2021 COVID-19 Emergency Renters Assistance Program (ERAP) Application Tenant User Guide

This guide will go over step-by-step instructions on how Tenants can register and apply for the Los Angeles City Emergency Renters Assistance Program (ERAP).

1. **All returning and new tenants applying for ERAP will need to "register" for an account before applying. To do so, click on this register link** here **or type in** https://cityoflaprod.service-now.com/eras?id=sn_user_registration&sys_id=3f2484021b7a24108f6f54e4604bcb14**.**

2. **You should see the page below. Please enter your First Name, Last Name, Email Address, and Phone number. Then click the Register button.**

   Rules:
   a. **You must be 18 and over to apply.**
   b. **One registered tenant email address applicant per household.**
   c. **Multiple applications thereafter for the same household will be closed and marked as duplicate.**
   d. **You cannot register again using the same email address with a different name. If you are applying for someone else, you will need to use another unique email address that has not been registered or call the Hotline to submit their application.**

3. Once you click Register, you should see a "Thank you for signing up!" message below to check your immediately to retrieve your PIN and a link to set your password. Please note that if you do not see your email, check your Spam or Junk Mail folder. The link is only good for 12 hours, so you should check your email immediately.

2021 COVID-19 EMERGENCY
RENTERS ASSISTANCE PROGRAM

For City of L.A. Residents

Thank you for signing up!

Please check your registered email for login instructions.
Your registration link will expire within 12 hours.
If you do not receive the email within 12 hours, please check your
Spam or Junk Mail folder.
If the email has been moved to Spam/Junk Mail, you can improve
delivery of future emails by right-clicking on the email and indicating
"Not Spam", "Not Junk" or "Never Block Sender".

4. **Go to your email inbox. You should find the following message below with the subject "Rental Assistance – Password Information". Then click on the "Set a new Password" link provided in the email.**

   Please take note of:

   1. **Your username is your email address – you will use this to log in**
   2. **Your Pin number – this is your temporary password**
   3. **The link to Set a New Password – the link to set your password.**
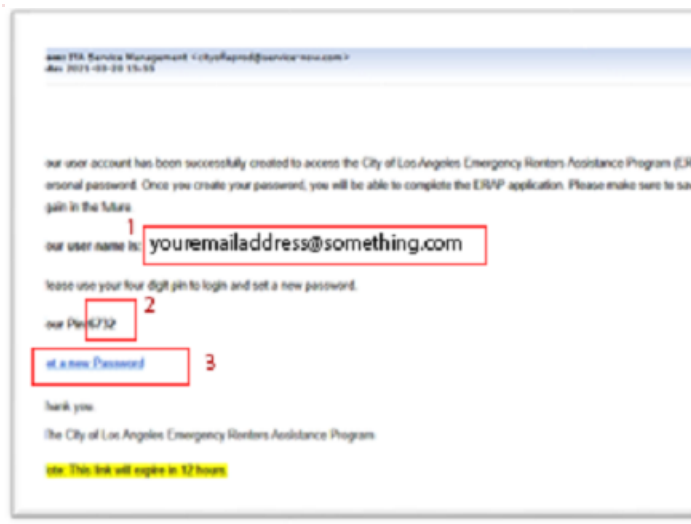
5. **The following page below will appear after you click on the Set a new Password. Log in with your user name (email address) and your Pin as your password**

6. Once logged in, you will be asked to change your password. Enter your Pin number in your Current Password. Then enter your New password, then Confirm New Password. Please create a new password that has eight characters that include one capital letter and numbers. Click Submit.

7. After changing your password successfully, you should be able to see the application to start your process. Do your best to fill out all fields. Please enter fields that are Required. You will not be able to submit your application until you enter information in those Required fields.

8. Tenant Information

Please enter all fields listed in this section. It is highly recommended that you enter your email address to expedite your application process. All notifications will be sent to your email address. If you do not have an email address, all communication will also be done by an automated message or text.

