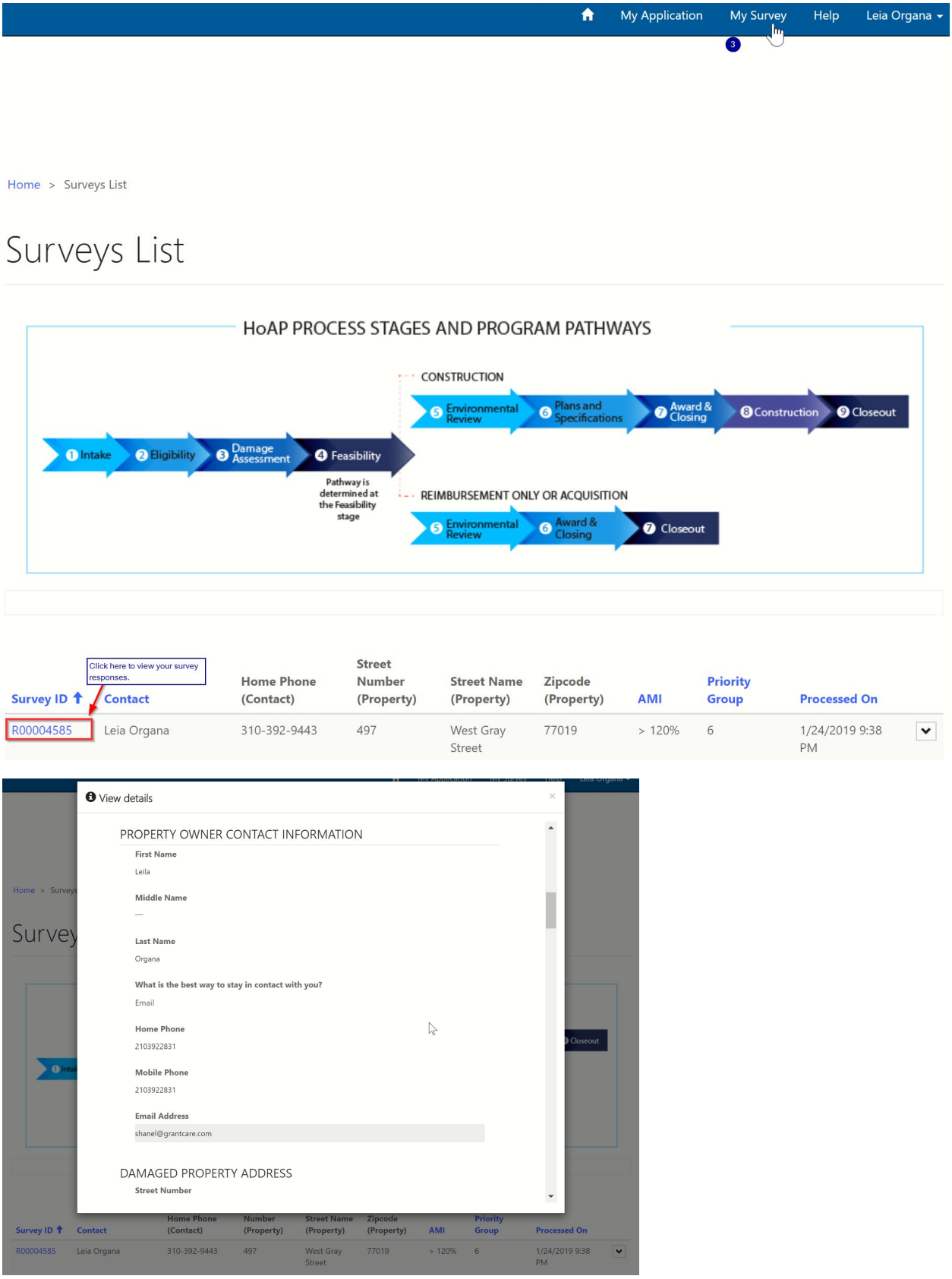



Demographic Information
Please select your race
Other
Please select your gender
Female
Please select your ethnicity
Non-Hispanic/Latino – A person not
Marital Status
Single
Properties
Property
497 West Gray Street, Houston, TX, 77019
North Street , Houston, TX, 77019
North Street , Houston, TX, 77019
West Gray Street , Houston, TX, 77002
Update
Remember to click the Update button to save your changes.
g forward into a more resilient and equitable Houston.

