



The Resident Relief Foundation - FAQ

What is the Resident Relief Foundation (RRF)?

The [Resident Relief Foundation](#) is a national 501 (c)(3) nonprofit organization with the purpose of helping responsible residents stay in their apartments during an unexpected financial emergency.

What is the Mission Statement of the RRF?

To be a bridge that helps responsible residents stay in their homes during an unexpected financial emergency that is outside of their control. We provide qualified residents housing stability during a chaotic time and help them avoid a forced move or worse, eviction and homelessness.

Does the RRF comply with the Federal Fair Housing Act?

Yes, the RRF uses objective criteria to comply with the Federal Fair Housing Act. The resident must apply for the funds and qualify.

Why is the Colorado Apartment Association (CAA) choosing to partner with the RRF?

The RRF recently launched a multifamily industry fundraising effort to support renters who are having trouble making rent payments during the coronavirus pandemic. The goal of the initiative is to collect \$10 million in donations nationwide so that more residents stay in their homes and more housing providers can maintain their units and avoid foreclosure. CAA is joining this effort to bring these funds to Coloradans.

Have any other housing management companies worked with the RRF in the past?

Yes, several management companies whose residents have received grants include but aren't limited to: Pinnacle Living, Greystar, Wasatch, FPI, Alliance Residential, Equity Residential, AMC, Avenue 5 and Sares Regis.

Will my organization's donations directly impact Coloradans, even though this is a national effort?

Yes, CAA has organized a specific relief fund which will dedicate all monetary contributions, made through the links provided, directly to Colorado renters.

Are the funds for CAA member's residents only?

The grants are not earmarked for CAA members and their residents but are for any resident in Colorado who qualifies. The funds will be used to help renters pay their rent to Colorado housing providers, which supports the Colorado rental housing community as a whole. Housing providers are not notified of the application until the rental history verification is requested. [Residents apply directly to the relief fund.](#)

What is the grant amount for qualifying residents?

The average national grant is \$2,100. However, grants vary in all sizes based on need. If a resident has \$300 left to pay on May rent and qualifies, that grant will be \$300. The average rent in Denver is approximately \$1,500, therefore we believe that the grant size for the state will reflect Colorado rental costs.

What are the qualifications for residents to receive aid from RRF?

Residents with a good rental history can qualify for partial-to-full rent payments if they have experienced coronavirus-related job or income loss or illness. RRF will examine a resident's credit scores and bank statements and verify the resident's payment status with their housing providers. Those seeking relief must also produce proof of upcoming eviction and filing of demand.

How should a housing provider prepare in order to verify rent?

Housing providers will be asked to transmit a ledger showing a resident's payment history. Verbal, written or email confirmation are not accepted, only ledger documentation. This practice is to reduce errors or to limit well-intentioned housing providers from circumventing the rule of "good prior payment history required." Housing providers will also be asked to verify amount owed and status of process.

If a resident is approved for funding, are there any additional steps because they receive aid?

Recipients of the funds are required to complete a short, but comprehensive online course on financial education before the funds are distributed. The RRF realizes that the coronavirus crisis is a special circumstance, but residents are still required to complete of the course.

How is the funding from the RRF transferred to qualifying residents?

The RRF grants are paid directly to the owner, housing provider or management company per the lease. The money is never paid directly to the resident.

Is there a giving recommendation from CAA for its members?

We understand that many of our members have already determined charitable giving for the year, and we encourage members to continue to contribute to these nonprofits. However, we ask that you consider allocating a minimum of 10% of your donations to the RRF relief fund to help coronavirus-impacted residents.

Is CAA planning to match a specific donation amount?

Yes, the organization will match donations up to \$25,000 that are made through CAA's Colorado fund.

COLORADO

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How can I donate to the RRF fund?

If you are interested in donating to the effort, please click [here](#) to access CAA's Colorado fund.

What form of payments are acceptable for a donation?

Bank transfer or check are the preferred methods. Credit cards are also accepted [here](#). You can also mail a check to: The Resident Relief Foundation, 18751 Ventura Blvd., 2nd Fl, Tarzana, CA 91356.

How should I get the word out to the residents in my organization who need assistance?

If your residents need help paying rent, please post the RRF [application link](#) on your website or send to your residents via email so they can apply for the funds. The relief funds will be given on a first-come, first-served basis, so please encourage your residents to reach out as soon as possible. Please remember that residents must have been issued a demand notice and must qualify for the funds, it is not a guarantee. Housing providers are not required to participate in a program of sorts to receive the funds, but they are required to verify payment history.

Are there any other ways CAA members can help the effort?

Yes, we ask CAA members to reach out and connect with at least 25 friends and family members and ask that they support the RRF effort.

How many residents could this benefit?

The number of residents who benefit from this fund is dependent upon how many donations are raised. More importantly, this relief fund demonstrates to CAA members and residents that housing providers care and are doing as much as possible to help impacted residents during this time.

Are the donations tax deductible?

Yes, the Resident Relief Foundation is a 501 (c)(3) and the donations made are tax deductible.

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How will Colorado housing industry be impacted by this effort?

By helping Colorado residents pay their rent, we are directly stimulating the economic health of the housing industry and giving housing providers the funds they need to cover necessary payments of mortgage, payroll, insurance, taxes, supplier services and more. Our goal is that residents can stay in their homes. Not only will this fund help give Coloradans a clean and safe place to live, but it will help keep our housing ecosystem healthy.