

## FREQUENTLY ASKED QUESTIONS

Updated February 2023

### **Will utility payments continue after November 1, 2022?**

Utility arrears from March 2020 through October 2022 submitted by eligible households prior to November 1, 2022, will be paid on behalf of the ERAP applicants directly to utility providers for those months for which rent assistance has been paid and months of eligibility remain. Utility processing will continue until all requests have been processed.

### **Must a household be determined eligible or a recertification approved prior to December 31, 2022, to receive ERAP funds?**

For those who have not yet been determined eligible or completing recertification, no documentation will be received after December 31, 2022. Applicants who have all the documentation necessary to determine eligibility or for a recertification to be approved, will be reviewed and, upon approval, payment will be made until all requested are processed.

### **Will those who submit all the necessary documentation to determine eligibility and requests for additional assistance (recertification) in 2022 be limited to 12 months of assistance?**

These accounts for which all documentation is received in 2022 (even if approved in 2023) can receive up to 18 months of rent arrears.

### **Will those accounts with a status of “Eligible – Pending Signed Lease” be denied along with other incomplete applications?**

An account which was determined eligible based on income and self-attestation of Covid impact but did not have a rent obligation can submit a valid lease until March 31, 2023 to receive payment of security deposit and first month’s rent on their behalf. For these accounts, if more than 90 days has passed since their approval, they will also need to recertify before March 31.

### **What recourse does an applicant have if denied because of these program changes?**

Any household can complete an appeal form.

### **Anticipating an inability to pay rent in 2023, can a tenant recertify in December, 2022?**

The program guidelines in 2023 will require documentation of rent arrears and threat of eviction to receive additional assistance. A recertification packet must be complete to be reviewed and approved. Those who have received assistance through December 2022 cannot recertify in 2022.

**What will be required for a household to request additional assistance (recertify) in 2023?**

Any recertification must include documentation of rent arrears and written threat of eviction communication from the landlord/property manager (such as a Notice to Quit or Judgement).

**Under what circumstances will security deposit and 1st month's rent be paid?**

When an eligible household is displaced because of non-payment and recertifies, rent arrears and court costs will be paid to the previous landlord/property manager. If a new lease or letter of intent to rent is submitted and months of eligibility remain, ERAP funds can pay the security deposit and 1st month's rent.

**Is a Non-Renewal sufficient for an eligible applicant to receive assistance with security deposit and first month rent?**

A written notice of non-renewal can be submitted as threat of eviction to receive assistance with security deposit and first month's rent if months of eligibility remain.

**What is the time limit within which security deposit and first month's rent can be paid? Is there is a limit for submitting a new lease after an eviction occurs?**

Eligible ERAP applicants will have 90 days from the lock-out or non-renewal date to submit a lease and receive assistance for security deposit and 1st month's rent.

**Is the requirement to 'enroll in case management' different from the current prerequisite to receive assistance for months 16-18?**

Although LCHRA strongly encourages ERAP participants to receive financial counseling, enrolling in case management is no longer a prerequisite for payment at any stage.

**How long will an account flagged for fraud, requiring additional verification, remain in this status before being denied?**

Accounts are flagged for fraud for a variety of reasons – some related to information provided by the ERAP applicant and some related to documentation provided by the landlord. Once flagged for fraud, an account can be approved after a face-to-face conference with LCHRA staff to verify all source documents provided.

Account flagged for fraud prior to 2023 will have until 1/31/2023 to verify documentation. In general, accounts flagged for fraud will have 30 days to be resolved. If an account is denied assistance, an appeal can be submitted to review eligibility.