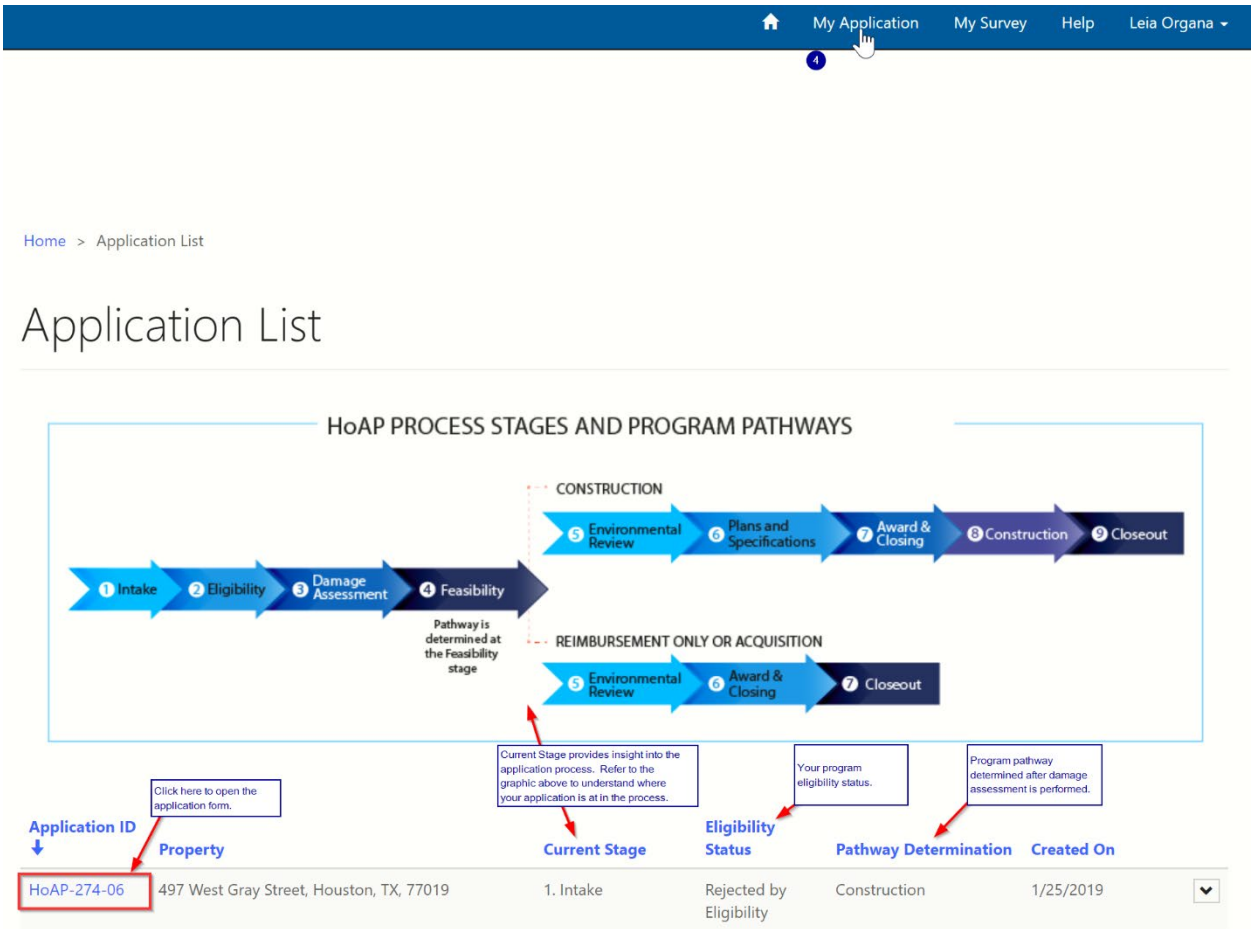
2. HELP


My Application
My Survey
Help
Leia Organa
2
Home > Knowledge Base
Knowledge Base
Portal User Guide
Provides link to this user guide.

3. My Survey


My Application
My Survey
Help
Leia Organa
3
Home > Surveys List
Surveys List
HoAP PROCESS STAGES AND PROGRAM PATHWAYS
CONSTRUCTION
1 Intake
2 Eligibility
3 Damage Assessment
4 Feasibility
5 Environmental Review
6 Plans and Specifications
7 Award & Closing
8 Construction
9 Closeout
Pathway is determined at the Feasibility stage
REIMBURSEMENT ONLY OR ACQUISITION
5 Environmental Review
6 Award & Closing
7 Closeout
Click here to view your survey responses.
Survey ID
Contact
Home Phone (Contact)
Street Number (Property)
Street Name (Property)
Zipcode (Property)
AMI
Priority Group
Processed On
R00004585
Leia Organa
310-392-9443
497
West Gray Street
77019
> 120%
6
1/24/2019 9:38 PM
View details
PROPERTY OWNER CONTACT INFORMATION
First Name
Leila
Middle Name
—
Last Name
Organa
What is the best way to stay in contact with you?
Email
Home Phone
2103922831
Mobile Phone
2103922831
Email Address
shanel@grantcare.com
DAMAGED PROPERTY ADDRESS
Street Number

