



## **FREQUENTLY ASKED QUESTIONS FOR COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM (CVERAP)**

### **Q1. HOW DO I APPLY FOR COVID-19 EMERGENCY RENTAL ASSISTANCE?**

You can submit a pre-application beginning July 6, 2020 at 9:00 AM a.m. through July 10, 2020, 5:00 PM. Pre-applications will only be available on-line. The website <https://www.waitlistcheck.com/NJ559-2809> accepts pre-applications 24 hours a day from Monday, July 6, 2020, at 9:00 AM to Friday July 10, 2020, at 5:00 PM. Please note that the website will close exactly at 5:00 PM on Friday July 10, 2020; no more applications will be accepted after 5:00 PM. If you do not have access to the internet, starting Monday, July 6, 2020, 9:00 a.m., you can call our Customer Service number, 609-292-4080, option #1, for assistance.

### **Q2. WHAT ARE THE ELIGIBILITY REQUIREMENTS TO APPLY?**

Eligibility Requirements include the following:

- Must be a New Jersey resident and renting a unit New Jersey.
- Must be a tenant in good standing (are current with your rent through March 2020).
- Maximum income up to 80 percent of area median income (AMI).
- Must be able to provide documentation of your loss of income due to the COVID-19 pandemic beginning on March 9, 2020. Examples of documentation include the following:
  1. Layoff (need documentation from employer or unemployment);
  2. Reduced work hours (letter from employer and paystubs);
  3. Unpaid leave to take care of children due to school and daycare closures (letter from employer, school and/or daycare)

### **Q3. WHAT IS THE WEBSITE TO SUBMIT A PRE-APPLICATION?**

The website <https://www.waitlistcheck.com/NJ559-2809> accepts pre-applications **24 hours** a day from Monday, July 6, 2020 at 9:00 AM to Friday July 10, 2020 at 5:00 PM. Please note that the website will close exactly at 5:00 PM on Friday July 10, 2020; no more applications will be accepted after 5:00 PM.

### **Q4. WHAT HAPPENS AFTER I APPLY?**

All pre-applications submitted on-time, will be entered into a computerized lottery. A limited number of pre-applications will be selected through the lottery process.

### **Q5. WHAT HAPPENS AFTER THE LOTTERY?**

If your pre-application is selected through the lottery process, your application will be placed on a list. DCA staff will contact you to complete a full application, and request that you provide household documentation including income and proof of loss of income due to COVID. Before submitting your pre-application, please review the eligibility requirements under question #2 above.

### **Q6. HOW LONG WILL IT TAKE TO PROCESS MY PRE-APPLICATION?**

Our goal is to begin processing pre-applications immediately after the lottery is completed. Processing times may vary depending on whether all necessary documents are provided to verify your income, reduction in hours or job loss.

### **Q7. I DO NOT HAVE ACCESS TO THE INTERNET, HOW CAN I APPLY?**

If you do not have access to the internet, starting Monday, July 6, 2020, at 9:00 AM., you can call our Customer Service number, 609-292-4080, option #1, for assistance.

### **Q8. DO I NEED AN EMAIL ADDRESS?**

Yes. You must obtain a valid email address to make a pre-application; a pre-application cannot be submitted without an email address. There are many free email services such as Yahoo, Gmail and Hotmail. When you begin your pre-application process, there is a free email site where you can set up an email if you don't already have one. Also, we have a link to a free email service on the pre-application once you log into <https://www.waitlistcheck.com/NJ559-2809>.

### **Q9. DO I NEED A COMPUTER TO SUBMIT A PRE-APPLICATION?**

No. You can use a Smart phone, iPhone, Android Tablet or any other electronic device which has internet access to submit a pre-application.

### **Q10. CAN I MAKE CHANGES OR CORRECTIONS TO MY PRE-APPLICATION AFTER IT IS SUBMITTED?**

No. You cannot make any changes to your pre-application once you “click” submit pre-application.

**Q11. WHAT INFORMATION WILL I NEED TO FILL OUT THE CVERAP PRE-APPLICATION?**

You will need the full legal names and dates of birth for all members in your household. You will also need to list all income received by every member in the household.

**Q12. WHAT HAPPENS IF I DO NOT HAVE A SOCIAL SECURITY NUMBER, CAN I STILL APPLY?**

Yes.

**Q13. DOES SUBMITTING A PRE-APPLICATION, GUARANTEE GETTING ASSISTANCE?**

No. A random lottery will be performed to select potential applicants.

