



# FAQs for the Department of Treasury Emergency Rental Assistance Program (ERAP) provided by the Durham County DSS

- **"Eligible households" must have:**

- **At least one person who**

- Qualifies for unemployment OR has experienced a reduction in household income/incurred significant costs/experienced financial hardship **due to COVID-19**;
- Is at risk of homelessness or housing instability; and
- Has a household income at or below 80% of the area median income (AMI); priority given to households with < 50% AMI.

- **Applicant is a resident of Durham County**

- **Applications submitted by an eligible household member, the housing provider, or nonprofit partner on behalf of an eligible household**

- Applicants should provide or verify documented information necessary to complete the application. However, as a last resort, applicants can self-certify some of the requirements at the time of application; and income may be determined based on either the total income for the year 2020 or the monthly income at the time of application; categorical eligibility is also accepted.
- Forward assistance can only be applied for three months at a time; arrears up to 12 months.
- Grantees may provide an additional 3 months of assistance (beyond the 12 months) if they determine it is necessary for the household; this includes rent, utilities, and "other expenses related to housing"

## Additional Information Regarding the ERAP Program:

- **Tenants that receive housing subsidies are eligible for rental assistance to cover any portion of rent and utilities that the tenant pays themselves.**
- **Housing providers can receive direct payments on behalf of tenants, but must confirm their cooperation with the ERAP program; outreach to the housing provider to confirm this will be considered complete if one of the following conditions is met:**
  - A request to the housing provider sent by mail, which the housing provider has 14-calendar days to respond to (from date of mailing);
  - At least three attempts by phone, text or email over a 10 calendar-day period to the housing provider; or
  - The housing provider confirms in writing that they do not wish to participate.
- **The distinction between "utilities and home energy costs":**
  - Utilities and home energy costs are separate charges related to the occupancy of rental property. Utilities and home energy costs include: electricity, gas, water and sewer, trash removal, and energy costs, such as fuel oil.
- **What data is required to be collected per household to provide rental assistance:**
  - Address of the rental unit;
    - *For landlords and utility providers, the name, address, and Social Security number, tax identification number or DUNS number;*
  - Amount and percentage of monthly rent covered by ERAP;
  - Amount and percentage of separately stated utility and home energy costs covered by ERAP;
  - Total amount of each type of assistance provided to each household (*i.e.*, rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing incurred due directly or indirectly to the COVID-19 outbreak);
  - Amount of outstanding rental arrears for each household;
  - Number of months of rental and/or utility or home energy cost payments for which ERAP is provided;
  - Household income and number of individuals in the household; and
  - Gender, race, and ethnicity of the primary applicant for assistance.