



**MaineHousing**  
MAINE STATE HOUSING AUTHORITY

**EMERGENCY  
RENTAL  
ASSISTANCE  
PROGRAM  
ERA 1**

**Program and Policy Guide**

*6-1-2022*

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## A. INTRODUCTION AND BACKGROUND

The Emergency Rental Assistance Program (the “Program” or “ERA”) was originally established by the provisions of Section 501(a) of Division N of the Consolidated Appropriations Act, 2021, Pub. L. No. 166-260 dated December 27, 2020 (the “Appropriations Act”). Funds from the Appropriations Act are ERA 1 funds. This Program is also subject to separate guidance provided by the US Department of the Treasury as posted and updated on <https://home.treasury.gov/policy-issues/cares/emergency-rental-assistance-program>, laws and rules of the State of Maine and other provisions set forth in this guide (the “Guide”).

The purpose of the Program is to provide emergency rent and utility assistance and housing stability services to households who meet the eligibility criteria described in this Program Guide. The Program is administered by MaineHousing in collaboration with the Community Action Agencies and Cultural Based Organizations participating in the Program (hereafter collectively “CAAs” or “Subgrantees”) of Maine who deliver the Program in their respective service areas across the state. CAAs must deliver the services of the Program in accordance with this Guide, the provisions of fully executed Emergency Rental Assistance Program Subgrant Agreements and subsequent amendments, Housing Stability Services Subgrant Agreements, and other guidance as provided by MaineHousing.

This Guide is designed to provide information about Program rules, policies and guidelines. The Guide is a working document and will be kept up to date by MaineHousing staff. When Program guidelines or clarifications are made, MaineHousing will issue a notification of revisions to this Guide. When income limits change, new charts will be issued for replacement and made available on MaineHousing’s website identified below.

Any questions pertaining to the Guide should be directed to MaineHousing using the email address ERAHelp@mainehousing.org and/or phone number provided on the below referenced website. All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## B. PROGRAM OVERVIEW

Pursuant to the Appropriations Act cited above, ERA 1 funds may be used for the following activities:

- rent (current and prospective);
- rental arrears owed to the household’s current landlord (back to March 13, 2020);
- current costs and arrearages for electricity costs at the household’s current unit; and
- other expenses related to housing incurred due, directly or indirectly, to the coronavirus pandemic, as defined within this Program Guide.

Such assistance shall be provided for a period not to exceed 12 months. Any applicant currently in the Program at or above 11 months would automatically get 2 additional months unless the additional months put them beyond the Program limit

Up to 10% of the funds may be used for Housing Stability Services outlined in Section L.

Up to 10% of the funds may be used for administrative costs.

## C. HOUSEHOLD ELIGIBILITY

### Household Eligibility

A household will qualify for the Program if they are obligated to pay rent on a residential dwelling, which is their primary residence, and meet each of the following criteria:

- The total household income is at or below 50% Area Median Income (AMI) for the area where they live. AMIs are established and published by HUD on an annual basis. Median family incomes are calculated for all metropolitan and non-metropolitan counties using data from the American Community Survey and the Consumer Price Index (see 42 U.S.C. 1437a(b)(2)). Income limits are also adjusted for household size.
- One or more of the members of the household has experienced one of the following:
  - qualified for unemployment benefits any time after March 13, 2020; or
  - experienced a reduction in income due to the coronavirus pandemic; or
  - experienced a financial hardship due to the coronavirus pandemic; or
  - incurred significant costs due to the coronavirus pandemic (e.g. medical expenses, Internet, transportation, childcare, food, heating)
- The household is at risk of experiencing homelessness or housing instability, such as:
  - having past due utility or rent notices or eviction notices; or
  - unsafe or unhealthy living conditions including overcrowding; or
  - any other evidence of risk as determined by the CAA.

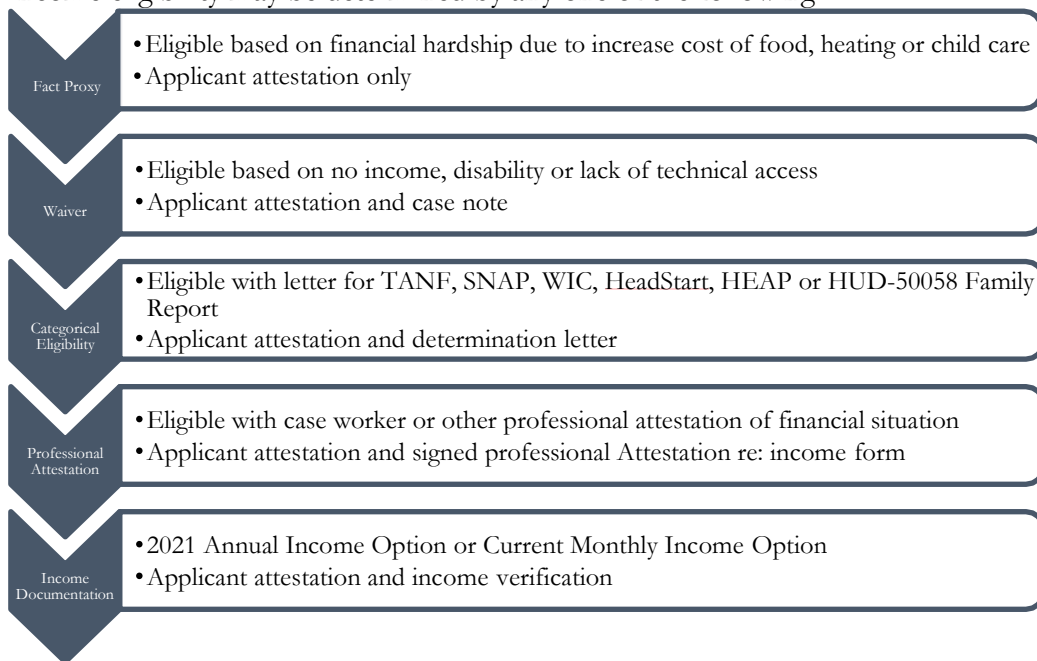
### Homeowners

Homeowners are not eligible for rental, utility or other assistance under the provisions of the Program.

## D. HOUSEHOLD INCOME DOCUMENTATION

“Treasury strongly encourages grantees to avoid establishing documentation requirements that are likely to be barriers to participation for eligible households.” – US Department of the Treasury, May 7, 2021 Fact Sheet and June 24, 2021 FAQ’s.

Income eligibility may be determined by any one of the following:



## **Fact-Specific Proxy, directly or indirectly, due to the COVID-19 pandemic**

For households who have a financial hardship due to the increase in the cost of food, heating or child care, the tenant application and attestation is sufficient and no additional forms are required; the CAA must do its best to determine household annual income and make a note in EmpowOR.

## **Zero Income or Waivers**

For zero income households, in order to reduce the burden of further documentation, the tenant application and attestation is sufficient and no additional forms are required; the CAA must do its best to determine if there is any income and make a note in EmpowOR.

CAAs have discretion to provide waivers or exceptions to documentation requirements to accommodate disabilities, extenuating circumstances related to the pandemic, or the lack of technological access. In these cases, the CAA is responsible for determining the applicant's household income (which has been attested to by the applicant on the application) and documenting that determination. All waivers, exceptions or extenuating circumstances should be thoroughly documented in EmpowOR.

## **Categorical Eligibility**

If an applicant's household income has been verified to be at or below 50% AMI by a local, state, or federal government assistance program, the CAA is permitted to rely on a determination letter or other evidence of proof from that program or from that government entity, provided that the determination was made on or after **January 1, 2020**. Examples of determination letters include, but are not limited to TANF, SNAP, WIC, Head Start, HEAP, and HUD-50058 Family Report or HUD-50059 Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures. It is the responsibility of the applicant to provide the determination letter or other evidence of proof, not the CAA. If the applicant elects this form of income eligibility documentation, the applicant will need to contact the agency that provided the verification.

### **NOTE:**

- For instances of HEAP, the CAA may contact MaineHousing at [LIHEAP@mainehousing.org](mailto:LIHEAP@mainehousing.org) to request a benefit notification letter which can be uploaded to ShareFile.
- Applicants will need to contact MaineHousing or the HCV administrating agency for documentation of Sec. 8 due to the need for an executed permission to share document.

The income of the household will still need to be reported to the CAA in order to determine the percentage of AMI for reporting and prioritization purposes as described in a later section of this Guide.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>

## **Documentation**

For fact-specific proxy, zero income or waivers, the CAA may rely on the tenant application and attestation from the applicant.

In some situations, it may be necessary to rely on a written attestation from a caseworker or other professional that has knowledge of the household's circumstances. The professional must complete the Professional's Attestation available on the Partner Portal on MaineHousing's website.

Documentation may be in the form of photocopies or digital photographs of documents.

If income eligibility has not been determined by any of the options above an applicant may choose the 2021 Annual Income Option or the Current Monthly Income Option.

Submission requirements are as follows:

### **2021 Annual Income Option**

- For all household members 18 years of age or older, submission of signed 2021 IRS Form 1040; receipt for E-filed 2021 IRS Form 1040; or for households that file electronically through a volunteer organization, the cover page with the name of the organization and the PIN assigned for e-filing purposes; or
- Submission of wage statements, pay stubs, IRS form W-2, IRS Form 1099 and Schedule C if self-employed, interest statements, Form 1099G or benefit statements from the Department of Labor (available from DOL ReME account at <https://reemploye.maine.gov/accessme/faces/login/login.xhtml>) if unemployed, or other annual income proof for all household members 18 years of age or older for determination of annual income pursuant to HUD's definition of income as described in 24 CFR 5.609 which can be found at <https://www.hud.gov/sites/documents/CALCULATINGATTACHMENT.PDF> and is outlined below under Income Inclusions and Exclusions under 24 CFR 5.609 ("HUD's Definition"); or
- Eligibility determination letter or other evidence of proof from a government agency dated January 1, 2020 or later (see "Categorical Eligibility" described above).

### **Current Monthly Income Option**

- Submission of prior month's wage statements, pay stubs, interest statements, unemployment benefit statements (available from DOL ReME account – see link above), a written attestation from an employer, or other proof of monthly income for all household members 18 years of age or older for determination of income pursuant to HUD's Definition.
- When using the Current Monthly Income option, the CAA will annualize the income reported to ensure that the household's annual income is at or below 50% AMI by multiplying the prior month's income by 12.

If the household qualifies for the Program using Fact-Specific Proxy, Categorical eligibility, professional attestation or the 2021 Annual Income Option, and requests additional rental or utility assistance in the future, the applicant will not need to provide income documentation again. If a written attestation without further documentation of income (or fact-specific proxy) is relied on, CAA must reassess household income for the household every 3 months.

Households using the Current Monthly Income Option are required to submit updated income documentation.

## **E. INCOME INCLUSIONS AND EXCLUSIONS UNDER 24 CFR 5.609**

The Department of Housing and Urban Development (HUD) defines income as all amounts, monetary or not, which go to, or on behalf of, any family member from any source outside the household. For a detailed list and descriptions of forms of income see 24 CFR 5.609 (b) and (c), which can be found at <https://www.hud.gov/sites/documents/CALCULATINGATTACHMENT.PDF>.

### **Income Inclusions**

- All wages, including commissions (before any payroll deductions);
- Net income from the operation of a business or profession;

- Interest, dividends and other net income from real or personal property;
- Periodic payments (e.g. Social Security, pensions, disability benefits);
- Payments in lieu of earnings (e.g. unemployment including supplementary unemployment, worker's compensation, severance pay);
- Welfare assistance (excluding any designated for housing or utilities);
- Periodic and determinable allowances (e.g. alimony, child support, periodic gifts from sources outside of the household); and
- All regular pay, special pay, and allowances for members of the Armed Forces.

### **Income Exclusions**

- Income from children or foster children under the age of 18 years;
- Income from household members over 18 who are full time students;
- Foster child or adult care payments;
- Lump-sum additions to family assets (e.g. inheritances, insurance payments, capital gains, settlements)
- Reimbursements for medical costs;
- Income of a live-in aide;
- Special Armed Forces payments (e.g. Operations Desert Storm);
- Amounts from certain training programs;
- Temporary, non-recurring, or sporadic income (gifts);
- Reparations from a foreign government;
- Adoption assistance payments;
- Deferred periodic payments from Social Security;
- Property tax refunds or rebates;
- Payments for developmentally disabled household members' equipment or services for them to remain at home; and
- All other amounts excluded by federal statute as described in 24 CFR 5.609.

