



Get Rent Help to Stay Housed through the Texas Rent Relief Program

[TexasRentRelief.com](https://www.texasrentrelief.com)

May 25, 2021

Agenda



- Program Overview
- Eligibility
- How to Apply
- How to Check Application Status
- Other Resources



What is the Texas Rent Relief Program?

- The first COVID-19 statewide rental assistance program
- For low and moderate income households behind on rent/utilities
- Support for households financially impacted by COVID-19
- Over \$2 billion available for assistance



Rental Assistance

- Unpaid back rent
- May request current, plus 2 future months
- Late fees
- Contracted rent cannot exceed \$4,600/month

Utility Assistance

- Electric
- Fuels: Gas/Propane
- Water/Waste Water
- Trash Removal
- Internet Only Eligible if included in lease as a fee

Up to 12 months of assistance as far back as March 13, 2020

**If funds remain available, may apply for additional 3 months, not to exceed 15 months in total*

Texas Eviction Diversion Program

- \$117M allocated for those already sued for eviction
- At hearing, judge refers tenant and landlord, if both parties agree, eviction is paused and record sealed
- Same application for tenant and landlord online or by phone, except:
 - Must include eviction docket number, JP precinct number and county
 - Application review prioritized over non-eviction diversion applications
 - Self-certify income, no further documentation required
- Landlord gets paid, eviction is dismissed and tenant stays housed!

Texas Rent Relief Program

- *Tenants learn from:*
 - *Program outreach*
 - *2-1-1 referrals*
 - *Local news*
 - *Landlords*

Texas Eviction Diversion Program

- *Judges refer tenants/landlords from eviction court*
- *10% OF ALL TEXAS RENT RELIEF FUNDS*

Apply

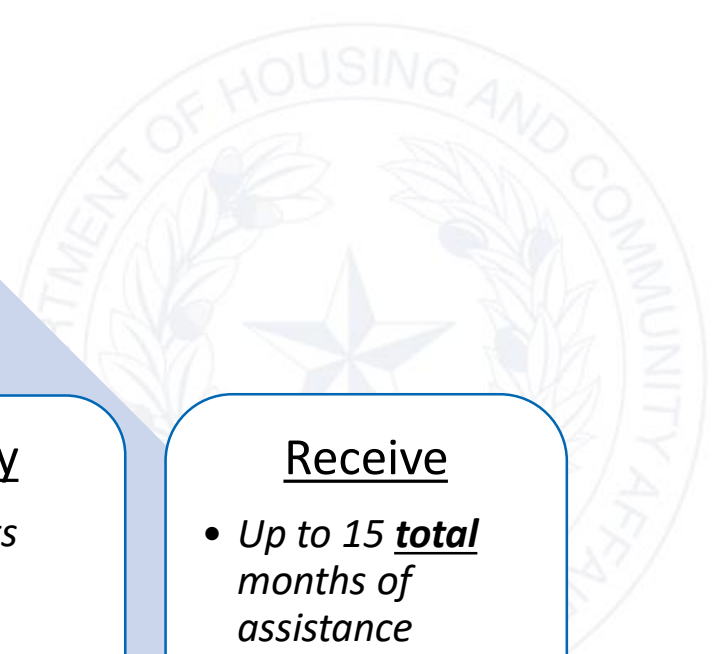
- *Both tenant and landlord apply at TexasRentRelief.com or 1-833-9TX-RENT*

Certify

- *Applicants must meet eligibility requirements*

Receive

- *Up to 15 **total** months of assistance*
- *Up to 12 months of arrears*
- *Payments to landlord or tenant*



Legal Resources

Organization	Website/Phone
Stop TX Eviction	https://stoptxeviction.org/
Texas Law Help	https://texaslawhelp.org
Texas Eviction Diversion Program Hotline	855-270-7655 (automated info message)

Tenant Eligibility

1. Seeking rental/utility assistance for **primary residence** in Texas
2. Household **income** is 80% or less of Area Median Income (AMI)
3. One or more of the household members certifies EITHER:
 - Qualified for **unemployment benefits**, **OR**
 - Experienced **financial hardship** due to or during pandemic
4. Households must EITHER:
 - Demonstrate at risk of **homelessness/instability** with past due utility/rent notice or eviction notice, **OR**
 - Certify that unless they receive rental assistance, they would have to move to an **unsafe/unhealthy environment** like a shared living situation or emergency shelter
5. Certify they have not/will not receive **duplicate assistance**



