

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## COMMUNICATIONS KIT



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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## TENANT CHECKLIST



### Are You Eligible For Oregon Emergency Rental Assistance? (Must check all to be eligible)

- ☐ Are you seeking assistance to pay rent and/or utilities?  
Do you have an unpaid rent balance for your primary rental residence that begins on or after March 13, 2020?
- ☐ Has anyone in the household experienced reduction/ loss of income since April 1, 2020 related to COVID-19?  
(and/OR incurred significant expenses OR other financial hardships OR qualified for unemployment benefits)
- ☐ Do you have a past-due rent notice, an eviction notice, or can you demonstrate housing instability or risk of homelessness, past due utilities, and/or need assistance paying future rent or utilities?

**Note: Your immigration status will not be a barrier to receiving these services.**

**If you checked ALL of the above, you are eligible to receive assistance. Before completing the online application, you'll need the following items:**

#### ☐ 1. Verify Identity

(need **ONE** of the following)

- State issued program ID or license
- Passport/Birth Certificate/Social Security Card/Jail ID
- An employment identification card
- Certificate of marriage or license
- Copy of a certified divorce decree
- Copy of a certified, court-ordered maintenance award (if legal) or a notarized statement declaring separation
- Single or Joint bank accounts, certified purchases or loans that show residential address
- Credit report showing residence and single or joint financial activity
- Military ID/VA Medical card/Certificate of Release or Discharge from Active Duty (DD214)
- ODHS Benefits ledger/Social service ID
- Letter from a non-profit or government agency attesting to applicant's identification

**Note: There are alternative options for documentation of application requirements for those that cannot produce some or all of these materials; please proceed with the application portal if you are eligible.**

#### ☐ 2. Verify Income

(All household members over the age of 18 must provide **ONE** of the following)

- IRS Tax forms such as a 2020 1099, 1040/1040A or Schedule C of 1040 showing amount earned and employment period or most recent federal income tax statements
- A 2020 W-2 form, if you have had the same employer for at least two years and increases can be accurately projected
- Most recent paycheck stubs (consecutive: six for weekly pay, three for bi-weekly or semi-monthly pay, two for monthly pay)
- A letter of termination from your job
- Employer-generated salary report or letter stating current annual income or Earnings statements
- Current bank statements
- Proof of application for unemployment benefits
- Proof that unemployment benefits have expired
- Self Employed - tax records, statements, or other documentation of loss of employment
- IF YOU HAVE NO INCOME: You can complete a Certification of No Income in the application

#### ☐ 3. Verify Residence

(need **ONE** of the following that shows your address)

- State issued program ID or license
- A signed lease or written rental agreement
- Utility bill showing past or current amount due
- Credit report showing residence and single or joint financial activity
- Official letter from third party (Landlord, Government agency, financial institution, medical institution, or school)

#### ☐ 4. Verify Rent and/or Utility Bills Due (Including Internet, garbage, water, electric, gas and bulk fuel)

- A current lease signed by the applicant and landlord or sub-lessor that identifies the unit where the applicant resides and shows the rental payment amount
- If you don't have a signed lease, proof of your rent amount may include one of the following:
  - Bank statement, check stub or other proof that shows a pattern of paying rent
  - Written confirmation by a landlord who can be verified as the actual owner or management agent of where you rent
  - [Landlord Verification of Rent Due](#)
  - If landlord refuses to sign you may also submit a [Self-Verification of Rent Due](#)
  - Other formal attempt to collect rents or notification of rents due/outstanding
- All utility bills you are claiming showing your account information and amount due

Please note: you cannot request reimbursement for expenses you have already paid

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**Once you've gathered the required documents above, [click here](#) to apply.**

## Oregon Emergency Rental Assistance Program (OERAP)

Renters who are struggling to pay overdue rent and utilities due to the pandemic may be eligible to receive assistance to pay their overdue rent and/or utilities. Complete these steps to see if you qualify and apply.



# HOW TO APPLY:

### Step 1




Go to [oregonrentalassistance.org](https://oregonrentalassistance.org) to find out if you qualify.

### Step 2




Review the Tenant Checklist at [bit.ly/OHCS-tenant-checklist](https://bit.ly/OHCS-tenant-checklist) for required documents and fill out the application at [oerap.oregon.gov](https://oerap.oregon.gov)

### Step 3



A local level provider will verify documentation.

### Step 4



If approved, your rent and utilities will be covered.

## Self-Verification of Landlord/Tenant Relationship and Rent Owed

(if no written lease AND landlord cannot or will not sign Verification of Landlord/Tenant Relationship)

Applicant's Name: \_\_\_\_\_

Rental Property Address: \_\_\_\_\_

Landlord's Name (name where rent is sent): \_\_\_\_\_

Landlord's Address: \_\_\_\_\_

Landlord's Phone: \_\_\_\_\_ Landlord's Email: \_\_\_\_\_

Landlord is the management company authorized to manage the property? ☐ Yes ☐ No ☐ Unknown

Applicant Move-in Date: \_\_\_\_\_ Expiration of Tenancy (if any, not required): \_\_\_\_\_

Monthly Rent Payment: \_\_\_\_\_ Rent Past Due: \_\_\_\_\_

Are any utilities included in the rent payment? ☐ Yes ☐ No If yes, please list:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that I may need to provide additional information or answer additional questions because I am not able to produce a written lease or a Verification of Landlord/Tenant Relationship and Rent Owed with a signature from my landlord.

I certify that the information presented in this certification is true and accurate to the best of my knowledge. I further understand that providing false representation constitutes an act of fraud. False, misleading, or incomplete information may result in denial of the application, repayment of any funds received through the Oregon Emergency Rental Assistance Program (OERAP), or other remedies available under law, including but not limited to liabilities and penalties under the Oregon False Claims Act.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Printed Name of Applicant

\_\_\_\_\_  
Date



## Verification of Landlord/Tenant Relationship and Rent Owed (if no written lease)

Applicant's Name: \_\_\_\_\_

Rental Property Address: \_\_\_\_\_

Landlord's Name (name where rent is sent): \_\_\_\_\_

Landlord's Address: \_\_\_\_\_

Landlord's Phone: \_\_\_\_\_ Landlord's Email: \_\_\_\_\_

Landlord is the management company authorized to manage the property? ☐ Yes ☐ No ☐ Unknown

Applicant Move-in Date: \_\_\_\_\_ Expiration of Tenancy (if any, not required): \_\_\_\_\_

Monthly Rent Payment: \_\_\_\_\_ Rent Past Due: \_\_\_\_\_

Are any utilities included in the rent payment? ☐ Yes ☐ No If yes, please list:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I certify that the information presented in this certification is true and accurate to the best of my knowledge. I further understand that providing false representation constitutes an act of fraud. False, misleading, or incomplete information may result in denial of the application, repayment of any funds received through the Oregon Emergency Rental Assistance Program (OERAP), or other remedies available under law, including but not limited to liabilities and penalties under the Oregon False Claims Act.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Printed Name of Applicant

\_\_\_\_\_  
Date

I certify that the information presented in this certification is true and accurate to the best of my knowledge. I further understand that providing false representations constitutes an act of fraud. False, misleading, or incomplete information may result in denial of the application, repayment of any funds received through the OERAP, or other remedies available under law, including but not limited to liabilities and penalties under the Oregon False Claims Act.