**NOTE:** MaineHousing has determined that stimulus payments as a result of the COVID 19 Pandemic or other assistance related to the Pandemic are excluded from the annual income and Current Monthly Income options described above.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **F. FINANCIAL HARDSHIP**

The applicant must attest that one or more of the members of the household:

- Qualified for unemployment benefits any time after March 13, 2020; or
- Experienced a reduction in income due to the coronavirus pandemic. (The applicant must explain the reduction in income due to the coronavirus pandemic.); or
- Had significant increased expenses, directly or indirectly, due to the coronavirus pandemic. (The applicant must explain the significant increase in expenses, directly or indirectly, due to the coronavirus pandemic. See examples of Significant Increased Expenses below.); or



- Experienced a financial hardship, directly or indirectly, due to the coronavirus pandemic. (The applicant must explain the financial hardship, directly or indirectly, due to the coronavirus pandemic. See examples of Financial Hardship below.)

**EXAMPLE:**

Examples of Significant Increased Expenses, directly or indirectly, due to the coronavirus pandemic may include, but are not limited to:

- Healthcare costs, including care at home for individuals with COVID 19;
- Food costs;
- Heating costs;
- Purchases for Personal Protective Equipment (PPE);
- Penalties, fees, and legal costs associated with rental or utility arrears;
- Moving costs for households that relocated to avoid homelessness or housing instability;
- Childcare costs;
- Internet access and computer equipment required to work or attend school remotely;
- Alternative transportation for households unable to use public transportation during the pandemic.

**EXAMPLE:**

Examples of Financial Hardship, directly or indirectly, due to the coronavirus pandemic may include, but are not limited to:

- Evidence household is forgoing or delaying purchase of essential goods in order to pay rent or utilities, such as food, prescription drugs, childcare expenses, transportation costs, or equipment needed for remote work or school
- Payments for rent or utilities are made by credit card, payday lenders, high-cost debt products to avoid homelessness or housing instability

**G. RISK OF HOMELESSNESS OR HOUSING INSTABILITY**

Applicants must attest that one or more individuals within the household is at a risk of experiencing homelessness or housing instability, which may be demonstrated by:

- A past due utility or rent notice or eviction notice;
- Unsafe or unhealthy living conditions (see examples of unsafe or unhealthy living conditions below); or
- Any other evidence of risk, as determined by the CAA (see examples of risk of homelessness or housing instability below).

**EXAMPLE:**

Examples of unsafe or unhealthy living conditions may include, but are not limited to:

- Conditions that increase the risk of exposure to COVID-19 because of overcrowding
- Potential for exposure to intimate partner violence, sexual assault, or stalking

**EXAMPLE:**

Examples of risk of homelessness or housing instability may include, but are not limited to:

- Housing cost burden that makes it difficult for renters to afford their housing costs
- Informal rental arrangement with little or no legal protection
- Evidence household is forgoing or delaying purchase of essential goods such as food, prescription drugs, childcare expenses, transportation costs, or equipment needed for remote work or school
- Harassment or verbal threats of eviction by landlord
- Evidence household is relying on credit cards, pay-day lenders, other high-cost debt products to pay for rent or utilities

The CAA must consider whether the household might benefit from Housing Stability Services and refer applicants to Housing Stability Services when appropriate. See Section L, Housing Stability Services.

**H. RENTAL ASSISTANCE AND DOCUMENTATION**

- Eligible households may receive up to 12 months of assistance.
  - Rent for tenants living in subsidized housing is not eligible
- The number of months of assistance for rental arrears is equal to the rental arrears divided by the monthly rent.
- A tenant may apply for arrears without applying for current or prospective months.
- The date of application determines whether amounts are arrears, current, or prospective.
- Subgrantees may only pay future assistance for up to 3 months at a time.
- Households may reapply for additional assistance at the end of the three-month period if needed and the overall time limit for assistance is not exceeded.
- If a household that received assistance for a rental home moves out, the household may receive assistance for subsequent months in a new apartment, but may not receive more than 12 months' total rent and may not receive rent twice for the same month.
- Before moving into a new residence, a tenant may not yet have a rental obligation; CAA's can provide to otherwise eligible households an ERA Confirmation of Eligibility Determination letter. The confirmation of eligibility expires after 90 days after the issuance date.
- The Program does not dictate limits on rental arrears or monthly rental limits, except when FMRs are the

maximum rent allowed as described in this Guide. Outstanding rental arrears and allowable late fees, which are provided for in an existing lease and do not exceed 4% of the monthly rent, will be considered for payment. The Program does not pay for parking, pet, air conditioning, dryer or existing storage fees. The applicant and landlord must agree on the amount of arrearages prior to payment to the landlord.

- The tenant's payment must be entered as the tenant rent in the Tenant Application & Attestation and the Landlord Application & Attestation.
- The tenant must sign the Application & Attestation by electronically entering their name or providing a wet signature.

### **Documentation of Occupancy and Rental Amounts**

A landlord or tenant may receive rental assistance for a unit the tenant has vacated only if the tenant occupied the rental unit on the day the tenant submitted their application. A landlord or tenant may receive rental assistance for a unit the tenant does not yet occupy provided they have entered into a rental agreement for the property.

#### **EXAMPLE:**

If a tenant applies on April 12 while living at Apartment A and moves to Apartment B before the application is processed:

- The application is for rent for Apartment A only
- The tenant or their landlord may receive arrears prior to April 12 for Apartment A
- The tenant or their landlord may receive current or prospective rent under the application only for months in which the tenant still lives at Apartment A
- The Apartment A landlord (or tenant) must return to CAA any rent paid for months when the tenant does not occupy Apartment A
- The tenant may later apply for prospective rent (and possibly security deposit and screening or application fees for displacement due to COVID-19) for Apartment B when the tenant has a lease or rent agreement at Apartment B
- The tenant's total months of rent and utility assistance for Apartments A and B may not exceed 12 months

Note: If a CAA becomes aware that a tenant is moving from the CAA's service area to a second CAA's service area, the CAA will let the second CAA know. Also, if a CAA becomes aware that a tenant is moving into its service area from another CAA's service area, the CAA will let the other CAA know.

CAAs must obtain, if available, a signed lease or rental agreement that identifies the unit where the tenant resides and the amount of rental payment. A lease that has turned to a month to month lease after the first year is the effective lease.

If a signed lease or rental agreement is not available, the applicant will need to provide evidence of residence at the rental unit and the amount of rent.

The Landlord Application & Attestation plus either proof of the landlord's ownership (such as a tax bill or deed) or proof a landlord agent has agency (such as a management agreement) is sufficient to prove occupancy and rental amount.

A utility bill, water/sewer bill, cell phone bill, credit card statement, insurance policy, W-2 form, tax return, tax bill, or driver's license in the name of a household member can be used to prove residency.

Bank statements, check stubs or other reasonable documentation can be used to verify rental amount.

In the absence of satisfactory documentation of the monthly amount of rent, an attestation from the applicant may be accepted. In these circumstances, the amount of rental assistance under this Program will be the attested monthly rental amount up to the greater of 100% of the Fair Market Rent (FMR) or the Small Area Fair Rent (SMFR) for the area in which the applicant resides. FMRs are provided on the Partner Portal.

Tenants who receive direct rent payments must use that payment for the property listed on the Application & Attestation. If they do not use the rent payment for this property, they must repay the assistance received or face civil action and criminal penalties.

When a CAA Certifier determines a tenant will be paid directly, the Certifier contacts the tenant to let them know a direct payment must be used for the property listed on the Application & Attestation.

If multiple roommates live in the same household, but only one roommate needs assistance, that roommate can apply for their portion. The applicant does not need to include their roommates' income on the application. If eligible, the portion of the rent will be prorated and paid directly to the landlord. If the applicant has been paying rent directly to landlord, landlord attestation is sufficient. If the applicant has been paying rent to a roommate, documentation of payment history is required.

Leasing arrangements with family members are eligible only if the tenant lives in a separate fully contained living unit with its own kitchen, bathroom, and private entrance. Preexisting written lease and evidence of a history of consistent rent payments is required.

A lease establishing a rental relationship is required for any rent to own situations. No household member may be on the deed or a signor or co-signor on a mortgage or have exercised the option to purchase the property.

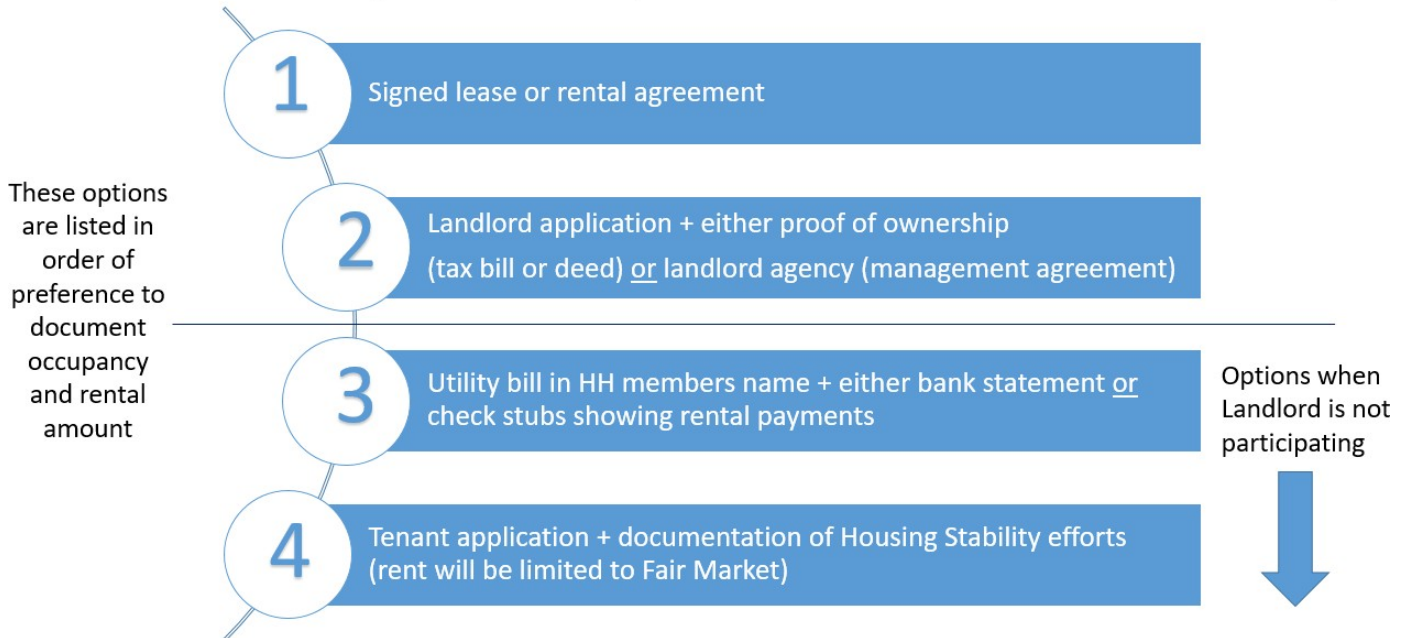
Those living with related parties and paying rent informally are not eligible. Definition of related parties: the spouse, parent, child, brother, sister, grandparent, grandchild, including steps, and in-laws; and any person cohabitating with an applicant, as well as any immediate family member related by blood, marriage, or adoption, including cousins, aunts, and uncles.

Rent/expenses charged to a credit card or borrowed can show financial hardship as well as housing instability if the applicant can show that it is not the usual way they pay their rent/expenses or utilities.

**EXAMPLE:**

The applicant cannot provide satisfactory documentation of the monthly rental amount as described above. The applicant attests in writing a monthly rental amount of \$500 and the FMR is \$600, the CAA may provide assistance up to \$500. If the attested monthly rental amount is \$700 and the FMR and SAFR are \$600, the CAA may provide assistance only up to \$600. It is anticipated that it will be a rare situation in which the actual monthly rental amount cannot be satisfactorily documented.

## Documentation Requirements for Proof of Occupancy and Rental Amount



### Arrears

The Program pays for all unpaid rent back to March 13, 2020. If arrears are owed for March 2020, payment must be prorated. Late rental fees may be included provided they are included in the applicant's lease or rental agreement and do not exceed 4% of the monthly rental amount.

### Non-Duplicative Rental Assistance

Only arrearages and current month for the **tenant portion** of the rent may be paid to the landlord under this Program. Households occupying federally-subsidized residential or mixed-use property are not eligible for this program

## I. LANDLORD APPLICATION AND REQUIREMENTS

- After receipt and processing of the Tenant Application & Attestation, the landlord will be contacted by the CAA to confirm the information on the application.

- CAA can help a landlord fill out an online Landlord Application & Attestation. However, the landlord must sign the Landlord Application & Attestation.
- If the landlord agrees to accept the terms of the program and payment on behalf of the applicant, the landlord will submit a signed copy of the Landlord Application & Attestation, a complete IRS Form W-9, and the current lease.
- If there is no current lease, the landlord must show proof of ownership such as a deed or tax bill. An eviction notice does not suffice as proof of ownership. If an agent is acting on behalf of a landlord, the agent must provide the management agreement. If the landlord had submitted a W-9 to the CAA for a prior rent relief program, a new form is not required. A CAA can verify ownership using online town/city websites or calling them directly.
- Landlords may also opt for direct deposit by completing the CAA's required form.
- The landlord may submit the required forms at the same time the applicant applies for the Program. However, the amount of rental arrears and prospective rent must be agreed upon by the tenant applicant and the landlord applicant.
- The landlord must sign the Landlord Application & Attestation by electronically entering their name or providing a wet signature.

