

# EMERGENCY RENTAL ASSISTANCE (ERA)

## FAQS

1. How do I know if I qualify to participate in the program?
  - Please read the Emergency Rental Assistance (ERA) program guidelines for information on eligibility requirements. A copy can be found at the Housing Department website <https://www.cityofpasadena.net/housing/emergency-rental-assistance-program/>.
  
2. My address says Pasadena, but I do not live within city limits of the City of Pasadena, am I still eligible to apply?
  - Unfortunately, only properties located within the city limits are eligible to participate in the ERA program.
  
3. I have a loss of income and cannot pay my rent, am I eligible to apply?
  - Only if the income loss is related to the COVID-19 pandemic, and you have proof of the notification to your landlord of inability to pay rent.
  
4. What is acceptable proof of a notification to my landlord/property manager?
  - In March 2020 City Council approved a moratorium on eviction for non-payment of rent by tenants experiencing financial impacts from the COVID-19 pandemic. Tenants were required to contact their landlord, and provide documentation to support their claim.  
  
Acceptable proof would be a dated copy of the letter/email notification you provided to your landlord/property manager stating the month(s) of your inability to pay rent due to COVID-19 or of an acknowledgment from your landlord/property manager in receipt of the notification for non-payment of rent for the specific month(s).
  
5. I couch surf or rent a room, but do not have a residential lease agreement.
  - The ERA program is for renters of a residential unit. A copy of a valid residential rental lease will be required if selected to participate in the ERA program. An

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original lease that was for a set term, but then switched to a month-to-month is sufficient.

### 6. How do I know if my household meets the income limits?

- First determine how many people are living in your household. Generally, this is every person who currently lives in the house at the time of application submission. Even persons who are unrelated are counted. Add all annual gross income together for every adult over 18 years old who lives in the household. The total amount of annual income cannot exceed the maximum amount listed below the number of persons living in the household.

# of Persons in the Household	1	2	3	4	5	6	7	8
Maximum Annual Household Income	\$63,100	\$72,100	\$81,100	\$90,100	\$97,350	\$104,550	\$111,750	\$118,950

### 7. I currently receive a government rental subsidy through Section 8, HUD multi-family assisted housing or project-based rental assistance. Can I apply for the ERA program?

- No, residents who currently receive any form of government rental assistance are not eligible to apply for the ERA program.

### 8. How can I apply for the ERA program?

- Applications can be submitted online at the Housing Department website from July 15, 2020 to July 29, 2020.

### 9. What if I don't have a computer or access to internet?

- A paper application can be picked up outside the front door of the Housing Department located at 649 N. Fair Oaks Blvd. Suite 202. Application will still require an e-mail address.

### 10. How do I submit a paper application?

- Paper application and the required Notice to Landlord can be dropped off in the black box hanging on the wall just outside the front door of the Housing Department

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located at 649 N. Fair Oaks Blvd. Suite 202. An applicant may also mail in the documents to the address above to Attention: ERA Administrator. Documents must be received in the Housing Department by the July 29, 2020 deadline.

### 11. Can I send in more than one application to increase my odds of selection?

- No, only one application will be accepted per housing unit. Any duplicate submission will be rejected.

### 12. How soon will I be notified of my score after submission of my application?

- The Housing Department will not send out scores or ranking placement of your application. Instead notifications will be sent to the e-mail address provided in the application. Within seven (7) business days after the application window closes on July 29, 2020, you will receive a notice that your application was selected for participation, wait listed, or rejected.

### 13. What if my Pasadena Water & Power bill is in the landlord's name?

- The PWP account number will be used to determine application points received for the length of continuous tenancy in Pasadena. If you do not have a PWP bill, then any document dated five years or older with the applicant's name and Pasadena address will suffice, such as a copy of the first page of your Federal tax return from 2015 or a bill or statement that is five years. You may also provide a copy of your credit report showing your address history. You are entitled to a free copy of your report from each bureau and can access this at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### 14. How long will the ERA program be available?

- City Council has allocated \$1 million towards the ERA program. We are expected to serve at least 225 eligible households. The program will be closed once funds run out. Those waitlisted will receive notification of program closure.