COUNTY OF SAN DIEGO COVID-19 EMERGENCY RENT AND UTILITIES ASSISTANCE PROGRAM (ERAP)

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EMERGENCY RENT AND UTILITIES ASSISTANCE PROGRAM OVERVIEW

What is the Emergency Rental and Utilities Assistance Program (ERAP)?

ERAP helps eligible households in qualifying areas who have been financially impacted by the COVID-19 pandemic. The program provides payment assisstance for renters who need help with rent and utilities.

Who can apply?

- Tenants and landlords can apply
- Applicants must live in San Diego County but **NOT** in the cities of San Diego or Chula Vista
  - City of San Diego residents can visit this website for rental assistance information
  - City of Chula Vista residents can visit this website for rental assistance information

Must meet the eligibility criteria:

- Renter: The household must have an obligation to pay rent
- Household has experienced a financial hardship directly or indirectly from the COVID-19 pandemic
- Household is at risk of experiencing homelessness or housing instability
- Eligible income (see next slide)

ELIGIBILITY

Eligible Income

Number of People in Household	Income equal to or less than the following
1	$67,900
2	$77,600
3	$87,300
4	$97,000
5	$104,800
6	$112,550
7	$120,300
8	$128,050

Definitions

- **Rent & utility arrears:** money that is past due to your landlord or utility providers
  - Rent and utilities past due from April 2020 to March 2021
- **Prospective rent:** rent that will be due in the future (April, May, & June 2021)
- **Financial hardship:** can be **ANY** of the following within a household:
  - Experienced a financial hardship directly or indirectly related to COVID-19
  - Household is at risk of experiencing homelessness or housing instability
  - Household has qualified for unemployment benefits

RENT: AWARD AMOUNT

If the Landlord Participates

	Paid Directly to the Landlord	Payment Forgiven by Landlord
Past Due Rent (April 2020– March 2021)	80%	20%
Future Rent (April 2021– June 2021)	25%	N/A

If the Landlord Declines to Participate

	Paid to the Tenant
Past Due Rent (April 2020– March 2021)	25%
Future Rent (April 2021– June 2021)	25%

There is a Landlord Team that will support tenants and advocate for landlords to participate in the program.

Call 858-694-4801 or email

eraplandlordquestions.hhsa@sdcounty.ca.gov

for assistance

UTILITIES: AWARD AMOUNT

Utilities

	Paid Directly to the Utility Provider
Past Due Utilities (April 2020– March 2021)	100%

- Utilities include:
  - Water
  - Gas
  - Electric
  - Sewer
  - Trash Removal

- Internet may be covered on a case-by-case basis

DOCUMENTATION & ELIGIBILITY

Applicants only need to provide ONE of the documents listed for each eligibility criteria.

Eligibility and Documentation Checklist

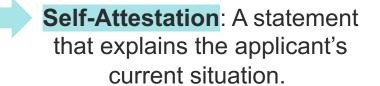| Eligibility Criteria	Documentation Accepted
Verification of Identity *(Applicants must provide at least one of the options listed)*	• A copy of any government-issued ID • Government issued birth certificate • Employment identification card • Marriage license/certificate or certified divorce decree • Current school records or certificate granting institution
Jurisdiction *(Applicants must provide at least one of the options listed)*	• Utility bill • Current tenant lease or other form of rental agreement • Government-issued ID with address of rental unit
Household Income is at or below 80% AMI *(Applicants must provide all household earned and/or unearned income. Paystubs should reflect a date no earlier than February 1, 2021. SSI/SSA benefit letters dated January 1, 2021 are accepted.)*	• Pay stubs for all household members working • Household's 2020 tax return or Form W-2 • Unemployment verification • CalWORKs benefit letter • Social Security benefit letter • Other unearned income documents

DOCUMENTATION & ELIGIBILITY

Eligibility Criteria	Documentation Accepted
Renter *(Applicants must provide at least one of the verifications listed)*	• Lease • Other written form of rental agreement • Rent receipt/rent ledger • Written attestation from landlord
Qualified for unemployment benefits	• Unemployment documentation
Financial hardship due to COVID-19	• Self-Certification in application by selecting an option
Household at risk of experiencing homelessness or housing instability *(Applicants must provide at least one of the verifications listed)*	• Past due utility or rental bill • Eviction notice • Documents or self-attestation for unhealthy or unsafe living conditions such as insect and or vermin infestation, non-function utilities such as water, gas, or electricity, and fire hazard. • Self-Attestation that the family is experiencing housing instability challenges such as being cost burdened as household is spending the majority of household income on housing, having trouble paying rent, moving frequently, or overcrowding.

Applicants only need to provide ONE of the documents listed for each eligibility criteria.

Self-Attestation: A statement that explains the applicant's current situation.

ASSISTANCE IS AVAILABLE

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Language
The application portal and phone assistance are available in 6 different languages: English, Spanish, Tagalog, Arabic, Mandarin, Vietnamese

Internet Access & Phone Representatives
There are phone representatives who can help complete the application if someone does not have internet access.

Landlord Team
There is a team that will help work with landlords and advocate for them to participate in the program.

Helpful Resources
Frequently Asked Questions
Application Verification Checklist
How-To Register Video
How-To Apply Video

(858) 694-4801

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

OUTREACH RESOURCES

County Emergency Rent & Utility Assistance flyer

- **Outreach Toolkit**
- Hard copies of flyers and mailers are available for distribution
  - To request, email Covid-CBO-Faith@sdcounty.ca.gov
- **Resources are available in 9 different languages:** English, Spanish, Arabic, Farsi, Mandarin, Somali, Swahili, Tagalog, and Vietnamese
- Video: How-To Register
- Video: How-To Apply

INFORMATIONAL WEBINARS

Landlord Webinar
Every Thursday from
9am-10am

Utilities Webinar
For Utility Representatives
Every 1st and 3rd Tuesday of
the month from 2pm-3pm

For information about joining these webinars, visit the
COVID-19 Emergency Rent and Utilities Assistance
Program Website

FREQUENTLY ASKED QUESTIONS

1.) What if I don't have a good relationship with my landlord?

- There is a team that will help work with landlords and advocate for them to participate in the program.

2.) Who can I contact if I have questions or difficulty filling out the application?

- You can call 858-694-4801 and the team will help walk you through the application and answer questions.

3.) What do applicants need to know about immigration status?

- Anyone can apply, regardless of immigration status. The application does not ask for a social security number.

4.) As a community-based organization, can we help people navigate the application process while on the phone?

- Yes. The ERAP team will work together with organizations and individuals to answer questions and walk through the process together.

5.) Can landlords apply on behalf of the tenant?

- Yes. Landlords can apply on behalf of the tenant, but the tenant must co-sign. Tenants can co-sign through the application portal or by writing that they acknowledge the application provided by the landlord.

Click here to view additional frequently asked questions

KEY RESOURCES

Housing & Community Development Services (HCDS) website: http://www.sdhcd.org/

Outreach Toolkit: https://www.sandiegocounty.gov/sdhcd/Outreach-Kit/

How-To Videos: How-To Register Video How-To Apply Video

Phone Number: 858-694-4801

Send Landlord Questions to: eraplandlordquestions.hhsa@sdcounty.ca.gov