4. My Application



4 COMPLETING THE APPLICATION

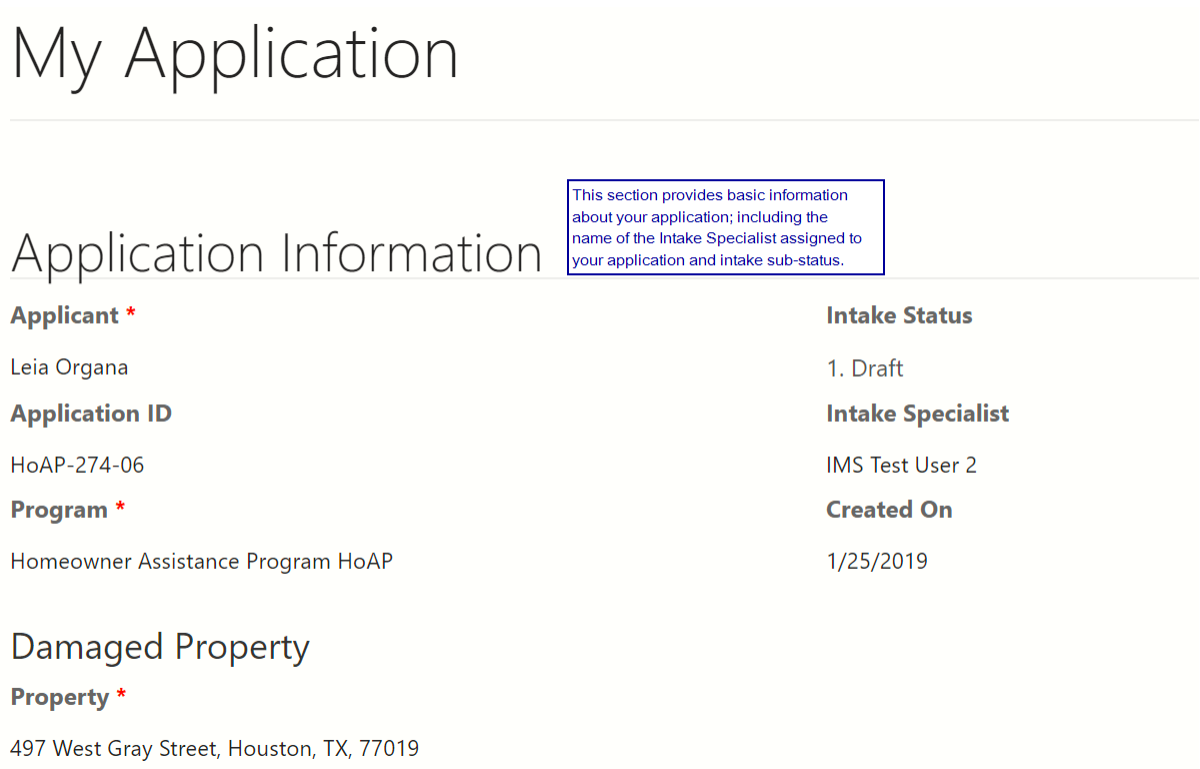
Use the 'My Application' page to provide information required to complete the application process. For more information visit our HoAP program website https://recovery.houstontx.gov/hoap/

Applicants must meet the following requirements:

- They must be the owner of the property.
- They must be current (or on an accepted payment plan) for property taxes.
- Applicant and all household members over the age of 18 must be current on payments for child support.
- They must agree to remain in the home as their principle residence for the duration of a compliance period, which varies depending on the amount of assistance granted.

Provide as much detail as possible. After providing this information you can schedule a visit to one of our Housing Recovery Centers to sign your application, provide required documents and complete the process.