By signing the Landlord Application and Attestation the landlord agrees not to take any action to evict Tenant for nonpayment of rent or any related costs for any months from March of 2020 to date or for any months they are paid from this program. Landlord also agrees not to increase Tenant rent greater than 5% within a 12-month period. If Tenant is or becomes a tenant at will, landlord agrees not to initiate a no-cause eviction during the months Landlord is paid by the Emergency Rental Assistance Program.

Once the amounts of rental arrears have been agreed upon by the applicant and the landlord and all landlord documentation is received and processed by the CAA for payment, the landlord must provide the applicant with a copy of the Landlord Application and Attestation for the applicant's records.

It is hoped that all landlords will participate in the Program and accept payments. However, there are no provisions in the Program to require a landlord to participate.

CAAs notify the tenant and the landlord upon approval of payment. The notification requires: (1) the landlord and tenant to notify the CAA if the tenant moves out and does not occupy the unit in any months for which the CAA pays rent, and (2) repayment of the rent for any months the tenant does not occupy the unit.

### **Outreach to Landlords**

CAAs will make reasonable efforts to obtain the cooperation of landlords to accept payments from the Program. Outreach will be considered completed if:

- i. A request for participation is sent in writing, by mail, to the landlord and the addressee does not respond to the request within seven (7) calendar days after mailing;
- ii. The Subgrantee has made at least two (2) attempts by phone, text, or email over a five (5) calendar day period to request the landlord's participation; or
- iii. A landlord confirms in writing or verbally and documented in EmpowOR that the landlord does not wish to participate in the Program.

CAAs must attempt to verify the landlord's contact information if the CAA receives no response from the landlord. All efforts by the CAA must be documented in EmpowOR.

All documents and guidance referred to in this section and subsequent sections can be found at

If a landlord refuses or declines to participate in the Program, the CAAs will issue payment directly to the renters. There may be instances when a landlord refuses to accept a payment from a tenant who has received assistance directly from a CAA for the purpose of paying the landlord. In these cases, the CAA may allow the tenant to use the assistance for other eligible costs in accordance with the terms of the ERA program.

## J. UTILITY ASSISTANCE

- Utilities and home energy costs are separately-stated charges related to the occupancy of rental property and are not covered by the landlord in the rent or paid for by another source.
- For the purposes of this Program, utilities include separately-stated electricity.
- Telecommunication services (telephone, cable, Internet) delivered to the rental dwelling are not considered to be utilities.
- Documentation of the utility arrearage will need to be provided, such as a utility bill. Since arrearages may only be considered for the period on or after March 13, 2020, if the utility bill does not clearly define the period for which the arrearages occurred, additional documentation will be needed.
- When utilities and rent are paid in the same month, together they count as one month of assistance (of up to 12 months' maximum assistance).
- When utilities are paid for a month in which the tenant is not receiving rental assistance, the utility payments also count as one month of assistance (of up to 12 months' maximum assistance).
- In some instances, it may be more beneficial for a tenant to forgo utility assistance to obtain more months of rental assistance.
- Utility credits on a closed account must be sent back to the CAAs.
- CAAs may determine the number of months of utility arrears through any of the following provided by the tenant:
  - a month-by-month breakdown of outstanding charges for the arrearage from the utility.
  - a copy of the March 2020 bill along with the current bill so the CAA can calculate what portion of the utility arrearages is eligible for payment.
  - dividing the utility arrears paid on behalf of the tenant by the amount for the current month (or most recent month).
- Unlike rental arrears which must be paid in full, all, some or none of the utility arrears may be paid.
- The utility bill may be in the name of a household member other than the primary applicant. If the bill is not in the applicant's name, the delivery address for the utility must match the unit address. If the utility bill is in the name of the landlord, the lease must reference that the tenant is responsible for making the utility payment.
- The CAA will pay the utility provider directly.
- An applicant may apply for utility assistance even if rental assistance is not requested.
- Utility assistance must be for the applicant's current rental unit.

If a household is in an emergency energy crisis, they should be referred to HEAP or 211 for immediate assistance. Prospective energy costs cannot be considered in this Program.

An applicant for utility assistance must provide CAA documentation which shows the applicant is a renter.



## K. OTHER HOUSING-RELATED EXPENSES DUE TO COVID-19

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

- This Program allows funds to be used for other housing related expenses that were incurred, directly or indirectly, due to the coronavirus pandemic.
- Such expenses include, security deposits and hotel/motel stays.
- Households must meet other housing and income requirements described earlier in this program to qualify for other expenses.
- All reimbursements or payments for other housing related expenses due to the coronavirus pandemic must be accompanied by supporting documentation such as a bill, invoice or evidence of payment to a provider for service(s).
- Applicants who need a rental unit should be referred to Housing Stability Services.
- Hotel expenses are eligible provided:
  - the household has been displaced from its primary residence or does not have a permanent residence elsewhere (a hotel is not considered a permanent residence);
  - total months of assistance do not exceed 12 months;
- Process for hotel expenses:
  - CAA initially refers a request for hotel expenses to Housing Stability Services to ensure other federal assistance is not available and to assist the applicant in finding a rental unit.
  - Housing Stability Services contacts the local Emergency Solutions Grant (ESG) sub-recipient and checks the requested hotel against the list of hotels that are funded with FEMA funds.
  - If Housing Stability Services determines the request is for a hotel that is not ESG or FEMA funded, Housing Stability Services refers the application back to the ERA team for processing.
- No minimum number of days is required for hotel expenses to be covered.
- Hotel payments count toward the 12 month maximum in rental and utility assistance.
- Hotel payments do not include expenses incidental to the charge for the room.
- Hotel payments reimbursed at the current government rate: [https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-results/?action=perdiems\\_report&state=ME&fiscal\\_year=2022&zip=&city=](https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-results/?action=perdiems_report&state=ME&fiscal_year=2022&zip=&city=)
- Alternate “lodging places” i.e. hotels, motels, bed and breakfasts and campgrounds where the owner or managing entity maintains the lodging facilities can be considered as other housing related expenses.



This chart shows how to process payment for hotel/motel or lodging places:

	Previously Paid by Applicant	Past due in Arrears	Current Due	Prospective
Hotel/Motel/Lodging places	Not allowed	Pay Provider	Pay Provider	Not allowed – refer to housing stability

An applicant for other housing-related expenses due to the coronavirus pandemic (except for hotel expenses) must provide CAA documentation which shows the applicant is a renter.

## L. HOUSING STABILITY SERVICES

### Overview

Housing Stability Services are intended to promote and improve the housing stability of Maine renters through services intended to help maintain or obtain stable housing. A portion of the Program funds, separate from the 90 percent for direct payments on behalf of eligible tenants, may be used to provide Housing Stability Services.

Housing Stability Services will be coordinated by the CAAs. CAAs will offer Housing Stability Services to households who appear to be eligible for direct financial assistance under the Program and need help to complete an application, work with their landlord, address legal threats, or need other non-financial support to achieve housing stability. The CAA will include other community providers as part of the housing stability team and will work collaboratively to identify and offer appropriate services to support housing stability for renters.

The CAAs will be supported by access to services procured by MaineHousing including mediation and informal facilitation between landlord and tenant, assistance for applicants who need translation or cultural supports, training opportunities, and legal aid.

Community Action Agencies will coordinate Housing Stability Services within their jurisdiction. CAAs will leverage existing program models and approaches to the CAAs' work, specifically the Whole Family approach to case management services, and a guiding principle shall be that the loss of housing, and/or the experience of homelessness, is an emergency which requires a prompt, targeted response to alleviate the emergency in a timely fashion. To ensure services are available promptly, CAAs should leverage existing internal and external programming, services and providers and procure services as needed.

### Program Requirements

Each CAA will designate a Housing Stability Coordinator and establish a Housing Stability Team as outlined in the Housing Stability Operating Framework.

For each applicant referred to Housing Stability Services, the Housing Stability Coordinator, or designated CAA staff member must:

- Verify that the applicant is in the EmpowOR system and appears to be eligible for ERA financial assistance
- Attempt to contact the applicant within two (2) business days of referral to Housing Stability Services
- CAA must ensure applicant has authorized CAA to share the tenant's information on the Tenant Application & Attestation prior to providing applicant's information to another entity for a referral
- If the above release form is not signed, CAAs may obtain verbal consent from the applicant, sign and date electronically (FBO applicant), then appropriately make notes on the document that verbal permission was

received. A copy of the signed document will then be sent to the applicant

- Process requests for payments to hotels as set forth in Section K, Other Housing-Related Expenses due to the coronavirus pandemic
- Create an Individualized Housing Stability Plan for each referred household as outlined in the Housing Stability Operating Framework
- Provide on-going support as needed and documented in the Individualized Housing Stability Plan including the direct provision of services, referrals to internal programs, referrals to external programs and providers
- Follow principals and guidance outlined in the Housing Stability Operating Framework

### **Eligibility and Prioritization**

When assessing the need for Housing Stability Services, the Housing Stability Teams will prioritize

- Households experiencing homelessness
- Households who are at imminent risk of or in process of eviction
- Households who have been displaced from their primary residence or do not have a permanent residence
- Households with a member who has been unemployed for the last 90 days

The Housing Stability Coordinator may cause a CAA to prioritize processing financial assistance to any applicant receiving Housing Stability Services who meets one of the criteria above.

### **Assistance for Persons Who Need a Rental Unit**

Housing Stability Services are available for applicants who are experiencing homelessness or otherwise need a rental unit. The Housing Stability Coordinator may help an applicant obtain relocation expenses, security deposits, and application or screening fees if a household has been temporarily or permanently displaced due to the coronavirus pandemic. See Section K, Other Housing-Related Expenses Due to Covid-19. The Housing Stability Coordinator may provide an applicant with a Confirmation of Eligibility for Emergency Rental Assistance to give to prospective landlords.

### **Reporting and Evaluation**

MaineHousing will use a community of practice approach to identify and establish program standards and outcomes and to establish tracking expectations. Each CAA will also comply with the reporting requirements of the federal legislation, the U.S. Department of Treasury, and MaineHousing including the requirements outlined in Section P, Reporting, Subsection “Required by MaineHousing: Application status and Household Information: referrals.”

### **Additional Guidance**

Additional guidance regarding program design, goals, team structure, housing stability activities, risk indicators, and resources are available in the Housing Stability Services Operating Framework.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **M. SUBGRANTEES**

MaineHousing has entered into Subgrant Agreements with the 10 Maine Community Action Agencies and 2 Cultural based organizations to deliver the components of this Program. Housing Stability Services are described in a separate Program Guide which includes other sub-grantees and can be found at <https://mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

A complete list of CAAs and contact information can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program> .

## N. TENANT APPLICATION PROCESSING

The program opened on March 1, 2021 at 12:00 pm. Subject to prioritization described in Section L, Housing Stability Services, and Section U, Prioritization, applications will be received and processed on a first-come-first-served basis until such time the Program is terminated as directed by the Secretary of the Treasury or until Program funding has been exhausted.

Applicant households must be obligated to pay rent on a residential dwelling unit and meet the other eligibility and documentation criteria described in this Guide. Applicants may apply for rental and utility arrears or prospective rent. An applicant does not have to have rental arrears to apply for the Program.

### **EXAMPLE:**

Examples of eligible housing circumstances include, but are not limited to:

- Apartment or house rentals
- Mobile home rentals or lot/pad rentals (not park fees) if the applicant owns the mobile home
- Recovery houses
- Boarding houses
- Roomer/boarders situations

Note: Applicants living in recovery houses, boarding houses, or renting a room in the landlord's home must provide a lease, rental ledger, or payment history to prove residency for 60 days or more.

Applicants may apply for the Program by completing the online Tenant Emergency Rental Assistance Application and Attestation. Applications may be accessed by:

- Going to MaineHousing's website at <https://mainehousing.org/programs-services/rental/rentaldetail/covid-19-rental-relief-program> which provides a link to the online application website.
- Going to the Maine Community Action Program website at <https://mecap.org/rent/>
- Contacting the respective CAA for assistance with completing the on-line application or obtaining a paper application.
- Contacting MaineHousing at 1-800-452-4668 for a paper application. MaineHousing will take the name, mailing address and/or email address of the prospective application. Paper applications can also be downloaded from the MaineHousing website. All paper applications should be mailed to the respective CAA.

Should MaineHousing receive paper applications or applications by another method, the application will be uploaded to ShareFile. Upon upload, the CAA will be notified in ShareFile that a new application has been uploaded.

