



Emergency Rental Assistance (COVID) Program General FAQs

November 29, 2022

General Questions

1. What is the maximum amount of funds available?

The Emergency Rental Assistance (COVID) program will provide emergency rental assistance grants up to \$10,000 to income-eligible individuals and families economically impacted during the COVID-19 pandemic through job loss, furlough or reduction in hours or pay.

2. How is Assistance Provided?

Emergency rental assistance grants will be made through payments and paid directly to the owner or property management company on behalf of the individual or family. Under no circumstances will the grant be paid to the applicant.

3. What rental expenses are eligible?

The Emergency Rental Assistance (COVID) program provides for monthly or past due rent (originally due on or after April 1, 2020 through December 31, 2022) for up to one hundred percent (100%) of the payments required under the lease agreement to maintain housing and/or to reduce rental payment delinquency in arrears as a result of the economic downturn during the COVID-19 pandemic. This program will not cover any late fees.

Application

1. How do I get an application?

Interested residents shall submit a pre-application between 8am Thursday, December 8, 2022 and 6pm Monday, December 19, 2022. There are three ways to obtain a pre-application form:

1. Online: Residents submit the pre-application questionnaire online at: www.cityofpalmdale.org/rentalassistance
2. Pick-up: Residents can pick up a paper pre-application at the Neighborhood Services Office located at 38250 Sierra Highway, 2nd Floor, Palmdale, CA. City office hours are Monday - Thursday from 7:30am-6:00pm; closed on Friday.
3. Mail: Residents can request a paper application be mailed to their address by calling 661/ 267-5126.

After the Pre-Application period closes, each applicant who submitted a Pre-Application form will be entered into a lottery. Applicants will be pulled in the lottery process until each Pre-Application has been assigned a number and placed on a "lottery list" in chronological order of being drawn. Staff will begin with the first applicant on the lottery list. Applicants will be contacted by City staff for an opportunity to complete and submit a full Program Application and Certification of Income along with all required supporting documents.



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2. How do I submit an application?

Applicants shall be contacted by staff in the order of the lottery results with instructions on how to obtain and submit the Program Application and Certification of Income and supporting documentation.

3. How will I know if my application has been approved?

Applications that are considered complete and meet all the Program criteria, shall be eligible for emergency rental assistance. Once an applicant is determined to be eligible to receive assistance, the City will notify the applicant in writing.

Eligibility

1. How do I know my rental unit is eligible?

For the limited purposes of this program, a standard housing unit is defined as a permitted dwelling unit located within the incorporated City limits of the City of Palmdale that contains a functioning kitchen, bathroom, storage, sleeping areas, living areas, and appropriate ingress and egress, and that is rented to the applicant pursuant to a written lease by a third party property owner that does not reside within the dwelling unit.

Renting a room within a housing unit, renting a garage, or other housing arrangement that is not a standard permitted housing unit are not eligible.

2. What documentation do I have to provide with the application?

- Government Issued Photo Identification
- Certification that household income meeting does not exceed limits established in guidelines
- Proof of negative economic impact due to COVID-19 pandemic
- Current lease or rental agreement showing the amount due and a statement from the landlord showing any amount past due
- Statement of Intent to Participate Form from a bona fide landlord/property management agent or company.
- Submit a W-9 form completed by the landlord/property management agent or company

3. What kinds of economic impact because of COVID-19 pandemic are considered eligible?

Applicants are eligible if they have experienced a negative economic impact because of the COVID-19 pandemic due to events such as job loss, furlough, or reduction in hours or pay.

4. If I receive other rental assistance, am I eligible?

Applicants cannot receive Program assistance if they are receiving rental assistance under another federal, state, or local rental assistance programs.



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Households already receiving Section 8 rental housing assistance payments are ineligible for assistance under the Program. Program Participants shall not be prohibited from applying for Section 8 assistance while receiving benefits under the Program. However, upon receiving Section 8 rental assistance payments, assistance under the Program shall terminate.

5. What does order of lottery results mean?

Each applicant who submits a Pre-Application questionnaire will be entered into a lottery. Applicants will be pulled in the lottery process until each Pre-Application has been assigned a number and placed on a “lottery list” in chronological order of being drawn. Staff will begin with the first applicant on the lottery list and process all applicants in chronological order and in accordance with the guidelines until all program funds are depleted.