1. APPLICATION INFORMATION



Application Contacts

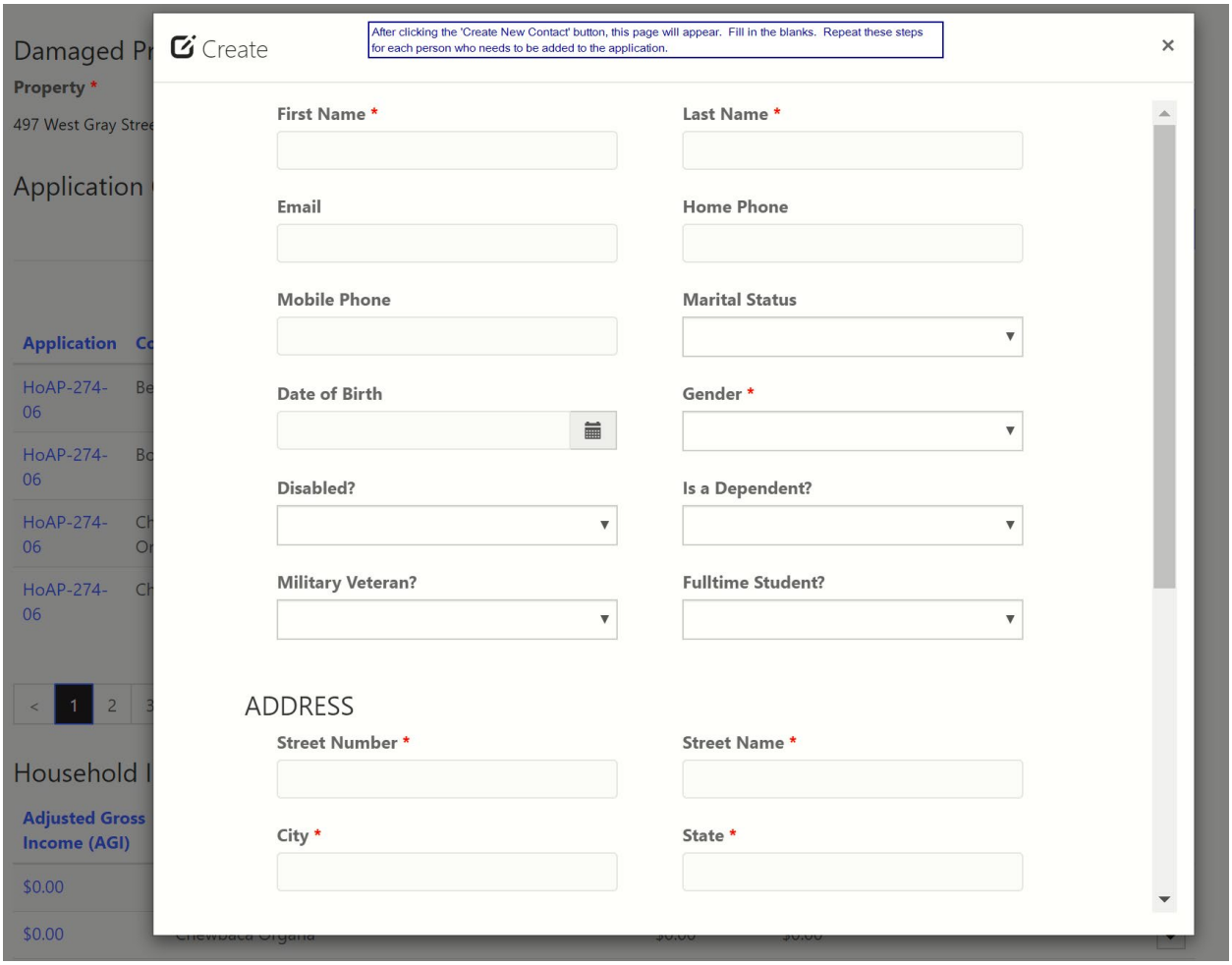
This section contains information about the people associated with your application.

Click here to add new people to your application.

Create New Contact

Application	Contact	Role	Date of Birth (Contact)	Disabled? (Contact)	Military Veteran? (Contact)	Relationship to Applicant	Co-Applicant?	Authorized?	PIN
HoAP-274-06	Ben Solo	Household Member				Other	No	No	
HoAP-274-06	Boba Fett	Communication Designee		No		Other	No	No	
HoAP-274-06	Chewbaca Organa	Household Member	2/10/2010	Yes		Friend	No	No	
HoAP-274-06	Chewbaca Solo	Household Member	3/12/2020	Yes	No	Child	No	No	

