

**Illinois Rental Payment Program**  
Frequently Asked Questions for  
**TENANTS**

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## Frequently Asked Questions

### **Disclaimers:**

- *Information included in this document will be updated on a regular basis when applicable.*
- *Housing providers can no longer initiate an ILRPP application. The housing provider-led application period closed on June 13, 2021. The tenant-led application portal will be open from June 28 – July 18, 2021. Tenants whose housing providers did not initiate an application or those who missed the window to complete their application may apply and invite their landlord to participate.*

## Application

### **1. How do I apply for the Illinois Rental Payment Program?**

- The ILRPP application is a joint application that begins with the tenant. After the tenant completes their section, the housing provider will be contacted by email with instructions to complete their portion of the application. **All ILRPP applications must be submitted online at [ILRPP.IHDA.org](https://www.ilrpp.ihda.org).** An application will not be considered complete until both the tenant and the housing provider complete their sections of the joint application.
- For tenants with barriers to accessing the online application, Housing Stability Servicer (HSS) organizations are standing by to help. Contact IHDA's ILRPP call center at 1-866-IL-HELP1 (454-3571) to be connected with an available HSS agency or visit our website at: [Housing Stability Servicer Providers \(HSS\)](#).

### **2. What if my landlord does not want to participate in the Illinois Rental Payment Program?**

- If a housing provider does not wish to participate or is unresponsive, tenants may still be eligible for assistance. Please contact one of the HSS agencies listed at [www.IHDA.org](https://www.ihda.org). They will help you in the process of applying for ILRPP assistance. Please see question 18 for more information.

## Program Overview

### **3. How much assistance can tenants receive?**

- Tenants whose applications are approved will receive a one-time grant matched to their specific need. Grant amounts will vary, and the maximum grant amount is \$25,000. Assistance will cover up to 15 months of emergency rental assistance, paying up to 12 months of missed rent payments and up to three months of future rent payments. The coverage period is July 2020 through September 2021.

### **4. How will Illinois Rental Payment Program funds be distributed to approved applicants?**

- If a tenant's application is approved IHDA will issue a grant payment directly to their landlord on their behalf in the form of a check using the payment information provided in the application.

**5. Will tenants have to repay any funds if their application is approved?**

- No, the assistance is a grant.

**6. Will tenants pay taxes on Illinois Rental Payment Program funds if their application is approved?**

- No, ILRPP assistance awarded to renter households is not considered income for tax purposes.

**7. Will the Illinois Rental Payment Program pay for utilities?**

- No, in order to provide assistance to as many renters as possible, ILRPP grants will only cover rent payments for the period of July 2020 through September 2021.

**8. Will the Illinois Rental Payment Program run out of funding?**

- The emergency assistance is provided by the Federal government, and we believe Illinois has enough funding to help all residents who are confirmed to qualify for assistance.

**9. Is there assistance for people who own their home?**

- Unfortunately, the Illinois Rental Payment Program is only available to renters. However, IHDA will be offering a mortgage-assistance program in the fall of 2021. Additional information related to the program will be available in the upcoming months. In the meantime, homeowners are encouraged to contact their mortgage servicer (the agency that sends your mortgage statements) to discuss their specific situation.

## Eligibility

**10. Who is eligible to receive assistance from the Illinois Rental Payment Program?**

- Illinois tenants may be eligible to receive ILRPP assistance if:
  - The household is at risk of homelessness or housing instability (i.e. household received a past due rent or eviction notice).
  - The household lives in Illinois and rents their home as their primary residence.
  - The total gross income cannot exceed 80% Area Median Income for location (find county income limits [here](#)).
  - The household experienced a financial hardship, including a loss of income or increased expenses, due to the COVID-19 pandemic.

**11. Are there immigration status requirements for Illinois Rental Payment Program assistance?**

- No, ILRPP assistance is available to all eligible renters in Illinois regardless of immigration status. ILRPP assistance is not a "public charge" benefit.

**12. Can tenants receive assistance from the Illinois Rental Payment Program if they received emergency rental assistance from IHDA in the past?**

- Yes, tenants can apply for ILRPP assistance even if they received emergency rental assistance in the past. However, if a tenant received emergency rental assistance to cover rent in 2020, they may only receive ILRPP assistance for rent incurred in 2021.

**13. Are tenants residing in public housing or receiving Section 8/Housing Choice Vouchers eligible to apply for the Illinois Rental Payment Program?**

- Not at this time – please check [www.IHDA.org](http://www.IHDA.org) for future program updates. Households in these situations are encouraged to contact their program administrator for a rent adjustment if they have experienced a change in income.