Applications are available in multiple languages to accommodate non-English speaking applicants, both tenant and

landlord. CAAs should also use language support services when possible or make referrals to local agencies that provide support to non-English speaking or limited English proficiency tenant and landlord applicants.

Notice of approval for payment is sent to the landlord and the tenant. The notice requires the landlord and the tenant to notify the CAA if the tenant moves out before the last month of rental assistance. If payment was made to the landlord, the landlord must repay the CAA for the months when the tenant does not live in the unit. If payment was made directly to the tenant, the tenant must repay the CAA for the months when the tenant does not live in the unit.

CAAs, landlords, caseworkers, caregivers, or housing stability providers may help an applicant complete the Tenant's Application & Attestation. The applicant must execute the attestation. The helper's name and contact information should be completed on the form. If a tenant is unable to execute an attestation, the tenant should be referred to the CAA's Housing Stability Services Team for support.

If an applicant starts but does not submit an application, the CAA will reach out to the applicant. CAA will attempt to telephone and email the applicant; if an applicant fails to respond within 7 days of a phone message and email from the CAA, the applicant's information will be archived in EmpowOR. The applicant may begin the process again at a later time.

If a tenant submits an application and then fails to respond to an inquiry from the CAA for further documentation or information for a period of 30 days, the CAA may deny the application. The denial reason is either "documentation not provided" or "applicant not responsive."

**NOTE:**

Since applications and landlord documents contain Personal Identifiable Information (PII), applications and supporting documentation should never be emailed between MaineHousing and CAAs. CAA's can upload the application and documents to SHAREFILE.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **O. SUBSEQUENT REQUEST**


- A tenant may apply for additional assistance up to 12 months.
- CAA will include information regarding subsequent requests in the payment notification to tenant.
- The CAA will verify that the tenant has additional months of eligibility for rental assistance.
- The additional assistance is considered prospective rent. A tenant may apply for additional assistance in up to 3 month increments.
- To apply for the additional assistance, the tenant must submit a Tenant Subsequent Request Attestation and any other required documentation. Documents may be uploaded to the same link the tenant used for their initial application.
- If the household qualifies for the Program using Fact-Specific Proxy, Categorical eligibility, professional attestation or the 2021 Annual Income Option, and requests additional rental or utility assistance in the

future, the applicant will not need to provide income documentation again.

- If a written attestation without further documentation of income (or fact-specific proxy) is relied on, CAA must reassess household income for the household every 3 months.
- Tenants that used the Current Monthly Income Option are required to submit new income documentation for additional assistance.
- The CAA will send an email to the tenant with the Tenant Subsequent Request Attestation for the tenant to complete and an email to the landlord with a new Landlord Emergency Rental Assistance Application & Attestation for the landlord to complete.
- The tenant must demonstrate that they are still experiencing risk of homelessness or housing instability.
- If the tenant fails to respond to the inquiry from the CAA for a period of 30 days, the CAA will archive the application.
- The landlord must complete and submit the Landlord Emergency Rental Assistance Application & Attestation.

## P. REPORTING

The most recent Reporting Guidance from Treasury for ERA 1 may be found here:

[ERA Reporting Guidance \(pdf\)](#) 

### Information Required by the U.S. Department of Treasury

- Verification of Recipient Details, to be verified and updated quarterly:
  - For landlords and utility providers:
    - Recipient type;
    - Name;
    - Address; and
    - Social Security Number, Tax Identification Number or DUNS Number
- For quarterly reporting the following items are required to be reported by household zip code:
  - Amount and percentage of monthly rent covered by ERA assistance;
  - Amount and percentage of separately stated utility and home energy costs covered by ERA assistance;
  - Total amount of each type of assistance provided to each household,
    - Rent;
    - Rental arrears;
    - Utilities and home energy costs;
    - Utilities and home energy costs arrears;
    - Other expenses related to housing;
    - Housing Stability Services; and
    - Administrative Costs
  - Amount of outstanding rental arrears for each household;
  - Number of months of rental payments and number of months of utility or home energy cost payments for which ERA assistance is provided;
  - Household income **total**; and
    - Does not exceed 30 percent of AMI;
    - Exceeds 30 percent but does not exceed 50 percent;
    - Exceeds 50 percent but does not exceed 80 percent
  - Number of individuals in the household; and
  - Gender, race, and ethnicity of the primary applicant for assistance:
    - Gender:

- Female
  - Male
  - Nonbinary
  - Declined to Answer
  - Data Not Collected
- Race:
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
  - Declined to Answer
  - Data Not Collected
- Ethnicity:
  - Hispanic or Latino
  - Not Hispanic or Latino
  - Declined to Answer
  - Data Not Collected
- Participant Household Data File:
  - Physical address of the participant household;
  - Payee type (i.e., Tenant; Landlord or Owner; Utility/Home Energy Service Provider; Other Housing Services and Eligible Expenses Provider);
  - Category of Financial Assistance provided (Rent, Rental arrears, Utilities and home energy costs, Utilities and home energy cost arrears, Other expenses related to housing, Housing Stability Services and Administrative Costs);
  - Amount of payment;
  - Date of payment; and
  - Date range for the period of performance the ERA Financial Assistance is intended to cover for the household (that is, the months in which household expenses are covered as documented in the participant household's application, as appropriate).

Recipients should report multiple entries per participant household where households received multiple forms of assistance under separate agreements, as needed, taking care to avoid counting assistance twice.

### **Required by MaineHousing**

- Application status and Household Information:
  - Client inquiries
    - Client Inquiry Household ID; and
    - Date
  - Pending enrollments
    - Case number & household ID;
    - Created date; and
    - City, county, and zip code;
  - Denied or withdrawn
    - Case number & household ID;
    - Denied or withdrawn date;

- City, county, and zip code; and
  - Exit reason
- Enrolled households
  - Case number & household ID;
  - Enrolled date;
  - City, county, and zip code;
  - Service date;
  - Arrearage rent (y/n);
  - Arrearage utilities (y/n);
  - Rent months (from service items); and
  - Current utilities (y/n);
- Expenditures
  - Case number & household ID, and expenditure ID;
  - Vendor name;
  - Date (authorized payment);
  - Expenditure type;
  - Amount; and
  - Descriptions text of months;
- Demographics
  - Case number & household ID;
  - Number of people in household;
  - Number of children in household;
  - Race of primary applicant;
  - Ethnicity of primary applicant;
  - Gender of primary applicant;
  - % AMI; and
  - Disaggregation for the below by household:
    - Type of housing stability service;
    - Assistance in applying;
    - Housing counseling;
    - Supportive conversations with landlord and tenant;
    - Housing navigation;
    - Referrals to and help with filling out applications for services offered by the CAA and the Department of Health and Human Services;
    - Referrals to appropriate services offered by community providers or other organizations such as intensive case management, workforce development; and
    - Referrals to legal assistance
- Approvals and payments
  - Case number & household ID;
  - Date (authorized payment); and
  - Date (payment issued)
- Referrals
  - Case number & household ID; and
  - Enrolled date;
  - Housing Stability Services
    - Type of housing stability service;
    - Assistance in applying;



- Housing counseling;
- Supportive conversations with landlord and tenant;
- Housing navigation;
- Referrals to and help with filling out applications for services offered by the CAA and the Department of Health and Human Services;
- Referrals to appropriate services offered by community providers or other organizations such as intensive case management, workforce development;
- Referrals to legal assistance; and
- Dollar amount and hours billed for housing stability services

Other reporting and administrative requirements related to this Program may be found in the ERA Treasury Terms – OMB 1505-0266 Use of Funds and the Memorandum of Understanding between the Department of Economic and Community Development and Maine State Housing Authority.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>

## Q. RECORDS RETENTION

All records pertaining to this Program shall be maintained by MaineHousing and the CAAs for a period of five years after all funds have been expended or returned to the US Treasury Department.

## R. QUALITY ASSURANCE ACTIVITIES AND MONITORING

### CAA Quality Assurance Monitoring

Monthly internal quality assurance reviews will be required of each CAA. The intent of the quality assurance review is to monitor the accuracy of application files throughout the program year, and to ensure staff are correctly interpreting and applying program requirements and policies. Additionally, results should be used to identify areas that should be used for internal training purposes.

As part of the monthly reviews, CAAs will select a file sample, maintain a quality assurance log identifying the files and results, and upload results to MaineHousing’s ShareFile, subfolder Quality Assurance Monitoring for review.

- **File Sample:** CAA will select a sample of no less than 1% or two files, whichever is greater, of the total applications taken or processed by each intake worker and processor during the month. The sample selection shall include eligible and denied applications (if any).
- **File Review:** A full review of the file and EmpowOR shall be performed to verify accuracy and completeness, and include an assessment of the following:
  - Case file notes and documentation – should tell the entire story of the household and should be clear to anyone reviewing the file.
  - Information is legible and logical.
  - Appropriate documents are completed, signed and dated.
  - Information is entered correctly in EmpowOR.
  - Household has been served according to the program guidelines.
- **Quality Assurance Log:** The CAA shall maintain a quality assurance log identifying the files reviewed and include the household ID, intake worker’s name, certifier’s name, reviewer name, date reviewed, and results.
- **Share Results and Log:** CAA management must upload a report to MaineHousing’s ShareFile, a Quality Assurance Monitoring sub-folder on or no later than the twentieth of each month (or first working day



following the twentieth day if the twentieth day falls on a weekend or a holiday). To obtain access to ShareFile, please complete and submit the MaineHousing User Authorization Form, which can be found at <http://www.mainehousing.org/partners/partner-type/community-agencies/HEAP> (select “Program Tools” tab).

## **MaineHousing Monitoring**

In order to ensure program integrity and monitor CAA performance, MaineHousing will perform program and fiscal monitoring to satisfy all program oversight requirements. The objective of the monitoring process is to examine policies, processes, and standard operating procedures related to the delivery of services and compliance with program regulations. It is MaineHousing’s goal during monitoring to not only confirm consistent delivery of the program, but to also recognize best practices, improvement of the delivery of services and to acknowledge successful program compliance. These monitoring activities also identify areas that need improvement and specific activities which may require corrective action and a revision of operating procedures.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **S. FRAUD INVESTIGATION**

Fraud is defined as an *intentional* act to deceive or mislead. The element of intent must be present in order to be considered fraud.

Fraud is **not** information provided or other actions taken based on a misunderstanding of program rules or questions being asked.

### **ERA Fraud: Potential Red Flags**

If two or more of the below red flags exist, take a closer look or request additional documents. The presence of red flags alone does not prove that fraud exists, but the probability does go up.

- Total rent owed for one household is more than \$12,000;
- Monthly rent is higher than expected for the area;
- The landlord’s mailing address is out of state, or different than the mailing address on the W-9;
- No proof of residence submitted by Tenant;
- No lease or proof of ownership is submitted by Landlord;
- Requests that checks be made out to or sent to someone other than the LL;
- Tenant requests to be paid directly

### **CAA Responsibility**

The following steps should be taken if a CAA discovers or receives information that appears to conflict with the applicant/landlord application or program guidelines:

- Document the date, time, and details of the initial report/discovery (including contact information of the source of the fraud complaint).
- Initiate contact with the applicant and/or landlord. Give the applicant and/or landlord an opportunity to explain the discrepancy. (Note: never use the term “fraud” or any language that sounds like an accusation. Also, never reveal the identity of someone who has alleged fraud.)
- Allow the applicant and/or landlord the opportunity to amend the Emergency Rental Assistance

application.

- Evaluate the information provided by the applicant and/or landlord.

If after reviewing all available information, there is a suspicion of fraud, please forward it to MaineHousing.

For further assistance on fraud matters, contact Fraud Prevention Specialist Kevin Strout [kstrout@mainehousing.org](mailto:kstrout@mainehousing.org) or by phone at 207-626-4671. Please upload documentation to the fraud folder in ShareFile.

### **MaineHousing Responsibility**

MaineHousing's Fraud Prevention Specialist will work to investigate and resolve allegations of fraud, waste, and abuse in the ERA program. MaineHousing will maintain a tracking log for all fraud allegations and investigations and maintain documentation for each incident. Depending on the situation, MaineHousing may pursue collection of overpayments, withhold future ERA payments, refer the case to law enforcement, or take other appropriate actions.

MaineHousing's website and Landlord and Tenant applications ask participants to report suspected fraud to the Maine State Auditor's fraud hotline: (207) 624-6250 or via email: [fraud.stateauditor@maine.gov](mailto:fraud.stateauditor@maine.gov).

ERA applicants are also advised that MaineHousing reserves the right to randomly select applications to request supporting documentation to verify program eligibility.

## **T. PERFORMANCE EXPECTATIONS**

This Program adheres to two core values:

**RESPECT:** All applicants are treated with sensitivity and individualized care.

**RESPONSIVENESS:** All applicants are guaranteed a prompt response to their inquiries and their unique situations are recognized.

