

**FREQUENTLY ASKED QUESTIONS (FAQs)**

**1. I would like to receive rental assistance from the Emergency Rental Assistance Program (LB-ERAP). Am I eligible?**

Tenants or landlords are eligible to receive rental assistance if the tenant household is at or below 80 percent of the Area Median Income (AMI). However, priority will be given to households under 50% of AMI. Please see table below for income limits. For more information regarding priority groups, please see Question 3. This program is for Long Beach residents only.

Household Size	1	2	3	4	5	6	7	8
50% AMI Limit	\$39,450	\$45,050	\$50,700	\$56,300	\$60,850	\$65,350	\$69,850	\$74,350
80% AMI Limit	\$63,100	\$72,100	\$81,100	\$90,100	\$97,350	\$104,550	\$111,750	\$118,950

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

The program will pay 80% of rental arrears (late rental payments) during the eligible period starting April 1, 2020 to March 31, 2021. In order to receive 80%, the landlord/property manager must agree to waive the remaining 20% of rental debt (in other words, the 80% payment will be considered a full payment of the total late rent owed). The payment will be made directly to the landlord.

If the landlord is unwilling to accept the 80% payment as the full rent owed, the program will provide 25% of the rent owed directly to the tenant. If a tenant qualifies, they may also be eligible for up to 25% of future rents for 3 months. Tenants may also apply for assistance for past due utility bills owed to City-owned utilities (Natural Gas, Water, & Refuse).

**3. Which applications will be given priority consideration?**

Highest priority (Priority 1) will be given to households under 50% of AMI who have been unemployed for longer than 90 days or have experienced other COVID-19 economic impacts and who have past due rent from April 1, 2020 to March 31, 2021. The City will prioritize addressing back rent before beginning to address future rents or applications for utilities only. The City will fund all applicants in the Priority 1 category before considering applications in other priority groups. Please see the table below for a complete list of Priority categories.

Priority	A	B		C	Assistance Requested		
	Household Income Level	Unemployed	COVID Economic Impacts	Housing Instability	Back Rent	Future Rent	Utilities
1	<50% AMI	90 days or more	Yes	Yes	Yes	Yes	Yes
2	<50% AMI	Less than 90 days	Yes	Yes	Yes	Yes	Yes
3	<80% AMI	90 days or more	Yes	Yes	Yes	Yes	Yes
4	<80% AMI	Less than 90 days	Yes	Yes	Yes	Yes	Yes
5	<50% AMI	No	Yes	Yes	No	Yes	Yes
6	<80% AMI	No	Yes	Yes	No	Yes	Yes

Applicants for this program may have already applied for or received rental assistance through the LB CARES program or through Los Angeles County’s rental assistance program. The LB-ERAP will focus on assisting eligible households who have either not received any assistance through these programs, or who only received the limited \$3,000 assistance through LB CARES and still have outstanding past due rents. Applicants who received assistance through both LB CARES and the County rental assistance program will be given a lower priority by LB-ERAP.

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

No. Applicants in this situation should submit one (1) application for their entire household that includes the income information for all household members.

**5. I am a landlord, property owner, and/or property manager. Can I apply?**

Landlords, property owners, and/or property managers are encouraged to apply. The City recommends that landlords and tenants work collaboratively to apply for the program.

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

No. This 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-ERAP is provided through federal U.S. Treasury funds and State Block Grants. Federal and state guidelines require that the LB-ERAP focus on low-income households most vulnerable to eviction and housing insecurity.

**8. When and where can I apply?**

The application will be available online beginning April 12, 2021. Applicants are encouraged to apply as early as possible. If enough applications have been received to exhaust the funding, the application period will close on June 11, 2021. If funding remains, the application period will be extended on a weekly basis until all available funds are obligated.

To apply for the program, please visit [www.longbeach.gov/rentalassistance](http://www.longbeach.gov/rentalassistance).

**9. This is confusing. How do I get help completing my application?**

The City is working with several local organizations to provide technical assistance and guidance to tenants and landlords who may struggle with completing the online application form. To receive help, applicants can contact any of these organizations:

Organization Name	Phone Number	Email Address	Office Address	Hours of Operation
The Heart of Ida	(562) 570-3548	<a href="mailto:heartofida@gmail.com">heartofida@gmail.com</a>	1150 E. 4th Street Long Beach, CA 90802	By Appointment Only
Housing Long Beach	(562) 435-4770	<a href="mailto:the411@housinglongbeach.org">the411@housinglongbeach.org</a>	525 E. 7th St., Ste 102 Long Beach, CA 90813	M-F: 10 a.m. - 4 p.m.
Puente Latino Association	(562) 264-5449	<a href="mailto:puente.la.lbc@gmail.com">puente.la.lbc@gmail.com</a>	6691 Myrtle Ave. Long Beach, CA 90805	M-F: 8 a.m. - 5 p.m.
United Cambodian Community	(562) 433-2490	<a href="mailto:info@ucclb.org">info@ucclb.org</a>	2201 E. Anaheim St., Ste 200 Long Beach, CA 90804	M-F: 9 a.m. - 4:30 p.m.
YMCA of Greater Long Beach	(562) 624-5470	<a href="mailto:braulio.roman@lbymca.org">braulio.roman@lbymca.org</a>	820 Long Beach Blvd. Long Beach, CA 90813	M-F: 9 a.m. - 5 p.m.

**10. I don't have internet or computer access. How do I apply?**

Please contact one of the above local organizations. They will be able to assist you by completing a proxy application on your behalf.

**11. I have received a Notice to Vacate (Eviction Notice) or am concerned I may receive one. What do I do?**

Please contact the Long Beach Fair Housing Foundation (FHF) for assistance with any eviction-related questions or concerns. To contact FHF by phone, please call 1-(800) 446-3247 or by email at [info@fhfca.org](mailto:info@fhfca.org).

**12. I live in subsidized housing or an affordable housing unit, can I apply?**

This depends. Households that receive housing assistance from vouchers (i.e., housing choice vouchers, project-based vouchers, or other Section 8 vouchers) AND who have experienced a loss of income should recertify their income with their administrative housing authority to ensure housing costs continue to be covered. Households receiving housing choice or Section 8 housing vouchers who were not able to recertify income and have accrued rental arrears (rental debt or past due rent) **are eligible** for assistance.

Households that have recertified income and do not have unpaid arrears (rental debt or past-due rent) **are not eligible** for assistance. Likewise, households **are not eligible** for assistance if they receive Tenant-Based Rental Assistance (TBRA), Rapid Re-Housing (RRH) assistance, or other income-based rental assistance where a certification of no income will allow the assistance to cover the full cost of the household's rent.

Households in subsidized housing that does not include housing voucher support, such as Low-Income Housing Tax Credit (LIHTC)-subsidized housing and other state and federally subsidized housing, **are eligible** for assistance for the tenant portions of rental arrears. Lessors of subsidized housing may only apply for rental assistance to cover the tenant portion of rental arrears.

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

If your application is approved, you will be notified via email and you or your landlord will receive the back rent payment within a week.

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

Once you have submitted a complete online application, your application will be reviewed for eligibility. You will receive a notification via email that a payment will be made. In the meantime, you can also log in to the Rent Relief platform to check on the status of your application. If there are issues with your application such as missing or improper documentation, you will be contacted by a caseworker via email or phone to fix the issues.

**15. When is the deadline to apply?**

If enough applications have been received to exhaust the funding, the application period will close on June 11, 2021. If funding remains, the application period will be extended on a weekly basis until all available funds are obligated. **Applicants are strongly encouraged to apply prior to June 11, 2021.**

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