



County of San Diego's COVID-19 Emergency Rental Assistance Program

Frequently Asked Questions (FAQ)

1) What is the Emergency Rental Assistance Program (ERAP)?

The County of San Diego has established an Emergency Rental Assistance Program (ERAP) to help eligible households in qualifying areas who have been financially impacted by the COVID-19 pandemic. The program will provide a grant of up to \$3,000. Applications will be reviewed on a first-come, first-served basis.

2) How do I submit an application for ERAP?

You may submit an application [online](#) starting December 1, 2020 and will remain open until all funds are depleted. For those who do not have internet access and need assistance in completing an application, call (858) 694-4801 to be connected to a phone agent who will be able to assist you.

3) Do I need an email address to apply? What if I do not have an email address?

A valid email address is required to submit an online application. If you do not have one, you can create one to complete the application. The following are free email providers:

- Gmail
- Yahoo
- Microsoft Outlook

If you do not have an email address, you may contact (858)694-4801 for a phone agent to assist you with the online application.

4) What should I do if I have trouble logging in or applying online?

Step One: Create an account

Step Two: Confirm your registered email address before you log in and complete your application. Please check your email and click on the link in the registration email message you received to confirm your registered email address.

- If you cannot find the registration email that was sent to you, please check your junk or spam folder. If you still cannot find the registration email, click the "Resend Email Confirmation" link on the login page.

Step Three: Log in and complete your online application.

- If you successfully confirmed your email address, but still cannot log in, select the "Forgot your password?" link on the login page. Check your email and click on the link in the email message sent to you to open the webpage so you can create your new password to log in.

5) Will I need to provide supporting documents with my application?

It is optional to provide verifications at time of application, however it is highly encouraged that documents be provided with the application to ensure faster processing. If an applicant is selected from the waiting list, County staff will request any missing verifications.

6) How will I be notified if I have been selected?

All applicants will be notified if they have or have not been selected through email or mail (if email was not provided). Application status can be checked online at any point.

7) How much rental assistance can I qualify for?

ERAP will provide a one-time grant for rent arrears and or upcoming payments. The grant is up to \$3,000.

8) If I live with a roommate, can we both apply?

Only one application per residence will be permitted.

9) If I receive rent subsidy such as Section 8 housing choice voucher or live in a Project Based Section 8 or Public Housing, will I be able to eligible for the rent subsidy from the County of San Diego?

No, households must not receive any other forms of rental subsidy such as Section 8 or other rental assistance programs, rapid rehousing assistance, or rental assistance from non-profit agencies.

10) What areas are covered by ERAP?

Residents who live within jurisdictions with their own COVID-19 rental relief program would not be eligible for the County program unless those jurisdictions' funds have already been depleted.

11) Does my landlord have to agree to participate in this program?

Yes, the applicant's landlord must agree to participate in the program. If your landlord declines to accept the payments or does not submit the required documents and verifications, the application will be denied.

12) Do I need to have my landlord's contact information when I apply?

Yes, you should have your landlord's name and phone number or email address at the application stage.

13) Will the rental assistance payment be paid directly to me?

No, the funds will be paid directly to your landlord or property management company.

14) What are acceptable forms of verifications that should be submitted with my application?

- Applicants must submit a copy of a Photo ID that reflects their current address (address on application). If photo id does not reflect current address, then applicant must provide a Copy of Photo ID with utility bill or lease that reflects your name and current address (address on application).
- Income verification such as pay stubs for all household members working, unemployment verification, CalWORKs benefit letter, etc. should reflect a date no earlier than August 1, 2020. SSI/SSA benefit letters from January 1, 2020 will be accepted.

15) I do not owe rent, but I will not be able to pay this coming month. Will I still be able to apply?

Yes, you can still apply if you have been financially impacted by COVID-19 and cannot pay your upcoming rent.

16) If I am chosen to receive the one-time grant, am I obligated to pay it back?

A tenant is not required to pay back the subsidy, it is a grant. The rent subsidy will be paid directly to the landlord on the tenant's behalf.

17) If I am a tenant with commercial rent, will I qualify?

The program only assists eligible applicants with housing rental assistance not commercial rent.

18) If I am a mobile homeowner with space rent, can I apply for the program?

Yes, the program will assist eligible mobile homeowners with space rent.

19) How do I know which areas are covered under the program?

The County's Emergency Rental Assistance Program (ERAP) service area is countywide. Cities with their own COVID-19 rental relief program are not eligible for the County program unless those jurisdiction's funds have been depleted. At this point, the County is continuously monitoring the status of the other programs in the various cities within the county. We recommend you still apply if you are unsure if the city you live in has its own COVID-19 rental relief program.

20) If I have already been approved for emergency rental assistance, am I eligible to receive additional assistance?

No, tenants who have already received payment for emergency rental assistance are not eligible to receive additional assistance.

21) When can I expect my application to be processed and payment to be disbursed if approved?

It may take 2-4 weeks from your date of application for the County to make initial contact with you. We may then request additional verifications and once those are provided the application will be evaluated. This process could take about one week. We will then request information from your landlord and that too could take up to a week to gather and process. Once the application is approved, it could take two weeks for payment to be disbursed. Applicants will receive correspondence through the entire process from the County of San Diego. Applicants are able to check their status on the online portal where they applied.