Emergency Rental Assistance Attendee Questions

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General Program and Requirement Questions

1. How can the owner recoup monies owed by tenants that are affected by COVID but will not complete the application? If the owner wishes to recoup money owed, he/she will need to complete the landlord portion of the application. If the landlord does not want to participate in the program but the renter has all required documentation, the renter can be referred to Georgia legal services for assistance.

2. How and when could some of my residents that want to stay, get your help or assistance enrolling them into the program? If the renter would like assistance completing the application, our program has partner agencies that will assist. We can provide a list of agencies in the area and the renter can select an agency.

3. What do we need to provide in regard to rental/payment relief for those tenants who have been unable to pay their rent?

Landlords must provide:

- Identification (State ID or passport)
- Proof of ownership or Authorization/Agreement to act on behalf of owner of management company
- Statement of Delinquent Rent
- W-9 and bank information for ACH payment

Tenants must provide:

- Identification (State ID or passport)
- Income documents for every adult (age 18 and older) in the household
- Past due rent notice or utility bills, provider, and account number
- Copy of lease
- Attest to unemployment eligibility OR documents showing a reduction in income, significant costs, or financial hardship due directly or indirectly to COVID-19
4. Do we have to apply every month when a resident needs assistance? **No, you only need to apply one time.**

5. Is it best for the landlord or the tenant to start the application? **Both the landlord and tenant need to complete separate applications in its entirety.**

6. Is there an option to mail in a paper application or fax it in? **Yes, there is an option on the website to print out and mail/fax a paper application.** You can access paper forms here: [https://georgiarentalassistance.ga.gov/required-documents](https://georgiarentalassistance.ga.gov/required-documents). Fax the completed application to 404-393-8829 or you can mail the application to:

   **Georgia Dept. of Community Affairs**  
   **ATTN: Georgia Rental Assistance Program**  
   **60 Executive Park South, NE**  
   **Atlanta, GA 30329**

7. Where do I sign up my properties?  
   **Georgia Rental Assistance (ga.gov)**

8. Does it cover rent and utilities? **Yes.**

9. How far back do your cover arrears expenses? **Rental arrears can be covered up to 12 months.**

10. Our agency is currently advertising the Georgia DCA Emergency Rental Assistance program on our Facebook page. What else can HUD Approved Housing Counseling Agencies do to help in the process? **Email gramarketing@dca.ga.gov requesting an outreach kit.**

11. What are some good marketing strategies to get the word out on the Emergency Rental Assistance Program? **Email gramarketing@dca.ga.gov requesting an outreach kit or additional strategies from our Outreach Team.**

**Process and Status Questions**

12. What is the anticipated timeframe to receive funding for sites in markets that do not have a separate fund? **The time frame to receive funding varies. Each application is carefully reviewed to ensure all documents needed are accurate and then payment is scheduled.**

13. Why is it taking so long for payments to be processed through DCA? **Due to the high volume of applications as well as the process of verifying the applications and correctly distributing funds, there may be a delay in the processing of payments.**

14. How do we know if a resident’s application is being processed? How can we know the status of an application? **You can check the status of your application at any time at our website Georgia Rental Assistance (ga.gov).**

15. Once we enroll as owners/management agents and provide the requested documentation, what are the next steps? **Once your landlord application has been submitted and the tenant’s application has been submitted, we can proceed with processing and underwriting the application, after which we can proceed with scheduling payment.**
16. Will we receive notification when a tenant enrolls? When you as a landlord add a tenant to your application and provide your tenant’s email address, they will be notified to complete their application. Landlords will not receive notification when your tenant enrolls, however, you are able to see when a tenant is connected to your landlord application within your application.

17. Will we receive a notification when a payment is made on behalf of a tenant? The payment status is visible in the portal and the direct deposit or check will indicate which tenant that the payment is for in the description.

18. What happens if the Landlord has already completed an application for a resident in the landlord portal, then later find that more documents are needed to process the application? Should we create a new application for the resident and delete the incorrect app that was previously submitted? In this situation, the existing application is sufficient, and the applicant can update documents on their application.

19. What happens if a household qualifies, and the landlord will not complete the necessary paperwork required for the resident to obtain the Emergency Rental Assistance funding? If the landlord refuses to participate in the program, there is a process in place by which we need to get documentation of that refusal and we may move forward with issuing payment directly to the tenant; this is done on a case by case and should be a rare occurrence.

20. If there is something we missed or didn’t do correctly, will we be notified? Yes, you will be notified within 10 days of submitting your application by a GRA staff member.

