

# Long Beach CARES COVID-19 Emergency Rental Assistance Program

## FREQUENTLY ASKED QUESTIONS (FAQs)

### **1. I would like to receive rental assistance. Am I eligible?**

To determine if you are eligible, please visit: [longbeach.gov/lbcares](https://longbeach.gov/lbcares) or contact the City at [LBCares@longbeach.gov](mailto:LBCares@longbeach.gov) or call (562) 570-3000. Please note, phone lines will **not** be open until Monday, June 29, 2020.

### **2. How much money can I receive, and will I be able to use it to pay past due rent?**

Eligible households will receive up to \$1,000 in monthly rent support for a maximum of three (3) months. Payments will be made directly to landlord/property management agent or company and can be applied to current monthly rent payments, Rental Debt Payment (applies to rent debts/past due payments that occurred during the period of March 27, 2020, until the end of the City's Safer at Home Order), or a combination of both.

### **3. I am on a lease with others (i.e. roommates, spouse, family members). Can each of us apply for rental assistance?**

No. Applicants in this situation should submit one (1) application that details the income information for each household member.

### **4. I am a homeowner who has been affected by COVID-19. Can I apply?**

No. Currently, the LB CARES rental assistance is only available to income-eligible renters.

### **5. I am renting a room from a homeowner. Can I apply?**

Yes, so long as there is a formal lease agreement between the renter and homeowner, and the applicant meets all other eligibility criteria for the program.

### **6. I live in Signal Hill or another city in close proximity to Long Beach, can I apply?**

No. The LB CARES rental assistance program is only available to City of Long Beach residents.

### **7. Why is this program determined by income? Why can't anyone apply?**

Funding for the LB CARES program is provided through federal Community Development Block Grants (CDBG). CDBG funds are administered by the U.S. Department of Housing and Urban Development (HUD). As such, these funds must be administered in accordance with CDBG rules and regulations, including income requirements (earning 80% or below the Area Moderate Income). More information about the HUD income limits can be found on our [website](#).

**8. I make payments to my landlord in cash, or by using cash transfer mobile applications, such as Venmo or Cash App. Can I apply?**

Yes. So long as you can provide a copy of a valid lease agreement that lists your name on it and proof that monthly rental payments are being made (such as bank statements that certify rental payment withdrawals).

**9. I don't have access to the internet or a printer. How can I apply?**

Paper applications and application materials are available by mail or for in-person pick up. To request an application by mail, please email [lbcare@longbeach.gov](mailto:lbcare@longbeach.gov) or call (562) 570 - 3000. Please note, phone lines will open on Monday, June 29, 2020. Applications can also be picked up on Tuesdays and Thursdays from 9:00 a.m. – 11:00 a.m., beginning June 30, 2020 until July 23, 2020, at Long Beach City Hall, 411 West Ocean Boulevard, Long Beach, CA 90802.

**10. What is the deadline to apply?**

All applications must be submitted by 4:00 p.m. on July 27, 2020. Online submissions will not be accepted.

**11. How do I submit my application?**

Completed applications can be submitted by mail or dropped off in person. Mailed applications can be submitted beginning Monday, July 13, 2020 until the deadline on Monday, July 27, 2020. Mailed applications must be addressed to:

Long Beach CARES Emergency Rental Assistance Program  
411 West Ocean Boulevard, 3<sup>rd</sup> Floor  
Long Beach, CA 90802

**OR** applications can be dropped off on Tuesdays and Thursdays from 9:00 a.m. – 11:00 a.m., from July 14, 2020 to July 23, 2020, at Long Beach City Hall, 411 West Ocean Boulevard, Long Beach, CA 90802. Applications must be placed in envelopes prior to drop off.

**12. How will applications be selected for rental assistance? What factors are considered?**

Once an application is received, it will be placed into a lottery. Between 1600 - 1700 applications will be randomly selected through the lottery process. From there, City staff will review the selected applications for completeness and eligibility for the program. Staff will contact the landlord/property owner of each eligible application to request a signed and completed Program Participation-Payment Acceptance form and W-9 form. Once these documents have been received, payments will be processed. Any applications that are selected in the lottery that are incomplete or are ineligible will be disqualified. In the event that this occurs, additional applications will be randomly selected.

**13. If I am approved, how quickly can I receive assistance?**

Payments in the form of checks will be paid directly to landlord/property management agent or company in August 2020.

**14. If my rent is less than the maximum relief, can I still receive the maximum?**

No. If an applicant is eligible for the maximum benefit (\$1,000), but the total rental payment itself is less than that (for example, \$800), the applicant would instead receive the amount of their monthly rental payment of \$800.

**15. If my rent is more than the maximum allowable, can I receive my full rental amount?**

No. If an applicant is eligible for the maximum benefit (\$1,000), the applicant would only receive \$1,000.

**16. My lease term has ended, and now I am on a month-to-month lease, can I apply?**

Yes, so long as the applicant can provide the original lease and verification that rental payments are still being made (returned checks, bank statements or other).

**17. I live in an affordable housing unit, can I apply?**

To be eligible for the LB CARES program, applicants must not be receiving any other form of rental assistance payments (for example, Housing Choice Vouchers – formerly referred to as Section 8). Applicants residing in rent-restricted affordable housing units are eligible to apply.

**18. I've submitted my application, when will I know if I've been selected to move on in the process?**

Applicants will be notified in early August 2020.

**19. Can I submit more than one application to improve my odds of being accepted in the lottery?**

No. Applicants must only submit one (1) application per household. If an applicant submits more than one application, they will be disqualified.

To request this information in an alternative format or to request a reasonable accommodation, please contact the Development Services Department at [longbeach.gov/lbds](http://longbeach.gov/lbds) and 562.570.3807. A minimum of three business days is requested to ensure availability; attempts will be made to accommodate requests with shorter notice.