



Rent Award Revision Landlord FAQs

- **If a landlord has questions about the HOPE award or the Landlord and Tenant HOPE Program Agreement who should they contact? If the tenant does not have the information for the assigned case manager, what should they do?**

Questions should be directed to the HOPE Specialist assigned to the file. A call to 211 with the address and renter name will be enough for 211 to tell who the assigned specialist is if the tenant doesn't have that information.

- **How are the new award payments calculated? What are the benefits of this new approach?**

Transitioning to a formula-based approach allows calculation and delivery of rent awards to be automated, speeding up payment up significantly. As a result, the HOPE Program was able to generate over 12,000 rent awards for \$57.5 million worth of assistance on the day that the automation went into effect

Another benefit of this formula approach is that it will generate increased rent assistance for most HOPE applicants since the monthly rent amount used in the formula is greater than the actual rent paid for over 80% of renters in the program. Overpayments are first applied to past due rent owed and then to future rent obligations, providing housing stability for a longer period of time.

- **What does the landlord do when the amount paid by HOPE is more than the tenant currently owes?**

The landlord will apply the amount of the overpayment to future months' rent, once all past due rent is addressed. For instance, if the award is for 6 months of assistance at \$1,000 a month (\$6,000), but the applicant owes \$5,000 in past due rent, the landlord would apply the \$1,000 credit to the next month rent is due. The landlord cannot evict for non-payment during this credited time.

- **What does the landlord do when the amount paid by HOPE is less than the tenant currently owes?**

The formula rent might not always be enough to cover the entire amount owed by a renter. This could be because the renter owes more than six months of past due rent to

the landlord, or the landlord charges more than the median rent rate for a two-bedroom unit in that location. In either scenario, the renter and landlord could agree to forgive the remaining amount owed or work out a payment plan together. The HOPE Program does not monitor or review payment plans. Even if the renter owes additional rent after the HOPE Program pays rent assistance, the landlord cannot evict during the non-eviction period in the Landlord and Tenant HOPE Program Agreement (LTA) and they cannot charge late fees for that late rent.

- **How are month to month leases impacted by the award system?**

Month to month leases will need to be extended for the amount of assistance provided, as written in the LTA.

- **If a tenant's written lease is month to month, and they are receiving assistance for 2 future months, do I need to have them execute a 2-month renewal lease?**

No, the extension of time is included in the Landlord and Tenant HOPE Program Agreement (LTA).

- **Once contracts are signed, how long does it take to get payment?**

Fourteen calendar days is the current estimate. Mail processing times may slow the receipt of payments.

- **What does HOPE need from the landlord to process the application?**

The landlord must sign the LTA and submit a completed IRS form W-9 to proceed to payment. The applicant will also need to sign the LTA.

- **Can you clarify that landlords are not providing or verifying the "months of assistance" in Section A of the LTA.**

Correct, this is a program calculation.

- **Does the 60-day eviction protection period apply to evictions solely related to non-payment of rent?**

The landlord cannot begin eviction proceedings for non-payment of rent for 60 days after signature of the LTA.

- **If a landlord chooses to participate in the HOPE Program for one tenant are they obligated to participate with all other tenants who apply?**

No.

- **If a tenant has made a partial payment for a month that is covered by the HOPE Program, can the landlord accept those funds? If so what should be done with the additional funds.**

The landlord can accept those funds. Any overpayment that results should be applied as a credit as described earlier in this FAQ and as defined in the LTA.

- **If landlord has accepted funds but not received them yet, what should the landlord do?**

Payment from the HOPE Program will be forthcoming, as long as both the LTA has been signed and the completed form W-9 has been provided back to the program.

- **If a tenant receives assistance from another organization (prior to receiving HOPE funds) for the same covered period being awarded, what does the landlord need to do?**

A duplication is created only when the source of the funds is applied to the same thing. An overpayment that occurs in this scenario can be applied to months of credit for future rent or to past due rent, if still owed.

- **What is the process for returning unused money/credits at move out?**

This process is presently being established and we will follow up when there is more to report.