- MaineHousing, the CAAs and all subrecipients in this Program are held to the standard that all inquiries will have a phone or email response within two (2) business days.
- The client experience in this Program will be monitored through direct feedback from clients and community partners who contact MaineHousing regarding the Program.
- MaineHousing will provide support to the extent feasible and suggest corrective action if necessary to improve the client experience.
- A *Community of Practice* will be established between participating agencies and MaineHousing to address issues with delivery of program including intake, processing applications, and housing stability. Regular meetings will be established to foster a client focused culture of continuous improvement.

### **Performance**

MaineHousing encourages CAAs to take all necessary steps to respond to questions, process applications, approve for payment, and issue payment for ERA clients promptly to the extent possible. In order to ensure prompt service, MaineHousing will measure timeliness of each CAA's ERA application process. If a CAA consistently does not meet the below time frames, MaineHousing may request a change to the CAA's workflow.

<b>Time Frame</b>	<b>Milestone</b>
5 Business Days	Completed Application to Application Approved for Payment
14 Calendar Days	Application Approved for Payment to Payment Issued

An Application is considered complete once all required documents have been received from both tenant and landlord to verify and approve payment.

MaineHousing encourages the use of EmpowOR to measure application milestones. If a CAA chooses not to enter Payment Issued date in the Client Record, an ad hoc data reporting system will be required to ensure timely processing and payment. <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **U. PRIORITIZATION**

The payment of existing housing-related arrears that could result in eviction of an eligible household may be prioritized. MaineHousing will reserve sufficient funds to ensure all eligible households with incomes that do not exceed 50% AMI and all eligible households with one or more individual who has been unemployed for 90 days up to and including the date of application are funded.

## **V. FISCAL MANAGEMENT AND DOCUMENTATION**

Guidance for fiscal management, budgets, and monthly billing can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## **W. MAINEHOUSING CUSTOMER CARE RESPONSIBILITIES**

- During normal operational hours, all callers to the MaineHousing switchboard hear a pre-recorded message, with the first option being “Press 7 for the Emergency Rental Assistance Program.”
- Callers that press 7 will go into the Customer Care Team (CCT) call queue. Calls will sequentially route through the CCT members who are currently logged in and accepting calls.
- The CCT will answer as many calls as possible with a live operator. If there are more than 10 callers already in the queue, or if the caller has waited 4 minutes without an available operator, the caller will be able to leave a message in the Emergency Rental Assistance voice mailbox.
- This mailbox will be monitored by MaineHousing Front Desk staff, and will be checked multiple times throughout the day.
- MaineHousing CCT members will utilize an Access data base to capture names, addresses and phone numbers of callers who need a paper application mailed, or who have queries that need additional follow up for questions that cannot be directly addressed while on the call.
- The CCT team will provide basic assistance regarding such questions as how to apply on-line, how to receive a paper application and how to upload documents, and will utilize MaineHousing’s FAQs to answer basic program questions.
- The CCT will not provide additional program details that are not listed in the FAQ, or answers to questions about the status of an application (e.g., has my application been processed? Has my landlord been paid? etc). Those calls will be referred back to their appropriate CAA.
- The CCT will also capture census information for callers who say they have called the CAA multiple times

but have not heard back from them.

- MaineHousing CCT Leaders will monitor the Access data base and follow up with callers as necessary.
- Application packets will be mailed by the MaineHousing Front Desk staff within one business day of receipt of the request. The packet will include an instruction page, the paper application, the printed list of FAQ's and a postage-paid return envelope, addressed to the appropriate CAA.

All documents and guidance referred to in this section and subsequent sections can be found at <https://www.mainehousing.org/partners/partner-type/community-agencies/emergency-rental-assistance-program>.

## X. CONFLICTS OF INTEREST

### **Conflicts of Interest**

As stated in the fully executed Subgrant Agreements between MaineHousing and the CAAs, the CAAs are expected to be attentive to and disclose potential conflicts of interest when employees, temporary staff, volunteers or contractors are beneficiaries of ERA. The aforementioned relationships are examples and do not represent an all-inclusive list of situations that could potentially be perceived as partiality, a perceived conflict of interest or an actual conflict of interest. Monthly monitoring requirements are described in the Subgrant Agreement, and more detailed procedures are documented below:

- Each month, CAA will submit a report notifying MaineHousing of the employees, including temporary staff and volunteers, of the CAA who are beneficiaries (or prospective beneficiaries) of the Program. The report shall be cumulative and inclusive of those who received services or benefits funded by ERA during the contract period. The report shall identify the following:
  - Person's name;
  - Person's job title or description of their affiliation with the CAA; and
  - ERA benefits applied for or received and for which month or time period
- CAA management must upload a report to MaineHousing's ShareFile, Conflict of Interest subfolder, on or no later than the twentieth of each month (or first working day following the twentieth day if the twentieth day falls on a weekend or a holiday). To obtain access to ShareFile, please complete and submit the MaineHousing User Authorization Form, which can be found at <http://www.mainehousing.org/partners/partner-type/community-agencies/HEAP> (select "Program Tools" tab).

## Y. APPEALS

If an applicant is determined to be ineligible for assistance, CAA will notify the applicant in writing with the reason for the denial and let the applicant know that if they wish to appeal the decision, they must notify the CAA of their intent to appeal the decision in writing within 30 days. A review will be conducted by a person other than the one who made or approved the decision under review or a subordinate of this person. The reviewer will review the file, conduct necessary research, and give the Applicant an opportunity to provide additional information and present written or oral objections to the decision under review. In rendering a decision the CAA will evaluate the accuracy of the calculations, the level of documentation provided by the applicant, and the accuracy of the decision. The CAA will communicate the results of the research/review to the applicant and advise the applicant that it may make a final appeal to MaineHousing at: 26 Edison Drive, Augusta, Maine 04330-6046, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711. The CAA will communicate the following to the tenant: "We reviewed the information regarding your appeal of ineligibility for the Emergency Rental Assistance Program and unfortunately have confirmed that you are ineligible. If you continue to disagree with our decision, you may make a final appeal to Maine State Housing Authority. To appeal, send an email to [bbrann@mainehousing.org](mailto:bbrann@mainehousing.org) within 30 days of this email. MaineHousing will investigate our reasoning for the

denial and make a recommendation to the Director of MaineHousing to uphold or reverse the denial. MaineHousing will then communicate the Director's decision to you." MaineHousing will request documentation needed to make a decision be uploaded to ShareFile (downloaded documents folder). MaineHousing will investigate the CAA's reasoning for the denials and make a recommendation to the Director of MaineHousing to uphold or reverse the denial. The Director's decision will be communicated to the applicant and is final agency action.

MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330-6046, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.

# TENANT EMERGENCY RENTAL ASSISTANCE APPLICATION & ATTESTATION

## A. TENANT INFORMATION

### 1. Tenant Contact Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Rental and Primary Address: \_\_\_\_\_ Unit # City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### 2. Names of All Other Household Members:

Date of Birth:

#1 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#2 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#3 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#4 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#5 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#6 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Are any household members over the age of 18 full time students?

Yes \_\_\_ No \_\_\_

### 3. Tenant Ethnicity, Race, and Gender (Optional)

Ethnicity: What is your ethnicity?

\_\_\_\_\_ Hispanic or Latino

\_\_\_\_\_ Not Hispanic or Latino

\_\_\_\_\_ I choose not to answer

Race: What is your race?

\_\_\_\_\_ American Indian or Alaska Native

\_\_\_\_\_ Asian

\_\_\_\_\_ Black or African American

\_\_\_\_\_ Native Hawaiian or Other Pacific Islander

\_\_\_\_\_ White

\_\_\_\_\_ I choose not to answer

Gender: What is your Gender?

\_\_\_\_\_ Female

\_\_\_\_\_ Male

\_\_\_\_\_ Nonbinary

\_\_\_\_\_ I choose not to answer

**B. HOUSEHOLD ELIGIBILITY**

**1. Household Income.** Your estimated annual household income \$\_\_\_\_\_.

Please answer each question.

(1) One or more people in my household has qualified since January 1, 2020 for at least one of the following programs Yes \_\_\_\_ No \_\_\_\_

- TANF
- SNAP
- WIC
- Head Start
- HEAP/LIHEAP/heating assistance
- Housing Choice Voucher or Section 8
- BRAP or Shelter + Care Voucher
- Rental Assistance through USDA Rural Development
- Rental assistance through any Public Housing Authority program
- Rental assistance under the HUD 202 or 811 programs

(2) Do you have a case worker or other professional that is aware of your financial situation and would attest to your household income? Yes\_\_\_\_No\_\_\_\_\_

If yes, provide that person’s name and all contact information: \_\_\_\_\_  
\_\_\_\_\_

Documentation may be requested at a later time.

**2. Financial Hardship.** You must answer “Yes” to at least one of the questions in this section to be eligible. Please answer each question.

(1) One or more people in my household qualified for unemployment benefits after March 13, 2020. Yes\_\_\_\_No\_\_\_\_\_

If yes: Has anyone in your household been unemployed for 90 days before and including the application date? Yes\_\_\_\_No\_\_\_\_\_

(2) One or more people in my household had their income reduced during or because of the pandemic. Yes\_\_\_\_No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

(3) One or more people in my household has had big extra expenses (medical or internet expenses, for example) during or because of the pandemic. Yes\_\_\_\_No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

(4) One or more people in my household has had problems with money during or because of the pandemic. Yes\_\_\_\_No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

**3. Housing Challenges:** You must answer yes to at least one of the questions in this section to be eligible. One or more people in my household has housing challenges including:

(1) Past due utility or rent notice. Yes\_\_\_\_No\_\_\_\_\_

(2) Served an eviction notice. Yes\_\_\_\_No\_\_\_\_\_

(3) Unsafe or unhealthy living conditions (such as overcrowding or personal safety).  
Yes\_\_\_\_No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

(4) Difficulties meeting housing costs without assistance. Yes\_\_\_\_No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

**C. RENTAL ASSISTANCE**

**1. Monthly Rental Payment.** My household pays \$\_\_\_\_\_per month in rent.

**2. Other Rental Assistance.** Is a portion of your rent paid from other local, state, or federal assistance? Yes\_\_\_\_No\_\_\_\_\_

**3. My Landlord's Name and Contact Information.**

Landlord:\_\_\_\_\_

Mailing Address:\_\_\_\_\_

City:\_\_\_\_\_State:\_\_\_\_\_Zip Code:\_\_\_\_\_

Email:\_\_\_\_\_Phone Number: \_\_\_\_\_

You may be asked to provide a lease, rent receipts, or other proof of your residence and rent amount at a later time.

**4. Amounts Past Due to Landlord.** Please enter the amount you owe your landlord for rent, utilities, from March 13, 2020 through the application date: \$ amount include\_\_\_\_\_. This amounts due for each of the following months: \_\_\_\_\_  
\_\_\_\_\_. (We will pay late fees if they are legal and included in your lease.)

**5. Payment Request.** I am seeking payment for the amounts past due above and for the following number of additional months' rent (check one): 1 ; 2 ; or 3 (subject to program maximums). I understand that I can apply for additional rent three months at a time up to 12 months of total past and future rent.

**6. No Other Governmental Rental Assistance.** No other governmental rental assistance will pay or has paid the above past due rent and future rent.

**7. No Rent Increase or Eviction for Nonpayment.** I understand that if my Landlord agrees to participate in this program, they must agree not to take any action to evict me or my household for nonpayment of rent or any related costs for any months from March of 2020 to date and for any



months they are paid from this program. My Landlord must also agree not to increase my rent greater than 5% within a 12 month period. If I am a tenant at will, my Landlord must agree not to initiate a “no cause eviction” during the months they are paid from this program.

**D. UTILITY ASSISTANCE**

**Past Due to Utility Providers.** My household owes these utility providers these past due amounts for electricity costs from March 13, 2020 to now:

Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____

**Current Amounts Due to Utility Providers.** My household owes these utility providers these current amounts for electricity:

Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____
Provider: _____	Amount Due: _____

You will be required to provide current bill for each of the above utility providers.

**E. OTHER EXPENSES RELATED TO HOUSING**

Other expenses include security deposits and hotel/motel stays.

Provider: _____	Amount Requested: _____
Provider: _____	Amount Requested: _____
Provider: _____	Amount Requested: _____
Provider: _____	Amount Requested: _____
Provider: _____	Amount Requested: _____
Provider: _____	Amount Requested: _____

You will be required to provide a bill, invoice, or evidence of payment to the provider of the service for each of the above. Hotel/motel payments are paid directly to the provider.

**F. OVERPAYMENT OR MISAPPLICATION OF FUNDS**

I have not and will not receive other local, state, or federal assistance for any amounts paid from this program. I agree to repay MaineHousing any funds I receive that are also paid from other government assistance. I understand that if I receive rent for the above rental unit for months when I no longer live in the unit, I must repay MaineHousing for those months. I agree to use any funds I

receive for their intended purpose and understand I must repay MaineHousing any funds I use for another purpose.

