

IHDA CARES

Assisting Households Impacted by COVID-19



Emergency Rental Assistance (ERA) Program

Frequently Asked Questions

As of: December 4, 2020

Q. I did not receive an email or only my landlord/tenant received an email. What is going on?

A. IHDA experienced a significant email delivery issue that recently impacted our ability to communicate with applicants. We have worked diligently to resolve the issue and have begun resending application status emails to applicants.

IHDA is unable to check the status of individual applications. Please continue to monitor your email and spam accounts for any communications, in addition to staying in contact with your landlord regarding your application status.

Q. I am a landlord and received a \$5,000 check or deposit, but no further information as to which tenant to apply the funds.

A. Due to the email delivery issues, IHDA is resending many approval emails that will include information to identify which tenant to apply these funds on your rent roll.

Q. I received a notice that I was identified as an applicant who would be provided a limited window to provide missing information, and understood I would have until 11:59 p.m. on December 3 to log into DocuSign. When I tried to log in on December 3, there was a message indicating my envelope expired. What should I do?

A. Access to DocuSign inadvertently expired at 11:59 p.m. on December 3. We have provided additional time to any applicant in this group that had not already responded to the request for additional information. Such applicants will have until 11:59 p.m. on December 4 to respond.

Q. After applying in August, I now believe I entered my email, bank routing number, or other important information incorrectly on my application. How can I correct this?

A. Please reach out to the IHDA call center at: (312) 883-2720. Please have the Tenant's full name and, when possible, the ERA Number available when making the call.

Q. I received communication that my application is still under review but is missing a piece of information. Is this valid and do I need to submit documentation?

- A. Yes, based on a review of your application, you have not been approved for funding because your application is missing a piece of information. As a result, you have been identified as an applicant who will be provided a limited window to provide the missing information, or, in some instances, it will be an item your landlord needs to provide.

An IHDA representative recently attempted to contact these applicants via telephone during business hours to make them aware of this opportunity. In addition, these applicants should have received an e-mail from IHDA providing a description of the missing piece of information and instructions on how and when to submit the missing information.

For this group of applicants, the deadline to provide the missing piece to IHDA so we can review is 12:59 p.m. on December 4. Please note, ERA funds remain limited, and providing the missing information in a timely fashion is not a guarantee of funding.

A. Is the Emergency Rental Assistance program currently, or will again begin accepting applications?

- A. No, as of this time, the Emergency Rental Assistance program is closed to new applications and will not reopen. IHDA will continue to strongly advocate for additional funds from Congress for rent and mortgage assistance. Should that occur, we will make this information available via our website.

Q. I received an email that my application was received and is under review. What does this mean?

- A. This means your application was considered complete and is being reviewed. This is not confirmation of approval or denial, and you should continue to look for the final status of your submitted application.

Q. How will I receive communication regarding the status of my application?

- A. All applicants will receive notification of approval or denial via email. Please be sure to search your inbox and spam folders for a communication from IHDA.

Q. What can I do if I received a notice that I was approved for ERA funds, but my landlord has still not received funds after 10 days of approval notification?

- A. Please reach out to the IHDA call center at: (312) 883-2720 or send your information and details to communications@ihda.org.

Q. Why wasn't I approved/selected for an ERA grant?

- A. After a careful review, IHDA was unable to provide assistance because either the applicant did not meet mandatory eligibility requirements, or the application lacked multiple pieces of information deemed necessary to confirm the applicant met all eligibility requirements.

Q. What should I do if I received a notice that I wasn't approved/selected?

- A. While we are unable to provide you with ERA funds, please know that you may be protected from eviction due to Governor Pritzker's latest eviction moratorium. Please find the tenant declaration form you need to complete [here](#). Once signed, please make a copy and provide the form to your landlord. If eligible, you will be protected from eviction through Saturday, Dec. 12, 2020.

In addition, IHDA has partnered with a number of community outreach agencies who are available to provide free assistance and may be able to provide additional resources to help you through this difficult time. Please reach out to one of them listed [here](#).

Lastly, please find a list of other resources that may be of help to you can be found on the [IHDA COVID-19 Resources page](#).

Q. I have been unable to reach a representative on the call center. What am I supposed to do to get information?

- A. IHDA's call center is experiencing high call volumes, especially in the morning. Should you be unable to get through, please send any questions to communications@ihda.org for a response.

Please make sure to include your full name, address and as many details as possible so our staff can help thoroughly resolve your question.

Q. How many renters were approved to receive ERA funds?

- A. We received nearly 80,000 applications for ERA funds. To date, more than 38,000 have been approved for funding. Once completed, more than 40,000 Illinois tenants and landlords will be allocated more than \$200 million in assistance.

Q. I received a phone call and the person said my application is still under review and would be approved if I send them a fee.

- A. There is no fee involved in any portion of this application process. Please be advised, if any authorized IHDA representatives attempts to reach you by phone they will never ask for your banking/ financial information or your Social Security Number.

Q. If I received communication that my application is still under review and I, or my landlord, submit the missing information on time, does this mean I will receive ERA funds?

- A. No. ERA funds remain limited and providing the missing information in a timely fashion is not a guarantee of funding.

Q. My landlord received communication that my application is still under review, but that it is missing a piece of information that my landlord needs to provide. What if my landlord doesn't provide it? Can I send it?

No. In certain circumstances, we require the missing information to be submitted by the landlord.

Q. How are Emergency Rental Assistance funds distributed?

- A. ERA funds are distributed directly to applicant landlords as flat, one-time payments of \$5,000.

If you received a notice you were approved for ERA funds, but you believe your landlord has not credited the funds to your rental obligation, please contact your landlord.

If you believe your landlord, or anyone else, is not handling your ERA grant funds as required by law, please contact IHDA's fraud department at the e-mail below. Please provide your name, address and details about the alleged fraud: ERAFraudAllegation@ihda.org.

Q. I was approved for \$5,000 in Emergency Rental Assistance but my landlord credited my rental account by less than \$5,000. Why didn't my landlord apply the full \$5,000? Does my landlord get to keep the extra money?

- A. If your application was approved, your landlord has received, or will receive, \$5,000 to apply toward your past due rent. If less than \$5,000 was credited to your rental account, it means your landlord's records reflect that less than \$5,000 was needed to satisfy eligible past due rental payments. Any remaining funds from the \$5,000 will be returned by your landlord to IHDA.

Q. Can ERA funds be used beyond the end of December 2020?

- A. No, pursuant to applicable federal law, ERA funds cannot be applied to any rental obligations incurred after December 30, 2020.

Q. If the tenant has already vacated their unit, or there are remaining funds beyond December 30, 2020, where should landlords return the excess funds?

- A. Please promptly send a check made payable to:
Illinois Housing Development Authority
21412 Network Place
Chicago, IL 60673-1412

Please reference the Tenant's full name and, when possible, include the ERA Number on memo line.

If using overnight mail, use the following address:

JP Morgan Chase
Attn: Illinois Housing Development Authority
Lockbox 21412
131 S. Dearborn, 6th Floor
Chicago, IL 60603