



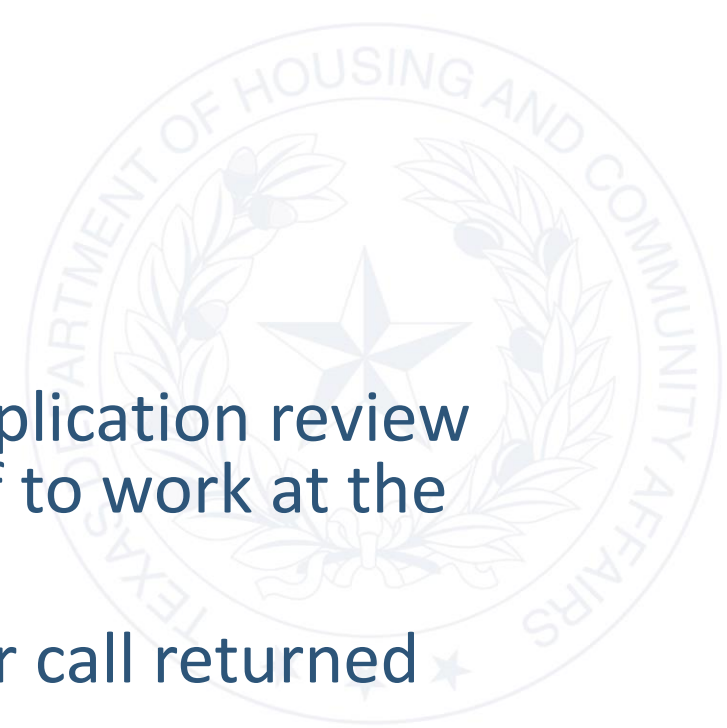
Texas Rent Relief Program

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

March 5, 2021

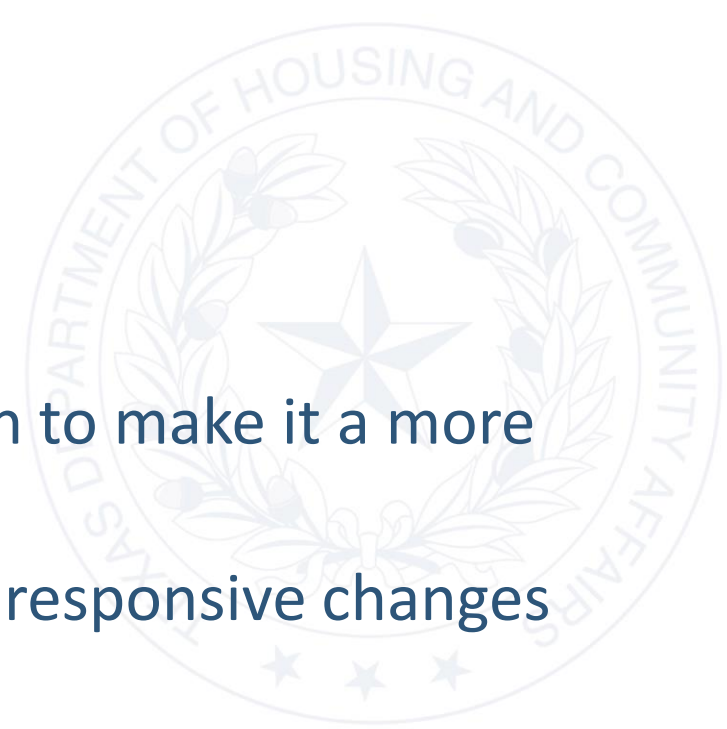
Call Center Responsiveness

- Like you and I, the winter storm left call center and application review staff without power, water, or the ability for most staff to work at the startup of the program
- All callers that had left a voicemail, have now had their call returned
- Call center staff will continue to be increased to reduce wait time
- If you submit an application or make an email inquiry, a staff person will get back to you
- Calling multiple times a day is creating delayed response time and problems for others attempting to get information. Use the option for a call back without losing your place in line



System Improvements

- We are aware of changes needed to the on-line application to make it a more efficient and responsive process.
- We are working intensively with our vendor to implement responsive changes in the next several weeks.
- Landlords will be able to upload more than 5 tenants at a time.
- Adding ability to match tenants to landlords when tenants have applied separately.
- We appreciate your patience and being our test cases for these first requests.
- Know that there is still money – not getting all tenants in right now does not mean they won't get assisted.



