

## Landlord Frequently Asked Questions

### What is the program?

The Cameron County Emergency Rental Assistance program is designed to assist renters who are unable to pay their rent or utilities, are experiencing housing instability or are at risk of homelessness because of the COVID-19 pandemic.

### Can a Landlord Apply for a Tenant?

No. A Landlord must complete the Landlord Registration, but each tenant must complete the tenant application.

### If I have multiple tenants that are applying should I complete multiple Landlord Registrations?

No. The first time you apply you will need to complete a New Landlord Packet. Then if you have additional tenants applying for assistance you will only need to complete the Additional Certification – one for each tenant.

### Does the program provide payment to the tenant or the landlord?

The program will first attempt to pay the landlord directly by making 3 attempts over 10 days to notify the landlord if the tenant's application is approved. If the landlord does not respond or if the landlord does not agree to participate then the program will provide direct payment to the tenant and the tenant must use the funds to pay the landlord.

### How will a landlord receive payment?

The program will provide payment to the landlord via ACH transfer. The landlord will need accurate bank account information.

### What if I don't have a bank account?

If the landlord does not have a bank account, then the program will issue a payment in the form of a paper check.

### Are all tenants in Cameron County with past due rent and utilities eligible for this program?

No. Tenants (renters) in Cameron County are eligible if they:

- Have income at or below 80% of the Area Media Income (table below shows income limits for the number of people in living in your home.

		Household Size							
Income Limit	1	2	3	4	5	6	7	8	
	\$33,000	\$37,700	\$42,400	\$47,100	\$50,900	\$54,650	\$58,450	\$62,200	

#### AND

- One or more members of your household must have either:
  - Have experienced a financial hardship as a result of the COVID-19 pandemic including unemployment, reduction in income, incurred significant costs or experienced other financial hardship,

#### AND

- Are experiencing housing instability or are at risk of homelessness including past due rent or utility bills, or have received an eviction notice.

### How do I know if my tenant is eligible?

Every tenant must complete the tenant application and the program staff will determine eligibility and directly inform the tenant.

### Do the eligibility requirements also apply to the landlord?

No. Landlords do not need to have income at or below 80% AMI in order to participate in the program.

**What type of landlords can participate in the program?**

Any landlord can participate in the program including an individual/sole proprietorship (i.e. “mom and pop landlord”), partnership, LLC, corporation, or 501(C)3 or 501(C)19.

**How will the program confirm I am the landlord of the property listed in the tenant’s application?**

Program staff will require a lease, or documentation of a history of rent payment, and will verify the landlord’s ownership of the property from the Cameron County Appraisal District. If the landlord registered in the application does not match the entity listed on the property record additional information will be required.

**Does my tenant have to have a social security number?**

No. Tenants do not need a social security number, but they must provide a valid government issued ID.

**What if my tenant has not paid rent since March 1, 2020?**

If the tenant has not paid rent since March 1, 2020 the landlord would need to prorate the rent for March (divide the total monthly rent by 31 (the total number of days in March) to determine the daily rate). The daily rate would then be multiplied by 19 – the number of days in March that are eligible under the program.

**What type of documents will I need to complete the Landlord Registration?**

You will need the following documents: (1) Valid Government Issued Photo ID, and a (2) Completed W9.

**How do I provide the documents if I complete the Landlord Registration online?**

When you complete the online Landlord Registration you will be prompted with locations where you can electronically upload your documents. You can take photos of your documents with your device and upload the documents to your landlord registration.

**Do I have to apply using a desktop computer?**

No. You can apply on a desktop, tablet, or smartphone. You can use any device that has internet access to complete the online landlord registration packet.

**If I apply online and do not have all my documents can I save my landlord registration packet or do I need to start a new one?**

You can save the information you have entered at any point. You will receive a confirmation email to the email you provide in the landlord registration packet. Do not start a new landlord registration packet.

**Why should I apply online?**

Completing the landlord registration packet and submitting your documents online will assist to expedite the processing.

**What should I do if I cannot apply online?**

You can complete a paper landlord registration packet. The list of in person application sites is available at, <https://cdcb.org/rental-assistance>.

*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.*