Eligible Rental Property Types

More Common

- Single family, multi-family and duplexes
- Market rate properties (monthly rent under \$4,600)
- Affordable housing properties (including Low-Income Housing Tax Credit or other federally subsidized units)
- Tenant-paid portion of rent and utilities for Vouchers, Project-based and Public housing units eligible

Less Common*

- Manufactured Home/Mobile Home/Lot Rent
- Hotel/Motel Residency
- Student housing where student is on the lease (NOT for dormitories)
- Rent-to-Own
- Room Rental

**gather documentation to demonstrate primary residence, pattern of rent payments and meets other qualifications*

Who Can Apply?

- Tenant
- Landlord (inviting tenant)
- Landlord on behalf of Tenant



How To Apply?

Go Online 24/7:
[TexasRentRelief.com](https://www.texasrentrelief.com)

Call Toll Free: 833-9TX-RENT
833-989-7368

Monday-Saturday 8 a.m. to 6 p.m.

Assistance available in multiple
languages

Need Help with Your Application?

- Call Center may take application by phone
 - You will need to mail required documents
 - If needed, submit reasonable accommodation request via call center or when app under review
- Landlord, care-giver, friend or relative may assist and complete an online application on your behalf:
 - Print out Tenant Application and Certification Form and have tenant provide information
 - Provide Tenants the “Tenant Checklist” and obtain the needed documents
 - Login to Neighborly
 - Start New Application “Tenant: Rental & Utility Assistance”
 - Make yourself a “User” on the Tenant’s Account
 - Complete ALL Sections and upload required documents, be sure to hit “Complete & Continue” on each page
 - On “Submit” page, select “No” for “Is this being submitted by the primary applicant/tenant?”
 - Enter your relationship to tenant (Landlord) and upload copy of tenant certification that is signed/dated by tenant
 - Sign yourself as “Authorized Signature” and date

4 Ways to Document Household Income

1. Eligibility through Other Programs
2. Sued for Eviction
 - Show through an eviction docket number, JP precinct number, and county of the court
3. Annual Income Documentation for 2020
4. Monthly Income Documentation
 - Must re-verify if reapply



Income Eligibility through Other Programs

- For households with six or fewer members:
 - Head Start, LIHEAP/CEAP, SNAP, SSI, TANF, or Tribal TANF for head or co-head of household
 - Veterans Affairs Disability Pension, Survivor Pension, Enhanced Survivor Benefits, or Section 306 disability pension (not standard VA pension)
- WIC for households with three or fewer members, OR
- If you are living in a rent-restricted property or public housing unit or you are receiving tenant-based or Section 8 rental assistance, most recent tenant income certification (TIC) no older than one year from when you apply for assistance.



Eligible Costs to Include Under Rent Assistance Request

- Past due rent and late fees back to March 13, 2020
 - Late fees must be compliant with laws/regulations
- Up to 3 months of current/future rent
- Tenants may also request the following as rent assistance, if reflected in the lease:
 - Utilities
 - Internet access
 - Fees, i.e.:
 - Pet Rent
 - Garbage (including valet)
 - Package Delivery and
 - Other fees



Eligible Costs to Include Under Utility Assistance Request

- Past due utilities, current month and late fees
- Payment of arrears and current month are based off actual bills
 - Late fees must be compliant with laws/regulations
 - Disconnect/reconnect fees if tenant is residing in unit of lost service
- Up to 2 months of future utilities
 - Future months will be based off current monthly amount
- If utilities are not on lease but are billed by landlord to be paid to landlord, request should be entered under “Other Home Energy Costs” in the application

Ineligible Costs

- Legal fees or court fees
- Homeowner monthly mortgage
- Penalties
- Telecommunication services, such as:
 - Telephone
 - Cable
 - Internet (unless noted as a fee within the lease)



Required of Landlord *(if participating*)*

- Name, Address, Phone #, and Email address for landlord and tenant(s)
- Alternate Contact Name, Phone, Email (optional)
- Government-issued or personal ID (if sole-proprietor)
- Completed IRS Form W-9
- DUNS, EIN, TIN, SSN (as appropriate)
- Copy of the lease OR certify term & amount
- Past due rent amount for each tenant
- Signed/dated Landlord Certification (included in the Submit page of the application)
- Accept and complete invitation for ACH deposit payment via Bill.com.