< 1 2 3 >



Application	Contact	Role	Date of Birth (Contact)	Disabled? (Contact)	Military Veteran? (Contact)	Relationship to Applicant	Co-Applicant?	Authorized?	PIN
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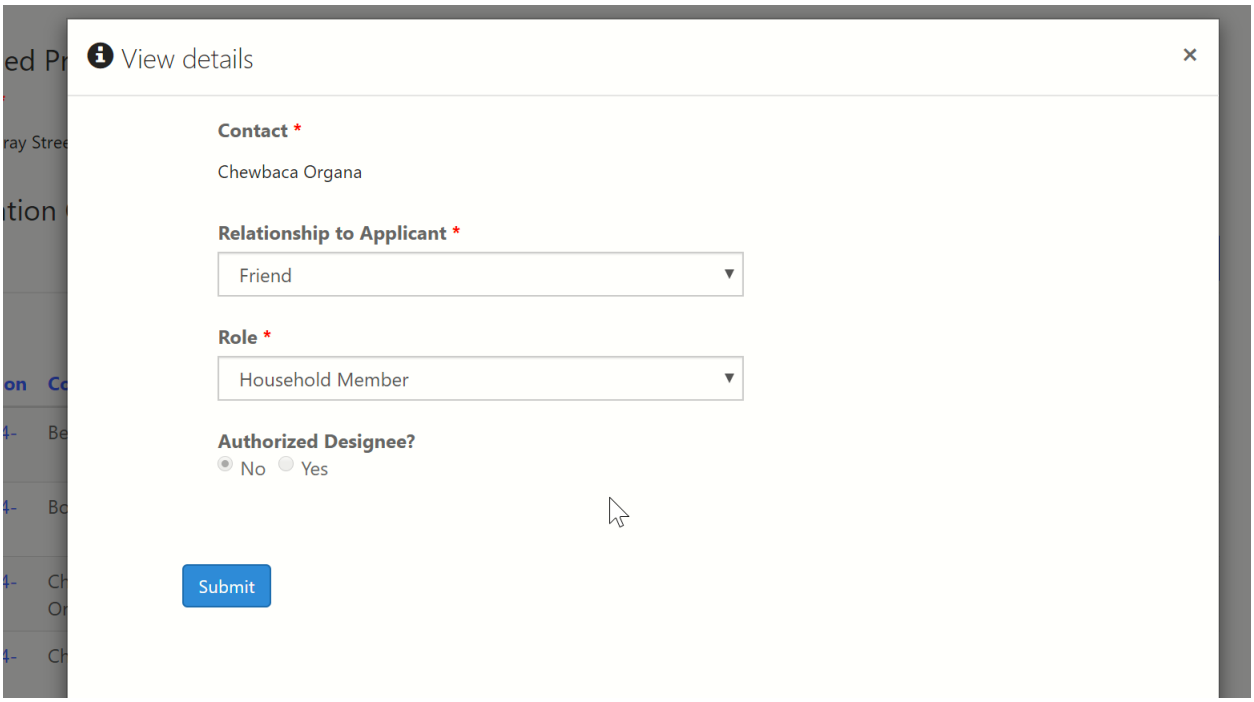
HoAP-274-06	Chewbaca Organa	Household Member	2/10/2010	Yes		Friend	No	No	
HoAP-274-06	Chewbaca Solo	Household Member	3/12/2020	Yes	No	Child	No	No	

Edit

< 1 2 3 >

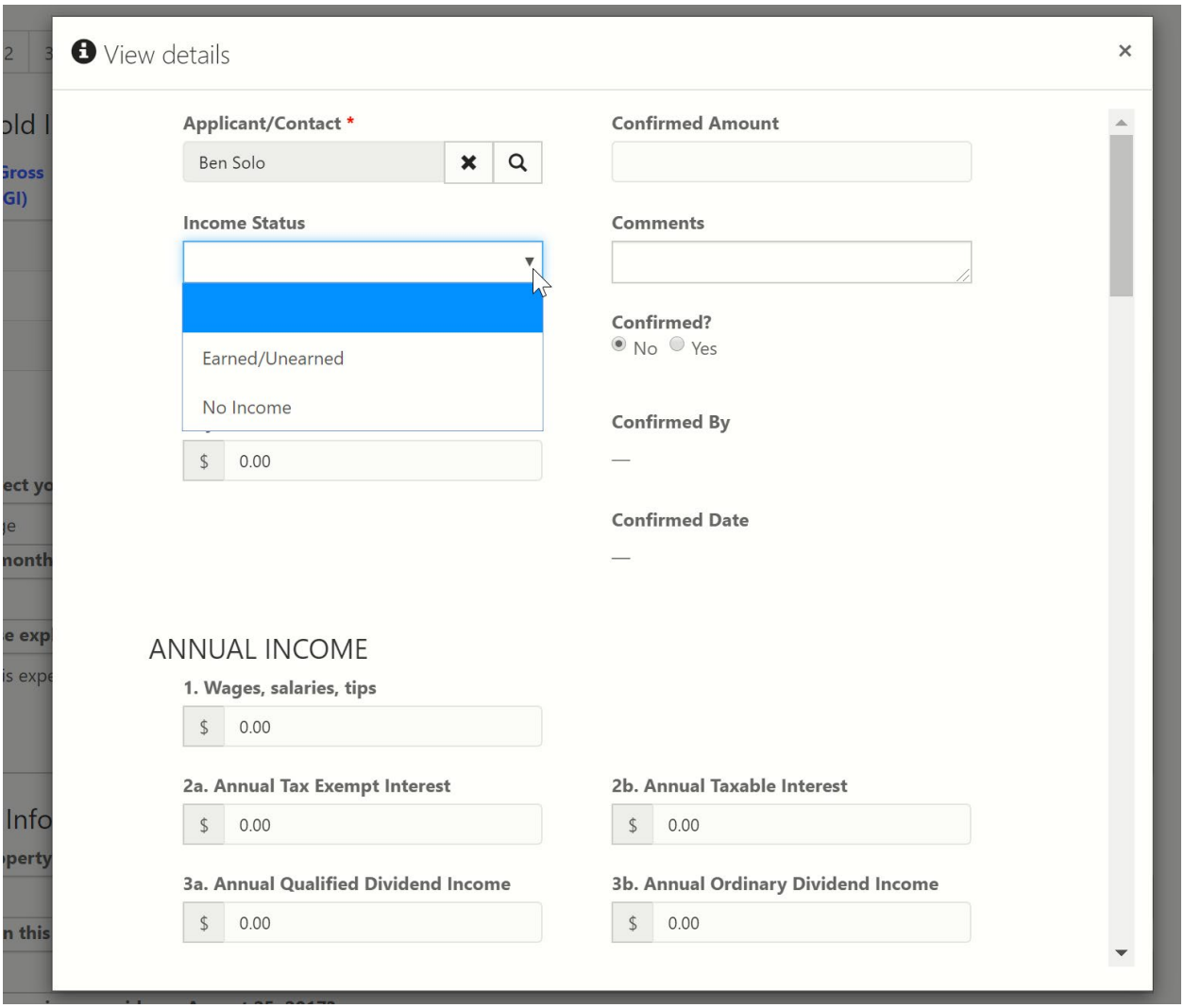
Click the down arrow to Edit information about the application contact.