21. Has DCA looked to create a landlord enrollment platform which would allow for two-way information sync between owners and tenants? This would also provide you with secure bank account information to allow for direct deposit and expedited payments etc. Landlords today are currently unable to monitor the status and volume of applications in-process for their properties and are unable to assist our tenants through the process without this transparency. The portal allows landlords to see the tenants that are connected to them and the payment status of those accounts. Additionally, the portal is the landlord enrollment platform.

**Eligibility**

22. Who is eligible and what documents do they need to apply? GRA can serve renter households that have combined incomes less than 80% of Area Median Income (AMI) who meet the following conditions:
   - Qualified for unemployment benefits or has experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly or indirectly to COVID-19; and
   - Demonstrates a risk of experiencing homelessness or housing instability; AND
   - Has a household income at or below 80 percent of the Area Median Income (AMI), with priority given to:
     - households below 50 percent of the AMI, or
     - households with one or more individuals who have been unemployed 90 days or longer at the time of application Households with incomes that fall below 50% AMI will be prioritized.
Households are also prioritized where one or more household members are unemployed and have been unemployed for 90 days. Documents needed to apply depend on whether you are a tenant or landlord. The respective documents have been detailed on our website at Georgia Rental Assistance (ga.gov).

23. What factors disqualify residents? **Disqualifying factors include:**
   - Renter households that have incomes above 80% of Area Median Income.
   - Renter households that cannot show a 'COVID-19 hardship' or risk of homelessness or housing instability through an eviction notice or a past due rent statement.

24. Is the Emergency Rental Assistance Program available to only heads of households? **The funds for Georgia Rental Assistance can only be distributed one time per household, and the money goes to the landlord and utility service providers, not the Tenants.**

25. Is the tenant portion of rent for project-based Section 8 residents eligible for funding? **Based on evolving federal guidance, the Georgia Rental Assistance Program has expanded eligibility to include renter households that receive a monthly federal subsidy, such as a Housing Choice Voucher. Only the tenant portion of rent will be eligible for reimbursement and subject to existing program guidelines and limitations.**

26. Are PHAs eligible for these funds? & Is it a separate program? **Based on evolving federal guidance, the Georgia Rental Assistance Program has expanded eligibility to include renter households that receive a monthly federal subsidy, such as a Housing Choice Voucher. Only the tenant portion of rent will be eligible for reimbursement and subject to existing program guidelines and limitations.**

27. Can the funds be used for extended stay hotels or the like? **No.**

28. What is the maximum amount a household can receive? **$15,000**

29. Can a person who is in a lease to purchase option qualify for assistance? **Unfortunately, Georgia Rental Assistance can only cover renters not rent-to-own applicants.**

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Funding and Other Jurisdictions

31. Have any counties that received direct funds from the US Treasury spent all those funds *and* requested additional funds from DCA? **There are counties that have ended or exhausted their rental assistance programs. DCA is unable to determine the status of programs in other jurisdictions. However, Georgia Rental Assistance (ga.gov) has a link to every website GRA does not cover. You can find updates on their websites.**

32. How much money has DCA spent on emergency rental assistance so far? How many families have been served by the program as of date? **DCA is working on a Dashboard that will give details on our spending by county.**
33. Is DCA expecting more funding from the US Government? **Yes.**

34. What counties are covered under DCA’s Emergency Rental Assistance Program? **Every county in the state of Georgia except: City of Atlanta, Augusta-Richmond County Consolidated Government, Chatham County, Cherokee County, Clayton County, Cobb County, DeKalb County, Forsyth County, Fulton County, Gwinnett County, Hall County, and Henry County.**

35. Is there any consideration given for properties funded by DCA, who are located in jurisdictions that received their own emergency rental assistance entitlement, when those jurisdictions are only paying a percentage of the amount owed? **Treasury has released extensive policy guidance that states, and local governments are expected to follow. The decision to not fund state-wide from day one is designed to comply with this guidance. Currently, many counties have their own funding, but DCA does anticipate providing rental assistance in these areas at a later date if funds are available. However, DCA is unable to determine at this time, but our website will have the most up-to-date information regarding this.**

36. Will the emergency assistance open up to any of the metro Atlanta counties/jurisdictions? **Treasury has released extensive policy guidance that states and local governments are expected to follow. The decision to not fund state-wide from day one is designed to comply with this guidance. Currently, many metro Atlanta counties have their own funding, but DCA does anticipate providing rental assistance in these areas at a later date if funds are available. However, DCA is unable to determine at this time, but our website will have the most up-to-date information regarding this.**

37. How long will the program be in place for the state of GA? The end of this year or the end of next year? **The Georgia Rental Assistance program will last until September 30th, 2022 or until the funds are distributed – whichever comes first.**