



LEON CARES

Leon County Emergency Rental Assistance FAQ for Landlords

Q: Who can apply and who is eligible to receive financial support through the Leon County Emergency Rental Assistance program?

A: Leon County households experiencing financial difficulty due to COVID-19 may apply through the Emergency Rental Assistance (ERA) Program. To be eligible, applicants must meet all of the following requirements:

- Have a total household income at or below the 80% Area Median Income (AMI) threshold
- Must be past-due on rent or utilities payments
- Must have been a Leon County resident for each of the past twelve (12) consecutive months
- Must have at least one household member who has: (1) Qualified for unemployment benefits, or (2) Experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due to COVID-19
- Must be a renter and the renter's landlord must be willing to accept payment from Leon County on the applicant's behalf

For the first two weeks of the program (from March 29 through April 11, 2021), Leon County will prioritize applicants whose household income is at or below the 50% AMI threshold as well as households who have at least one member who has been unemployed for the past 90+ days.

Q: What expenses can this program support?

A: Past-due rent, past-due utilities, and/or up to three (3) months of future rent or utility expenses.

Q: How much funding can tenants receive through the program?

A: Eligible households may receive up to 15 months of total assistance for rent and/or utility payments, which may include up to 12 months for past-due payments as well as future payments in 3-month increments to ensure housing stability. Financial assistance cannot exceed applicant's actual demonstrated financial need. Awarded funds will be paid directly to landlords and utility service providers.

Please note that Emergency Rental Assistance Program funds may not be used to duplicate other government assistance. In other words, this program cannot provide assistance for any rent/utility payments that were previously covered by other assistance programs, including the Leon CARES Individual Assistance Program in 2020.



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Q: If approved, will assistance be disbursed directly to landlords or to tenants?

A: Upon application approval, funding awards will be processed and distributed by Leon County directly to the applicant’s landlord and/or utility service provider. As part of the application process, landlords will be asked to complete and submit a Leon County Substitute W-9 form (located here) through the Emergency Rental Assistance Program application portal. Please note that applying for assistance does not guarantee funding.

Q: When/how long will the application window be open for the Emergency Rental Assistance Program?

A: The Leon County Emergency Rental Assistance Portal will be open as of March 29, 2021 for application submissions. The application portal can be found [here](#). The application window will be open as long as funding remains available.

Q: Who can I contact for questions or assistance with the online portal?

A: A call center is available to assist applicants with questions regarding the Emergency Rental Assistance Program at (855) 216-9470 (toll free), available 8:30 a.m. – 5 p.m. Monday through Friday. Citizens who need computer access may visit any Leon County Library location. In addition, FREE one-on-one assistance with your application is available at the following locations:

<p>Leon County Amtrak Building 918 Railroad Avenue Tallahassee, FL 32310</p> <hr/> <p>Hours of Operation:</p> <p>Monday.....8AM-5PM Tuesday8AM-5PM Wednesday.....8AM-5PM Thursday.....8AM-5PM Friday.....8AM-5PM Saturday Closed Sunday..... Closed</p>	<p>Leon County Main Library 200 W. Park Avenue Tallahassee, FL 32301</p> <hr/> <p>Hours of Operation:</p> <p>Monday.....10AM-7PM Tuesday10AM-7PM Wednesday.....10AM-7PM Thursday.....10AM-7PM Friday..... 10AM-5PM Saturday 10AM-5PM Sunday.....1PM-6PM</p>
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Q: How will Leon County determine a tenant’s past-due rent balance?

A: As part of the Emergency Rental Assistance Landlord application, landlords will submit a completed and signed ERA Rent Ledger (found [here](#)) to document their tenant’s exact outstanding rent and late fee totals by month.



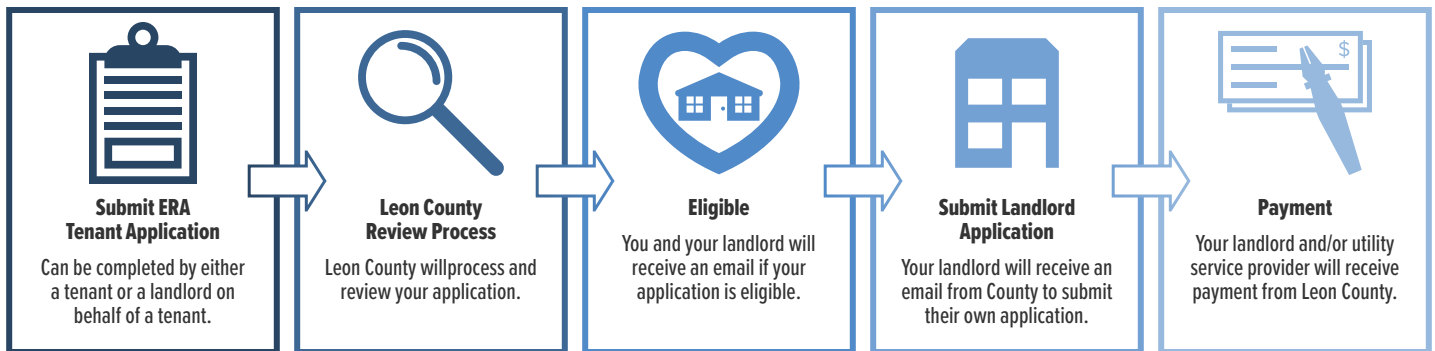
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Q: Who can receive assistance with future rent?