2. Household Income

Household Income (Verify Income for all household members)

Adjusted Gross Income (AGI)	Applicant/Contact	Income Status	Supporting Documents	Total Annual Income	Total Annual Expenses	Confirmed Amount	Confirmed Date	The program will verify household income. Click Edit to provide income information.
$0.00	Ben Solo			$0.00	$0.00			
$0.00	Chewbaca Organa			$0.00	$0.00			Edit
$0.00	Han Solo			$0.00	$0.00			
$30,000.00	Leia Organa	Earned/Unearned	1040	$0.00	$0.00	$30,000.00		



Provide responses to the remaining question on the Application page.

Do you expect your income to change during the next 12 months?

No Change

In next 12 months, expecting an incr/decr household members?

No

If Yes, please explain

Daughter is expecting twins!

General Information

Did this property sustain damage from Harvey?

Yes

Did you own this property on August 25, 2017?

No

Was this your primary residence August 25, 2017?

Yes

Are any household members over 18 responsible for child support payments?

Yes

Is responsible party current on payments?

No

Is the responsible party on an approvd paymt plan?

Are property taxes current for this property?

No

Are the taxes on an approved payment plan?

Yes

Is copy of payment plan included with Application?

Yes

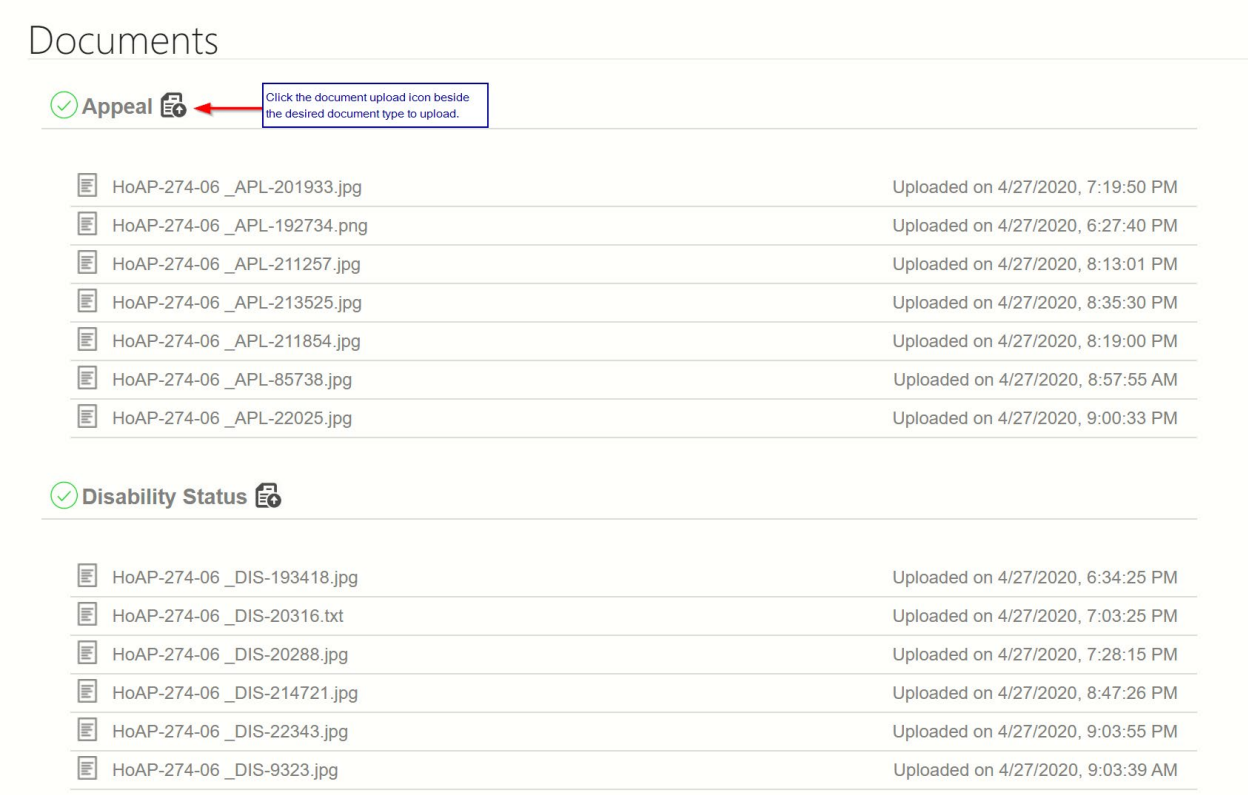
Property has any HOA reqts of deed restriction?