\_\_\_\_\_  
Signature of Landlord

\_\_\_\_\_  
Printed Name of Landlord

\_\_\_\_\_  
Date

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## CERTIFICATION OF INCOME - SELF-VERIFICATION



### Certification of Income – Self-Verification

(Earned Income but No Documentation)

This form is to be used if the Household has income but can't provide documents or other traditional means of showing income. This form can be uploaded to the online application as a "paystub" if no other paystub is available or as documentation for "other income" on the Income bubble of the Oregon Emergency Rental Assistance [application](#). Please submit one form for each member of the household that cannot provide documentation of income. For more information on how to apply please visit the [OERAP website](#).

**Please note: If you are submitting a paper application, this document can be attached as an addendum.**

Applicant's Name: \_\_\_\_\_

Name of Employee (if different from Applicant): \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Address of Employer: \_\_\_\_\_

Employer's Phone: \_\_\_\_\_ Employer's Email: \_\_\_\_\_

Start Date: \_\_\_\_\_ Total Income for the past 12 months: \_\_\_\_\_

Are you still employed? ☐ Yes ☐ No If no, end date: \_\_\_\_\_

I earned income in the past 12 months from this employer, but cannot document it because:

- ☐ The business closed due to COVID-19.
- ☐ My pay was received in cash.
- ☐ The records of my payment were lost or destroyed.
- ☐ Other reason: \_\_\_\_\_

☐ I affirm that the income information presented above is true and accurate to the best of my knowledge.

☐ I understand that providing false representations constitutes an act of fraud. False, misleading, or incomplete information may result in the denial of my Household's application, the repayment of any funds received through the Oregon Emergency Rental Assistance Program (OERAP), liabilities and penalties under the Oregon False Claims Act (ORS 180.750 to 180.785), and other remedies available under law.

(If Electronically Signed) The typed name below serves as my electronic signature for the above certification.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Printed Name of Applicant

\_\_\_\_\_  
Date

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# ARE YOU A LANDLORD?



If you are a Landlord with tenants behind on their rent, the Oregon Emergency Rental Assistance Program (OERAP) may be able to help them get caught up on past due rent and utilities.

## Have you spread the word to your tenants?

- ☐ Print or email the [OERAP 'Tenant Checklist'](#) document and provide it to your tenants behind on rent.

*Note: Landlords cannot apply to the program but can encourage tenants to apply. OERAP can cover back rent from March 13, 2020 - today, and three months of future rent for some households.*

## Have you helped your tenants prepare?

- ☐ Give your tenants your valid and active email address, phone number, the business name (if applicable) and address. Be aware that emails generated from the application portal can end up in your junk/spam folder.
- ☐ Provide your tenants with a copy of their current lease. If possible, email your tenant a scan of these documents. Your tenant will have to upload their lease to the online application portal or provide a [Landlord Verification of Rent Due](#) or if your landlord refuses to sign you may also submit a [Self-Verification of Rent Due](#).
- ☐ Provide a ledger or rent due statement. It's particularly helpful if it is broken out by month.
- ☐ If your tenant has income-qualified for other affordable housing or low-income assistance, share a copy of the eligibility determination letter with the tenant dated January 1, 2020 or later.

*Note: Should your tenant need help applying please refer them to their [local Program Administrators](#). You will need to complete the Landlord Confirmation Request for every tenant who applies for services. However, your payment and contact information will be auto-saved.*

## Is your portion of the documentation ready?

- ☐ If you are a management company with multiple properties, develop and distribute guidance on what address and contact information property managers should share with your tenants to use.

*When your tenant has completed the application, landlords will receive an email with a request to upload several documents. Have the following ready to upload:*

- ☐ Your W-9
- ☐ Your direct deposit or ACH payment information and a copy of a canceled check.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## PRIORITIZATION INFORMATION



### Overview

As states and localities allocate emergency rental assistance funds to help low-income renters remain stably housed, program administrators take several factors into consideration when determining program eligibility and how to best prioritize households who are most vulnerable or have been disproportionately impacted by the COVID pandemic. Guidance from the U.S. Department of Treasury requires that—at a minimum—grantees prioritize (1) households with incomes less than 50% area median income (AMI) and (2) households with one or more members that have been unemployed for at least 90 days.

### Importance of an Equitable Recovery

Past economic recoveries have exacerbated inequities that perpetuate community harm. Faced with great pressure to get funds out the door quickly to struggling Oregonians, government agencies run the risk of overlooking those most in need if they do not think strategically about prioritization. Nationally, many programs are attempting to ensure an equitable recovery and are increasingly moving away from a “First come, first served” model, which can unintentionally leave out or delay assistance to renters most at risk of housing instability or homelessness and renters who face barriers in applying for assistance, such as limited internet access or language barriers.

### Oregon Prioritization

In Oregon, as one grantee of Federal Emergency Rental Assistance Program funds, Oregon Housing and Community Services (OHCS) has taken thoughtful steps to establish a system that prioritizes assistance to target resources to high-need households in delivery of the Oregon Emergency Rental Assistance Program (OERAP). OHCS uses four additional factors to the two above required by U.S. Department of Treasury (AMI and unemployment). These four additional factors include: (3) household size, (4) months behind on rent, (5) 2020 wildfire impact, and (6) whether the household lives within a census tract identified by the nationally recognized [Urban Institute Rental Assistance Priority Index](#) as a census tract with a high prevalence of low-income renters at risk of experiencing housing instability and homelessness due to COVID-19 impact. OHCS included these additional prioritization factors to emphasize an equitable approach and account for risk factors that are higher for certain groups in alignment with Fair Housing principles and practices. These include groups that have been historically and systematically excluded from housing and economic opportunities and face greater [health](#) and [economic](#) impacts from COVID-19.

