



## County of San Diego's 2021 Rental Assistance for Small Landlords

### Frequently Asked Questions (FAQ)

**1) What is the 2021 Rental Assistance for Small Landlords (RASL)?**

The County of San Diego's Rental Assistance for Small Landlords (RASL) will help eligible small-scale, independent, property owners who are experiencing significant rental payment shortfalls from their tenants due to COVID-19 impacts.

**2) How do I submit an application for RASL?**

You may submit an application [online](#). If you 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 application is selected for review, 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?**

The County of San Diego (The County) will compensate rental arrears accumulated from April 2020 for a maximum of \$15,000 per unit.

**8) How many properties can I own to be considered a small-scale landlord?**

To be considered small-scale, you must own no more than five units of rental housing, including personal property, business owned property or property units held within a Trust.

**9) Do I need to create an application for each property?**

No, one application will be accepted per owner/landlord. All properties owned by the landlord can be added to one application.

**10) Would I qualify for rental assistance if the tenant no longer occupies the unit?**

Yes, as long as you can demonstrate there is unpaid rental debt from the tenant who no longer occupies the unit.

**11) Can I qualify for RASL if I am receiving another form of Emergency Rental Assistance Program (ERAP)?**

No, recipients should be ineligible for or not be able to access Paycheck Protection Program (PPP) funds for rental housing business, or any other source of governmental COVID-19 financial assistance that would compensate for lost rental income.

**12) What areas are covered by RASL?**

The County will serve individuals and families countywide.

Areas Served: rental properties located in the cities of Carlsbad, Chula Vista, Coronado, Del Mar, El Cajon, Encinitas, Escondido, Imperial Beach, La Mesa, Lemon Grove, National City, Oceanside, Poway, San Diego, San Marcos, Santee, Solana Beach, Vista, and the unincorporated areas of San Diego.

**13) Do I need to have the tenant(s)'s contact information when I apply?**

Yes, you will need to provide the tenant's name and phone number.

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

- Verification of Identity
  - Landlord must provide a copy of a government issued ID.
- Jurisdiction
  - Residency of the landlord. Acceptable verifications include:
    - Government issued ID with current address
  - OR
  - Utility bill
  - Address of rental property must be verified. Acceptable verifications include:
    - Rental lease

- Property Information
  - The County will accept a self-certification from property owners/landlords stating they operate five units or less.
- Other COVID-19 Government Assistance
  - The County will accept a self-certification from property owners/landlords stating they are ineligible for or not able to access Paycheck Protection Program (PPP) funds for rental housing business, or any other source of governmental COVID-19 financial assistance that would compensate for lost rental income, including local rental assistance programs developed by the County of San Diego and incorporated cities.
- Rent Arrears
  - Notice to the tenant that reflects unpaid rent within allowable time frame.
  - OR
  - Rent Ledger

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

A landlord is not required to pay back the subsidy, it is a grant.

**16) If I am a landlord with commercial property, will I qualify?**

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

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

The applicant period will be open for two weeks and applications will be selected based on a random lottery. If funding permits, subsequent applications will be reviewed based on date and time of application.

If your application is selected, you will be notified by a County representative that your application is being reviewed. We may then request additional verifications and once those are provided the application will be evaluated. This process could take about one to two weeks.

Once the application is approved, it could take another two weeks for payment to be disbursed. Applicants are able to check their status on the online portal where they applied and will receive correspondence through the entire process from the County.

**18) How are applications selected?**

The applicant period will be open for two weeks and applications will be selected based on a random lottery. If funding permits, subsequent applications will be reviewed based on date and time of application.