

Alameda County Emergency Rental Assistance Program

Portal Closure – May 13, 2022

Frequently Asked Questions #1:

1. Does this mean the program is over?

The portal closure means that no new applications will be accepted after May 13, 2022. Application coordinators will continue to process all qualifying applications that are in the queue. The 211-phone line will remain open for landlords and tenants to check application status anytime.

2. I have a low priority score and/or I'm in the application received status. Does the closure affect my place in the queue?

No, qualifying applications that have already been received will still go through processing. Learn more about the application process here: <https://www.ac-housingsecure.org/what-to-expect>

3. I have an approved application, but I still need help. Can I submit a second application?

Yes, the portal will be open for new applications until Friday, May 13, 2022. No new applications will be accepted after May 13, 2022.

4. Will I still be notified when my application is processed after the portal is closed?

Yes, we will send a notification to the contacts provided in the application via email, text and/or postal mail. Notifications are sent when:

- An application is submitted by a tenant
- An application is submitted by a housing provider
- An application is approved
- An application is marked Ineligible
- A payment has been delivered
- An appeal has been filed or resolved

Tenants and housing providers can also check the status of their application anytime through the portal or by dialing 211 (Toll-Free 888-886-9660).

5. Will there be enough money to pay my application?

We expect to have enough funding from the US Department of Treasury and the State of California to cover all tenant applications received on or before March 31, 2022. Applications received after March 31, 2022 that have not been paid out from the County's base allocation of funding will be paid out if and when additional funding can be identified. Only applications where the tenant has applied can be paid out.

6. Will the program continue to cover future rent?

Until we have spent down our base allocation of funds from the Treasury Department and State of California, tenants will be eligible for future rent on a limited basis. Upon receipt of additional funding from the State of California and US Treasury Department, we will only be able to cover unpaid rent through March 31, 2022.

7. What if I applied after March 31, 2022, will my application be funded?

Until we have spent down our base allocation of funds from the Treasury Department and State of California, we will be working on processing applications received after March 31, 2022. Once we have spent down our base allocation, all applicants that applied after March 31 will be placed on a waitlist pending additional funding.

8. I'm a tenant and I've been served a notice of eviction while waiting for my application to be processed. What should I do?

Evictions due to non-payment are currently paused in Alameda County with few exceptions. If you are being threatened with eviction or have been served with an eviction notice, we encourage you to contact any of the providers listed below and request a free legal consultation. Learn more about Alameda County's Eviction Moratorium [here](#).

- Centro Legal de la Raza, www.centrolegal.org, 510-437-1554
- Eviction Defense Center, www.evictiondefensecenteroakland.org, 510-452-4541
- Bay Area Legal Aid, www.baylegal.org, 1-800-551-5554

9. I'm an Oakland resident, is Oakland's rental assistance portal open?

Oakland stopped accepting applications on March 31, 2022. Learn more by emailing HousingAssistance@oaklandca.gov, or visit: www.oaklandca.gov/resources/housing-resources-erap-emergency-rental-assistance

10. I'm a Fremont resident, Is Fremont's rental assistance portal open?

Fremont is accepting applications. New applicants are placed on a waitlist. Learn more by calling 510-574-2028.

**11. I received the maximum months available of emergency rental assistance, but I still need help.
Are there any other resources for me besides rental assistance?**

Yes, Alameda County offers job trainings, job placements, public benefits, and CalFresh (food stamps) if needed. The links to additional resources are below:

- Job training and placements — bit.ly/ALCoJobs
- Public benefits — bit.ly/ALCoBenefits
- CalFresh - bit.ly/ALCoCalFresh