

FREQUENTLY ASKED QUESTIONS

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Program Eligibility

How can I qualify for assistance?

CA COVID-19 Rent Relief will help income-eligible households pay rent for past due and future payments. Landlords who have one or more qualifying tenants (see income eligibility criteria below) can apply directly for rental assistance through this program.

Requirements include:

1. All payments must be used to satisfy the renter's unpaid rent.
2. Your renters must take steps to verify that they meet eligibility requirements and sign the application.
3. Your renter's household income must be at or below 30% of the Area Median Income (AMI).
 - a. If your renter's household income is above 30% AMI, you can apply for CA COVID-19 Rent Relief [here](#)
4. Lease or rental agreement reflecting renter's name, residence address, and monthly rent due.

I don't know my tenant's income. How do I find out if they are eligible?

We encourage you to communicate with your tenant when filling out an application. If your tenant prefers not to share their exact income information with you, they can go to [PreventHomelessness.org](#) and take the Pre-Eligibility questionnaire to determine if they are eligible for our program.

What happens if my tenant does not want to participate?

This program is funded with federal emergency rental assistance dollars, which states that assistance may be provided only to eligible households, and requires that tenants verify their eligibility. As a result, we are unable to offer rental assistance to a landlord if their tenant does not want to participate.

Can I apply for an eligible tenant who vacated the unit?

Yes. Rental assistance is available for tenants who've vacated their unit. However, like all applications, a tenant must confirm their eligibility for rental assistance in order for our application to be approved.

How much assistance can I receive?

Landlords of eligible renters may be qualified to get reimbursed for 100% of each renter's unpaid rent for up to 12 months of back rent, with the possibility of up to 3 months of future rent paid as well.

Application Process

What are the different ways I can apply for assistance?

You can fill out an online application by visiting [PreventHomelessness.org](#). Landlords needing assistance can call our referral line at 408-926-8885, or email us at info@preventhomeslessness.org to be connected with one of the partners who are available to provide landlords with hands-on assistance

What kind of documents do I need and do I upload everything on the list?

To fill out and move forward with the application, at least one document that shows proof of ownership must be uploaded.

- W9
- Lease or rental agreement reflecting renter's name, residence address, and monthly rent due
- Rent ledger or rent statement showing the balance of unpaid rent from April 1, 2020
- Property deeds
- Mortgage Notes
- Property tax statement
- Copy of property insurance statement
- Notice of past due rent

What can I do to expedite processing of my application?

Due to the high volume of applications, it may take several weeks before we can begin processing your application. However, there are many steps you can take when preparing your application to help facilitate a speedy review:

- Review the list of required documents and collect any documents that were missing in your application to have ready for review, if needed.
- Include your tenant's contact information when submitting your application.
- Tell your tenants that you applied for rental assistance through HPS-CV and encourage them to check their email for a notice about the application and follow the link and instructions to submit their information.

Can I apply for multiple tenants?

Yes! Our new application process has a “Bulk Upload” feature which will allow you to download an Excel spreadsheet where you can list multiple tenants. Once this spreadsheet is uploaded back into the system, multiple applications will be created, one for each tenant.

Please note, the Excel spreadsheet will contain sample entries. They will need to be deleted prior to adding tenant information. Additionally, after the bulk tenant upload, rental documentation for each tenant will need to be separately uploaded.

Other FAQs

How will assistance be paid?

Rental assistance will be paid via check.

Will the financial assistance be considered taxable income?

For landlords, these payments will be treated as ordinary rental income with the same tax liability as if it had been paid directly by the tenant.

What other programs are there for property owners?

For more information and for resources available to landlords, please visit <https://housing.ca.gov/landlord/resources.html>