



# HOUSING IS KEY

COVID-19 RENT RELIEF PROGRAM

 CA COVID-19  
RENT RELIEF

Local Partner  
Network

# WHAT IS THE HOUSING IS KEY PROGRAM?

IT WAS ESTABLISHED WITH THE CALIFORNIA SENATE BILL SB 91

- This bill allocates 2.6 billion dollars in Federal rental assistance given to the state of California.
- The State of California is working with local partners to provide assistance and disbursement of funds.
- Counties and Cities have been given the option to decide how they will disperse allocated funds.

THE PURPOSE OF THE PROGRAM IS TO PROVIDE LOW INCOME HOUSEHOLDS WITH RENTAL ASSISTANCE TO PREVENT EVICTIONS AT THE END OF THE MORATORIUM.

- This program provides assistance to households that fall under the 80%AMI
- Households under 50%AMI receive priority processing.
- Depending on participation, payments usually go to the landlord. In some cases it can go to the tenant.
- Anyone applying can ask for three future months of rent and utilities.

HOUSING IS KEY ALSO PROVIDES ASSISTANCE WITH PAST DUE UTILITIES.

- Utilities include Electricity, Gas, Water, Trash, Sewage, Internet
- Payments go directly to the utility companies.

## WHO CAN APPLY?

- Renters facing difficulty paying rent and renters anticipating not being able to afford rent in the next few months.
- Either renters or landlords can apply, but the process works quickest when both apply.
  - Tenants can apply without a landlord and will receive a check directly that must be paid to the landlord within 15 days.
  - A landlord can apply on their own, but the tenant **MUST** qualify and agree to the program!

## WHO CAN APPLY? (cont.)

- Any tenant whose income is at 80% or below of their local average median income!
- Former tenants who have vacated their homes can apply as well.
- Tenants who need help with utilities regardless of their need for rent!

## FUNDING REQUEST

- Recent changes to the program have increased payments from 80% of a year's worth of back rent to 100% of a year's worth of back rent plus 3 months of prospective rent.
- The program can pay for all or most of past due utilities.

# REQUIRED DOCUMENTS

## RENTERS

### ONE of the following:

- Your 2020 Tax Return
  - 2020 W2 and 1099G if you were unemployed
  - Current pay stubs
  - Proof of participation in a state or federal subsidy program such as CalFresh or CalWORKS (your 2020 or 2021 acceptance or renewal letter is preferred).
- **AND** — IF YOU ARE APPLYING FOR HELP WITH UTILITY BILLS:
- Utility invoices or statements for any unpaid utility, water, trash, and internet bills after April 1, 2020.

## LANDLORDS


### ALL of the following:

- 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
- W-8 or W-9 (for tax purposes)

The logo features a stylized house icon with a keyhole shape inside, colored in orange and blue, followed by the text "CA COVID-19 RENT RELIEF" in a bold, blue, sans-serif font.


New users must first **REGISTER** their account before signing in to the portal.

To view this webpage and the application in your preferred language, click the "Register" or "Sign In" tab and select your language by clicking the red button  to the right of the Email Address field above. For CA COVID-19 rent relief information and assistance, call 833-430-2122.

Para ver esta página web y la aplicación en su idioma preferido, haga clic en la pestaña "Registrarse" o "Iniciar Sesión" y seleccione su idioma haciendo clic en el botón rojo que se encuentra  a la derecha de "Correo Electrónico" arriba. Para obtener información y asistencia de Ayuda Con La Renta de COVID-19 de California, llame al 833-430-2122.

使用您偏好的語言瀏覽此網頁及申請頁面。請點選“註冊”或

Your password must be a minimum of 12 characters, including an upper case and lower case letter, number and special character (@, #, \$, !). Your password should not be a single word in any dictionary, language, slang, dialect, jargon and it should not be solely based on easily guessed personal information, names of family members, pets, home phone number or address, etc.

 Neighborly Software

Sign In

Register

Email Address



Re-enter Email Address

First Name

Last Name

Password

Re-enter Password

Continue



# EVICTON PROTECTIONS

- All applicants will have eviction protection until their application is processed even after September 30<sup>th</sup>
- Housing is Key also mandates a statewide mediation process for evictions. This means that every tenant and landlord must go through a mediation through the courts before any eviction case can go to trial.
- You are protected against eviction after September 30<sup>th</sup>, 2021 if you have paid at least 25% of rent owed by that date.



# WHAT HAPPENS AFTER YOU APPLY?


## Application Status Progression

1. **Application in Progress** = Applicant has created an application but has not submitted.
2. **Application Submitted** = Applicant has completed all steps required and has submitted for Case Manager Review. Application will now appear in waitlist.
3. **Application Under Review** = Case Manager has been assigned to the application and is reviewing the application to determine eligibility.
4. **Pending Applicant Information** = Application is missing documentation; Case Manager has reviewed and is waiting on information from the Applicant.
5. **QC Return for Corrections** = An application was reviewed by QA/QC and determined to be missing information or needs more clarity, so it is sent back to the CM to revision.
6. **Approved: Pending Landlord** = All information required to determine eligibility of Tenant application has been verified, but Landlord has not completed an Application.
7. **Submitted to QC Review** = Case Manager approved the application; it is now ready to be “claimed” by QA/QC for review – *must have tenant and landlord review complete and approved.*
8. **QC Under Review** = QA/QC “claims” file for review and is currently working on the application file.
9. **Resubmitted to QC** = An application that was returned to a CM for more information that has been updated and is ready to resume the QA/QC Process.
10. **Application Under Final Review** = (Temporary) used as an indicator file is ready for payment

# WHAT HAPPENS AFTER YOU **APPLY**? (cont.)

11. **Approved: Pending Payment** = QA/QC has reviewed an application and approves it for payment.
12. **Approved: Submitted for Payment** = Application is in payment process
13. **Paid** = Once application is marked paid on the approved draw request, the status automatically changes to *Paid*.
14. **Recertification Submitted** = Once an Applicant submits a recertification of income, the status will need to be updated to *Recertification Submitted*.
15. **Denied** = Applications that do not meet eligibility requirements
16. **Denied – Option B** = Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.
17. **Redirect Option C** = Applicant is eligible for local jurisdiction program
18. **Withdrawn** = Applicant reaches out to the program to have their Application withdrawn, move to this status.
19. **Duplicate** = Application has one or more duplicates. Any duplicates that will not be worked on should be moved to this Status.
20. **Non-Responsive** = Applicant has not responded, file moved to an inactive status

# HOW WILL YOU GET PAID?

- You'll receive an invite from bill.com to enter your ACH (Direct Deposit) info, or mail check preference – make sure you check junk and spam folders for this email.
  - Once you provide that information, bill.com will start processing your payment.
  - You'll receive a letter from bill.com telling you how much you're being paid.
  - You'll receive an "Award Letter" from our program with details about how much you're being paid, what months it covers, and details about specific amounts for each month.
  - You'll receive payment either in your bank or by check mailed to your address on file.
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# HOW TO BOOK AN APPOINTMENT

- You can reach the Housing is Key line at 833-430-2122. They can help you book appointment with the nearest local partner.
- You can also book appointments at [bookings.lisc.org](https://bookings.lisc.org)
- Contact RNHS directly
  - via email:
    - [dietrich@eastbaynhs.org](mailto:dietrich@eastbaynhs.org) / [elias@eastbaynhs.org](mailto:elias@eastbaynhs.org) or
  - via phone:
    - 510-237-6459 Ext 1606

# QUESTIONS