Tenant Information

First Name:

* Required Field

Middle Name:

Last Name:

* Required Field

Date of Birth (You must be 18 years of age to apply):

Month

Day

Year

* Required Field

Phone Number:

* Required Field

Alternate Phone Number:

Email Address:

Due to social distancing, it is recommended that you provide an email address for online processing

* Required Field

Confirm Email Address:

* Required Field

Race (Select All that Apply)
- ☐ White
- ☐ Hispanic, Latino, or Spanish origin
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ Other

* Required Field

Gender:

* Required Field

Ethnicity:

* Required Field

Preferred Language:

* Required Field

9. **Tenant Current Rental Address**

   a. **In the "Type and Select Your Address" box, this is a Google service that will assist with your address formatting. Once you start typing your address, a list of recommendations of an address is listed. Select your address (if it's in the Los Angeles boundaries), it should automatically populate the Street, City, State, and Zip. If your address is not on the list, please click on I need to fix my address to manually enter your address.**

   b. **It is required to enter a Unit/Apt Number if you have one. If you do not have one, please click on the check box "I do not have a unit/apartment number…"**

   c. **You are required to confirm your address is correct by clicking on "This is my correct address" to go to the next questions. Once confirmed, you should see a message "Tenant has indicated that the above address is correct".**

Tenant Current Rental Unit Address

Current rental address needs to be within the geographic boundaries of the City of Los Angeles and will automatically fill as you type. Please enter your Unit/Apartment number (if any) and verify for accuracy, then click "This is my correct address" button. You may override and continue with entering your rental address by clicking "I need to fix my address" button. All addresses submitted will be validated to ensure it meets City of Los Angeles boundary requirements.

200 N Main	✕

⚲ **200 North Main Street** Los Angeles, CA, USA
⚲ **200 North Main Street** Santa Ana, CA, USA
⚲ **200 North Main Street** Corona, CA, USA
⚲ **200 North Main Street** Las Vegas, NV, USA
⚲ **200 North Main Street** Orange, CA, USA

powered by Google

200 North Main Street, Los Angeles, CA, USA

Unit / Apt Number:

900

If your address includes a fraction in the address (i.e. ½, ¼), please enter the fraction in this field.

Street

200 N Main St

City	**State**	**Zip**
Los Angeles	CA	90012

[This is my correct address] [I need to fix my address]

Tenant has indicated that the above address is correct

Which best describes your rental unit?

▾

* Required Field

Do you currently have a Section 8 housing choice voucher, Veterans Affairs Supportive Housing (VASH), or live in project-based Section 8 or public housing?

▾

* Required Field

10. Tenant Mailing Address

If you have a different mailing address other than your rental address, please enter it here. If not, please click on the "Same as above" check box. It should populate what you have confirmed in the previous step.

Tenant Mailing Address

If you have a different mailing address, please enter it here. If not, select Same as above. Please verify the mailing address entered for accuracy.

☑ Same as above

Street Address:

200 N Main St

Enter your address within the City of Los Angeles (e.g. "14410 Sylvan St")

Unit / Apartment:

900

If your address includes a fraction in the address (i.e. ½, ¼), please enter the fraction in this field.

City:

Los Angeles

State:

CA

ZIP Code:

90012

11. Financial Assistance Needed

Enter your monthly rent. Then select if you owe Back rent owed and/or Future rent needed. If you click on Back rent owed, please enter the Total Past Due amount from April 1, 2020, to March 31, 2021.

Financial Assistance Needed

What is your monthly rent?:

* Required Field

What type of financial assistance do you need at your current rental unit?

☑ Back Rent Owed (What is your total past due rent from April 1, 2020 to March 31, 2021?)

Total Past Due:

* Required Field

☐ Future rent

12. Tenant Household Information

a. **Please enter the total number of members in your household. This count should include you, the applicant and any other members.**

b. **Total number of members in my household OVER 18 should include you in addition to any other household members.**

c. **Please fill out the rest of the required fields.**

d. **Enter the names and information of your other household members, if any**.

