



COVID-19 Rent Relief Program

Emergency Programs and Housing Services, Catholic Charities of Santa Clara County

What is COVID-19 Rent Relief Program

COVID-19 Rent Relief Program

- CA COVID-19 Rent Relief will help income-eligible households pay rent and utilities, both for past due and future payments.
- Helps families stay in their home and meet the minimum requirement to avoid eviction.

Who Can Apply

Landlords and Tenants

Qualifications

Qualifications – Tenant & Landlord

Tenant

- Behind on rent or utilities
- Experienced hardship due to COVID-19
- Income less than 80% of the Area Median Income

Landlord

- Property owner or the property management/agency who has legal authority to lease the unit
- Have one or more eligible tenants with unpaid rent between April 1, 2020 and March 31, 2021, due to a COVID-19 related event
- Have a tenant lease or written agreement with the eligible tenant(s) or other evidence of rental relationship
- **Agree to waive 20% of the unpaid rent for the above time period**

Checklists – Tenant & Landlord

Tenant

- Decide if they are eligible + email address (mandatory)
- Verify their identity
- Verify income (all family over 18)
- Verify residence
- Verify rent owed
- Verify utility owed

Landlord

- Decide if they are eligible + email address (mandatory)
- Verify tenant's or tenants' residence(s)/unit(s)
- Verify property ownership
- Verify rent owed

Tenant Checklist

- Verify Identity (**one** of the following)
 - Government issued birth certificate, driver's license, or identification card
 - Employment identification card
 - Marriage license/certificate or certified divorce decree
 - Current school records documenting a student's status as full-time at a degree or certificate granting institution. (Only for household members 18 years and older)

Tenant Checklist (cont.)

- Verify Income (All household members over the age of 18 must provide **one** of the following)
 - IRS Tax forms such as 1099, 1040/1040A or Schedule C of 1040
 - W-2 form
 - Most recent paycheck stubs
 - Employer-generated salary report or letter stating current annual income
 - Earnings statements
 - Current bank statements

Tenant Checklist (cont.)

- Verify Residence (**one** of the following)
 - Lease agreement
 - Official letter from third party showing name and address
 - Government issued library card
 - Utility statements from providers

Tenant Checklist (cont.)

- Verify Rent Owed (**one** of the following)
 - A current lease, signed by the applicant and the landlord that identifies the unit where the applicant resides and establishes the rental payment amount.
 - If you don't have a signed lease, proof of your rent amount may include:
 - 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

Tenant Checklist (cont.)

- **Verify Utility Payment(s) Owed/Due**
 - Utility bill showing past or current amount due

Tenant Checklist (cont.)

- **Proof of governmental benefits that verify income, residence, and identity:**
 - Medicaid, known as Medi-Cal in California
 - Women, Infants, and Children (WIC)
 - Supplemental Nutrition Assistance Program (SNAP), known as CalFresh in California
 - Food Distribution Program on Indian Reservations (FDPIR)
 - Temporary Assistance for Needy Families (TANF), known as CalWORKs in California
 - School Nutrition Programs (SNP), such as the Free and Reduced Lunch program for California families
 - Subsidized housing (including housing choice, project based, or Section 8 vouchers) that required income documentation as a condition of residency
 - Any household income-based state or federally funded assistance program for low-income persons or households
 - Any locally operated assistance program for low-income persons or households that requires household income

How Much Assistance is Provided?

How much rent will be covered?

80% of past due rent April 1, 2020 - March 31, 2021
with landlord participation.

25% of past due rent April 1, 2020 - March 31, 2021
without landlord participation.

Qualified renters can apply for up to 25% of **future rent** for April, May and June of 2021

How do clients apply?

How is our program assisting them?

1

Client calls Catholic Charities program number

2

Catholic Charities schedules an appointment for the client

3

Case manager helps client fill out application on HousingIsKey website

How do clients apply?