**G. FRAUD HOTLINE**

If you are worried that someone you know has applied for this program and doesn't really need help, you can contact the [Maine State Auditor's Fraud Hotline](#) at (207) 624-6250 to make a report.

**H. DOCUMENTATION**

Would you be able to send or upload documents that may be needed to support the information provided on this application? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, please explain: \_\_\_\_\_

**ATTESTATION**

**Accuracy and Auditing.** I certify, attest, and affirm under penalty of perjury that all of the information I have provided in connection with this Application & Attestation is complete and accurate to the best of my knowledge and belief. I authorize the US Department of Treasury, the Maine State Housing Authority, and the State of Maine to verify and investigate such information with my full cooperation at any time. I understand that if I fail to cooperate, I may be required to repay funds received and may be ineligible for future payments. I understand MaineHousing may randomly select applications and request supporting documentation.

**Criminal and Civil Penalties.** I understand that providing false or misleading statements or omissions to the United States Government, the Maine State Housing Authority, and the State of Maine, on this Application & Attestation may result in federal, state, and local criminal and civil actions for fines, penalties, damages or imprisonment.

**Direct Payment to Tenant.** I understand that if I receive a direct payment for rent, I must use that payment for the property listed on this Application & Attestation. I understand that if I do not use the rent payment for this property, I must repay the assistance I received or face civil action and criminal penalties.

I have read and understand the above attestation.

I am signing this Application & Attestation by electronically entering my name below or providing a wet signature.

\_\_\_\_\_  
Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Did someone help you fill out this application?**

Contact information of person helping you, if applicable:

Helper name: \_\_\_\_\_

Organization (if applicable): \_\_\_\_\_

Email: \_\_\_\_\_ Phone number: \_\_\_\_\_

**RELEASE**

I grant permission to MaineHousing and my Community Action Agency to do the following for the next twelve months:

Check all that apply:

\_\_\_\_\_ Share information between programs at the Community Action Agency as needed to benefit me and my family.

\_\_\_\_\_ Provide my contact and other personal information to other state, federal, and local government entities and not for profit agencies to help me with emergency rental assistance.

\_\_\_\_\_ Provide my contact and other personal information to other state, federal, and local government entities and not for profit agencies to help me with housing stability services, legal representation, or other housing-related services.

I understand I may revoke this Release at any time.

I have read and understand the above Release.

I am signing this Release by electronically entering my name below or providing a wet signature.

\_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_

# Emergency Rental Assistance

## Community Action Agency and Cultural Based Organization contacts

Please submit your completed application and accompanying documentation to the Community Action Agency serving your local area, or appropriate Cultural Based Organization, listed below.

<p><b>ANDROSCOGGIN AND OXFORD COUNTIES AND TOWN OF BRUNSWICK</b> <b>Community Concepts, Inc.</b> 240 Bates Street Lewiston, ME 04240 Tel. 1-800-866-5588 Fax 207-784-6882 Email: <a href="mailto:rentrelief@community-concepts.org">rentrelief@community-concepts.org</a></p> <p><b>Immigrant Resource Center of Maine</b> 265 Lisbon Street, Suite 2 Lewiston, ME 04240 Tel. 207-753-0061 Email: <a href="mailto:housing@ircofmaine.org">housing@ircofmaine.org</a></p> <p><b>AROOSTOOK COUNTY</b> <b>Aroostook County Action Program</b> 771 Main Street P.O. Box 1116 Presque Isle, ME 04769-1116 Tel. 207-764-3721 Fax 207-768-3021 E-mail: <a href="mailto:rentrelief@acap-me.org">rentrelief@acap-me.org</a></p> <p><b>CUMBERLAND COUNTY - EXCEPT FOR THE TOWN OF BRUNSWICK</b> <b>The Opportunity Alliance</b> 190 Lancaster Street, Suite 310 Portland, ME 04101 Tel. 207-553-5937 ext 1 Fax 207-842-3634 Email: <a href="mailto:rentrelief@opportunityalliance.org">rentrelief@opportunityalliance.org</a></p>	<p><b>LINCOLN AND SAGADAHOC COUNTIES</b> <b>Midcoast Maine Community Action</b> 34 Wing Farm Parkway Bath, ME 04530 Tel. 207-442-7963 Fax 207-442-0122 Email: <a href="mailto:rentrelief@mmcacorp.org">rentrelief@mmcacorp.org</a></p> <p><b>KNOX, PENOBSCOT AND PISCATAQUIS COUNTIES</b> <b>Penquis Community Action Program</b> 262 Harlow Street P.O. Box 1162 Bangor, ME 04402-1162 Tel. 207-307-3344 Fax 207-973-3699 E-mail: <a href="mailto:rentrelief@penquis.org">rentrelief@penquis.org</a></p> <p><b>WALDO COUNTY</b> <b>Waldo Community Action Partners</b> 9 Field Street P.O. Box 130 Belfast, ME 04915-0130 Tel. 207-338-6809 Fax 207-338-6812 Email: <a href="mailto:rentrelief@waldocap.org">rentrelief@waldocap.org</a></p> <p><b>WASHINGTON AND HANCOCK COUNTIES</b> <b>Downeast Community Partners</b> 248 Bucksport Road Ellsworth, ME 04605 Tel. 207-664-2424 Fax 207-664-2430 Email: <a href="mailto:rentrelief@downeastcommunitypartners.org">rentrelief@downeastcommunitypartners.org</a></p>
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**FRANKLIN COUNTY****Western Maine Community Action**

P.O. Box 200

East Wilton, ME 04234-0200

Tel. 207-860-4470

Fax 207-645-3270

Email: [info@wmca.org](mailto:info@wmca.org)

**KENNEBEC AND SOMERSET  
COUNTIES****Kennebec Valley Community Action  
Program**

101 Water Street

Waterville, ME 04901

Tel. 207-859-1500 or 1-800-542-8227

Fax 207-873-3812

Email: [rentrelief@kvcap.org](mailto:rentrelief@kvcap.org)

**YORK COUNTY****York County Community Action Corp.**

6 Spruce Street

P.O. Box 72

Sanford, ME 04073

Tel. 207-206-1263

Fax 207-459-2828

Email: [rentrelief@yccac.org](mailto:rentrelief@yccac.org)

**ProsperityME**

175 Lancaster Street, Suite 216

Portland, ME 04101

Tel: 207-797-7890

Email: [rentrelief@prosperityme.org](mailto:rentrelief@prosperityme.org)

**MaineHousing Nondiscrimination Policy:** MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330-6046, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.

## LANDLORD EMERGENCY RENTAL ASSISTANCE APPLICATION & ATTESTATION

Landlord or Landlord's Agent: \_\_\_\_\_ ("Landlord")  
Phone number: \_\_\_\_\_ Email: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**1. Tenant.** Landlord is seeking rental assistance for the following tenant's household ("Tenant"):

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Phone number: \_\_\_\_\_ Email: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Are you submitting an application on behalf of your tenant? Yes \_\_\_\_\_ No \_\_\_\_\_

**2. Unit.** Tenant rents a rental unit ("Tenant's Unit") from Landlord located at:

Rental Address: \_\_\_\_\_ Unit # \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**3. Rent.** Tenant pays Landlord \$ \_\_\_\_\_ per month in rent.

Provide the lease.

If you do not have a lease, provide proof you own the unit (such as a deed or tax bill) or proof you are the landlord's agent (such as a management agreement).

**4. Past Due Rent.** Tenant owes Landlord the following past due rent, including utilities paid directly to Landlord, from March 13, 2020 through the application date: \$ \_\_\_\_\_

This amount include amounts due for each of the following months: \_\_\_\_\_  
\_\_\_\_\_. (Late fees are permitted only if legal and included in an existing lease.)

**5. Application of Funds.** Landlord understands payment must be applied to the rent (including any utilities and late fees) noted in this application. Landlord understands that Tenant may apply for additional rent up to three months at a time and up to 12 months of total past and future rent.

**6. No Other Governmental Rental Assistance.** The above rent amounts have not been and will not be paid by any other governmental rental assistance.

**7. No Rent Increase or Eviction for Nonpayment.** Landlord agrees not to take any action to evict Tenant for nonpayment of rent or any related costs for any months from March of 2020 to date or for any months they are paid from this program. Landlord also agrees not to increase Tenant rent greater than 5% within a 12-month period. If Tenant is or becomes a tenant at will, Landlord agrees not to initiate a no-cause eviction during the months Landlord is paid by the Emergency Rental Assistance Program.

**8. Notification to Tenant.** Landlord will provide Tenant with a copy of this application.

**9. W-9.** Landlord: \_\_\_\_\_ is submitting a W-9 with this Landlord Application & Attestation; or  
\_\_\_\_\_ previously submitted a W-9 to the Community Action Agency in  
connection with COVID-19 rental assistance.

**10. Direct Deposit.** Please indicate if you would like to receive rent payments on behalf of the Tenant by direct deposit: Yes \_\_\_\_\_ No \_\_\_\_\_

**11. Fraud Hotline.** If you are worried that someone you know has applied for this program and doesn't really need help, you can contact the Maine State Auditor's Fraud Hotline at (207) 624-6250 to make a report. MaineHousing also reserves the right to randomly select applications and request supporting documentation to check for program eligibility.

**ATTESTATION**

I certify, attest, and affirm under penalty of perjury that the information I have submitted in connection with this Application & Attestation is complete and accurate to the best of my knowledge and belief. I authorize the US Department of Treasury, the Maine State Housing Authority, and the State of Maine to verify and investigate such information with my full cooperation at any time. I understand that providing false or misleading statements or omissions to the United States Government, the Maine State Housing Authority, and the State of Maine, on this Application & Attestation may result in federal, state, and local criminal and civil actions for fines, penalties, damages or imprisonment.

I understand and agree that if Tenant no longer occupies the Tenant Unit for any months I am paid rental assistance, I must repay the rental assistance to the Maine State Housing Authority. I further understand and agree that funds received under the Emergency Rental Assistance Program may not be applied to costs that have been or will be reimbursed under any other federal assistance program.

I have read and understand this attestation.

Landlord is signing this Application & Attestation by electronically completing the information below or by providing a wet signature.

**If Landlord is an individual, sign here:**

\_\_\_\_\_  
Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**If Landlord is an entity, sign here:**

Entity Name: \_\_\_\_\_  
By: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_



# Emergency Rental Assistance

## Community Action Agency and Cultural Based Organization contacts

Please submit your completed application and accompanying documentation to the Community Action Agency serving your local area, or appropriate Cultural Based Organization, listed below.

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**FRANKLIN COUNTY****Western Maine Community Action**

P.O. Box 200

East Wilton, ME 04234-0200

Tel. 207-860-4470

Fax 207-645-3270

Email: [info@wmca.org](mailto:info@wmca.org)

**KENNEBEC AND SOMERSET  
COUNTIES****Kennebec Valley Community Action  
Program**

101 Water Street

Waterville, ME 04901

Tel. 207-859-1500 or 1-800-542-8227

Fax 207-873-3812

Email: [rentrelief@kvcap.org](mailto:rentrelief@kvcap.org)

**YORK COUNTY****York County Community Action Corp.**

6 Spruce Street

P.O. Box 72

Sanford, ME 04073

Tel. 207-206-1263

Fax 207-459-2828

Email: [rentrelief@yccac.org](mailto:rentrelief@yccac.org)

**ProsperityME**

175 Lancaster Street, Suite 216

Portland, ME 04101

Tel: 207-797-7890

Email: [rentrelief@prosperityme.org](mailto:rentrelief@prosperityme.org)

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**TENANT EMERGENCY RENTAL ASSISTANCE  
SUBSEQUENT REQUEST ATTESTATION**

**A. TENANT INFORMATION**

**1. Tenant Contact Information**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone number: \_\_\_\_\_

**2. Rent Amount.** Has your rent changed since you first applied to the Emergency Rental Assistance Program?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please state your new rent: \$ \_\_\_\_\_

**3. Address.** Has your Rental/Primary Address or mailing address changed since you first applied to the Emergency Rental Assistance Program?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

**4. Household.** Have the members of your household changed since you first applied to the Emergency Rental Assistance Program?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

**5. Housing Challenges.** One or more people in my household has difficulty meeting housing costs without assistance.

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_

\_\_\_\_\_

**B. RENTAL ASSISTANCE**

**1. Payment Request.** I am seeking payment for the following number of additional months' rent (check one): 1    ; 2    ; or 3    . I understand that I can apply for up to 12 months of total past and future rent.

**2. State or Federal Rental Assistance.** No other governmental rental assistance will pay or has paid the above future rent.