### Data Sources

The data for five out of the six prioritization factors comes directly from the household’s application for rental assistance. The OERAP applicant will enter their household size, annual or recent monthly income, months past due on rent and/or utilities, if they have been impacted by the 2020 wildfires, and the number of days they have been unemployed; the OERAP applicant will receive points based on their responses.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## PRIORITIZATION INFORMATION



Oregon is also utilizing a new tool developed by the Urban Institute, which is America's leading social and economic research nonprofit organization with over 50 years of experience, to help identify the most highly impacted neighborhoods and the most vulnerable renters as part of an equitable response. The [Emergency Rental Assistance Priority Index](#) estimates the level of need in a census tract by measuring the prevalence of low-income renters who are at risk of experiencing housing instability and homelessness. To do this, it examines neighborhood conditions and demographics, incorporating instability risk factors before the COVID-19 pandemic as well as the pandemic's economic impacts. Because the Urban Institute's tool examines and scores all of these factors at the census tract level, OHCS assigned census tracts to their respective Community Action Agency (CAA) regions. Census tracts within each community action agency will be scored by comparing them to other census tracts within their region as opposed to all tracts in the state. For example, census tracts in Jefferson County will not be compared or indexed to census tracts in Lane County. For additional information about the data sources for this new tool please visit the [Urban Institute](#), and for a general overview of Emergency Rental Assistance please visit the [US Department of Treasury](#).

### Need more information?

Please [visit this website](#) to learn more about the Oregon Emergency Rental Assistance Program (OERAP), including how to apply for assistance.

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**Numerous entities across the state received housing and utility assistance funds as part of this federal COVID-19 relief program.**

### Other potential sources of funds

Please visit the following websites to see if you qualify for your city or county funds:

- [City of Portland](#)
- [Clackamas County](#)
- [Lane County](#)
- [Marion County](#)
- [Multnomah County](#)
- [Washington County](#)

Note: Please select one program to apply to for assistance.

Five counties (and the City of Portland) have opted to accept applications from residents through their own application process. However, residents of all counties are welcome to apply to OERAP. Applicants are prohibited from accepting payment from the same expense from different providers and are asked to select one program. All programs will require applicants to meet the same eligibility criteria and the State is coordinating with local providers to ensure that residents of all counties will be able to submit an application for Emergency Rental Assistance no matter where they apply.

### Tribal Government

Some Tribal Governments received federal funding to operate their own rental assistance programs. If you are connected to services through a Tribe in Oregon, [contact them directly](#) for more information.

### Paper Application

Do you need a paper application? [Download the interactive fillable PDF or print it out now](#). Translations of the application and this website will soon be available in Spanish, Vietnamese, Russian, and Simplified Chinese.

### Help for Homeowners

Additional Federal funds will soon be available to assist homeowners. We are awaiting guidance from the US Treasury and anticipate a full program launch opening later this fall. To talk to a nonprofit homeownership advisor about your immediate options who can help navigate your situation, contact a State approved [Oregon Homeownership Center](#). Sign up to receive Homeownership updates through our [eNews updates](#) form.

### Specialized Assistance for Agricultural workers and Farmworkers

Do you need assistance or application information in Spanish? Reach out to the Oregon Human Development Corporation (OHDC) for additional help with your OERAP application. Find more information on the [OHDC website](#) or call 1-855-215-6158.

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## AREA MEDIAN INCOME CHART



To receive Oregon Emergency Rental Assistance, your household income may not exceed 80% of the Area Median Income (AMI) for the area in which your household is located. Please review the table below to find your county and household size to see what the income limit is in your area.

**For example:** A household of 2 people living in Clackamas County must make less than \$61,900 to be eligible for OERAP assistance.

County	1 Person	2 People	3 People	4 People	5 People	6 People	7 People	8 People
Baker County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Benton County	\$47,600	\$54,400	\$61,200	\$68,000	\$73,450	\$78,900	\$84,350	\$89,800
Clackamas County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Clatsop County	\$40,850	\$46,650	\$52,500	\$58,300	\$63,000	\$67,650	\$72,300	\$77,000
Columbia County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Coos County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Crook County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Curry County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Deschutes County	\$45,050	\$51,450	\$57,900	\$64,300	\$69,450	\$74,600	\$79,750	\$84,900
Douglas County	\$36,750	\$42,000	\$47,250	\$52,500	\$56,700	\$60,900	\$65,100	\$69,300
Gilliam County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Grant County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Harney County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Hood River County	\$42,150	\$48,150	\$54,150	\$60,150	\$65,000	\$69,800	\$74,600	\$79,400
Jackson County	\$38,300	\$43,750	\$49,200	\$54,650	\$59,050	\$63,400	\$67,800	\$72,150
Jefferson County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Josephine County	\$36,450	\$41,650	\$46,850	\$52,050	\$56,250	\$60,400	\$64,550	\$68,750
Klamath County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Lake County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Lane County	\$39,900	\$45,600	\$51,300	\$56,950	\$61,550	\$66,100	\$70,650	\$75,200
Lincoln County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Linn County	\$37,650	\$43,000	\$48,400	\$53,750	\$58,050	\$62,350	\$66,650	\$70,950
Malheur County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Marion County	\$39,600	\$45,250	\$50,900	\$56,550	\$61,100	\$65,600	\$70,150	\$74,650
Morrow County	\$36,900	\$42,150	\$47,400	\$52,650	\$56,900	\$61,100	\$65,300	\$69,500
Multnomah County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Polk County	\$39,600	\$45,250	\$50,900	\$56,550	\$61,100	\$65,600	\$70,150	\$74,650
Sherman County	\$37,600	\$43,000	\$48,350	\$53,700	\$58,000	\$62,300	\$66,600	\$70,900
Tillamook County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Umatilla County	\$38,400	\$43,850	\$49,350	\$54,800	\$59,200	\$63,600	\$68,000	\$72,350
Union County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Wallowa County	\$36,900	\$42,150	\$47,400	\$52,650	\$56,900	\$61,100	\$65,300	\$69,500
Wasco County	\$38,400	\$43,850	\$49,350	\$54,800	\$59,200	\$63,600	\$68,000	\$72,350
Washington County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Wheeler County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Yamhill County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150

For more information review the Department of Housing and Urban Development's [Income Limits](#)

Last updated: 5/28/2021

**VISIT, CLICK, AND APPLY TODAY!**

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## TIPS FOR A SUCCESSFUL APPLICATION



To help minimize any delays, we've outlined a few steps you can take to be prepared to submit your application.

