



Denver Emergency Rental Assistance Program (ERAP) Frequently Asked Questions

1. Q: How do I qualify for the Emergency Rental Assistance Program?

A: Your household may qualify if at least one individual:

- Is eligible for unemployment, has experienced a reduction in household income, or has incurred major costs or financial struggles due directly or indirectly to the COVID-19 pandemic.
- Is at risk of experiencing homelessness or housing instability.
- Your household falls below the following income limits:

% AMI	HOUSEHOLD SIZE					
	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons
80%	\$55,950	\$63,950	\$71,950	\$79,900	\$86,300	\$92,700

Immigration status and Landlord/Property Owner participation are not a requirement for the Emergency Rental Assistance Program. Households currently supported with a housing voucher may be eligible.

2. Q: How do I apply for the Emergency Rental Assistance Program?

A: Apply now at [Denvergov.org/RentAssistance](https://denvergov.org/RentAssistance) or call 1-844-926-6632 with questions

3. Q: Can I receive assistance through Emergency Housing Assistance Program (EHAP) and ERAP?

A: If you are currently or have previously received assistance through EHAP, you may still be eligible for ERAP. EHAP and ERAP funds cannot both be used to cover the same months rent.

4. Q: How is the Emergency Rental Assistance Program funded?

A: Funding for ERAP is distributed to the City and County of Denver through a grant issued by the United States Department of the Treasury. Distribution of these funds is subject to federal regulations established by the U.S. Department of the Treasury.

5. Q: Once approved, where is the rent payment sent?

A: Rent payments are sent directly to the landlord. In some circumstances, if landlords are not willing to participate in the program, payments may be sent directly to tenants.

6. Q: How many months of rent assistance can I receive through ERAP?

A: ERAP can cover up to 15 months of rent, including past due rent. Only three months of future rent can be paid at a time, this includes the current month's rent.

7. Q: What if I am in the process of moving to a new rental due to an eviction or other circumstances?

A: ERAP may cover any past due rent you have at your previous residence as well as assist with relocation expenses such as security deposit, application fees and first month's rent.

8. Q: How do I apply for additional months of rent assistance after receiving an initial rent assistance payment?

A: You will apply for additional months of rent assistance using the same application that was approved for your initial rent assistance payment. Using the same account login as was used for your initial application, login to your account and find the "Additional Fund Request" option. If this option is not available, please contact the agency that handled your initial application or the Customer Service hotline at 1-888-480-0066 in order to activate this option.

9. Q: Can ERAP also cover my utility costs?

A: ERAP is only able to cover utility costs that are paid to landlords as part of a monthly rent payment as documented in a lease or ledger. Denver's Temporary Rent and Utility Assistance (TRUA) Program may be able to provide utility assistance for past due Xcel Energy and/or Denver Water bills. Call 311 and press 6 for more information.

10. Q: What if I have already received an eviction notice from my Landlord?

A: If you have not already submitted an ERAP application, you can do so at Denvergov.org/RentAssistance. Proof of a pending ERAP application could help delay your eviction case. Free legal services are available for low- and moderate-income households facing an eviction. Information on free legal services can be obtained from:

- **Colorado Legal Services (primary provider) 303-837-1313** or coloradolegalservices.org
- Colorado Affordable Legal Services 303-996-0010 or coloradoaffordablelegal.com
- Colorado Poverty Law Project 720-772-9762 or copovertylawproject.org
- Covid-19 Eviction Defense Project 303-838-1200 or cedproject.org

11. Q: How long will it take to receive my rent assistance payment?

A: Application processing times vary depending on volume of applications submitted at any given time and completeness of the submitted application. Every effort is made to approve applications and process payments as quickly as possible, however, payment is not guaranteed within any certain timeframe.

12. Q: If I am a homeowner, can I receive mortgage assistance through ERAP?

A: No. ERAP is to assist renters who are struggling to pay rent due directly or indirectly to COVID-19.

For a complete guide to all requirements and limitations of ERAP, please view the ERAP Program Guidelines at Denvergov.org/RentAssistance