Yes

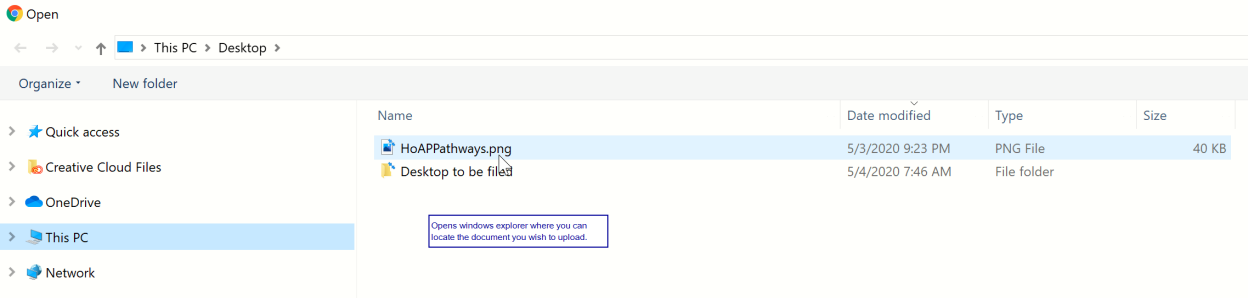
3. Document Upload

Scroll to the bottom of the Application page to view and upload documents associated with your application. The portal screen displays all document types available for upload.

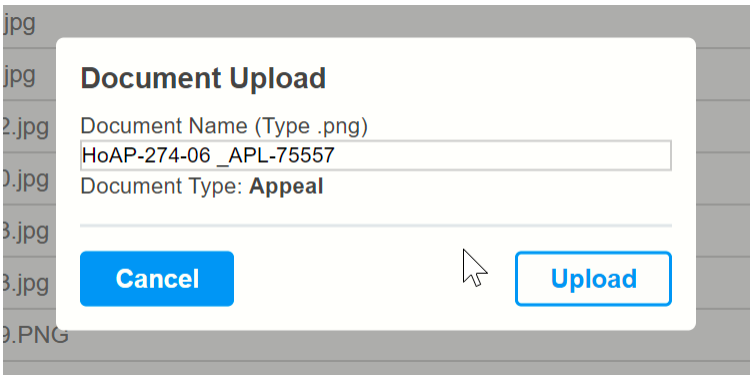
The system will accept most common file types such as; .pdf, .jpg, .jpeg, .gif, .png. See the screenshots below for step-by-step instructions. Documents can be uploaded on the portal only during the 1. Intake and 2. Eligibility stages.