Agenda

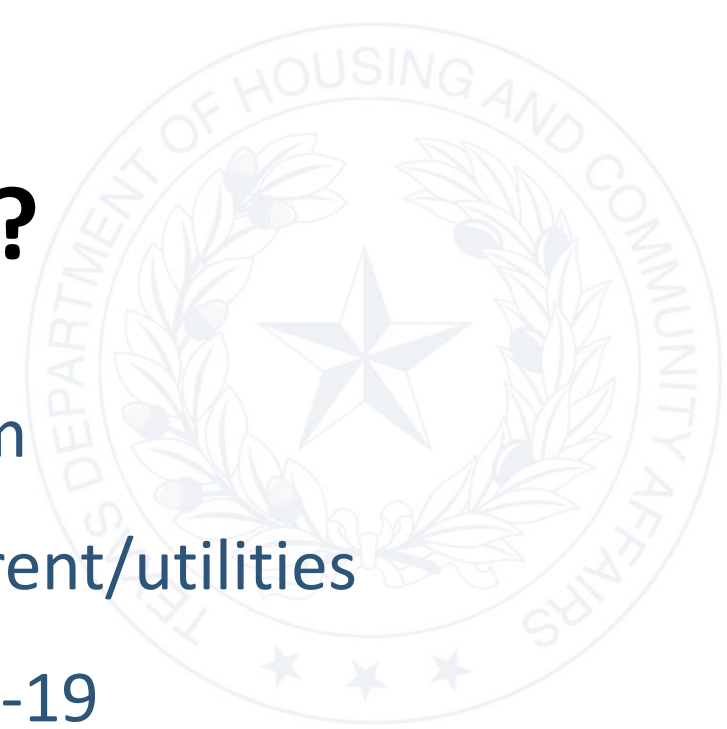


- What
- When
- Who
- How
- Changes



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
- \$1.3 billion available



Rental Assistance

- Unpaid rent as far back as March 13, 2020
- 3 months for current/future rent payments

Utility Assistance

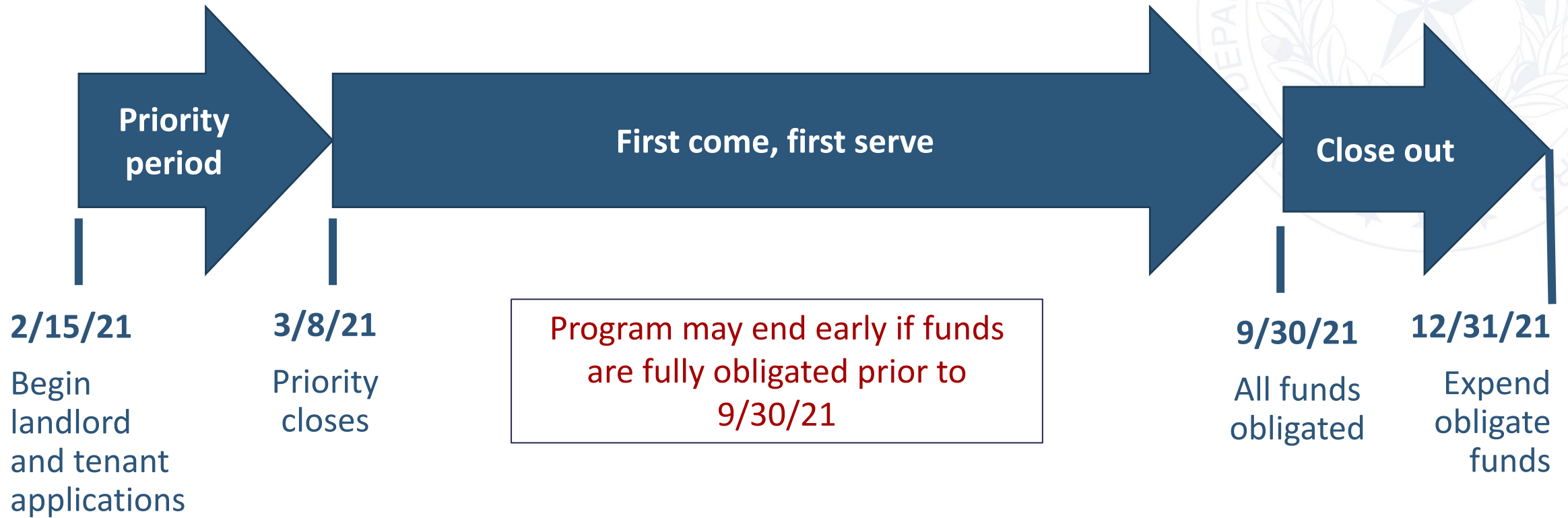
- Past due, current and up to 3 month of expected utilities, including:
 - Electric
 - Fuels: Gas/Propane
 - Water/Waste Water
 - Trash Removal

