



Emergency Rental Assistance Program

CITY OF BATON ROUGE
PARISH OF EAST BATON ROUGE

Landlord Webinar 3/10/21

Question and Answer Document

Highlighting reflects questions that were answered during the webinar.

QUESTION	PROPOSED RESPONSE
<p>If someone already receives rental assistance through a subsidy program are they also eligible to receive the ERAP assistance?</p>	<p>An eligible household that occupies a federally subsidized residential or mixed-use property may receive ERAP assistance, provided that ERAP funds are not applied to costs that have been or will be reimbursed under any other federal assistance.</p> <p>If an eligible household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant rent is adjusted according to changes in income, the renter household may receive ERA assistance for the tenant-owned portion of rent or utilities that is not subsidized.</p>
<p>Is this webinar recorded? Will the recording be sent out after complete?</p>	<p>The webinar is being recorded and will be posted to the ebemergencysolutions.com website</p>
<p>Once you complete the application for your property 100%, and then you get a message from a tenant that they applied and they have a confirmation #, need copy of lease and rental amount as well as arrears. My question is does the landlord do anything else? Who sends the lease, monthly payment, and arrears? How long before a case worker contacts landlord?</p>	<p>If the tenant applies, the tenant is responsible for submitting the required documents.</p> <p>If the tenant is unable to apply and the landlord applies, the landlord is responsible for submitting the required documents (but the tenant must be made aware of the process and is required to sign the application too).</p> <p>The amount of time it takes for a case worker to contact the applicant (tenant or landlord) will vary depending on a number of factors and cannot be determined at this time.</p>



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<p>Is the money only for rentals in East Baton Rouge Parish?</p>	<p>For right now, EBR is only providing rental support, but this may change. Keep in mind that any properties located outside of EBR are not eligible through the EBR program. Information about other programs outside of this parish is available at lastaterent.com.</p>
<p>Is all of this info on the website for reference later?</p>	<p>Yes, we will post the PPT to the ebremergencyolutions.com site</p>
<p>Will you please share this Power Point with the participants?</p>	<p>Yes, it will be posted to ebremergencyolutions.com</p>
<p>On the condition of not evicting while we are waiting for payment, will we get confirmation that payment is approved? Or while waiting if the tenant is approved?</p>	<p>Yes, Case Managers will provide updates on the application status to the landlords and tenants</p>
<p>Is there a deadline as landlords to apply?</p>	<p>No deadlines have been established yet</p>
<p>How can we bridge the gap between now and 12/31/21 if we have to wait all year for the support dollars?</p>	<p>Applications are going to be processed as they are received. All funds need to be expended by 12/31, but this does not mean it will take this long to provide assistance.</p>
<p>The needs assessment asked if any residents were evicted at our property. If we evicted a non-covid affected resident during the pandemic, will that effect our eligibility for emergency assistance?</p>	<p>This program is focused on tenants affected by COVID.</p>
<p>What happens if the tenant has since abandoned the house?</p>	<p>The tenant must prove occupancy. The details of this situation will be reviewed and a decision on eligibility will be made on a case-by-case basis.</p>



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<p>If they receive money, it is only for rent past due as of April 1st 2020? What if we have someone who owes money prior to then?</p>	<p>Yes, this program is only for rent owed after April 1, 2020. The landlord can work with the tenant to reconcile or forgive past due rent for months prior to that.</p>
<p>What is the expected turnaround time?</p>	<p>We are still working through the application and payment timeline and will be providing continued updates on processes and timelines.</p>
<p>Can a Property Manager complete the needs assessment on behalf of the landlords or owners? How do you suggest that a representative for a management company fill out the assessment? It asks personal questions.</p>	<p>A property manager can complete a needs assessment on behalf of/with the permission of the owner.</p>
<p>Will all tenant claims be sent to landlords for verification? In other words, if they are trying to get money and their rent is paid up, will we be given the opportunity to confirm or deny their claim?</p>	<p>Yes, the landlords will complete an affidavit and confirm the rental amounts owed. Payments will be made directly to landlords that participate</p>
<p>If the tenant is unable to upload is there another way for them to send the require information</p>	<p>Yes, Call Center staff and Case Managers will work with tenants who are not able to upload the documentation themselves.</p>
<p>What if the tenant does not send the lease, and any other info that you need? Can the landlord do that? I know many of my tenants are unresponsive to any requests.</p>	<p>Case Managers will work with both tenants and landlords to gather the needed documentation.</p>
<p>Can renters apply for just for the 3 months of further assistance and not the back pay?</p>	<p>Yes</p>



