

Frequently Asked Questions



What can assistance be used for?

The program goal is keeping families in their homes. Funds must be used for rent, past due rent, utilities, past due utility payments, and other housing expenses resulting from the coronavirus pandemic. Funds **cannot** be used for telephone, cable or Internet service unless they are covered by the landlord as part of rent.

Who is eligible for rental assistance?

Renters in households with incomes at or below 80% of area median income (see AMI chart) who meet the following criteria:

- One or more individual in the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs or experienced other financial hardship due, directly or indirectly, to the coronavirus outbreak;
- One or more individual in the household can demonstrate a risk of experiencing housing instability or homelessness which may include a past due utility or rent notice; an eviction notice; unsafe or unhealthy living conditions; or any other evidence of such risk as determined by the office administering the assistance.

Priority is given to renter households at or below 50 percent of AMI and to households in which one or more household member is unemployed and has been unemployed for 90 days.

What is the area median income or AMI?

Area median income is the mid-point of an area's income distribution. It's used to determine eligibility for many assistance programs.

In the first column below, locate the number of people living in your household. Look to the right on the same line and find your monthly household income (total of all household members' incomes before taxes are taken out.) Incomes in the 80% AMI column are the most your household can earn to be eligible for this program. Households with incomes equal to or less than those in the 50% AMI column will receive priority.

Household Size	Annual Income 50% AMI	Annual Income 80% AMI
1	\$28,300	\$45,300
2	\$32,350	\$51,750
3	\$36,400	\$58,200
4	\$40,400	\$64,650
5	\$43,650	\$69,850
6	\$46,900	\$75,000
7	\$50,100	\$80,200
8	\$53,350	\$85,350

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If I currently receive or have received other rental assistance, can I still apply?

Yes, however emergency rental funds cannot be used to pay for costs that have been or will be reimbursed by other federal assistance. Rents for any months when you received rental assistance from another source cannot be paid with this program.

How do I apply?

Applications are available online. Use Chrome on a desktop computer or laptop for best results. Upload digital documents (pdf, jpeg or photos) to prove you are eligible. The Neighborly Software is easy to use and allows you to save your work as you go. If you do not have internet at home, check city libraries, community centers and other public buildings for free Wi-Fi connection to the internet. If you need help with the application, contact a partner agency where you live.

If you live in Arlington

Arlington Housing Authority

Website: www.arlingtonhousing.us

Email: homelessassistance@arlingtonhousing.us

If you live in Fort Worth (choose one)

City of Fort Worth

Website: fortworthtexas.gov/neighborhoods/emergency-rental-assistance

Email: FWERAP@fortworthtexas.gov

Fort Worth Housing Solutions

Website: www.fwhs.org/erap/

Email: ERAP@fwhs.org

Housing Channel

Website: www.housingchannel.org

Email: info@housingchannel.org

Samaritan House

Website: www.samaritanhouse.org

Questions: programs@samaritanhouse.org

The Salvation Army

Questions: 817-344-1832

If you live in Tarrant County (but NOT in Arlington or Fort Worth city limits)

Tarrant County

Website: getrenthelp.com/

Email: TECP@tarrantcounty.com

I'm a landlord/owner. Can I apply on behalf of my tenants?

Yes. Landlords and owners may apply on behalf of tenants who meet the eligibility requirements, so long as the tenant cosigns the application (electronic signatures accepted), the landlord provides a copy of the application to the tenant and the payments are used to satisfy the tenant's rental obligation to the landlord/owner.

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How will rent and utilities be paid?

Payments are made directly to landlords and/or utility providers on behalf of eligible households.

How long does assistance last?

Generally, assistance is available in three-month increments. Household income must be recertified every three months to continue receiving rental assistance. Eligibility for funds after each three-month period depends on availability of funds. Assistance can last up to 12 months plus an additional three months, if necessary, to ensure housing stability.

I owe back rent from early in the pandemic. Can I apply for help?

Yes, assistance may cover back rent owed as early as March 13, 2020, the date of the U.S. emergency declaration, and continue through Dec. 31, 2021, or until available funds are exhausted.

I'm not behind on rent yet, but I can't keep up much longer. Can I apply for help?

Yes, but benefits are limited to three months at a time.

I've already received an eviction notice. Can you help me?

Yes. Your landlord must agree to participate in the program. In some cases, the court record of the proposed eviction also may be cleared. Be sure to upload a copy of the eviction notice with your application.

Will rental assistance be counted as income, potentially disqualifying me for other aid?

Payments made on behalf of households are not treated as income of the household and are not considered a resource for purposes of determining eligibility for or extent of other benefits or assistance under other federal, state or local programs.

Does this program assist with mortgage payments?

No, the program only helps with residential rental homes.

Who pays for this program?

The federal Coronavirus Relief bills authorized all funds for this program. Emergency Rental Assistance is a program of the U.S. Treasury Department. Funds are granted to state and municipal agencies for distribution to eligible applicants. A portion of the program will also be paid for through a grant from the Texas Department of Housing and Community Affairs, through State of Texas Community Development Block Grant funds.

Is it safe to upload my personal documents when applying?

Fort Worth applications use Neighborly Software, which was approved by the city's Information Technology Services Department. Here is the Neighborly Software security statement: We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Services. Access to your data on our Services is password-protected, and data is protected by SSL encryption when it is exchanged between your web browser and our Services.