### Get familiar with the application

Be sure to review the Oregon Housing [webinar](#), [webinar slides](#), and [FAQ](#) to learn more about the program and how to apply.

### Ensure the application requirements are complete

There are several important things to do when applying for the Oregon Emergency Rental Assistance Program (OERAP):

- Sign your application
- Provide complete documentation as required in the application
- Verify your identity by providing an acceptable form of ID (see [Tenant Checklist](#) for a complete list of acceptable IDs)
- Verify your residence (see [Tenant Checklist](#) for a complete list of acceptable verification documents)
- Provide copies and proof of all income

Be sure to upload any extra documentation to explain your situation as needed.

### Avoid information going to your email's spam filter

Important updates will be sent from the portal to the email address provided from the applicant. As such:

- Verify that you entered the right email in your application
- Make sure to check your email and spam folder regularly for any application updates that need your attention
- Add the sender to your contacts
- If you receive an email, please login to the application portal and respond ASAP

If anything changes with the information or documentation you submitted, connect with the [local organization](#) serving your community.

### Only trust information from reputable partners to avoid misinformation and scams

To ensure the information you receive is accurate and complete, double check that the organization is a reputable governmental, tribal or nonprofit partner. [Read more about how to avoid scammers here](#). The best way to stay informed is to log into [OERAP application portal](#) and check your application status and read the information on the [OHCS OERAP webpage](#).

### Information about wait times

It is not uncommon for rent assistance programs to receive a lot of applications. There are also additional fraud prevention and compliance measures that need to be met. Verifying documentation takes time, especially if there are inconsistencies or outstanding documents that are necessary for a complete application. As outlined by guidance from [US treasury](#), the most vulnerable households will be prioritized first. Please see [OERAP prioritization information](#).

### System support

To provide the best service possible, the vendor periodically conducts system maintenance to ensure the application portal is streamlined and working efficiently. System maintenance may cause periodic delays. We apologize for the inconvenience.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## CONTACT INFORMATION FOR LOCAL PARTNERS



The Oregon Emergency Rental Assistance Program (OERAP) is funded by OHCS and is provided through local Program Administrators. Each has received funding to distribute within their service regions. You can find a list of providers and information on how to access these funds below.

County	Contact Information
Baker	Community Connection of NE Oregon (CCNO) <a href="https://ccno.org/">https://ccno.org/</a>   541-523-6591   2810 Cedar Street, Baker City, OR 97814
Benton	Community Services Consortium (CSC) <a href="https://communityservices.us/rentrelief-application/">https://communityservices.us/rentrelief-application/</a>   541-704-7506 250 Broadalbin St. SW, Suite 2A, Albany, OR 97321
Clackamas	Clackamas County Social Services Division (CCSSD) <a href="https://www.clackamas.us/communitydevelopment/cha">https://www.clackamas.us/communitydevelopment/cha</a>   503-655-8575 2051 Kaen Rd. unit 135 Oregon City, Or 97045
Clatsop	Community Action Team (CAT) <a href="https://ccaservices.org/">https://ccaservices.org/</a>   503-325-1400   364 9th St., Clatsop, OR 97146
Columbia	Community Action Team (CAT) <a href="https://www.cat-team.org/">https://www.cat-team.org/</a>   503-397-3511   125 N. 17th St., Saint Helens, OR 97051
Coos	Oregon Coast Community Action (ORCCA) <a href="https://www.orcca.us">https://www.orcca.us</a>   541-435-7080 (ext 370)   1855 Thomas Ave Coos Bay, OR 97420
Crook	NeighborImpact (NI) <a href="https://www.neighborimpact.org/covid-rent-relief/">https://www.neighborimpact.org/covid-rent-relief/</a>   541-323-0222 1855 Thomas Ave Coos Bay, OR 97420
Curry	Oregon Coast Community Action (ORCCA) <a href="https://www.orcca.us">https://www.orcca.us</a>   541-435-7080 (ext 370)   1855 Thomas Ave Coos Bay, OR 97420
Deschutes	NeighborImpact (NI) <a href="https://www.neighborimpact.org/covid-rent-relief/">https://www.neighborimpact.org/covid-rent-relief/</a>   541-323-0222 NeighborImpact, 2303 SW First St., Redmond, OR 97756
Douglas	United Community Action Network (UCAN) <a href="https://www.ucancap.org/index.php/additional-help">https://www.ucancap.org/index.php/additional-help</a>   541-672-3524 280 Kenneth Ford Drive, Roseburg, OR 97470
Gilliam	Community Action Program of East Central Oregon (CAPECO) <a href="https://www.capeco-works.org/housing.html">https://www.capeco-works.org/housing.html</a>   541-276-1926   721 SE 3rd St, Suite D, Pendleton, OR 97801
Grant	Community Connection of NE Oregon (CCNO) <a href="https://www.ccno.org">https://www.ccno.org</a>   541-575-2949   142 NE Dayton, John Day, OR 97850
Harney	Communities in Action (CinA) <a href="https://www.communityinaction.info">https://www.communityinaction.info</a>   541-889-9555   915 SW 3rd Ave, Ontario, OR 97914
Hood River	Mid-Columbia Housing Authority (MCHA) <a href="https://www.mid-columbiahousingauthority.org/covid-19-resources-2/">https://www.mid-columbiahousingauthority.org/covid-19-resources-2/</a>   541-296-5462 500 E 2nd St. The Dalles, OR 97058
Jackson	ACCESS <a href="https://www.accesshelps.org">https://www.accesshelps.org</a>   541-414-0319   3630 Aviation Way Medford, OR 97504
Jefferson	NeighborImpact (NI) <a href="https://www.neighborimpact.org/covid-rent-relief/">https://www.neighborimpact.org/covid-rent-relief/</a>   541-323-0222 NeighborImpact, 2303 SW First St., Redmond, OR 97756
Josephine	United Community Action Network (UCAN) <a href="https://www.ucancap.org/index.php/additional-help">https://www.ucancap.org/index.php/additional-help</a>   541-672-3524 280 Kenneth Ford Drive, Roseburg, OR 97470

Last updated: 5/28/2021

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## CONTACT INFORMATION FOR LOCAL PARTNERS