Tenant Household Information (All members residing in the same rental unit, which may include related and unrelated members)

Total Number of Members in My Household (Including You):
[▾]
* Required Field

Total Number of Members in My Household OVER 18 years of age:
[▾]
* Required Field

Total Number of Members in My Household UNDER 18 years of age:
[▾]
* Required Field

Are you or anyone in your household currently unemployed due to circumstances related to COVID-19? (If yes, the person unemployed should be the tenant named on this application).
[▾]
* Required Field

What is the date you became unemployed?
[mm/dd/yyyy]

Do you or your household receive unemployment benefits?
[▾]
* Required Field

When did you or anyone in your household begin to receive unemployment benefits?
[mm/dd/yyyy]

Total annual 2020 household adjusted gross income (the total income from all members in my household) was:
[   ]
Round up to the nearest dollar, no commas or decimals
Income includes alimony, child support, pensions, and social security
* Required Field

Total 2021 monthly household income of everyone living in my household as of today:
[   ]
Round up to the nearest dollar, no commas or decimals
Income includes alimony, child support, pensions, and social security
* Required Field

Other Household members over 18 years of age in my Household:

Household Member 1

First Name:
[   ]

Last Name:
[   ]

Date of Birth:
[mm/dd/yyyy]

Relationship to Tenant:
[   ]

Currently:
[▾]

Household Member 2

First Name:
[   ]

Last Name:
[   ]

Date of Birth:
[mm/dd/yyyy]

Relationship to Tenant:
[   ]

Currently:
[▾]

For issues with entering dates, please click on the calendar icon, and select the date using the calendar (see below):

13. **Prior Participation in 2020 City of LA Emergency Renters Assistance Subsidy Program (ERAS)**

    If you previously applied enter Yes. Please indicate if you still live in the same address entered in your previous application or not. Please note that it would help us to expedite your application if you include your prior application number.

14. **Your Landlord Information and Monthly Rent Payment**

    If your landlord has an email address, it will help us expedite your application processing to enable us to contact your landlord by email, but it is not required.

Your Landlord's Information (Your landlord is the one that you pay your monthly rent and/or is in charge of managing the property and aware of your tenancy).

Landlord's First Name:

* Required Field

Landlord's Last Name:

* Required Field

Management Company or Business Name:

Landlord's Phone Number:

* Required Field

Landlord's Email Address:

Due to social distancing, it is recommended that you provide an email address for online processing

* Required Field

Confirm Email Address:

* Required Field

Monthly Rent Payment Information (Please provide the address you mail or deliver your payment to).

The name of the person or business you send your monthly rent payments to:

* Required Field

How do you pay your rent?

* Required Field

Street Address:

* Required Field

Unit / Apartment Number:

If your address includes a fraction in the address (i.e. ½, ¼), please enter the fraction in this field.

City:

* Required Field

State:

* Required Field

Zip Code:

* Required Field

15. Upload Eligibility Documentation

Please click on the documents you will provide by clicking on the checkbox. Then click the Upload button to attach your document.

Upload Eligibility Documentation

Please select the type of documents you will provide to verify your eligibility for financial assistance. Once you select a checkbox for each category, you will have the option to upload the documents to expedite the processing of your application. Otherwise, you may provide documents at a later time when notified. Uploading documents does not guarantee your application will be selected or that you are eligible for the program.

Proof of Identification (A current or within two years of expiration government-issued photo identification.)

[Upload] ☒ State-issued Driver's License or ID, Passport; or

☐ Government/Consulate Card, Permanent Resident Card or Visa or;

☐ Military or other Government Identification..

Proof of Residential Tenancy:

☐ Rental Agreement/Lease with applicant's and landlord's name and address.

☐ A notice provided by the current landlord addressed to the tenant with the landlord's name and at a minimum the landlord's address, phone number, or email address.

☐ A Bank statement with the applicant's name and address; a utility bill (for Gas, Electric, Water, Sewer, Trash only) that has the applicant's name and rental unit address.