**C. UTILITY ASSISTANCE**

**Past Due to Utility Providers.** My household owes these utility providers these past due amounts for electricity costs from March 13, 2020 to now:

Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_

**Current Amounts Due to Utility Providers.** My household owes these utility providers these current amounts for electricity costs:

Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Due: \_\_\_\_\_

Submit your current bill for each of the above utility providers.

**D. OTHER EXPENSES DURING OR DUE TO COVID-19 RELATED TO HOUSING**

Other expenses include security deposits and hotel/motel stays.

Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_  
Provider: \_\_\_\_\_ Amount Requested: \_\_\_\_\_

You will be required to provide a bill, invoice, or evidence of payment to the provider of the service for each of the above.

Note: Hotel/motel payments must be paid directly to the hotel/motel.

**E. FRAUD HOTLINE**

If you are worried that someone you know has applied for this program and doesn't really need help, you can contact the [Maine State Auditor's Fraud Hotline](#) at (207) 624-6250 to make a report. MaineHousing also reserves the right to randomly select applications and request supporting documentation to check for program eligibility.

**ATTESTATION**

**Accuracy and Auditing.** I certify, attest, and affirm under penalty of perjury that the information I have provided in connection with this Subsequent Request and Application is complete and accurate to the best of my knowledge and belief. I authorize the US Department of Treasury, the Maine State Housing Authority, and the State of Maine to verify and investigate such information with my full cooperation at any time. I understand MaineHousing may randomly select applications and request

supporting documentation. I understand that if I fail to cooperate I may be required to repay funds I received and may be ineligible for future payments.

**Civil and Criminal Penalties.** I understand that providing false or misleading statements or omissions to the United States Government, the Maine State Housing Authority, and the State of Maine, on this Subsequent Request Attestation may result in federal, state, and local criminal and civil actions for fines, penalties, damages or imprisonment.

**Direct Payment to Tenant.** I understand that if I receive a direct payment for rent, I must use that payment for the rental unit and primary address described on this Subsequent Request & Attestation. I understand that if I do not use the rent payment for this property, I must repay the assistance I received or face civil action and criminal penalties.

I have read and understand this Subsequent Request Attestation.

I am signing this Subsequent Request Attestation by electronically entering my name below or providing a wet signature.

\_\_\_\_\_ Date:\_\_\_\_\_

Signature

Printed Name:\_\_\_\_\_

**Did someone help you fill out this application?**

Contact information of person helping you, if applicable:

Helper name:\_\_\_\_\_

Organization (if applicable):\_\_\_\_\_

Email:\_\_\_\_\_ Phone number:\_\_\_\_\_

# Emergency Rental Assistance

## Community Action Agency and Cultural Based Organization contacts

Please submit your completed application and accompanying documentation to the Community Action Agency serving your local area, or appropriate Cultural Based Organization, listed below.

<p><b>ANDROSCOGGIN AND OXFORD COUNTIES AND TOWN OF BRUNSWICK</b> <b>Community Concepts, Inc.</b> 240 Bates Street Lewiston, ME 04240 Tel. 1-800-866-5588 Fax 207-784-6882 Email: <a href="mailto:rentrelief@community-concepts.org">rentrelief@community-concepts.org</a></p> <p><b>Immigrant Resource Center of Maine</b> 265 Lisbon Street, Suite 2 Lewiston, ME 04240 Tel. 207-753-0061 Email: <a href="mailto:housing@ircofmaine.org">housing@ircofmaine.org</a></p> <p><b>AROOSTOOK COUNTY</b> <b>Aroostook County Action Program</b> 771 Main Street P.O. Box 1116 Presque Isle, ME 04769-1116 Tel. 207-764-3721 Fax 207-768-3021 E-mail: <a href="mailto:rentrelief@acap-me.org">rentrelief@acap-me.org</a></p> <p><b>CUMBERLAND COUNTY - EXCEPT FOR THE TOWN OF BRUNSWICK</b> <b>The Opportunity Alliance</b> 190 Lancaster Street, Suite 310 Portland, ME 04101 Tel. 207-553-5937 ext 1 Fax 207-842-3634 Email: <a href="mailto:rentrelief@opportunityalliance.org">rentrelief@opportunityalliance.org</a></p>	<p><b>LINCOLN AND SAGADAHOC COUNTIES</b> <b>Midcoast Maine Community Action</b> 34 Wing Farm Parkway Bath, ME 04530 Tel. 207-442-7963 Fax 207-442-0122 Email: <a href="mailto:rentrelief@mmcacorp.org">rentrelief@mmcacorp.org</a></p> <p><b>KNOX, PENOBSCOT AND PISCATAQUIS COUNTIES</b> <b>Penquis Community Action Program</b> 262 Harlow Street P.O. Box 1162 Bangor, ME 04402-1162 Tel. 207-307-3344 Fax 207-973-3699 E-mail: <a href="mailto:rentrelief@penquis.org">rentrelief@penquis.org</a></p> <p><b>WALDO COUNTY</b> <b>Waldo Community Action Partners</b> 9 Field Street P.O. Box 130 Belfast, ME 04915-0130 Tel. 207-338-6809 Fax 207-338-6812 Email: <a href="mailto:rentrelief@waldocap.org">rentrelief@waldocap.org</a></p> <p><b>WASHINGTON AND HANCOCK COUNTIES</b> <b>Downeast Community Partners</b> 248 Bucksport Road Ellsworth, ME 04605 Tel. 207-664-2424 Fax 207-664-2430 Email: <a href="mailto:rentrelief@downeastcommunitypartners.org">rentrelief@downeastcommunitypartners.org</a></p>
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**FRANKLIN COUNTY****Western Maine Community Action**

P.O. Box 200

East Wilton, ME 04234-0200

Tel. 207-860-4470

Fax 207-645-3270

Email: [info@wmca.org](mailto:info@wmca.org)

**KENNEBEC AND SOMERSET  
COUNTIES****Kennebec Valley Community Action  
Program**

101 Water Street

Waterville, ME 04901

Tel. 207-859-1500 or 1-800-542-8227

Fax 207-873-3812

Email: [rentrelief@kvcap.org](mailto:rentrelief@kvcap.org)

**YORK COUNTY****York County Community Action Corp.**

6 Spruce Street

P.O. Box 72

Sanford, ME 04073

Tel. 207-206-1263

Fax 207-459-2828

Email: [rentrelief@yccac.org](mailto:rentrelief@yccac.org)

**ProsperityME**

175 Lancaster Street, Suite 216

Portland, ME 04101

Tel: 207-797-7890

Email: [rentrelief@prosperityme.org](mailto:rentrelief@prosperityme.org)



**MaineHousing Nondiscrimination Policy:** MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330-6046, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.

**CONFIRMATION OF ELIGIBILITY  
FOR EMERGENCY RENTAL ASSISTANCE**

Prospective Tenant: \_\_\_\_\_(Tenant)

\_\_\_\_\_ (“Community Action Agency”) has confirmed that within the Community Action Agency’s service area, which includes \_\_\_\_\_, Tenant is eligible for up to 12 months of rent payable to a landlord who:

1. Enters into a rental agreement with Tenant,
2. Applies for Emergency Rental Assistance Program for Tenant, and
3. Submits the rental agreement to the Community Action Agency.

Tenant may receive up to 12 months total rent under the Emergency Rental Assistance by applying 3 months at a time. Tenant may also be eligible for security deposit.

\_\_\_\_\_  
(Community Action Agency Name)

Date: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**CONFIRMATION OF ELIGIBILITY  
FOR OTHER HOUSING RELATED EXPENSES – HOTEL EXPENSES**

Prospective Hotel Occupant: \_\_\_\_\_(Occupant)

\_\_\_\_\_(“Community Action Agency”) has confirmed that within the Community Action Agency’s service area, which includes \_\_\_\_\_, Occupant is eligible for payment for other housing related expenses payable to a hotel if;

1. The hotel is on the approved list as determined by Housing Stability Services;
2. The Occupant provides supporting documentation to the Community Action Agency, such as a bill or invoice; and
3. The Occupant has not exceeded 12 months of total assistance.

No minimum number of days is required for hotel expenses to be covered. Hotel payments can be provided for up to 12 months.

\_\_\_\_\_  
(Community Action Agency Name)

Date: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Application received:**

[[PrimaryContactName]],

Thank you for submitting your Emergency Rental Assistance Application. Please keep this email for your records. Also, please check your spam and junk folders moving forward as you may receive additional emails from us in the future.

Here is some important information about what happens next.

- 1) We will review your application and if additional information is needed we will contact you.**
- 2) We will email your landlord to let them know what they need to do.**
- 3) When we get all the information we need we will send you an email to let you know if your application is approved for payment or denied.**
- 4) If your application is approved, your payment should be sent within two weeks.**

If you have questions please contact us at [[CAA phone]] or [[CAA email]].

Thank you – we will be in touch as soon as we can!

**Landlord Email:**

Your tenant, [[PrimaryContactName]], has applied for rental assistance through the State Emergency Rental Assistance Program.

To complete the application process, please complete the landlord agreement form. **Please note that the URL link provided is ONLY for this tenant and not for other tenants you may serve.** [[ProgramApplicationURL]]

Our application process time depends on how soon we get all required documents. You may submit a W-9 (if needed) and a signed lease or proof of ownership (such as a property tax bill) to [[CAA]].

If you have questions or choose NOT to participate in the Program, please contact us at [[CAA phone]] or [[CAA email]].

If we don't hear from you within 5 days we will provide assistance directly to your tenant, [[PrimaryContactName]].

Thank you!

**Authorized for Payment email to tenant:**

[[PrimaryContactName]],

Your Emergency Rental Assistance Application has been approved! Payment will be sent within two weeks. You can call us if payment is not received.

If you move out and do not occupy the rental unit for any months that have been paid, please contact us at [[CAA phone]] or [[CAA email]]. Funds must be repaid to [[CAA]] for the months when you do not live at the rental address on the application.

You can get up to 12 months of help paying your rent or electricity from this Program.

If after the first 3 months you still need help, please complete the request for additional assistance at this link: [[CAA prescreen URL]]

Thank you and please be in touch if you have any questions!

**Authorized for Payment Vendor email to Vendor:**

Hi [[Vendor]],

The Emergency Rental Assistance application completed for [[PrimaryContactName]], has been approved for payment! Payment will be sent to you within two weeks. You can call us if payment is not received.

Your payment amount is [[AmountOfTheExpenditure]]. [[Client-Account-Details]]

The payment is for [[PrimaryContactName]]'s rent or electricity. If [[PrimaryContactName]] moves out and does not occupy the rental unit for any months that have been paid, please contact us at [[CAA phone]] or [[CAA email]]. You must repay [[CAA]] for the months when [[PrimaryContactName]] does not live at the rental address on the application.

Thank you and please be in touch if you have any questions!

**Denial Email:**

Hi [[PrimaryContactName]],

Unfortunately, we found that you are not eligible for the State Emergency Rental Assistance Program at this time. The reason for ineligibility is [[ExitStatus/Reason]].

If you disagree with our decision, you may appeal the decision.

To appeal, send us an email at [[AgencyLocationEmail]] that says you are appealing the decision by [[30DaysFromToday]].

If your circumstances change in the future, you may be eligible in the future. Please reach out again in this case.

If you have any questions please contact us at [[CAA phone]] or [[CAA email]].

**Appeal Denial Email:**

Hi [[PrimaryContactName]],

We reviewed the information regarding your appeal of ineligibility for the Emergency Rental Assistance Program and, unfortunately, confirmed that you are ineligible.

If you continue to disagree with our decision, you may make a final appeal to the Maine State Housing Authority.

To appeal, send an email to [bbrann@mainehousing.org](mailto:bbrann@mainehousing.org) within 30 days of this email. MaineHousing will investigate our reasoning for the denial and make a recommendation to the Director of MaineHousing to uphold or reverse the denial. MaineHousing will then communicate the Director's decision to you.

If your circumstances change in the future, you may be eligible in the future. Please reach out again in this case.

If you have any questions please contact us at [[CAA phone]] or [[CAA email]].

# Housing Stability Services Emergency Rental Assistance Program

## Operating Framework

The goal of housing stability services are to promote and improve the housing stability of Maine renters impacted economically by COVID-19 through services intended to help households apply for Emergency Rental Assistance and stay stably housed.

Housing stability services will include assistance with applying for Emergency Rental Assistance, housing navigation/case management services, financial counseling, landlord and tenant outreach, informal mediation, language assistance services, and access to legal services.

Housing stability services will be coordinated by the Community Action Agencies. Each CAA will establish a Housing Stability Team to assist households facing housing instability in their rental housing. The teams will include other community providers and will work collaboratively to identify and offer appropriate housing stability services for both renters and landlords. Given the short duration of the program, the priority will be to leverage and build on existing capacity for service provision. These Teams will be driven by the reality that loss of a permanent home is an emergency that requires a prompt, targeted response to alleviate the housing emergency in a timely fashion.

