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 888-692-7203 or at one of our onsite intake locations (coming soon).

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 888-692-7203 or at one of our onsite intake center (visit broward.org/rentassistance). However, hold times may be lengthy. 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 made to either landlord or tenant. Utility payments will be made directly to utility providers.

Q: How will landlords be paid?
A: Payments will be made using direct deposit. As part of the application process, the landlord will be asked to provide a W9, bank routing number and account information to complete the payments.

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 as well a up to three 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..

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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.

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.