**Q14. IF I AM SELECTED THROUGH THE LOTTERY, DOES THIS GUARANTEE ASSISTANCE?**

No. Households that qualify for assistance must meet the following requirements:

- Have a gross, annual household income that is at or below the maximum income limits for the county where they are residing
- Be a New Jersey resident and rent a unit in New Jersey
- Rent must be current as of March 2020; this program will not assist with arrears
- Have a substantial reduction in income or are currently receiving unemployment due to the COVID-19 pandemic
- Have a lack of assets and savings to pay rent
- Must be able to pay a minimum of 30% of their income towards the rent

**Q15. WHAT KIND OF ASSISTANCE DOES THE EMERGENCY RENTAL ASSISTANCE PROGRAM PROVIDE?**

For those households that are selected through the lottery process and are deemed eligible, the program will provide short-term, temporary rental assistance up to six months. The assistance will be capped at DCA's fair market rent standard or the total rent, whichever is lesser. Households will be expected to pay a minimum of 30 percent of their income towards rent. At the three-month mark, the household income will be reviewed to determine if assistance is still needed. Assistance that is no longer required will be used to serve additional families. This program will not assist with arrears.

**Q16. I'VE BEEN PAYING MY RENT FROM MY SAVINGS, BUT I'M RUNNING OUT OF MONEY, CAN THIS PROGRAM HELP ME?**

Yes. DCA will review all assets when determining eligibility.

**Q17. HOW DO I KNOW IF I WAS SELECTED THROUGH THE LOTTERY?**

You will be notified through an email if your pre-application was selected in the lottery. You will also be notified through an email if your pre-application was not selected in the lottery. If your pre-application was not selected in the lottery, your application will become inactive and you will not be considered for this program. You also have an option to check your status on <https://www.waitlistcheck.com> on or after July 21, 2020 to learn if you were selected or not through the lottery.

**Q18. WHAT'S THE NEXT STEP IF AFTER I AM SELECTED THROUGH THE LOTTERY?**

DCA staff will send you a full application for CVERAP to complete and request that you provide the required household and income documentation.

**Q19. IF I AM NOT SELECTED THROUGH THE LOTTERY, WILL I BE PUT ON A WAITING LIST FOR FURTHER ASSISTANCE?**

No, not at this time.

**Q20. WILL THERE BE ANOTHER PRE-APPLICATION OPEN ENROLLMENT?**

No additional openings are planned at this time.

**Q21. IF I AM RECEIVING RENTAL ASSISTANCE AT THE TIME I AM SELECTED THROUGH THE LOTTERY, CAN I RECEIVE ADDITIONAL ASSISTANCE?**

No. Anyone currently receiving a subsidy from another rental assistance program is ineligible.

**Q22. CAN I APPLY FOR OTHER RENTAL ASSISTANCE WHILE BEING ASSISTED FROM THE CVERAP?**

Yes, you are encouraged to apply for various rental assistance programs, but you can only be active on one program at a time. Keep in mind that the COVID-19-ERAP is only temporary. Seeking permanent rental assistance is recommended if you feel you will be unable to afford your rent in the future.

**Q23. HOW DOES A HOUSEHOLD RECEIVE PAYMENT FROM THE CVERAP PROGRAM?**

Once your assistance is approved and your landlord provides the required documents, DCA will make payments directly to your landlord.

**Q24. HOW LONG CAN A HOUSEHOLD RECEIVE CVERAP?**

Maximum assistance is for six (6) months. Income eligibility will be reviewed at the 3-month interval.

**Q25. WHAT HAPPENS IF I DO NOT HAVE A LEASE?**

The landlord can submit a written statement verifying the monthly rent amount.

**Q26. DOES THIS PROGRAM ASSIST WITH UTILITY PAYMENTS?**

No. The DCA encourages all eligible households to apply to the Low-Income Home Energy Assistance Program (LIHEAP), which helps people pay for their home energy bills. <https://www.nj.gov/dca/divisions/dhcr/offices/hea.html>.

**Q27. DOES THIS PROGRAM ASSIST WITH SECURITY DEPOSITS?**

No.

**Q28. WOULD THE RENTAL ASSISTANCE FOR THIS PROGRAM BE THE SAME AS RECEIVING A SECTION 8 VOUCHER?**

No, this is a temporary assistance program.

**Q29. CAN YOU MOVE TO ANOTHER APARTMENT WITH THIS RENTAL ASSISTANCE?**

No, this rental assistance is not portable. The program was created to assist households in existing units.

**Q30. WILL I BE PUT ON A WAITLIST FOR OTHER ASSISTANCE IF I AM NOT CHOSEN FOR THIS PROGRAM?**

No, once selected through the lottery you will receive assistance if you qualify; you will not be placed on any other waitlist if not chosen for this program.

**Q31. DO I NEED AN EVICTION NOTICE TO APPLY FOR THIS PROGRAM?**

No.

**Q32. CAN MORE THAN ONE HOUSEHOLD IN MY HOUSEHOLD APPLY?**

No, only one application per household.

**Q33. DO I HAVE TO HAVE INCOME TO QUALIFY FOR THIS PROGRAM?**

No.

**Q34. DO I HAVE TO REPAY THE ASSISTANCE RECEIVED THROUGH THIS PROGRAM?**

No, unless the agency determines that you have committed fraud or made false statements in order to receive assistance.