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

Texas Eviction Diversion Set-Aside

- 10% allocated for those already sued for eviction
- Justice of Peace will refer the tenant/landlord to the program
- To apply:
 - Both parties must agree
 - Use eviction docket number through the same process at [TexasRentRelief.com](https://www.texasrentrelief.com)
 - For diverted cases, eviction record will be sealed
- For more details, register for March 10th, 1 p.m. webinar

Timeline



Who Can Apply?

- Landlord
- Tenant
- Landlord on behalf of Tenant
- Utilities are requested by tenant



For Information or To Apply

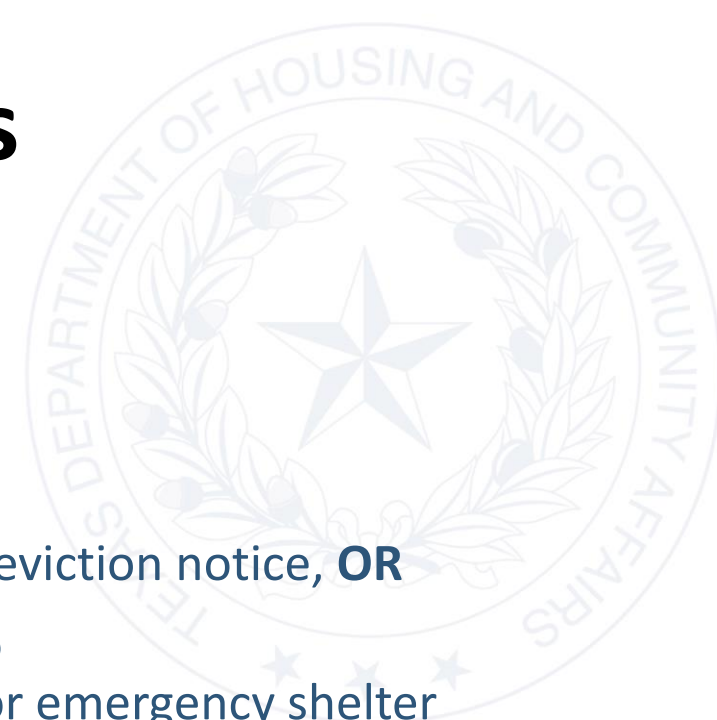
Go Online 24/7:
[TexasRentRelief.com](https://www.texasrentrelief.com)

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

Monday-Saturday 8 a.m. to 6 p.m.
Assistance available in multiple
languages

Tenant Qualifying Screening Questions

1. Seeking rental/utility assistance for **primary residence** in Texas
2. Household **income** is 80% or less of AMI
3. Demonstrate EITHER:
 - At risk of **homelessness/instability** with past due utility/rent notice or eviction notice, **OR**
 - Attest that if they don't receive assistance, they would have to move to an **unsafe/unhealthy living environment** like a shared living situation or emergency shelter
4. One or more of the household members have EITHER:
 - Qualified for **unemployment benefits**, **OR**
 - Can attest in writing that due to, or during, the pandemic, they:
 - Experienced an **income reduction** in household, **OR**
 - Incurred **significant expenses**, **OR**
 - Experienced **financial hardship**
5. Certify they have not/will not receive **duplicate assistance**