Condado	Información del contacto
Klamath	Klamath and Lake Community Action Services (KLCAS) <a href="http://www.klcas.org">http://www.klcas.org</a>   541-882-3500   535 Market Street, Klamath Falls, OR 97601
Lake	Klamath and Lake Community Action Services (KLCAS) <a href="http://www.klcas.org">http://www.klcas.org</a>   541-882-3500   535 Market Street, Klamath Falls, OR 97601
Lane	Lane County Human Services Division (LCHSD) <a href="http://www.lanecounty.org/rent">http://www.lanecounty.org/rent</a>   541-682-3776   151 W. 7th Ave Suite 560, Eugene OR 97401
Lincoln	Community Services Consortium (CSC) <a href="https://communityservices.us/rentrelief-application/">https://communityservices.us/rentrelief-application/</a>   541-704-7506 250 Broadalbin St. SW, Suite 2A, Albany, OR 97321
Linn	Community Services Consortium (CSC) <a href="https://communityservices.us/rentrelief-application/">https://communityservices.us/rentrelief-application/</a>   541-704-7506 250 Broadalbin St. SW, Suite 2A, Albany, OR 97321
Malheur	Communities in Action (CinA) <a href="https://www.communityinaction.info">https://www.communityinaction.info</a>   541-889-9555   915 SW 3rd Ave, Ontario, OR 97914
Marion	Mid-Willamette Valley Community Action Agency (MWVCAA) <a href="https://mwvcaa.org/programs/the-arches-project/covid-rent-relief/">https://mwvcaa.org/programs/the-arches-project/covid-rent-relief/</a>   503-399-9080 - Dial 1 ARCHES Project, 615 Commercial Street NE, Salem OR 97301
Morrow	Community Action Program of East Central Oregon (CAPECO) <a href="https://www.capeco-works.org/housing.html">https://www.capeco-works.org/housing.html</a>   541-276-1926 721 SE 3rd St, Suite D, Pendleton, OR 97801
Multnomah	CALL: 211 or 1-866-698-6155 (Language interpreters available by phone) TTY: dial 711 and call 503-988-0466 TEXT: your zip code to 898211 (TXT211) (text/email in English and Spanish) <a href="https://multco.us/multnomah-county/covid-19-rent-assistance-and-housing-stability-resources">https://multco.us/multnomah-county/covid-19-rent-assistance-and-housing-stability-resources</a> 209 SW 4th Avenue, Suite 200 Portland, OR 97204
Polk	Mid-Willamette Valley Community Action Agency (MWVCAA) <a href="https://mwvcaa.org/programs/the-arches-project/covid-rent-relief/">https://mwvcaa.org/programs/the-arches-project/covid-rent-relief/</a>   503-399-9080 - Dial 1 ARCHES Project, 615 Commercial Street NE, Salem OR 97301
Sherman	Mid-Columbia Housing Authority (MCHA)   500 E 2nd St. The Dalles, OR 97058 <a href="https://www.mid-columbiahousingauthority.org/covid-19-resources-2/">https://www.mid-columbiahousingauthority.org/covid-19-resources-2/</a>   541-296-5462
Tillamook	Community Action Team (CAT) <a href="http://careinc.org">careinc.org</a>   503-842-5261   2310 1st St., Ste 2, Tillamook, OR 97141
Umatilla	Community Action Program of East Central Oregon (CAPECO) <a href="https://www.capeco-works.org/housing.html">https://www.capeco-works.org/housing.html</a>   541-276-1926 721 SE 3rd St, Suite D, Pendleton, OR 97801
Union	Community Connection of NE Oregon (CCNO) <a href="https://www.ccno.org">https://www.ccno.org</a>   541-963-7532   1504 N Albany St, La Grande, OR 97850
Wallowa	Community Connection of NE Oregon (CCNO) <a href="https://www.ccno.org">https://www.ccno.org</a>   541-426-3840   702 NW 1st St, Enterprise, OR 97828
Wasco	Mid-Columbia Housing Authority (MCHA)   500 E 2nd St. The Dalles, OR 97058 <a href="https://www.mid-columbiahousingauthority.org/covid-19-resources-2/">https://www.mid-columbiahousingauthority.org/covid-19-resources-2/</a>   541-296-5462
Washington	Community Action Organization (CAO)   1001 SW Baseline St. Hillsboro, OR 97123 <a href="https://caowash.org/programs/housing-stability/renter-support.html">https://caowash.org/programs/housing-stability/renter-support.html</a>   503-615-0770
Wheeler	Community Action Program of East Central Oregon (CAPECO) <a href="https://www.capeco-works.org/housing.html">https://www.capeco-works.org/housing.html</a>   541-276-1926 721 SE 3rd St, Suite D, Pendleton, OR 97801
Yamhill	Yamhill Community Action Partnership (YCAP)   YCAP, P.O. Box 621, McMinnville, OR 97128 <a href="https://www.anydooryamhill.org">https://www.anydooryamhill.org</a>   503-687-1494

Last updated: 5/28/2021

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



Below are frequently asked questions regarding the federally funded COVID-19 Emergency Rental Assistance Program. These may be updated periodically to answer additional questions, to provide clarifications or corrections, and to include additional information as new guidance is provided from the U.S. Department of Treasury.

### How much money is available in the Federal Emergency Rental Assistance Program?

The Federally Funded [Emergency Rental Assistance Program](#) makes available \$25 billion available to assist households across the country that are unable to pay rent and utilities due to the COVID-19 pandemic.

The State of Oregon, through Oregon Housing and Community Services (OHCS), received approximately \$204 million to launch the **Oregon Emergency Rental Assistance Program (OERAP)**. Additionally, the City of Portland, and the counties of Multnomah, Washington, Clackamas, Lane and Marion received their own allocations adding up to \$76 million.

### Who is eligible for the Oregon Emergency Rental Assistance Program?

Renters who meet all of the following criteria may qualify for this program:

#### 1. Household is renting.

The household must have an arrangement in which they are renting from a property owner. This must be your primary residence in Oregon. A current rental or lease agreement signed by both the renter and landlord is the preferred documentation method. If a lease cannot be provided, other documentation may be acceptable such as a utility bill, attestation from the landlord or management agent, or cancelled checks or bank statements showing payments to the landlord.

#### 2. Household has experienced a COVID-19 hardship.

One or more household members can demonstrate how the COVID-19 pandemic has directly or indirectly impacted their ability to pay rent or utilities. This may include:

- Individual(s) in the household has qualified for unemployment benefits or has experienced a reduction in household income, incurred significant costs, or has experienced other financial hardship due directly or indirectly to the coronavirus outbreak; and
- Individual(s) in the household can demonstrate risk of homelessness or housing instability due to past due utility or rent notice.

