



Texas Rent Relief Program (TRR) Guide to Returning Payments for Tenants, Landlords, and Utility Providers

Rev. 08/10/2021

Any entity accepting TRR rent or utility assistance directly from TRR agrees to the terms of the Program, including to use TRR funds **only** for the eligible rent or utility costs they were approved for. An entity must return any duplicate funds received. The TRR terms are outlined in full in the [Landlord Certification](#), [Utility Provider Certification](#), and [Tenant Certification](#). Use of payment received for any purpose other than the rent or utility assistance requested is subject to criminal penalty.

The questions below are meant to help recipients know when and how to return funds, when necessary.

When do payments need to be returned to TRR?

It is the responsibility of a tenant receiving funds directly to pay the landlord or utility provider for the eligible expenses. It is the responsibility of the landlord or utility provider to apply assistance to the tenant's back rent or account for the eligible costs as shown in the approval email. Funds must be returned to TRR in the following scenarios:

1. The recipient received a duplicate payment from another government or charitable rent or utility assistance Program for the same months of assistance covered by the Texas Rent Relief Program.
2. The landlord received an assistance payment from one source and the tenant received an assistance payment from another source, if those payments were for the same months of assistance.
3. The utility provider received an assistance payment from one source and the tenant received an assistance payment from another source, if those payments were for the same months of assistance.
4. The recipient received duplicate payments from the Texas Rent Relief Program for the same months of assistance.
5. Tenants and landlords who do not use the TRR assistance for the intended purpose must also return the assistance funds. If funds are not used as intended, TDHCA will request for the return of the funds and if not returned, will refer the recipient to the State Auditor's Office and local law enforcement authorities.

What if only a portion of the payment is a duplicate?

If only a portion of TRR payment is duplicated, the recipient may apply the TRR funds for the eligible rent or utility costs they were approved for, and return **only** the duplicated portions.

What will TRR do if TRR identifies a duplicate payment, or a payment was issued to the wrong party?

If TRR identifies a duplicate or erroneous payment, TRR will send the recipient of the payment a recapture notification with the following information:

- The reason why the paid benefit was deemed ineligible;
- The description of the benefit duplicated (for example, January 2021 rent);
- The amount required to be repaid;
- How to return the payment; and
- A deadline for when the payment must be received (e.g. Within ten (10) calendar days of the recapture notification).



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How does a tenant, landlord or utility provider return a payment to the TRR?

Returned payments by landlords, tenants or utility providers must be made payable to Texas Rent Relief Program. The process will depend on whether the entity has been sent a TRR recapture notification or self-identified the need to return the payment, as outlined, below:

Return Method/Reason	How to Return Payment	Include the Following Information With the Payment
A Recapture Notification Was Sent by TRR Program	Follow the instructions on the recapture notification and attached Bill.com invoice. Payment is possible via ACH, check, money order, or certified check. ACH payment will require a Bill.com account.	<ol style="list-style-type: none">1. <u>TRR Tenant Case ID number</u>: This is the 6-digit number following the letter “L” for Landlord payments, “T” for tenant payments or “U” for Utility Vendor payments on the invoice;2. <u>The description of the benefit duplicated or ineligible</u> (for example, January 2021 rent, February gas bill, etc.);3. <u>The description of why payment is being returned</u> (for example, received assistance from city rent program, received assistance from CEAP for utilities); and4. <u>The amount being repaid</u>
Landlord, Tenant, or Utility Provider Identified Need to Return Payment	Mail check, money order, or certified check to address below: ATTN: TRR RECAPTURE PO Box 671307 Houston, TX 77267	

What if a duplicate payment was made by TRR to both tenant and landlord, or to both tenant and utility vendor?

TRR will confirm with the landlord or utility vendor whether they have received payment from the tenant. If the landlord or utility vendor has received payment from the tenant, the landlord or utility vendor must return the duplicate payment to TRR. If the landlord or utility vendor has not received the tenant’s payment, TRR will pursue recapture from the tenant as the payment was not used for its intended purpose.

If a tenant applies for current-month assistance, is able to pay their rent on time, and is then approved for assistance, can the landlord post this amount to the tenant’s account as a credit? Does the landlord need to send the TRR assistance payment back to TRR? (FAQ ID: 6232)

Absent any contrary requirement in state or local law or terms of the lease, if the tenant’s payment was made through their own financial resources, the landlord can post Texas Rent Relief Program assistance to the month it was requested for and apply the tenant’s payment to a future month (assuming that this future month does not also receive Texas Rent Relief Program assistance and assuming the tenant will remain housed in the unit), or return the tenant’s payment to the tenant.

Have more questions?

If you have questions about the payment you received, please review our Payment Guide, call toll free 1-833-989-7368, or contact support@texasrentrelief.com for payment-related assistance.