Required Documents

Tenants

- Online application
- Tenant Certification Form
- Government/personal ID of a person on the lease
- Unemployment letter, if applicable
- Household income documentation
- Lease agreement or rent receipt
- Notice of late payment or eviction
- Copy of past due utility bill(s)

Landlords

- Online profile
- Landlord Certification Form
- Proof of ownership/ability to lease
- Ledger of missed payments
- IRS W-9 form
- Bank routing info for payment
- May submit tenant documents on their behalf

Utility Vendors

- PROMPTED for following information once tenant requests assistance:
 - Utility Vendor Certification Form
 - Proof of missed payment
 - IRS W-9
 - Bank routing info for payment

One-Time Income Verification with Application(s)

- One of the following 2020 filed IRS forms:
 - 1040, or other accepted 1040 forms

OR

- All documents required for 2020 tax return:
 - W2
 - SS Benefit Letter or 1099-SA
 - 1099-R
 - 1099-MISC for contractor income

OR

Multiple-Income Verification with Application(s)

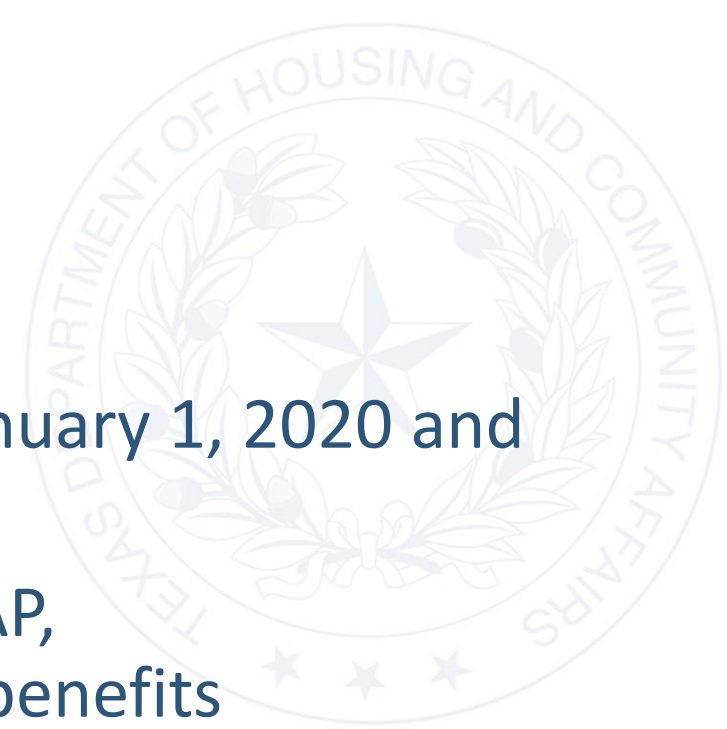
- Income documents for all household members 18 or older for previous 30 days:
 - check stubs
 - Unemployment benefits letter
 - A current:
 - Letter from employer verifying gross wages
 - Pension/Retirement Benefit letter
 - Annuity Payment Letter 1099-INT
 - Dividend Statement 1099-DIV
 - Self-Employed Certification
 - Income Certification

Categorical Eligibility

Household income that has been verified on or after January 1, 2020 and determined to be at or below 80% AMI:

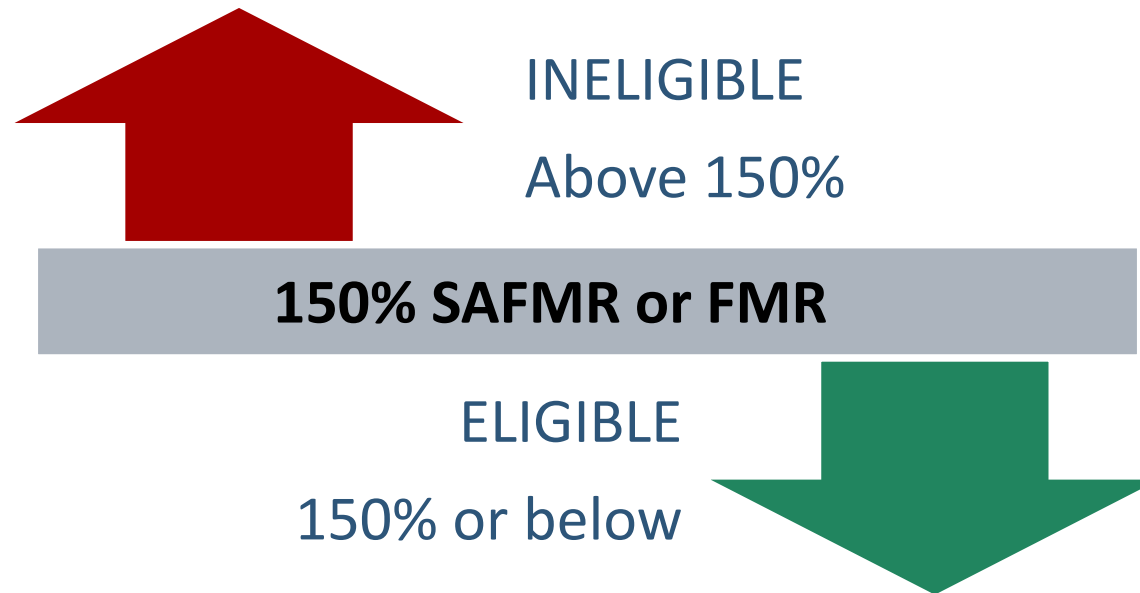
- Household has 6 or less members and is receiving SNAP, LIHEAP or SSI (for the head or co-head of household) benefits
- If living in rent-restricted property, a tenant income certification (TIC) within one year of TRR application

NOTE: In both cases, the household must also self-certify that their income does not exceed 80% of AMI



Rent Limits

Program uses Small Area Fair Market Rent (SAFMR)/Fair Market Rent (FMR)



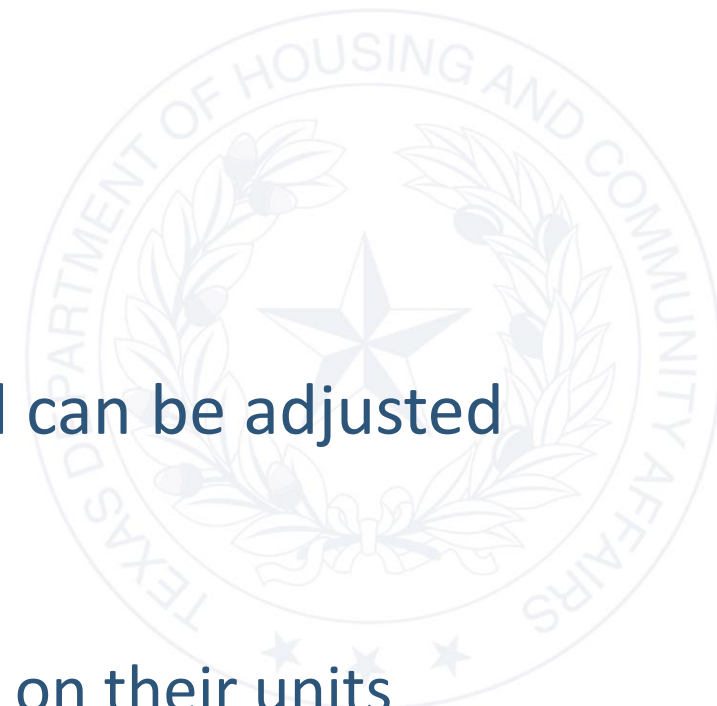
*For Rent Limits go to: [TexasRentRelief.com](https://www.texasrentrelief.com)



Ineligible Units/Households

Households whose monthly rent portion to the landlord can be adjusted based on a change in household income. Such as,

- Households receiving Tenant-based voucher assistance on their units
 - Examples: Section 8, Housing Choice Voucher, USDA Housing Voucher, HOME TBRA
- Income Adjusted Project-based housing assistance
 - Examples: Project-based Section 8, RAD, Section 811-PRA, USDA Rental Assistance
- Public housing units