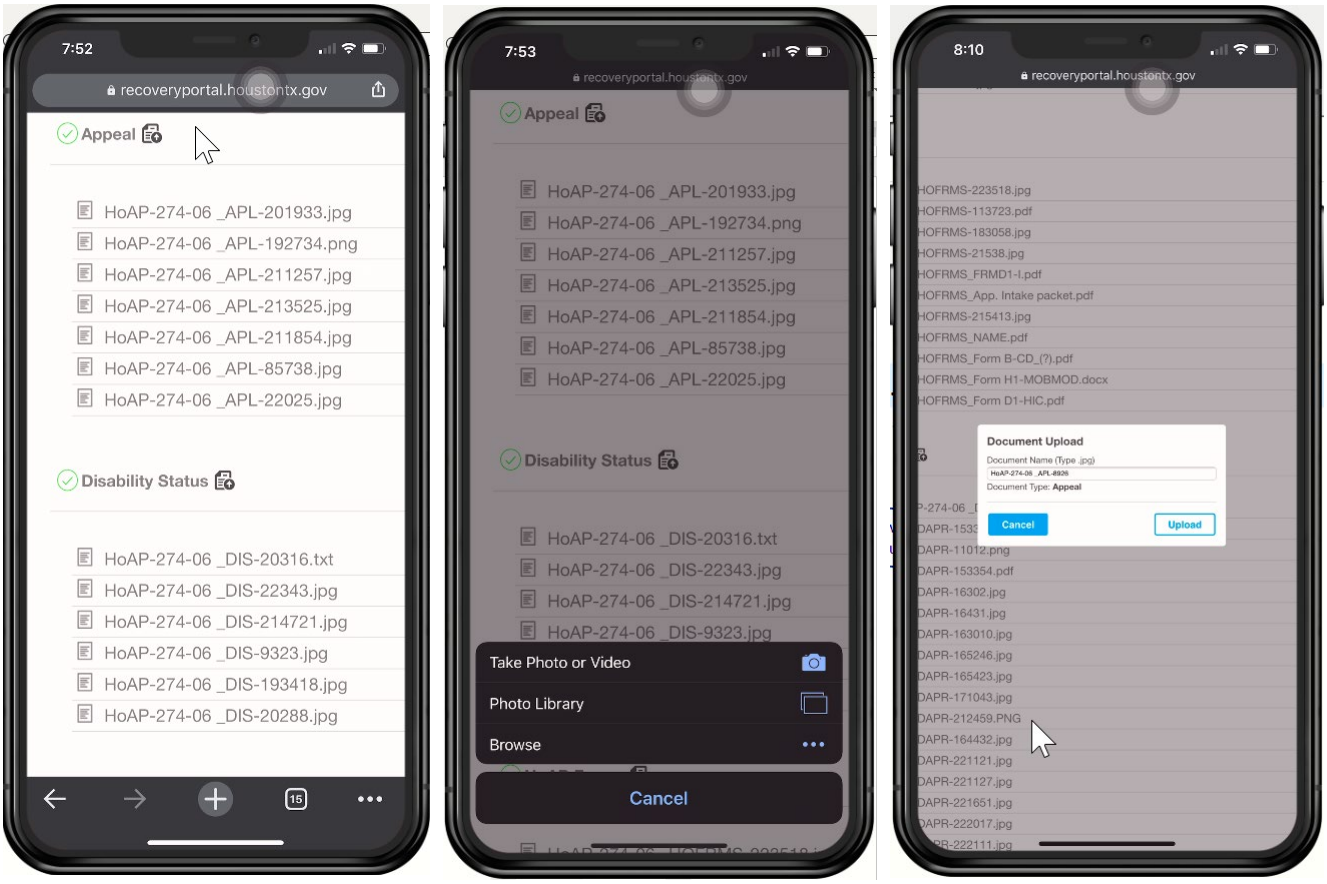
This opens a file explorer page where you can navigate your computer to locate the desired document to upload.



After selecting the file to upload a system dialog will appear. The system automatically applies a document name. Click Upload to add the document.



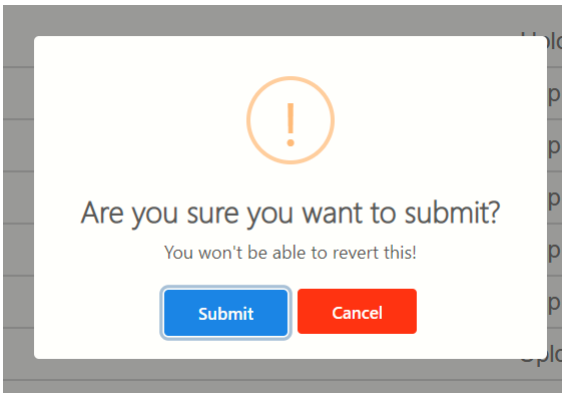
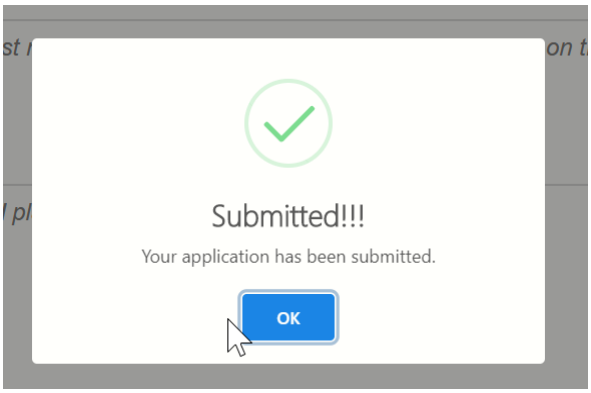
When using a mobile device, you will be prompted to take photo or allow access to the device camera. You must enable this to upload documents from a mobile device. After selecting the file or photo tap the 'Upload' button.



4. Submitting your application

After providing responses to the questions on the application, providing household information and uploading documents, you are ready to submit your application.

Scroll to the bottom of the page to find the 'Submit' button.

Note: You may also click the 'Save & Close' button to save your information and return to submit later.

After you click 'Submit' your application will be locked and cannot be edited.