

Emergency Rental Assistance Program (ERAP)

Tarrant County

Frequently Asked Questions

Updated February 2022

About Tarrant County Emergency Rental Assistance

The Tarrant County Emergency Rental Assistance Program (ERAP) is designed to assist renters who have suffered a financial hardship during the COVID-19 pandemic and are now struggling to pay rent and/or utilities. Funds may be provided for unpaid rent and utilities from April 1, 2020, and for future rent. Up to 18 months of rental and utility assistance may be provided per household.

1) Who is eligible for rental and/or utility assistance?

Renters residing in Tarrant County, outside the cities of Fort Worth and Arlington, in which one or more individuals meet the following criteria:

- Experienced a hardship during the COVID-19 pandemic
- Demonstrated risk of experiencing homelessness or housing instability
- Household income at or below 80% of the Area Median Income (AMI)

2) What is the Area Median Income, or AMI?

Area Median Income (AMI) is the mid-point of an area's income. Using the chart on the next page, find the number of people in your household. If your monthly household income (total of all household members' gross incomes (income before taxes and other deductions) is less than the amount in the far-right column, you may be eligible for this program.

	Very Low Income	Low Income
Household Size	50% AMI	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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3) In what order will applications be processed?

Applications will be prioritized based on the following criteria:

- Current eviction notice or case
- Household income 50% AMI or lower
- Unemployed for 90 days or more

Applications that meet eligibility criteria but are not considered high priority are processed in the order they are received after prioritized applications have been reviewed.

4) If I currently receive or have received other rental assistance, may I still apply?

Yes; however, this program will not help with rent or utility expenses that have been or will be reimbursed by another program. An applicant/household may only apply for assistance for months that have not already been paid by another source of funding.

Prior Texas Rent Relief (TRR) applicants will be required to withdraw from TRR after applying for assistance with Tarrant County. Once the application for Tarrant County has been submitted, applicants will be contacted by a representative from ERAP. The applicant will be provided a TRR Applicant Withdrawal Attestation form to complete, sign and submit.

If an eligible household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant's rent is adjusted according to changes in income, the renter household may receive assistance through this program for the tenant's portion of the rent expense.

5) How do I apply?

Visit www.GetRentHelp.com to answer a few basic questions. If your answers meet the criteria for Tarrant County's program, you will be redirected to the rental assistance application. An email will be sent to your landlord on your behalf asking them to complete their portion of the application. You will be required to upload certain documents prior to completing and submitting your application.

If you need help filling out your application, please call 817-850-7940 and select Option 1. Help is available in English, Spanish and Vietnamese.



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If a landlord has already applied to Tarrant County's rental assistance program, they do not need to reapply. A representative from the rental assistance program will contact them to request the tenant's lease and ledger.

Tip: The application works best when you use Chrome and will not work with Internet Explorer.

Tip: If you do not have internet at home, you may go to your city library, community center, or other public building with free Wi-Fi connection.

Documents needed:

- Applicant identification (driver's license, social security card or any other photo identification card)
- Copy of eviction notice, notice to vacate, or eviction case information, if applicable

Income documentation for all household members – must provide one or more of the following:

- 2020 tax return
- Bank statements for three months prior to date of application that show wage payments
- Paycheck stubs/wage statements dated within 60 days of date of application
- Employer attestation of wages paid within 60 days of date of application
- Unemployment statement
- SNAP, TANF or Medicaid statement/approval letter dated within 60 days of date of application
- Self-Certification of Income form - If you have no documentation to support your household income, or if your household has no qualifying income, you will be prompted within the application to download and complete a Self Certification of Income form. The Self Certification of Income form is available in English, Spanish and Vietnamese.

Utility bill documentation:

- Current utility bill or invoice from utility provider(s) that includes applicant name, tenant address, amount due, due date, utility provider name and address
- If applying for utility assistance only (not rent), applicant must also provide a current, signed lease agreement to prove rental status



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6) I am a landlord/property owner/property manager; may I apply on behalf of my tenants?

Landlords, property owners and managers may complete the landlord portion of the application before the tenant completes their section. The application allows a landlord to apply for multiple tenants at one time.

Please have the following information and documents ready for each tenant before applying:

- Tenant full name, address and email address
- Current lease agreement for tenant
- Current tenant ledger
- Current (rev. Oct. 2018) W-9 form

Once a landlord begins the process, the tenant will receive an email with a link to complete and submit the application. If the tenant has already started or completed an application, there is no need to begin a second application.

7) How will rent and utilities be paid?

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

If a landlord refuses to apply for Tarrant County rental assistance, call 817-850-7940 and select Option 1.

8) How long does assistance last?

If applicant/household is eligible, assistance will be provided for the following:

- Past-due rent (arrear) plus three months in future rent, for a total of up to 18 months
- Arrear only if 18 months in arrears exists at time of application
- Utility arrears plus current month utility expense if applicant provides current month's utility bill
- Additional assistance may be provided for future rent in three-month increments or utility payments one month at a time

To receive continued assistance for rent, applicants will be required to submit updated income documentation every three months, and landlords will be required to submit an updated ledger for the corresponding period. To receive continued assistance for utilities, applicants will be required to submit utility bills monthly and updated income documentation every three months.



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

Yes. Assistance may be provided for unpaid, overdue rent (arrears) from April 1, 2020, and for future rent.

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

You must have at least one month of past-due rent or attest to being at risk of homelessness to qualify for assistance.

11) I have already received an eviction notice. Can you help me?

Yes. Please refer to FAQ 5 for information on how to apply. Be sure to upload a copy of the eviction notice with your application so it may be prioritized appropriately.

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

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

13) Does this program assist with mortgage payments or utilities for homeowners?

No, the ERAP program only provides rent and/or utility assistance for renters.

14) How can I check the status of my application?

Both tenants and landlords will create a username and password when beginning their portion of the application. You may use the same username and password to log in to the Neighborly system and check the status of your application. If you still have questions, you may call 817-850-7940 and select Option 1.

15) Who pays for this program?

Funding for Tarrant County's Emergency Rental Assistance Program was provided by the U.S. Treasury Department as part of the 2021 Consolidated Appropriations Act and the 2021 American Rescue Plan Act. More information can be found [here](#).



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16) Is it safe to upload my personal documents when applying?

Yes. Tarrant County uses Neighborly Software, which has been approved by the County's Information Technology Services Department. Neighborly Software's security statement says, "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 service is password-protected, and data is protected by SSL encryption when it is exchanged between your web browser and our services."

