

COVID-19 Emergency Rental Assistance Program (ERAP)

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What is ERAP?

A: The Emergency Rental Assistance Program (ERAP) is a program of the Broward County Board of County Commissioners funded by the U.S. Treasury to provide financial assistance to support Broward County renters who are unable to pay rent or utilities due to financial hardship from the COVID-19 pandemic.

Q: How do I apply for the Emergency Rental Assistance Program?

A: Broward County residents can apply by filling out the online application which can be found at our application portal: www.broward.org/RentAssistance. If you are unable to access the internet, assistance is available via phone at 954-831-ERAP(3727) or at one of our onsite intake locations.

Q: How do I apply if I don't have access to the internet?

A: If you do not have internet access or have a friend or family member who can assist you, you can apply via phone at 954-831-ERAP(3727), however, hold times may be lengthy. You can also contact your local **Family Success Center** to schedule an in-person appointment at an intake center and find out the required ERAP documentation that you must have in-hand for the appointment. Tenant applicants who do not have all the documentation will be given an ERAP application requirement sheet, so they can return with all of the documentation at a later time.

COVID-19 protocols are that all applicants are encouraged to:

- Wear a mask that covers their nose and mouth
- Maintain social distance
- Arrive at the designated time and call the number provided for access into the intake room.

Apply online if at all possible, for the fastest application review and results.

Q: Who can apply for the ERAP?

A: Renters and landlords can apply to this program. This program is intended for renter households who meet certain eligibility criteria (explained below). The application process requires input from both the tenant and the landlord.

Q: What are the requirements to qualify for assistance?

A: There are four requirements:

- The household must be renters located in Broward County.
- At least one person in the household must have an economic impact from COVID-19.
- At least one person in the household must have a risk of homelessness or housing instability.
- The total household income is at or below 80% of the area median income (see chart below).

Household Size	1	2	3	4	5	6	7	8
Income	\$49,300	\$56,350	\$63,400	\$70,400	\$76,050	\$81,700	\$87,300	\$92,950

NOTE: If your annual household income is at or below the maximum income limits in the chart above, you may qualify for this Emergency Rental Assistance Program.

Q: Who receives the payment?

A: Rental assistance payments will be made to either landlord or tenant. Utility payments will be made directly to utility providers.

Q: How will Landlords/Tenants be paid?

A: Payments will be made to the landlord **OR** tenant via check. As part of the application process, the landlord and tenant will be asked to provide a W9, and other verified documents needed to complete the payments.



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Q: I am behind several months on my rent. How much assistance can I receive?

A: You may be eligible for up to 12 months of past-due rental payments and future additional months, if applicable and with supporting documentation demonstrating the need.

Q: What is the maximum amount of rental assistance I can receive per month?

A: There is no maximum for rental assistance as each situation will be different. 100% of past due rent payments can be covered.

Q: What is considered a utility?

A: Utilities include separately stated electricity, gas, water and sewer, trash removal and energy costs, such as fuel oil. Telecommunication services (telephone, cable, internet) delivered to the rental dwelling are not considered to be utilities. Utilities that are covered by the landlord within rent will be treated as rent.

Q: What if someone in my household received housing assistance from another program?

A: Assistance provided to an eligible household **cannot be duplicative of any other federally funded rental or utility assistance** provided to such household. If you or anyone in your household has previously received rental and/or utilities assistance, you must report it on the application.

Q: How do I report my household income?

A: Household income can be determined by two methods:

- The household's total income for calendar year 2020 using an IRS 1040 series tax form. This is the best way to report your household income for this program because this tax form shows your adjusted gross income and it certifies you for future assistance through the program.
- The household's monthly income at the time of application. If you use this method, you need to provide all income-related documentation for the two months prior to the application for every adult household member. This method uses your gross income which is income before taxes are taken out. Also, if you use this method, you need to recertify every 3 months to continue receiving assistance from this program.

Q: How can I provide proof of my household?

A: A lease agreement is acceptable. Other acceptable proof includes:

- Copy of electric, gas, or water bill. The bill must confirm that service was provided during the pandemic (starting March 13, 2020 to present).
- Letter from electric, gas, or water company. The letter must confirm that service was provided during the billing period of the pandemic, OR
- Other proof of occupancy might include a voter registration card or a driver's license from the time of the pandemic.

Q: Do I need to get my landlord to participate?

A: Yes. Contact your landlord and ask your landlord to complete an application

Q: When will I know if I am approved to receive an award?

A: You will be notified by email of whether you have been approved for an award as quickly as possible. Please be patient, as there are thousands of applicants.

Q: What are the tenant eligibility criteria?

A: Please view the [Tenant Application Requirements](#) section.

Q: What are the landlord eligibility criteria?

A: Please view the [Landlord Application Requirements](#) section.



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Q: If I am denied assistance, can I appeal the decision?

A: Yes. The denial letter you receive if your application is rejected will also provide the process for appealing the denial and any other available information regarding additional or supplemental assistance resources.

Q: Are there other programs that can help me pay for rent and/or utilities?

A: There are other Florida state and City run Emergency Rental Assistance Programs available. Broward residents can also contact the Family Success Services division for non-COVID-19 related assistance.

Q: How are applications prioritized within the program?

A: Assistance is prioritized to households with incomes less than 50% of the area median income, households with one or more members that have been unemployed for at least 90 days prior to the application for assistance and households in active eviction status.

Q: What form of identification is required?

A: A government-issued ID is required, like one of the following documents:

- Driver's license
- State identification
- Passport
- Birth certificate
- Military identification

Q: What if I don't have a lease agreement?

A: Any one of the following documents can be used to provide proof of a living arrangement:

- Current rent or lease agreement
- Expired rent or lease agreement and proof of ongoing rent such as:
 - Receipts for rent payments
 - Current utility payments for the property in the name of the renter
 - Cancelled check stubs showing purpose and landlord
 - Bank records that demonstrate continuing rent payments
- Attestation by the landlord of an agreement to rent and payments made accompanied by:
 - Evidence of payments by the renter
- If no lease or attestation by the landlord is available, the renter must demonstrate a minimum pattern of three months of rent payments (such as cancelled checks or bank statements that identify the landlord and purpose of payments).

Q: How do I provide proof that I lost income due to the COVID-19 pandemic?

A: Verification of income reduction may include:

- Letter from employer stating reduced wages
- Notice of business closure
- Proof of wages prior to 3/13/2020 and wages after 3/13/2020 (at least three pay periods) showing reduction
- Proof of loss of child support
- Proof of loss of spousal support
- Termination or layoff notice
- Employer attestation indicating reduction
- Proof of routine cash deposits prior to 3/13/2020 and after 3/13/2020 for individuals with cash income

In addition to any documentation, an applicant qualifying under this section must provide an attestation.