- Call Catholic Charities (408) 273-7478
- Online directly https://housing.ca.gov/covid_rr/index.html

Clients must have an email to apply



RENT RELIEF APPLICATION PROCESS



Eligibility Questions for Tenants



A least 1 person in the tenant household must meet the following 3 criteria:

1. qualified for unemployment benefits, experienced a reduction in income, incurred significant costs, or experienced other financial hardship due to COVID-19;
✓ *Signed Declaration of COVID-19 Related Financial Distress meets this requirement!*
2. At risk of homelessness or housing instability: past-due utility or rent notice or eviction notice, unsafe or unhealthy living conditions, or other evidence of risk
✓ *Receiving a 3-day/15-Day Notice to Pay or Quit meets this requirement!*
3. Have a household income that is not more than 80% of the Area Median Income

Eligibility Questions for Tenants



Who Qualifies and What is Covered?

- Impacted tenant households with incomes \leq 80% of AMI
- Back and forward rent, utility payments and other housing expenses.

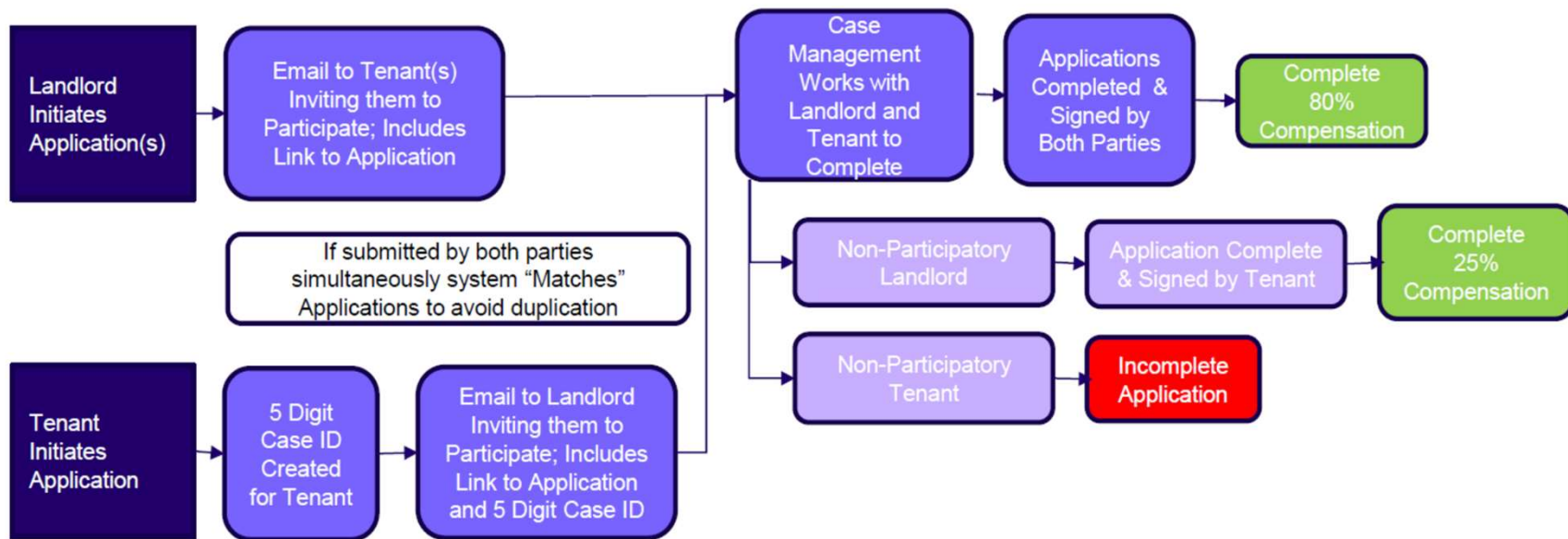
| SANTA CLARA COUNTY (Household Income limits 2020) | | | | | | | | |
|---|-------|-------|--------|--------|--------|--------|--------|--------|
| # of Pers. in Household | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Extremely Low (30% AMI) | 33150 | 37900 | 42650 | 47350 | 51150 | 54950 | 58750 | 62550 |
| Very Low Income (50% AMI) | 55300 | 63200 | 71100 | 78950 | 85300 | 91600 | 97900 | 104250 |
| Low Income (80% AMI) | 78550 | 89750 | 100950 | 112150 | 121150 | 130100 | 139100 | 148050 |

Process for Applying



Who Can Apply? How Will the Process Work?