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Does it cover any late fees ? OR does late fees need to be reversed if rental assistance is granted.	No, the landlord will need to waive all fees and penalties. Dollars are only for the rental amount owed.
Can late fees be charged and paid?	No, only the monthly rental amount. The landlords must waive all fees and penalties
Will the payments be made by direct deposit or a live check?	We are anticipating offering both options.
where do we find average income levels data?	We will post this on the ebemergencysolutions.com site on the Resources page.
If a resident moved out during the pandemic with a rental balance, can we collect past rent that was due?	No. The renter must still be occupying the unit.
Can a Section 8 tenant who pays part of her rent be included in the program?	<p>An eligible household that occupies a federally subsidized residential or mixed-use property may receive ERAP assistance, provided that ERAP funds are not applied to costs that have been or will be reimbursed under any other federal assistance.</p> <p>If an eligible household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant rent is adjusted according to changes in income, the renter household may receive ERAP assistance for the tenant-owned portion of rent or utilities that is not subsidized.</p>
For elderly or disabled tenants, can I, as the landlord, assist my tenant with completion of the application?	Yes, in the event that a tenant is unable to complete the application, a landlord may assist.
If someone previously applied to the LERAP program offered by UREC or LHC	These applications will eventually be rolled into the ERAP, but they can still apply for ERAP.



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and are still awaiting a decision, can they also apply under your program?	
In the Acknowledgements portion of the application for Landlords it states that we agree to waive past due rent as well as, late fees and penalties. Other programs have not asked to waive past due rent. My owner will not allow me to agree to this. Is waiving past due rent correct verbiage?	Past due fees and penalties should be waived. Past due rent from April 1, 2020 through now is eligible in this Program.
We allowed a number of residents to stay in our apartments without paying rent. Some of those have chosen to move out and are not currently at our property. Can we be reimbursed for the rent they owed?	No, the tenant must still be occupying the unit.
Will the Call Center do intake? Has agencies been selected to administer Case Management?	Yes, the Call Center will take appointments to assist applicants with intake. An RFP has been issued to select partners to assist with case management.
If application is denied will eviction be allowed?	If the application is denied, we will refer the renter to additional services for which they may qualify.
Where do tenants go to set up applications?	An application link will be posted Monday to the ebremergencyolutions.com site.
Would a tenant who gets Social Security or Retirement Benefits qualify for this program?	Household income is calculated on a case-by-case basis. The household income must be at or below 80% of the Area Median Income to be eligible.
Will there be income restrictions?	Same as above.



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<p>Is the full amount of delinquent rent within the date parameters going to be paid? Or is it a reduced amount?</p>	<p>That will be determined at the time of application review.</p>
<p>Will the tenants have to provide documentation of loss wages/employment- should they gather this information now in preparation?</p>	<p>Yes, they should gather that information soon.</p>
<p>If tenants have already filed applications with the state portal, then they don't have to fill out parish one? Or should they do both?</p>	<p>Residents of EBR are now allowed to progress past the "parish" entry piece of the new state program. If they completed an application with the prior state program, that data is being rolled into our system.</p>
<p>How soon will the first version of the FAQ's be made available?</p>	<p>By Monday 3/15/21</p>