The CAAs have access to financial assistance through Emergency Rental Assistance funds that can help renters pay utilities and back rent and ongoing rent. Additionally, the CAAs will be supported by access to services procured by MaineHousing including mediation and informal facilitation between landlord and tenant, assistance for applicants who need translation or cultural supports, training opportunities, and legal aid.

### ***Housing Stability Goals:***

1. To promote and improve the housing stability of Maine residents through supportive services and rental assistance.
2. Households will receive assistance to either stabilize their current housing or to find and move to safer and more stable and affordable housing.
3. Every effort will be made to ensure households do not fall into homelessness.
4. Ensure targeted outreach and assistance to households disproportionately impacted by housing instability based on race, ethnicity, gender, income, age, and region.

### ***Housing Stability Coordination***

Community Action Agencies (CAA) will coordinate housing stability services within their jurisdiction. All of the CAAs currently support the Whole Family approach to services, which includes the type of case management envisioned in this program. Housing stability services will build on that capacity. CAAs also have or can offer assistance in applying for many of the programs people at risk of losing their housing will need, including energy assistance, nutrition programs (SNAP, WIC, TANF), early childhood education for families with children, budgeting and financial management, and foreclosure counseling, which can easily transfer to rental counseling.

Each CAA will designate a Housing Stability Coordinator whose responsibilities will be to administer the Housing Stability Services within their region. The coordinator will establish collaborative partnerships with housing providers within their region to access, leverage and procure services for renter households eligible for Emergency Rental Assistance. The housing stability coordinator will work with CAA case managers (also called navigators or resource managers) to provide the single entry point that customers who apply for the emergency rental relief program may need to stay housed and to transition to the housing stability program seamlessly. Through this connection, they will learn of and be enrolled in the supports they need and may not know are available.

The housing stability coordinator will also leverage and secure housing stability services from other community providers including providers made available by MaineHousing.

### ***Housing Stability Teams***

Each CAA will establish a Housing Stability Team to help coordinate and leverage resources for renters facing housing instability, eviction, and risk of homelessness. The teams should include providers with expertise and who will provide services in the following areas:

- housing navigation,
- short-term case management,
- community outreach, legal services, and
- landlord engagement.

The Housing Stability Teams will coordinate access and referrals to the needed housing stability services for individual families facing housing instability in their rental housing. The team will be supported by access to a uniform Emergency Rental Assistance program administered by Community Action Agencies that can help families to pay utilities and back rent and ongoing rent for a period of 3 months at a time.

The CAA will be the lead for the team, will be the recipient and manager of Housing Stability Services funding, will convene and organize the team, and will have responsibility for financial management and data tracking. The CAA may fund providers with diverse experience in housing to provide services that will help families facing rental arrears and possible eviction.

### ***Housing Stability Team Participants***

Housing Stability Teams will include representation, staff support and service provision from the following organizations:

- The Community Action Agency in the region, which will convene and administer the program
- HUD Housing Counseling providers, CDFIs,
- Ethnic and Cultural Organizations
- Housing Access Programs such as Quality Housing Coalition & FairTide,
- Organizations providing case management services to people experiencing or who have experienced homelessness,
- Local Housing Authorities,
- Property managers, landlord associations
- Legal aid organizations



- Other Social Service Providers

Housing Stability Team members will be trained in how to help families and landlords navigate the application process for rental assistance and to provide exceptional customer assistance. They will also ensure timely referrals to other services such as workforce development or intensive case management services and connection with legal services.

Collaboration requires regular communication to be effective. Housing Stability Teams will meet weekly for regular training, case consultation and coordination and prioritization of resources for households requiring housing stabilization services and rental assistance.

### ***Housing Stability Services***

The CAA and the housing stability teams will offer the following services:

- Application assistance that is customer based (both tenant and landlord)
  - Assistance in applying
  - Cultural, language supports
  - How to work with my landlord, how to work with my tenant
- Housing Counseling
  - Financial management, budgeting
  - Tenant rights
- Supportive conversations with landlord and tenant
  - Reaching agreement on past rent due
  - Addressing unsafe housing conditions
- Housing navigation
  - Finding another rental if needed
- Referrals to and help with filling out applications for services offered by the CAA and the Department of Health and Human Services
- Referrals to appropriate services offered by community providers or other organizations such as intensive case management, workforce development
- Referrals to Legal assistance

The Emergency Rental Assistance program offers Maine an unprecedented opportunity to jumpstart a collaborative network of providers working to keep Mainers in their homes.

Maine has several successful examples of regular collaboration that serve as an inspiration and models for housing stability including:

- The Maine Homeless Veteran Action Committee which brings together private non-profit, federal and state partners to address homelessness among veterans.
- The Preble Street Veteran Housing Services Program where Pine Tree Legal and Preble Street Case Managers meet regularly for training, cross referral of clients, and housing stability issue identification.
- The Maine Housing Counselor Network Meetings where Community Action Agencies and other housing counseling organizations, Pine Tree Legal, the Maine Bureau of Consumer Credit Protection meet bi-weekly for training, information sharing and coordination of foreclosure prevention programs.

### ***Determining Housing Stability Services in each CAA***

The Housing Stability Teams will also conduct outreach within the region to link and leverage services. Community organizations and private and nonprofit entities are often closest to and most trusted by their constituencies, Many of these providers already provide emergency assistance to diverse communities across Maine and are well positioned to assist households in accessing rental assistance and the other services provided under this program. To the extent possible outreach to grassroots community organizations should be conducted and letters of commitment or agreement should be entered into with these organizations.

Each CAA and their housing stability teams will be invited to submit a plan and budget for organizing and providing access to housing stability services within their region. The team may sub grant funds to other housing service providers. MaineHousing will be contracting directly for legal aid services and training and with the ethnic Community Based Organizations in specific communities to support New Mainers to apply for rental assistance.

The plan for housing stability services should identify those services in the region that can be accessed or leveraged. The collaborative approach to identifying services is preferred. The first option for determining the housing stability services within each CAA region is to identify those providers, either within the region or proximate, that can offer their services. For example, forging an agreement with an existing housing counseling provider to provide these services would be preferred to standing up these services within an organization that has not offered them. Housing Stability Services are not intended to simply add new services to an existing organization including a CAA, rather to leverage and enhance existing housing stability services.

The plan will also identify those services that are not readily available or are insufficient to meet the anticipated needs of renter households. The plan and accompanying budget should identify how these needs will be met.

### ***Referrals for Housing Stability Services***

Referrals for housing stability services may come from one of three ways:

1. The CAAs as the single entry point for customers who apply for and are eligible for the rental relief program. Referrals for housing stability services will be addressed using the ERA program priorities
2. Applicants who require additional support in completing an application may be referred for assistance to organizations contracted by MaineHousing for cultural supports
3. Referrals from legal aid organizations contracted by MaineHousing

Also, through the connection with the CAA, the applicant will learn of and be enrolled in the supports they need and may not know are available.

### ***Household Eligibility***

Renter households must meet eligibility criteria for Emergency Rental Assistance to be eligible for housing stability services.

Application assistance for households who are ultimately determined to be ineligible for Emergency Rental Assistance is a covered administrative expense.

### *Housing Stability Services*

Housing instability is defined as 1 or more individuals within the household who can demonstrate a risk of experiencing homelessness or housing instability, which may include:

- a past due utility or rent notice or eviction notice;
- unsafe or unhealthy living conditions; or
- any other evidence of such risk, as determined

When assessing the need for housing stability services, the housing stability teams will prioritize

- Households whose income does not exceed 50% of the area median income
- Households with a member who has been unemployed for the last 90 days

Additionally Housing Stability Teams will address the following program priorities when providing services:

- Households referred for housing stability services in the following situations:
  - Households facing eviction: Households who have received a notice to quit or summons for forcible entry and detainer face imminent loss of their primary residence. These households should be prioritized for assistance over households who have not yet received any notice regarding an eviction. In particular, these households shall be given priority for access to legal services, case management support and financial assistance.
  - Households with significant rental arrearages (2+ months). These households should be offered housing counseling, case management, and referrals to other assistance programs (HEAP, SNAP)
  - Households who have applied but their landlord has not submitted a landlord application after CAA made 2 attempts to reach landlord. These households may be offered informal mediation services and legal assistance. Landlord engagement will also be offered.
- Application assistance should be offered to:
  - Potentially eligible households with incomplete applications. These households should be reviewed by the housing stability teams for assistance with translation, income verification and documentation.
  - Landlords whose tenants are not completing their application after 2 attempts to contact the tenant.

Upon referral, the teams will also assess the risk of housing instability. While some indicators of risk may be relatively easy to obtain, such as an eviction notice or notice of utility arrears, other indicators will necessarily have to rely on the self-certification of applicants. Potential indicators of risk include the following:

- An eviction notice
- A past due utility or rent notice
- Living in unsafe or unhealthy living conditions, such as conditions that increase the risk of exposure to COVID-19 because of overcrowding
- A housing cost burden that makes it difficult for renters to afford their housing costs
- Informal rental arrangements with little or no legal protection

- History of or potential for exposure to intimate partner violence, sexual assault, or stalking
- Evidence the household is forgoing or delaying the purchase of essential goods or services in order to pay rent or utilities, such as food, prescription drugs, childcare, transportation, or equipment needed for remote work or school
- Harassment or verbal threats of eviction by a landlord
- Evidence the household is relying on credit cards, payday lenders, or other high-cost debt products, or depleting savings, to pay for rent or utilities, rather than wages or other income

### ***Individualized Housing Stability Planning***

The cornerstone of the housing stabilization services provided by the Housing Stabilization Team members will be the creation and completion of individualized Housing Stability plans in partnership with the households receiving assistance under the program. The case management or housing counselor member of the HST will work with customer household's to develop individualized housing stability plans. Plans are based on the household's strengths, housing stability barriers and priorities.

Case managers or housing counselors, with the participant, establish reasonable milestones for obtaining greater housing stability. These milestones will become a set of actionable goals intended to address the participant's obstacles to housing stability. Goals shall be (1) appropriate, (2) time oriented, and (3) reasonable and identify the actions that will be taken by the household or the Housing stability team member.

The proposed goals and objectives should be focused on the immediate needs associated with sustaining housing (or securing new housing where appropriate). Initially, the plan should focus on meeting immediate needs to address the housing crisis (such as a referral to legal services for a scheduled court date or finding new housing when a household must move). Once the immediate crisis is addressed, goals should focus on achieving long term housing stability (such as assistance with benefit applications, referral to employment or child care supports).

Housing stability team members must be cognizant that some households will require more or less assistance depending on their capacity, other pressures on their time (such as work and child care) and therefore should be flex their assistance based on the individual client need and capacity.

### **Landlord Engagement**

Landlord engagement requires relationship building with landlords that it is difficult to do well when both tenant and landlord are receiving services from the same housing stability case manager. This can be confusing to both tenants and landlords. A division of roles would be clearest for all program participants. Practically, this means that when a household is referred to Housing Stabilization Services, the landlord engagement member of the team will be responsible for reaching out to the landlord, introducing the program and facilitating the landlord's paperwork. The case management or housing counseling member of the team would be responsible for working with the client in conjunction with legal services. Both housing authorities and the housing access programs are well suited to fill the landlord engagement role on the housing stability teams. Several regions of the state have effective landlord associations that can play a vital role in landlord engagement.

### ***Reporting and Evaluation***

A community of practice will be used to identify and establish program standards and outcomes and will establish tracking expectations. Each CAA will also comply with the reporting requirements of the federal legislation.

### ***Supporting Resources***

To ensure continuity statewide, MaineHousing will facilitate a Community of Practice approach bringing together members of the Housing Stability Teams to coordinate overall program delivery, collaboration among the teams to learn from each other, organize trainings, collect data, and assure consistency in the administration of housing stability services across all ten regions.

To support the work of the Housing Stability Teams, MaineHousing will be contracting for certain services statewide to be available to the teams on a referral or on an as needed basis. These services are:

- Assistance by Ethnic and Cultural Based Organizations to assist in the application process and to support the delivery of services to renters who may need translation and cultural supports;
- Informal mediation, conflict coaching or neutral facilitation to assist landlords and tenants in resolving conflict. These services are available prior to formal eviction proceedings and do not replace mediation offered in conjunction with that process
- Training of team members on tenant and landlord rights
- Landlord outreach and education
- Legal assistance for tenants and landlords, training, support and guidance to the other members of the Housing Stability Team. This will ensure adequate knowledge and understanding of tenant rights and landlord obligations and timely coordination of services across teams.
- Marketing and communications support

MaineHousing will establish a community of practice model for bringing together the housing stability efforts for knowledge transfer, successful approaches, consistent implementation,

Grants will be made to the organizations outlined below and the program will be overseen and managed by Maine Housing.

The program will be funded through October 2022 by federal Covid-19 relief rental assistance funding with support from other funding sources if available and appropriate