



Steps to Apply for Rental Assistance

STEP 1: PRE-SCREEN

1. Please visit <https://admin.zoomgrants.com/login/>
2. Create a login. Log in to your account.
3. Choose the DRAC/Untied Way Program and click the blue button "APPLY"
4. Complete Summary Tab Information
 - a. Amount Requested
 - b. Email/Phone Number
 - c. Address (if you are homeless, use your last address in the city of Dallas)
5. Click blue tab that says "PreScreen"
6. Read questions carefully and check box next to correct answer.
7. Question 11-Type description of how COVID 19 affected you financially
8. Upload 1 document with your address on it (lease, electric bill)
 - a. If you are homeless, upload picture of ID and type in question #11 that you are currently homeless. (please note that you will need to provide a lease before funds are released)
9. After you upload your document, Click blue button "REFRESH page"
10. Submit Pre Screen
11. Check your email every day (please check SPAM folder) for approval email with instructions for next steps
12. This process should take no more than 24 hours.

YOU ARE NOT FINISHED!! YOU MUST COMPLETE THE APPLICATION PORTION BEFORE BEING CONSIDERED FOR RENTAL/UTILITY ASSISTANCE

IF your pre-screen is approved, please continue to Step 2: Application

STEP 2: APPLICATION

1. Find your prescreen approval email from Zoom Grants/SOH and click on the link to take you to the website
2. Login.



3. Find the blue tab "Application Questions"
4. Answer all 33 questions. If a question does not apply to you, please type N/A.
5. If your utilities are charged with your rent, you do not need to request for utilities separately. It is considered rent.
6. Click the blue button "Next" at the bottom of the screen
7. Blue Household Income tab-Enter income for ALL members
8. Click the blue button "Next" at the bottom of the screen
9. Blue Tables tab-Enter information for each household member
10. Click the blue button "Next" at the bottom of the screen
11. Blue Documents tab- Read list of required documents. If the box is checked next to the listed document, that means it is required.
12. Please see client/tenant checklist attached for a list of required and acceptable documents
13. Use the "download template" in blue words to download and complete the required forms.
14. To upload a document, click the blue upload button, name the file in the first box, click choose file, find the document you want to upload in your computer, scroll down and click upload now, then close the window. You cannot upload multiple files at one time. BE SURE TO CLICK REFRESH PAGE after you upload a document, or it will not save!
15. If one of the other listed items applies to you, please click "download template". Complete and upload back into your documents tab.
16. When you are done with this tab, click the blue submit button. If you are not prompted to enter your initials, you have not submitted you application correctly.
17. You will automatically receive an email stating your application has been submitted successfully. A processor will contact you with further instructions in about 21 days.

Please note: Applications are processed in the order they are received. We know that rental assistance is in HIGH demand right now due to the pandemic, unemployment benefits ending, and no more eviction moratorium protection. We are working hard to get to your application, but there is a wait of about 21 days.

*If you have been served eviction papers by an officer, please call us to request crisis assistance. You will be required to show proof.

For additional resources, please visit our website at www.servicesofhope.org