#### 3. Household meets the income eligibility.

The Oregon Emergency Rental Assistance Program can serve renter households that have incomes at or below 80% of the Area Median Income for their household size for the county in which the household is located as determined by the Department of Housing and Urban Development (HUD). Documentation will be required during the application process.

Please use the chart on the following page to determine your eligibility.

Note: Household members include the following:

- All adults living in the unit at the time of application
- All children living in the unit at the time of application
- Unborn children of pregnant women (in the application, enter the date of application as the child's birthdate)

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



To receive Oregon Emergency Rental Assistance, your household income may not exceed 80% of the Area Median Income (AMI) for the area in which your household is located. Please review the table below to find your county and household size to see what the income limit is in your area.

**For example:** A household of 2 people living in Clackamas County must make less than \$61,900 to be eligible for OERAP assistance.

County	1 Person	2 People	3 People	4 People	5 People	6 People	7 People	8 People
Baker County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Benton County	\$47,600	\$54,400	\$61,200	\$68,000	\$73,450	\$78,900	\$84,350	\$89,800
Clackamas County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Clatsop County	\$40,850	\$46,650	\$52,500	\$58,300	\$63,000	\$67,650	\$72,300	\$77,000
Columbia County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Coos County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Crook County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Curry County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Deschutes County	\$45,050	\$51,450	\$57,900	\$64,300	\$69,450	\$74,600	\$79,750	\$84,900
Douglas County	\$36,750	\$42,000	\$47,250	\$52,500	\$56,700	\$60,900	\$65,100	\$69,300
Gilliam County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Grant County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Harney County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Hood River County	\$42,150	\$48,150	\$54,150	\$60,150	\$65,000	\$69,800	\$74,600	\$79,400
Jackson County	\$38,300	\$43,750	\$49,200	\$54,650	\$59,050	\$63,400	\$67,800	\$72,150
Jefferson County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Josephine County	\$36,450	\$41,650	\$46,850	\$52,050	\$56,250	\$60,400	\$64,550	\$68,750
Klamath County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Lake County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Lane County	\$39,900	\$45,600	\$51,300	\$56,950	\$61,550	\$66,100	\$70,650	\$75,200
Lincoln County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Linn County	\$37,650	\$43,000	\$48,400	\$53,750	\$58,050	\$62,350	\$66,650	\$70,950
Malheur County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Marion County	\$39,600	\$45,250	\$50,900	\$56,550	\$61,100	\$65,600	\$70,150	\$74,650
Morrow County	\$36,900	\$42,150	\$47,400	\$52,650	\$56,900	\$61,100	\$65,300	\$69,500
Multnomah County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Polk County	\$39,600	\$45,250	\$50,900	\$56,550	\$61,100	\$65,600	\$70,150	\$74,650
Sherman County	\$37,600	\$43,000	\$48,350	\$53,700	\$58,000	\$62,300	\$66,600	\$70,900
Tillamook County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Umatilla County	\$38,400	\$43,850	\$49,350	\$54,800	\$59,200	\$63,600	\$68,000	\$72,350
Union County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Wallowa County	\$36,900	\$42,150	\$47,400	\$52,650	\$56,900	\$61,100	\$65,300	\$69,500
Wasco County	\$38,400	\$43,850	\$49,350	\$54,800	\$59,200	\$63,600	\$68,000	\$72,350
Washington County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150
Wheeler County	\$36,050	\$41,200	\$46,350	\$51,500	\$55,650	\$59,750	\$63,900	\$68,000
Yamhill County	\$54,150	\$61,900	\$69,650	\$77,350	\$83,550	\$89,750	\$95,950	\$102,150

For more information review the Department of Housing and Urban Development's [Income Limits](#)

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### How do I know if my income qualifies? What sources of income include household income?

In the application, you will include income from all sources for all household members 18 years of age and older that are part of the household. This includes wages, unemployment compensation, gig economy income, tips, business income, self-employment income, retirement, pensions, Social Security benefits, and Supplemental Social Security income. Use the table on page 2 to determine your eligibility. Income eligibility will be based on either the household's total income in 2020, or the monthly income the household is receiving at the time of application. If you decide to use your monthly income at time of application, that monthly income will be multiplied by 12 months to determine whether your household's income exceeds 80% AMI. If your household qualifies based on monthly income, you will need to recertify your income every three months.

### Can I apply for OERAP if I live with roommates?

Yes. Everyone living in the unit is considered part of the household and must apply together, unless they are in a clearly documented arrangement to rent part of a home separately. All adults must provide income documentation.

### Can I apply if I live in public housing, have Section 8 or a Housing Choice Voucher, or other housing assistance?

Yes. You may apply for the amount of rent you are required to pay as long as those costs have not been paid with other assistance and you meet all program eligibility requirements.

### If I did not contract COVID-19, can I still apply?

If you have experienced financial hardship and/or housing instability, including inability to pay rent and utilities due to the COVID-19 pandemic, you may be eligible.

### Can I apply regardless of my citizenship or residency state?

Yes. OERAP welcomes all renters that meet the criteria above to apply for rent assistance. The application does not require immigration or citizenship status documentation.

### What types of rental properties are eligible for assistance?

The following types of residential rental properties are eligible for OERAP:

- Apartments
- Single-family homes
- Rented manufactured homes
- Rented manufactured home lots (pad rent)
- Hotel and motel stays as the renter's primary residence
- Other informal lease arrangements, subject to review
- Accessory Dwelling Units (ADUs)

### I am a homeowner. Can I apply for utilities and internet assistance?

No. OERAP funds, including utility and internet assistance, are only available for renters at this time.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### If a renter has been evicted and/or moved from the unit, are they eligible for assistance to pay rent arrears on the former unit with this program?

No. The tenant must still be living in the unit for which they are requesting assistance. We understand there is interest in expanding program assistance to cover arrears related to former units; we may reassess if further federal guidance is released on this issue.

### Are short-term hotel or motel stays eligible?

Households in a hotel or motel can attest that they are paying rent on the room and need assistance. We cannot cover short-term rent or shelter costs covered by emergency funds, such as FEMA assistance.

### If I receive assistance, do I have to pay it back?

No. This assistance is not a loan and does not have to be paid back by the tenant if the funds are used as approved and do not duplicate other assistance programs.