☐ A USPS postmarked letter from a government or official agency; or

☐ Receipt of previously paid rent provided by your landlord with applicant's and landlord's name and address.

Proof of Current and Past Due Rent Amount

☐ Lease/Rental Agreement or an addendum to the lease agreement including a Notice of Rent Increase that was signed on or after January 1, 2020; or

☐ Rent ledger, rent receipts from no earlier than March 1, 2020, or a Notice to Pay Rent or Quit that lists the current monthly rent and the amount owed; or

☐ Any document that states current and/or past due monthly rent.

Proof of Annual 2020 Household Income for All Household Members

☐ 2020 household tax returns (AGI), Form 8879, Interest income on 1099, or Net Profit on the Schedule C; or if a household is not required to complete a tax return, a Form W-2 for all wage earners: Wages, tips, and other compensation or other tax statements; or

☐ Unemployment statements or benefits letters (with name, amount of benefit, and dates of coverage); or

☐ Social Security and Social Security Disability Insurance statements or benefits letters (with name, amount of benefit, and dates of coverage); or

☐ Documentation of current participation in any one of the below (with name, amount of benefit, and dates of coverage):
· Medicaid, known as Medi-Cal in California; or
· Women, Infants, and Children (WIC) benefits; or
· Free and Reduced Lunch participation; or
· Supplemental Nutrition Assistance Program (SNAP), known as CalFresh in California; or
· Food Distribution Program on Indian Reservations (FDPIR); or
· Temporary Assistance for Needy Families (TANF), known as CalWORKS in California; or
· School Nutrition Programs (SNP), such as the Free and Reduced Lunch program for California families; or
· General Relief; or
· Veterans Benefits; or
· Any household income-based state or federally funded assistance program for low-income persons or households; or
· Any locally operated assistance program for low-income persons or households that requires household income verification and uses federal income limits

☐ I do not have any documentation to prove my annual 2020 household income. I will complete a self-attestation form under penalty of perjury. Click here to sign PDF, download PDF, and upload. For Spanish, please click here

Proof of Monthly 2021 Household Income for All Household Members

☐ Employer statement with employee name, dates of employment, income earned, and the employer's name and the employer's address, phone number, or email address; or

☐ Two recent consecutive pay stubs for all wage earners (use gross pay) (Non-consecutive is acceptable for entertainment, construction, or other like industries).

☐ I do not have any documentation to prove my monthly 2021 household income. I will complete a self-attestation form under penalty of perjury. Click here to sign PDF, download PDF, and upload. For Spanish, please click here

Proof of Unemployment and/or Financial Hardship Due to COVID-19

☐ Unemployment benefits/insurance statement/letter showing household member's name and benefit amount; or

☐ Layoff, Work Furlough, or Reduction letter from employer (with employer name and at least employer's address, phone number, or email address) with employee name; or

☐ Letters of termination; or

☐ Two consecutive pay stubs (use gross pay) (Non-consecutive is acceptable for entertainment, construction, rideshare, or other industries alike) or recent bank statements which must have two itemized statements (no summaries or screenshots); or

☐ Last-received pay stub with employer's information; or

☐ Evidence of application for unemployment benefits; or

☐ Evidence of expired unemployment benefits, including unemployment benefits provided through the CARES Act; or

☐ Medical expenses related to COVID-19; or

☐ A letter addressed to a household member from childcare or adult services provider if service was discontinued; or

☐ Employer statement with employee name, dates of employment, income earned, and with the employer's name and the employer's address, phone number, or email; or

☐ For self-employed persons, tax records, statements, or other documentation of loss of income; or

☐ I do not have any documentation to prove my financial hardship due to COVID-19. I will complete a self-attestation form under penalty of perjury. Click here to sign PDF, download PDF, and upload. For Spanish, please click here

LA City Tenant Participation Agreement

☐ LA City Tenant Participation Agreement. Click here to sign PDF, download PDF, and upload. For Spanish, please click here

16. Consent to Share Information

Click on the check box if you wish to share your information.