**Program will make 3 attempts via email, phone or text over no less than a 10 calendar-day period to request that the landlord participate in the program and provide ACH information. If no response or declines payment, program will make the payment to the tenant directly for rent and/or utilities.*

Must Certify

Tenant

- Unit for which you are requesting payment is your current primary residence
- If receive funds directly, you will pay landlord with these funds

Both

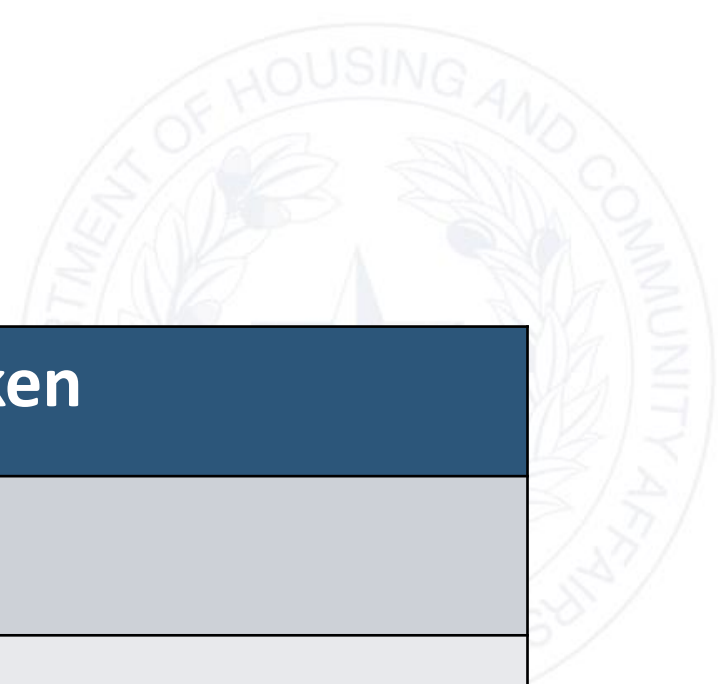
- All information provided is true and accurate
- Have not received assistance for same months/amounts
- Any duplicate payments received will be reimbursed to TRR within 10 days

Landlord

- Won't evict for months covered by TRR assistance
- Will create new lease or month-to-month to cover months, if existing lease has expired
- Will waive fees or penalties not covered by TRR assistance



What to Expect After Applying




Status	Action Being Taken
Application in Progress	<ul style="list-style-type: none">• Incomplete or• Did not hit submit
Application Submitted	<ul style="list-style-type: none">• Complete and in line for review
Under Review	<ul style="list-style-type: none">• Checked for eligibility• Will be asked for missing documents or information, if needed
Payment in Progress	<ul style="list-style-type: none">• Approved amount is confirmed• Payment created via direct deposit or check
Disbursed	<ul style="list-style-type: none">• Landlord• Utility Vendor• Tenant (if no landlord participation)

What's on the Website?

<https://texasrentrelief.com/>

3/9/2021 Funding Update: \$989,280,857 available

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Behind on rent or utility bills?

The Texas Rent Relief Program is here to help.
COVID-19 has affected Texans across the state. We have emergency funds available to help Texas renters pay rent and utility bills (including past due rent and utilities).

[Do I Qualify?](#) [Apply Now](#)

For Information, Call Toll-Free or Email:
1-833-9TX-RENT • 1-833-989-7368 • info@texasrentrelief.com
Monday-Saturday • 8 a.m. - 6 p.m. CST • Help is available in multiple languages.



Need More Help?

Other Programs Helping Low-Income People with Disabilities

Short-Term	Long-Term
Treasury Rent Relief through 38 Cities/Counties/Tribes	Your Local Public Housing Authority
Texas Emergency Rental Assistance Program (TERAP)	Low Income Housing Tax Credit Properties
Community Service Block Grant (CSBG) thru Community Action Agencies	Other TDHCA Programs: Project Access, Amy Young Barrier Removal, Section 811
Comprehensive Energy Assistance Program (CEAP)	

Stay Informed and Future Funds

Join our email list. Sign up under “My Lists” called “Landlord and Tenant Assistance” found on the TDHCA main webpage.

Questions





[TexasRentRelief.com](https://www.TexasRentRelief.com)

833-9TX-RENT
(833-989-7368)



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