### If I receive assistance will my other benefits like food stamps and housing assistance be impacted?

No. If you receive this assistance it will not impact your eligibility for any federally funded program such as food stamps, Medicaid, Medicare, social security, WIC or public housing. If your landlord won't take payment directly, we may offer the funds directly to you. Those funds would not be considered income for federal tax purposes and would not impact your eligibility for federally funded programs. This protection is built into the law that provides this assistance. If you receive a benefit that is not federally funded, please check with the benefit administrator.

### What costs will be covered?

You may request rent and/or utility assistance back to March 13, 2020. Prior past due rent and utilities are not eligible. OERAP will cover up to 12 months of past due rent and three months of forward rent. OERAP will also cover past due utility costs including electricity, gas, home energy services, water, sewer and trash removal. Costs that will NOT be covered include: homeowner costs, homeowner utilities, landlord-paid utilities, landlord-paid property taxes, property insurance, phone, and renter insurance.

### Is there a maximum amount of how much assistance is allowed?

No, there is generally no cap on dollar amount of rent or utility assistance. However, there is a limit on the total number of months of assistance that can be received. The program can provide twelve months of assistance, starting from March 13, 2020 - present, with possibility to pay future rent for 3 months.

Additional limits may be imposed depending on availability of resources.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### Can I request more than one month of assistance?

Yes. Approved applicants may be eligible for twelve months of assistance, starting from March 13, 2020 - present, with possibility to pay future rent for 3 months. This also applies for utilities. You are encouraged to request three future months of rent coverage when you apply for past rent if you expect to be living in that unit in the future. You may need to provide additional information to confirm that you are still eligible for assistance and assistance depends on available resources.

### Can OERAP assistance cover late fees?

Yes. Reasonable late fees can be covered and should be listed on a rent statement or ledger from your landlord.

### What fees are covered?

Assistance will cover fees that are directly tied to your housing stability and that are charged by the landlord. Examples include, pet fees, parking garage fees, storage fees, and amenities fees. You can also include relocation expenses, which may include rental security deposits, and application or screening fees if a household has been temporarily displaced due to COVID-19. You can also include hotel or motel costs here.

### If I am homeless, can I receive assistance?

OERAP may be able to pay three months of upcoming rent if a homeless individual enters into a new rental lease. A case manager may be able to assist. Please call 2-1-1 for help.

### What are the steps to apply?

- STEP 1.** Prior to starting your application online, review all eligibility criteria and the list of [required documentation](#). Gather all necessary documentation and have it ready, either as scanned copies or clear, legible photos to upload.
- STEP 2.** Complete the pre-screening questions at: [OERAP.Oregon.gov](https://OERAP.Oregon.gov)
- STEP 3.** If eligible, you will be prompted to begin the application by filling in your name, email address and/or phone number, and password (and confirm your password). Be sure to save your password in a safe place.
- STEP 4.** Complete the application, including uploading all necessary documentation, and click "Submit." You don't have to complete the application in one sitting. You can save your application, logout, and come back to it. We estimate the application will take between 20-30 minutes to complete, if your documents are prepared in advance.
- STEP 5.** You can check the status of [your application](#) at any time at: You will need your username and password.

### I applied, now what?

Your application and documents will be reviewed, and your landlord and utility providers will be contacted. You will be contacted if additional information is required. If you receive a notification, make sure you log back into the system and respond or update your application.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### What documents do I need to provide?

#### 1. Verify Identity (need ONE of the following)

- State issued program ID or license
- Passport/Birth Certificate/Social Security Card/Jail ID
- An employment identification card
- Certificate of marriage or license
- Copy of a certified divorce decree
- Copy of a certified, court-ordered maintenance award (if legal) or a notarized statement declaring separation
- Single or Joint bank accounts, certified purchases or loans that show residential address
- Credit report showing residence and single or joint financial activity
- Military ID/VA Medical card/Certificate of Release or Discharge from Active Duty (DD214)
- ODHS Benefits ledger/Social service ID
- Letter from a non-profit or government agency attesting to applicant's identification

#### 2. Verify Income (All household members over the age of 18 must provide ONE of the following)

- IRS Tax forms such as a 2020 1099, 1040/1040A or Schedule C of 1040 showing amount earned and employment period or most recent federal income tax statements
- A 2020 W-2 form, if you have had the same employer for at least two years and increases can be accurately projected
- Most recent paycheck stubs (consecutive: six for weekly pay, three for bi-weekly or semi-monthly pay, two for monthly pay)
- A letter of termination from your job
- Employer-generated salary report or letter stating current annual income or Earnings statements
- Current bank statements
- Proof of application for unemployment benefits
- Proof that unemployment benefits have expired
- Self Employed - tax records, statements, or other documentation of loss of employment
- IF YOU HAVE NO INCOME: You can complete a Certification of No Income in the application

#### 3. Verify Residence (need ONE of the following)

- State issued program ID or license
- A signed lease or written rental agreement
- Utility bill showing past or current amount due
- Credit report showing residence and single or joint financial activity
- Official letter from third party (Landlord, Government agency, financial institution, medical institution, or school)

#### 4. Verify Rent and/or Utility Bills Due (Including Internet, garbage, water, electric, gas and bulk fuel)

- A current lease signed by the applicant and landlord or sub-lessor that identifies the unit where the applicant resides and shows the rental payment amount
  - If you don't have a signed lease, proof of your rent amount may include one of the following:
    - Bank statement, check stub or other proof that shows a pattern of paying rent
    - Written confirmation by a landlord who can be verified as the actual owner or management agent of where you rent
    - [Landlord Verification of Rent Due](#)
    - If landlord refuses to sign you may also submit a [Self-Verification of Rent Due](#)
  - Other formal attempt to collect rents or notification of rents due/outstanding
  - All utility bills you are claiming showing your account information and amount due
- Please note: you cannot request reimbursement for expenses you have already paid

#### 5. Your Landlord's Contact Information

- Your landlord's valid and active email address, phone number, and business name (if applicable) and address.

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### How will I know the status of my application?

You may log into the application portal to see what stage of the process your application is at any time. The system will email you when your application is processed and moves to the next step or if any additional documentation is required.

### What should I do if I realize I made a mistake in my application after submission?

Contact your Program Administrator [here](#).

### My rent is due by the first of the month. Can assistance be provided to my landlord that fast? How long will it take to receive approval and payment?

Once an application is determined to be eligible and ready for processing, rental assistance will be provided directly to the landlord or property owner to whom it is due as soon as possible. Due to the anticipated high volume of applications, at this time we cannot guarantee a timeframe for application review and processing. Applicants who receive notice of an incomplete application must provide all necessary information to move their application forward. Funding will not be reserved for incomplete applications. Please continue to communicate with your landlord while your application is pending.