Consent to Share Information

☐ OPTIONAL: The City of Los Angeles is working with researchers at the University of Pennsylvania to conduct a survey of program applicants that will help the City better understand how to assist residents who need rental support and affordable housing. By applying for this rental assistance program, you consent to allow the City to share your application information with the University of Pennsylvania researchers so that they may use it in their evaluation of this program. You also consent to being contacted by the researchers should they need to conduct follow-up surveys. Any individually identifiable information you provide that is shared by the City will be kept confidential by the researchers and your willingness to complete the surveys will not affect your eligibility or selection for this program in any way.

17. Tenant Certification

a. **Please read the Tenant Certification section and click on the required boxes. Confirm your landlord's information below by clicking on the checkbox that you have verified.**
b. **If you are missing any field entry, it will show in red below the Submit Application button. Please enter them since they are required.**
c. **Click the Submit Application button once all required fields has been addressed.**

Tenant Certification

I certify that the information I have provided on this application is accurate. If I am determined to be eligible for the program, I will be required to submit documentation to prove my eligibility at a later time. I certify that I have submitted only one application for my household.

NOTE: You will receive an application confirmation number after submitting your application. You will be contacted by email and/or phone regarding the status of your application.

By clicking below, I attest that I am over eighteen (18) years old and that the information in this application is accurate. I acknowledge that a condition of filing this application is that I am solely responsible for any risks and damages associated with the City of Los Angeles using my selected method of service and that I am responsible for all fees, assessments, and charges imposed by my carrier or provider. I acknowledge and understand that the City of Los Angeles has provided no warranty or guarantee as to who will be selected as an award recipient and that the City of Los Angeles does not warrant nor promise the security and successful transmission of any electronic and digital messaging hereunder, including from viruses, infections, interception, and corruption. I waive any responsibility and liability of the City of Los Angeles, and all of its departments, employees, and elected officials, from damages and losses caused by my non-selection of the requested renter's relief and waive all errors and failures occurring during the application processing and transmissions using my selected method of service.

☐ I hereby certify.

* Required Field

☐ I'm not a robot — reCAPTCHA — Privacy · Terms

* Required Field

☐ Please verify the below information is correct to ensure your landlord is notified of your participation in the program:

Landlord Email Address: **landlord@gmail.com**
Landlord Phone Number: **2135555555**

* Required Field

[SUBMIT APPLICATION]

*Which best describes your rental unit is missing
*Unemployed is missing
*Name of person you send payments to is missing
*How you pay rent is missing

18. Thank you for Completing the Pre-Application

After successfully completing your application you should see an application completed page below with an Application number assigned to your application. Please write down your application number. You will also receive a confirmation email.

THANK YOU FOR COMPLETING THE PRE-APPLICATION

This is your Application # EN0000XXXXXXX
Please save!

We have received your application for the City of Los Angeles Emergency Rental Assistance Program (ERAP). The information you provided will help us verify if you qualify for the program. Due to high demand, not everyone who applies will receive financial assistance. Eligible applicants will be processed through a random selection to participate in the program.

Priority will be given to eligible households that include an individual who has been unemployed for the 90 days prior to application for assistance and households with income at or below 30 percent of the area median.

If selected, you will be contacted to verify the following program requirements:
(1) Proof of Identification & City of Los Angeles Residency,
(2) Proof of Residential Tenancy,
(3) Proof of Current and Past Due Rent Amount,
(4) Proof of Annual 2020 Household Income and Monthly 2021 Household Income for All Household Members,
(5) Proof of Unemployment and/or Financial Impact Due to COVID-19,
(6) A Completed LA City ERAP Tenant Participation Agreement

Check the status of your application by entering your application number (listed above) at: hcidla.lacity.org

Thank you,
The City of Los Angeles Emergency Renters Assistance Program

In the meantime, you can learn more about the City of LA's emergency renter protections at https://hcidla2.lacity.org/covid-19/renter-protections.

Thank you,
-The City of Los Angeles Emergency Renters Assistance Program