- Landlords and Tenants May Both Apply

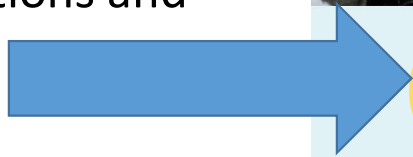


Where to Apply



Go housingiskey.com or laviviendaesclave.com or www.housing.ca.gov

Click here to begin screening questions and info:



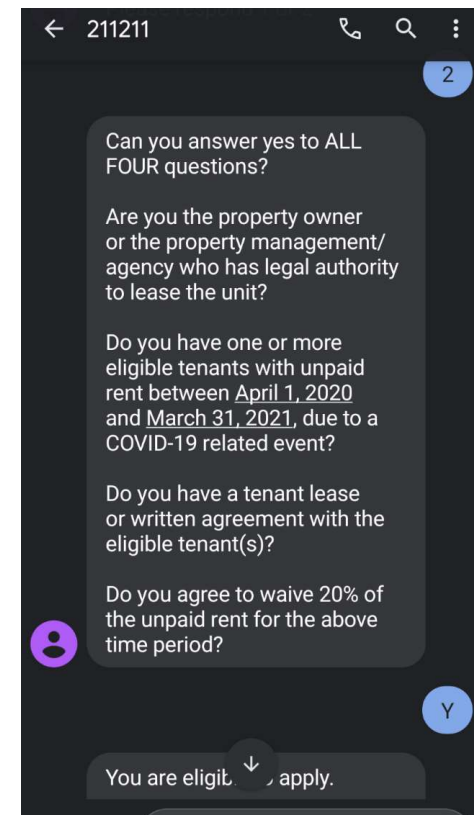
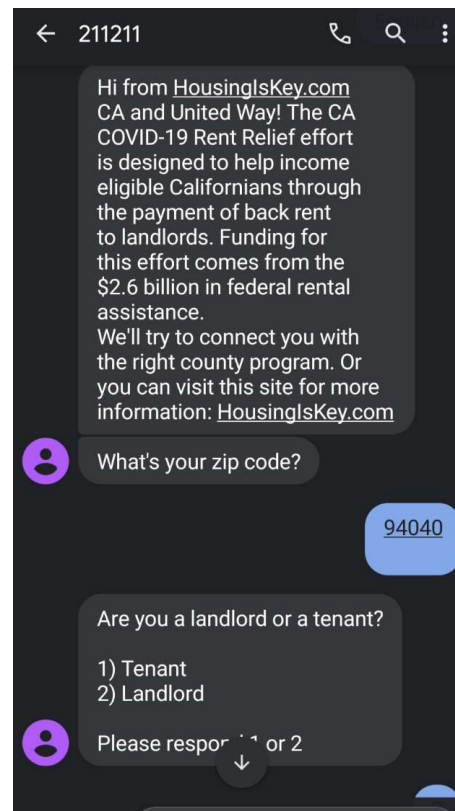
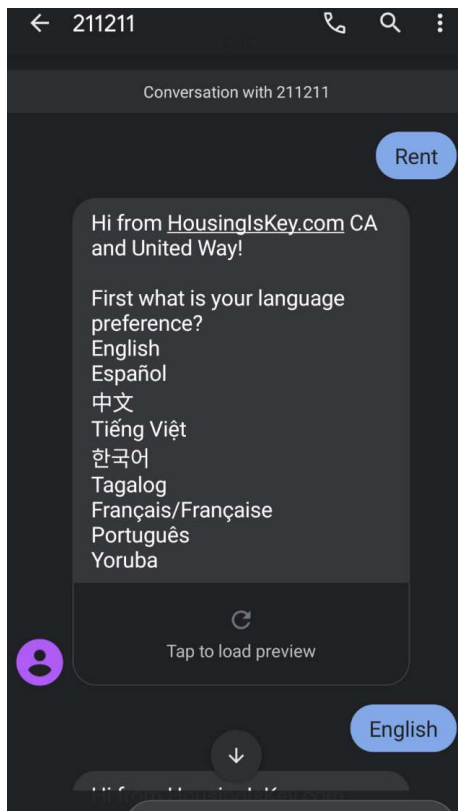
The screenshot shows the top navigation bar with the Housing Is Key logo and a search bar. The main heading is "COVID-19 Tenant Relief Act". Below this, there are four buttons: "CA COVID-19 RENT RELIEF" (circled in yellow), "AYUDA CON LA RENTA DE COVID-19 DE CALIFORNIA", "Landlords & Tenants California COVID-19 Interactive App", and "Propietarios y Arrendatarios". At the bottom, there are six columns of text in different languages providing contact information for rent relief assistance.