### What will I need to provide for utility assistance?

You will need to provide a copy of your past due utility bill that states the dates covered, your account number, and the contact information of your utility company.

### I am a landlord. Why can't I apply directly? Do I need my tenants to participate?

Per federal rules, tenants are required to provide private information about themselves and the program must protect that data. The tenant must also sign the application to request assistance. Landlords can support tenants by helping gather the materials they need to apply, providing a paper application, and communicating with tenants about their situation. Please review our [Landlord Checklist](#).

### What if my form of identification, for example my driver's license, is expired?

Expired forms of identification are acceptable for OERAP.

### What internet browser do I need to use for the application?

The application works best with Google Chrome. If you do not have the most recent version, you can download it at [Google Chrome](#).

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# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



### What about applicants in rural areas?

Rural applicants can face unique barriers in accessing assistance. For example, applicants may travel great distances to access direct services or can sometimes face challenges with reliable internet connection. We've taken steps to ensure that the Oregon Emergency Rental Assistance Program is available to qualifying households across the state. Applicants who live in rural housing can call 2-1-1 to be connected with a local level provider. Households that have limited internet access can also request a paper application. Additionally farm labor and agricultural workers requiring support in Spanish can receive information and assistance from the Oregon Human Development Commission.

### What if I don't have access to a scanner, copier or fax machine in order to submit the required documentation?

You may submit documents using a smartphone by taking a picture of the document and uploading the picture into the application system. All information on the picture must be clear and easily readable. Some office supply locations may offer complimentary faxing and scanning services for COVID-related relief. Inform the staff or manager that you are applying for a state-assisted program and ask if their location offers complimentary faxing and scanning services. You may also request a paper application that includes fillable forms and a postage paid return envelope. If you need assistance in completing an application and/or submitting required documentation, please contact your Program Administrator [here](#).

### How are payments distributed?

Payments will be made directly to the landlord, property owner or utility company on the tenant's behalf via direct deposit or check. If the landlord will not accept payment or does not respond, payment may be offered to the renter so the renter can make the rental payment to the landlord.

### Is the money distributed on a first come first served basis?

No, funds will be distributed based on a formula that prioritizes assistance based on need. It is not first come, first served. Everyone who applies will have their application reviewed.

### My landlord is refusing to cooperate. As a tenant, am I able to apply for OERAP and receive funds?

Yes! We encourage you to submit an application. If your landlord does not agree to receive payments on your behalf, payments can be sent directly to you, the tenant. If this is the case, please follow up directly with your [local Program Administrator](#) for additional information and support.

### Who is administering the assistance through OERAP?

The State of Oregon's allocation of Emergency Rental Assistance is being administered by Oregon Housing and Community Services (OHCS), who administers the funding to local Program Administrators to deliver assistance to households. Some local government entities also received direct allocations of federal Emergency Rental Assistance, but will be using a separate process to administering those funds. Please see City of Portland and local counties hyperlinks in these documents for additional information.

Last updated: 5/28/2021

**VISIT, CLICK, AND APPLY TODAY!**

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## *FREQUENTLY ASKED QUESTIONS*



### **I applied for my local emergency rental assistance program and already provided this information. Can I still apply for OERAP?**

You cannot receive federal Emergency Rental Assistance for the same months between the state and local programs. You can apply for OERAP to cover other months that you still need assistance for, but should not apply for the same months between two different ERA programs.

### **How can I learn about other cities or counties administering these funds?**

Please visit the following websites to see if you qualify for your city or county funds:

- [City of Portland](#)
- [Clackamas County](#)
- [Lane County](#)
- [Marion County](#)
- [Multnomah County](#)
- [Washington County](#)

Note: Please select one program to apply to for assistance.

Five counties (and the City of Portland) have opted to accept applications from residents through their own application process. However, residents of all counties are welcome to apply to OERAP. Applicants are prohibited from accepting payment from the same expense from different providers and are asked to select one program. All programs will require applicants to meet the same eligibility criteria and the State is coordinating with local providers to ensure that residents of all counties will be able to submit an application for Emergency Rental Assistance no matter where they apply.

Last updated: 5/28/2021

# OREGON EMERGENCY RENTAL ASSISTANCE PROGRAM

## CONGRATULATIONS - YOU'VE APPLIED FOR OERAP. WHAT'S NEXT?



**Applying to the Oregon Emergency Rental Assistance Program is not an instantaneous process. Learn about the three key phases:**

### Phase 1: Application submittal through the OERAP State portal

1. After you've applied to OERAP and uploaded the necessary documentation, you can conveniently log in to the [State portal](#) to check your status anytime.
2. Next, your application will be sent to a program administrator based on address/zip code to be processed.
3. You will receive an email if/when your status changes as it is being processed

### Phase 2: Local level application processing and verification

4. Incomplete applications are one of the biggest reason for slow processing. Once the local level program administrator confirms your application is complete and you are eligible for the program they will contact your landlord/and or utility provider to verify documentation.
5. If the Landlord (and separately the Utility provider) approves then you will receive an email that your application is advancing and a status update that your rent/and or utilities will be covered. If they do not, then the program administrator will take steps to pay you directly. Please note, Landlord participation is often required to receive full rental payment coverage—direct payments to tenants are limited.
6. During this phase, please be advised that the COVID-19 pandemic has financially impacted numerous households across Oregon and OERAP expects a large applicant pool. "Hardest hit" and vulnerable households will be served first. ([See prioritization information](#)) Program administrators are working as fast as they can. Patience with the large applicant volume is appreciated. Please continue to log into the system to check your status. Not all who apply will receive assistance. Some applications may have long wait times depending on region, income limit and other qualifying factors. Applicants are encouraged to continue exploring local level resources while they wait.

### Phase 3: Payment by Program Administrator:

7. In most cases, your landlord or utility provider will be paid directly by the local level administrator to bring you current on past due or future bills.
8. You will receive confirmation from your program administrator when your rent and/or utility bills are paid/forgiven/brought current. Please keep a copy for your records. This repayment prevents COVID-era rental and credit records from being used against you if/when you apply to rent in the future.
9. You may qualify for additional assistance in the future. Check the [OERAP website](#) for information on how to re-certify.

\*OERAP cannot provide legal advice. Applicants in need of information about tenant rights and eviction protections should consult with an attorney or the Oregon Law Center as quickly as possible. See [www.oregonlawhelp.org](http://www.oregonlawhelp.org) or <https://www.osbar.org/public/>