- Answered “Yes” to all 5 screening questions
- Have copies of the required completed documents for upload
- Have all household income documentation
- Rent meets the Fair Market Rent limit



**ARE
YOU
READY?**



Profile Setup

STEP 1: Landlord

- Company Name
 - Primary contact
- ACH information
 - Account number and Routing number
- DUNS, SSN, EIN, TIN

STEP 1: Tenant

- 5 Screening Questions
- Household Information
- Landlord and Utility Information
- Signed Acknowledgement and Attestation

Account Setup

STEP 2: Landlord and/or Tenant

- Receive Email
- Create an account
 - Set Password
- Go to “Request Dashboard”

STEP 3: Landlord and/or Tenant

- Tenant/Landlord Information
- Lease Information
- Invite or Add Tenant/Invite Landlord

Pay Request

Step 4: Tenant or Landlord for Tenant

“Submit Pay Request”

If by landlord: “Select Tenant” first

- Initial Information/Eligibility Determination
- Lease Information
- Monthly Rent/Utility Request
 - Include 3 future month request
- Calculated Request Amount
- Supporting Documentation
- Income Information
- Tenant/Landlord Certification
- **“Submit”**

Checking Status of an Application



Submitted

[Submit Rent Request](#)

Rent Relief Request

Search Status [Apply](#)

Request ID	Title	Submitting User	Date Submitted	Last Update [▲]	Status
125021	211 E. 11th St	JaneDoe Tenant	03.03.2021 1:00pm	03.03.2021 1:00pm	Funding Review in Process View

Not Submitted

211 E. 11th Street

Select Rent or Utility Provider to Apply for Relief

Don't see all your utilities listed?
Go to [your account](#) to manage your utility provider selections

[Overview](#)

[Submit Rent Request](#)

Rent Relief Request

Search Status [Apply](#)

No requests have been submitted.

Processing of Submitted Applications

Review

- Tenant Eligibility
 - 5 conditions, required documents
- Income at or below 80% AMI
 - Supporting documentation
- Financial Hardship
 - Unemployment benefit letter, or reduction in income, or significant costs
- At Risk of Homelessness
 - Via past-due bills/notices, or unsafe/unhealthy conditions attestation
- Request Amount
 - Not duplicated

Approve/Pay

- Not approved
 - Notice of Denial/Appeal Rights
- Approved
 - Submitted for payment
- Paid
 - 10-14 days once approved

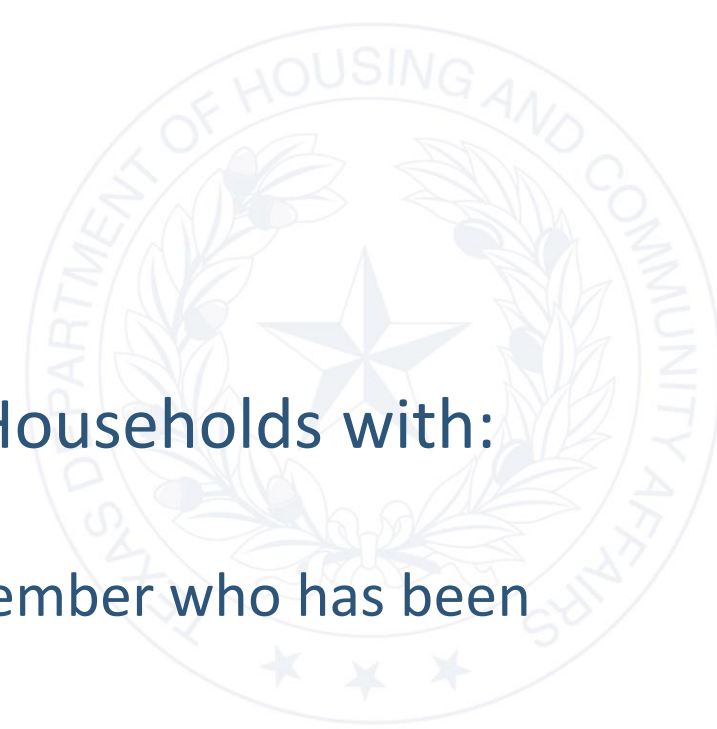
Priority Populations

Processed first, from February 15th through March 8th, Households with:

- Income at or below 50% AMI
- An unemployed member as of date of application, and a member who has been unemployed for 90 days prior to date of application

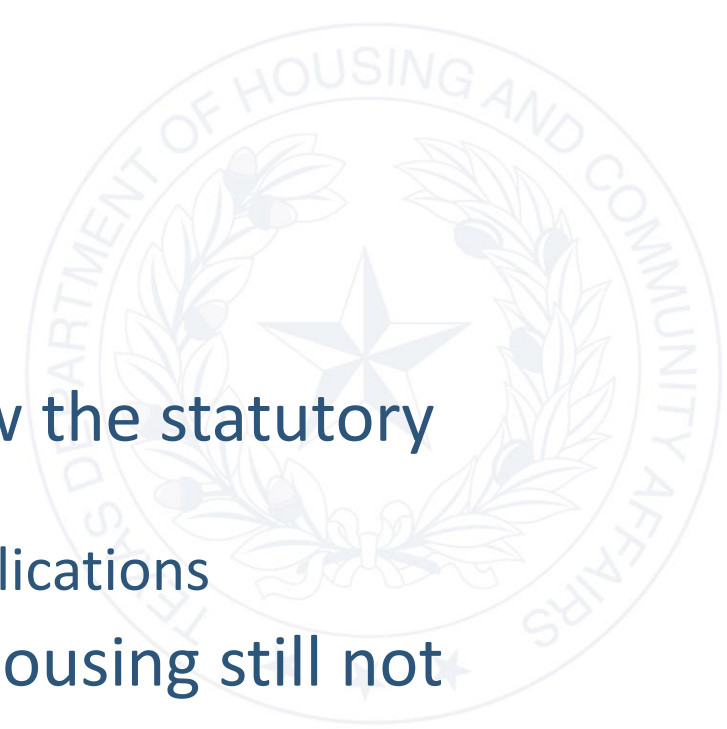
After March 8th:

- Other applications received will be reviewed
- Requests will be handled on a first come, first serve basis



Updated Policies

- Allowing late fees if reasonable, in the lease and below the statutory limits
 - Still working out how that will be requested for current applications
- Section 8 (tenant based or project based) and public housing still not eligible
 - Encourage tenant to request an interim re-certification if income has gone down
- For households using “current income” only 30 days needed, not 60 days
- Wi-Fi Only Eligible Utility if Included in Lease as a Fee
 - Request as a Fee
- No longer 21 day notice to landlords by certified mail
 - Will be notified by phone, text or email 3 times in 10 days



What are reasonable late fees?

A late fee is considered reasonable if:

1. the late fee is not more than:
 - A. 12 percent of the amount of rent for the rental period under the lease for a dwelling located in a structure that contains not more than four dwelling units; or
 - B. 10 percent of the amount of rent for the rental period under the lease for a dwelling located in a structure that contains more than four dwelling units; or
2. the late fee is more than the applicable amount under Subdivision (1), but not more than uncertain damages to the landlord related to the late payment of rent, including direct or indirect expenses, direct or indirect costs, or overhead associated with the collection of late payment.
 - A. A late fee under this section may include an initial fee and a daily fee for each day any portion of the tenant's rent continues to remain unpaid, and the combined fees are considered a single late fee for purposes of this section.

Texas Property Code 92.019

Other Rental/Utility Assistance Programs	Eligibility	Length of Assistance
Treasury Rent Relief through 38 Cities/Counties/Tribes	0-80% AMI	Up to 15 months
Texas Emergency Rental Assistance Program (TERAP)	0-80% AMI	Up to 6 months
Community Service Block Grant thru Community Action Agencies	200% FPL	<ul style="list-style-type: none"> • Limited • Check with agency
Comprehensive Energy Assistance Program (CEAP)	150% FPL	<ul style="list-style-type: none"> • Vulnerable up to 12 months • Non-vulnerable up to 6 months

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.

Expecting the available funds to increase from the American Rescue Plan Act – estimate approximately \$1B additional

Questions





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

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

