

RENTAL & UTILITY ASSISTANCE

Emergency Rental Assistance Program (ERAP) Frequently Asked Questions



THE PROGRAM

Q: What is ERAP?

A: The Emergency Rental Assistance Program (ERAP) is a U.S. Treasury funded program providing financial assistance to support Greenville County renters who are unable to pay rent or utilities due to the COVID-19 pandemic.

Q: What does the assistance include?

A: Assistance can include:

- Eligible late (arrear) payments made directly to your landlord, property management agent or utility provider for rent or utilities accrued after April 1, 2020; or
- Eligible monthly payment made directly to the landlord, property management agent or utility provider for 3 months' rent and utilities up to a maximum of 12 months; or
- Monthly payment combination of items a. and b.
- Also, three months supplemental assistance may be provided to ensure housing stability for a household after the initial 12-month period, if funding is still available.

Q: How do I apply?

A: Go to [GreenvilleCounty.org](https://www.greenvillecounty.org) as soon as possible to complete your application.

Q: Who receives the payment?

A: Payments will be made to the landlord or property management company.

Q: I am a tenant; do I need to get my landlord to participate?

A: Yes. Contact your landlord and ask your landlord to complete an application at this link: [GreenvilleCounty.org](https://www.greenvillecounty.org)

Q: I am a tenant; my landlord has not responded to me about participating in this program. What do I do?

A: After several attempts have been made through email, phone, text please contact cares@greenvillecounty.org for assistance.

ELIGIBILITY

Q: What is an "eligible household"?

A: A renter household with one or more people who have qualified for unemployment benefits, experienced a reduction in income, or experienced other financial hardships due to the COVID-19 pandemic.

Q: What is a "household"?

A: Any group of people, related or not, sharing living arrangements. The household income is the combined total income of all workers in the household, including children aged 18 and older.

Q: What are the income requirements?

A: To receive assistance, household income can be no more than 80% of [GRANTEE'S] area median income, as shown on the chart below.

80% Income Threshold Requirements								
Number of Persons in Household	1	2	3	4	5	6	7	8
Annual Household Income	\$41,950	\$47,950	\$53,950	\$59,950	\$64,700	\$69,500	\$74,300	\$79,100

Q: Does my household qualify for priority assistance?

A: Priority is given to renter households that qualify as very low income (less than 50% of the average monthly income in your area) and/or households in which one or more member is unemployed and has been unemployed for 90 days.

Q: What documents do I need to prove that I'm eligible?

A: The following documents are needed to complete the ERAP application:

- a. Current Driver's License or other government-issued photo ID for applicant and co-applicant
- b. Signed Lease Agreement (all pages)
- c. Narrative of financial hardship due to COVID-19 (can be termination email or letter, written narrative, proof of unemployment, etc.)
- d. Proof of Income (every income source needs to be documented)
- e. For rental assistance, Eviction Notice or Late Rental Payment Notice
- f. For utility assistance, utility statements showing unpaid utilities in a household member's name at the rented address
- g. If prior assistance received, documentation of the amounts received

ECONOMIC HARDSHIP

Q: How do I prove that my household has experienced economic hardship due to COVID-19?

A: You must provide documents that show one or more individuals within the household:

- a. Has qualified for unemployment benefits; or
- b. Has experienced a reduction in household income, incurred significant costs or experienced other financial hardship due, directly or indirectly, to the COVID-19 pandemic
- c. Is at risk of experiencing homelessness or housing instability, which may include:
 - A past due utility or rent notice or eviction notice
 - Unsafe or unhealthy living conditions

Q: What documents are acceptable to prove direct or indirect financial impact of COVID-19?

A: Acceptable documents include, but are not limited to:

- a. Notice of workplace closure, job loss, furlough or reduced hours from employer during eligible pandemic period (March 13, 2020 to present)
- b. A signed self-certification that includes name of household member who is self-employed, name and nature of business, and narrative confirming economic impact on self-employment during eligible pandemic period
- c. Documentation of sickness or caring for household or family member sick with COVID-19
- d. Documentation of extraordinary out-of-pocket childcare expenses due to school closures, medical expenses or health care expenditures stemming from COVID-19 infection

DIFFICULTY APPLYING

Q: How do I apply if I don't have access to the internet?

A: If you do not have internet access or have a friend or family member who can assist you, you can apply via phone at 855-216-9195. However, hold times may be lengthy. Apply online if at all possible for the fastest application review and results.

Q: If I am denied assistance, can I appeal the decision?

A: Yes. The denial letter you receive if your application is rejected will also provide the process for appealing the denial and any other available information regarding additional or supplemental assistance resources.

For full eligibility criteria and details on how to apply, visit

GREENVILLECOUNTY.ORG