A: Tenant applicants may request assistance with up to three (3) months of future rent and/or utility payments and must agree to remain in their household for the same period if future rent/utility assistance is awarded. To be eligible for assistance with future rent, a tenant applicant must first demonstrate that they are past-due, and the tenant’s landlord must agree to accept payment from Leon County on behalf of the tenant for that same period.

Q: Can a landlord apply for financial support through the Emergency Rental Assistance Program?

A: The Leon County Emergency Rental Assistance (ERA) program uses a two-part application process. Generally, the tenant will initiate the application process, and if the tenant is determined to be eligible for the ERA program, Leon County will send an e-mail invitation to the tenant’s landlord to complete the landlord portion of the application. The graphic below illustrates the Emergency Rental Assistance Program application process:



Q: Can a landlord submit an Emergency Rental Assistance Program application on behalf of a tenant?

A: Per U.S. Department of the Treasury guidelines, a landlord may submit an application for rental assistance on behalf of an eligible household. There are two ways for landlords to submit an application for rental assistance on behalf of an eligible household:

(1) Assist your tenant with an Emergency Rental Assistance (ERA) Tenant application

- We encourage landlords to communicate with and assist their tenants with the online ERA Tenant application.
- If a tenant is determined to be eligible for the ERA program, Leon County will send an e-mail invitation to the tenant’s landlord (using the e-mail address provided by the tenant), which will allow landlords to submit banking information and past-due rent information directly to the County.
- Landlords and tenants may visit one of the Leon County ERA Assistance Centers (see the related question on Page 2 of this FAQ document) for one-on-one support with the ERA application process.



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(2) A tenant may add their landlord as a designated “user” of the tenant’s application

- A tenant may grant complete access of their ERA Tenant application to a landlord by adding the landlord as a designated “user” within the application portal.
- Please note that any added designated users will have full access to view the tenant’s application and will also have the ability to update all application responses. If using this method, the tenant must still submit and sign the final page of the application.
- To add a landlord as a designated user, a tenant applicant should follow these steps:
 1. Create an account in the Leon County ERA portal
 2. Start an Emergency Rental Assistance Tenant application
 3. Click ‘View Users’ on the left side of the screen
 4. Click ‘Add a User’ in the center of the screen
 5. Type the landlord’s e-mail address into the ‘E-mail’ box
 6. Click the blue ‘+ Add’ button
 7. The added Landlord should receive an e-mail from Neighborly Software with a link to access and edit the tenant’s application

Q: What documentation does a landlord need to submit as part of their Emergency Rental Assistance Program Landlord application?

A: The following documents are required as part of the Landlord application process:

- Leon County Substitute W-9 form (located [here](#))
 - » If a landlord would like to receive payment via direct deposit (ACH), bank account and routing number documentation must also be provided on the financial institution’s letterhead.
- Leon County ERA Rent Ledger Template (located [here](#))
 - » Each ERA Landlord application must include a completed and signed Leon County ERA Rent Ledger form to document the amount of past-due rent owed by the tenant.

Q: What if a landlord receives multiple e-mail invitations for different eligible tenants?

A: Landlords will receive an e-mail invitation for each tenant who is determined to be eligible for rental assistance. Landlords must submit a unique Landlord application to correspond with each eligible tenant. This process will allow Leon County to process each approved tenant’s award quickly, directly to landlords, and independent of the status of other tenants’ applications.



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Q: If a landlord does not wish to participate in the program, can tenants receive assistance directly?

A: No. All payments through the Leon County Emergency Rental Assistance (ERA) program will be sent to the tenant applicant’s landlord and/or utility service provider.

Q: How does a landlord know when their application has been approved for payment?

A: When a tenant has been approved for eligibility and all required information has been submitted by both the tenant and the landlord, Leon County will notify both parties via e-mail confirming that payment is being processed.

Q: I have not received any e-mails from Leon County. What do I do?

A: All correspondence for this program is via e-mail, so please check your spam e-mail folder if you have not received any e-mails from Neighborly Software or Leon County. If you believe there may be a system error with your application, please call our call center at (855) 216-9470 (toll-free).

Q: How can I check on the status of my application?

A: Tenant and Landlord applicants can check the status of their applications by logging in through the online portal [here](#).

Have additional questions?

The Leon County Emergency Rental Assistance Program website will be updated regularly with new questions and more information about the program. Please continue to check back for updates. In the meantime, a call center is also available to assist residents with questions regarding the Leon County ERA program. Citizens may reach the call center at **(855) 216-9470** between 8:30 a.m. – 5 p.m. Monday through Friday.

Also, FREE one-on-one assistance with your application is available at the following locations:

Leon County Amtrak Building

918 Railroad Avenue
Tallahassee, FL 32310

Hours of Operation:

Monday.....8AM-5PM
Tuesday8AM-5PM
Wednesday8AM-5PM
Thursday.....8AM-5PM
Friday.....8AM-5PM
Saturday Closed
Sunday..... Closed

Leon County Main Library

200 W. Park Avenue
Tallahassee, FL 32301

Hours of Operation:

Monday.....10AM-7PM
Tuesday10AM-7PM
Wednesday10AM-7PM
Thursday.....10AM-7PM
Friday..... 10AM-5PM
Saturday 10AM-5PM
Sunday.....1PM-6PM