| | | | | | |
|--|--|--|---|---|--|
| For CA COVID-19 rent relief information and assistance, call 833-430-2122. | Para obtener información y asistencia de ayuda para pagar la renta CA COVID 19, llame al 833-430-2122. | 如需獲得加州新冠病毒租房援助的相關資訊及協助，請致電 833-430-2122。 | Để biết thêm thông tin và nhận hỗ trợ của chương trình trợ giúp thuê nhà trong dịch COVID-19 của California, hãy gọi số 833-430-2122. | 가주 코로나-19 임대료 지원금 정보와 도움은 전화 833-430-2122로 요청하세요. | Para sa mga kaalaman at iba pang tulong tungkol sa COVID-19 Paluwagan sa Renta sa CA, tumawag sa 833-430-2122. |
|--|--|--|---|---|--|

Begin Process by Text - 211211



OR text “rent” to 211211 for initial screening questions



TIPS ON APPLYING



- Landlord and Tenant will need an email address to create an account and apply
- We encourage Landlords and Tenants to inform each other if initiating an application
- Emails regarding the application will come from “Neighborly Software”



| | |
|-----------------|---|
| From: | California COVID 19 Rent Relief <no-reply@neighborlysoftware.com> |
| Sent: | Monday, March 22, 2021 9:23 PM |
| To: | Emily Hislop |
| Subject: | California COVID 19 Rent Relief: Please confirm your account |

- We also encourage Landlords and Tenants to communicate and work together to complete the application!

Project Sentinel – housing.org/covid-19



Info and links to applications, checklists, resources and more!

The screenshot shows the top navigation bar with links for 'About', 'Events', 'Our Services', 'Contact Us', and 'COVID-19 Resources'. A 'Make a donation' button is on the right, with logos for VISA, AMEX, MCHS, and PAYCO. Below the navigation is a call-to-action: 'Call us Toll Free (800) 339-6043 TTY: 7-1-1' and a search bar. The main banner features the 'CA COVID-19 RENT RELIEF Local Partner Network' logo and the heading 'COVID-19 Resources'.

We are here to assist with disputes over rent payments, evictions or any other housing issues during COVID-19 and beyond.

- Statewide Eviction Protection
- Rent Relief Overview
- Tenant and Landlord Forms
- Other Resources
- Statewide and Local Rent Relief
- Tenant and Landlord Checklists
- Small Landlord Relief Information

This is a duplicate of the screenshot above, showing the website's navigation, contact information, and main banner for COVID-19 resources.

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CA COVID-19 RENT RELIEF

Visit [HousingIsKey.com](https://www.HousingIsKey.com)
or call 833-430-2122



Q&A