

General Program Frequently Asked Questions

What is the program?

The Cameron County Emergency Rental Assistance program is a \$12.7 million program designed to assist renters who are unable to pay their rent, are experiencing housing instability or are at risk of homelessness as a result of the COVID-19 pandemic.

Why is the Cameron County Emergency Assistance Program application on the cdc b website?

Cameron County is partnering with cdc b | come dream. come build. to process applications.

Who will provide the payment?

cdc b will provide the direct payments to landlords and utility providers.

How are applicants selected?

All applications will be processed on a first come, first serve basis. Per the U.S. Treasury department guidelines households with incomes at or below 50% of Area Median Income or an individual who has been unemployed for 90 days or more will be prioritized.

How many renters should apply from my family?

Only one person listed on the rental lease needs to apply per household.

After I submit my application what happens next?

After a renter applies and submits their documents, their application and documents will be reviewed, and program staff will confirm the applicant's eligibility. Then program staff will review the landlord's documents and determine if the landlord agrees to participate in the program. Payments will be made directly to the landlord or utility provider.

Why should I apply online?

Completing an application and submitting your documents online will assist to expedite the processing of your application.

What should I do if I can't apply online?

You can complete a paper application. The list of in person application sites is available at <https://cdc b.org/rental-assistance>.

Why do the tenants and landlords have to submit documents as part of the application?

Processing an application requires documents from the tenant and landlord to demonstrate proof of: (1) income, (2) residence at the rental unit, (3) utility assistance requested, (4) identification, (5) and a COVID-19 related hardship to determine eligibility. For a list of acceptable documents review the Tenant FAQs.

What if the landlord does not agree to participate in the program?

If your landlord does not agree to participate in the program the payment is made directly to the renter who must certify that they will pay the landlord. cdc b will contact your landlord at least 3 times over 10 days to provide your landlord with an opportunity to respond.

Does the income eligibility also apply to the landlord?

No. The landlord does not need to meet the income eligibility guidelines applicable to tenants.

When did the program begin and when will it end?

The program began accepting applications on March 12, 2021 and will end when the all the funds are allocated or by September 30, 2022.

Can Denials be Appealed?

Yes. If your application has been denied, please email ccera@cdc b.org to appeal the denial.

Note: Guidelines listed here correspond to the U.S. Treasury Department Emergency Rental Assistance Program and may be revised upon the release of revised program guidelines.