## Required Documents

**14. What documentation do tenants need to provide when applying for the Illinois Rental Payment Program?**

- Renters will need the following information to apply:
  - Government-issued photo ID
  - A utility bill or proof of address dated 90 days prior to the application (if the address on your ID is not your current address)
  - Proof of household income in 2020
  - Proof of public assistance (if applicable)

**15. What information do tenants need to apply for the Illinois Rental Payment Program?**

- Renters will need the following information to apply:
  - Valid email address.
  - Monthly rent and amount past-due

**16. Do tenants need a lease to apply?**

- Landlords must provide a current lease in their application if one is available. However, if a current lease is not available you may still apply for assistance.

**17. Do tenants need a Social Security Number to apply?**

- No, a Social Security Number (SSN) or Individual Taxpayer ID Number (ITIN) is not required for tenants.

## Moving Through the Review Process

**18. What happens after I complete my section of the application?**

- After the tenant completes Section I and Section II of the application, the housing provider will receive a link to complete Section III of the application. Once the housing provider has submitted their portion of the application, the application will enter IHDA's queue for review.
- Once the application portal closes on July 18, 2021, all applications completed by both the tenant and housing provider will be eligible for review and funding. If the housing provider did

not complete their section of the application, it will be considered an unresponsive housing provider application. The unresponsive housing provider application will go through a special process to be eligible for review. Those tenants will be contacted by IHDA with further instructions.

**19. How can I check on the status of my submitted application?**

- Applicants may use their application ID to check the status of their application at [ILRPP.ihda.org/status](http://ILRPP.ihda.org/status). The application ID can be found on the first page of Section II and Section III. Please note that application status updates will not be available immediately.

**20. Will IHDA use a lottery system to review completed applications?**

- No, however federal regulations require that IHDA prioritize applications from tenants who have been unemployed for 90+ days and those below 50% of the area median income.

**21. When will I be notified if my application is approved for funding or deemed ineligible for funding?**

- IHDA expects extremely high demand for ILRPP assistance and will review completed applications as quickly as possible. Our goal is to notify applicants of funding eligibility within 60 to 90 days.

**22. How will I be notified if my application is approved for funding or deemed ineligible for funding?**

- All program communications will be sent to the email addresses provided in the application. Please make sure you maintain access to the email accounts associated with the application.

## More Information

**23. Can I apply to other emergency rental assistance programs offered by my city or county?**

- Yes, however, tenants cannot receive rental assistance from more than one source during the same period. Duplication of benefits is expressly prohibited.

**24. Can tenants be evicted while waiting for these funds?**

- Tenants are protected from eviction for nonpayment of rent during COVID-19 due to the federal eviction moratorium in effect until June 30, 2021. If you are a tenant and facing eviction, please visit [www.IHDA.org](http://www.IHDA.org) and complete a Tenant Declaration Form and visit the [Illinois Department of Human Services](#) for additional services to prevent eviction.

**25. What if I need help paying my utility bills that are not included in my rental charge?**

- If you also need utility assistance, please contact the [Department of Commerce & Economic Opportunity \(“DCEO”\)](#) for information on eligibility and how to apply for utility assistance funds.

**26. Where can I find additional help during the COVID-19 pandemic?**

- If tenants are facing economic or social challenges in addition to struggling to pay their rent, please visit the [Illinois Department of Human Services \(“DHS”\)](#) in order apply for emergency rental assistance **and receive support for the economic or social challenges you may be facing.**

DHS and the partners working with DHS are equipped to assist persons who are experiencing food insecurity, have mental or physical health concerns, substance use concerns, excessive debt, legal challenges, immigration challenges, justice involvement, and domestic violence.

**27. Who do I contact with questions about the Illinois Rental Payment Program?**

- If you have any questions or if you are unsure about anything regarding your application, please refer to the list of organizations standing by to help at [www.IHDA.org](http://www.IHDA.org). For additional assistance contact the Illinois Housing Development Authority at 1-866-ILHELP-1 (1-866-454-3571).

**28. What should I do if I think someone is submitting false information to IHDA in connection with the Illinois Rental Payment Program?**

- IHDA takes all allegations of fraud seriously. If you have reason to believe someone is providing fraudulent information in an attempt to obtain emergency rental assistance, please visit [ilrpp.ihda.org/Application/ReportFraud](http://ilrpp.ihda.org/Application/ReportFraud) and provide as much detail as possible so that IHDA can promptly investigate the matter. Alternatively, persons can file a complaint online with the [Office of the Executive Inspector General](#).