

## Frequently Asked Questions

Question	Response
When were the terms of the settlement reached?	The settlement was finalized at the end of May 2023. The program has started processing applications based on the priorities established in the settlement agreement.
With the lawsuit settled, will the program application portal be reopened to apply for rent assistance?	The program is closed and cannot accept any additional applications. Based on Senate Bill 115, the program period was defined as April 1, 2020, through March 31, 2022. All applications were required to be completed and submitted before the program period ended.
I am unable to access my account. Can I please reset my password?	Because of the personally identifiable information included in your application, you will need to reach out to our call center at (833) 430-2122. Call center agents are trained to verify identity. Once your identity is verified, they can assist you with resetting your password.
I lost access to the email associated with my application; can I get a new email address added to my existing application?	You can update your email by contacting the call center at (833) 430-2122. The call center agents are trained to assist with this process. Our system does recognize your initial email as your user name for log in purposes. The call center can also assist you, after verifying your identity, so that you have your user name required to log into the system.
I made a mistake when filling out my application. Can I get my application re-opened?	Please contact our call center at (833) 430-2122. Call center agents are trained to perform this function after they have verified your identity.
I would like add someone to my application as a representative. How can I do this?	Please contact our call center at (833) 430-2122. Call center agents are trained to assist with adding an authorized representative after verifying your identify.
I haven't received an approval/denial notification yet. Can you tell me what is needed on my file?	All applicants will receive application determination notification from the program. You will have an opportunity to appeal any determination you receive. Details of the determination and information on appeals are included in all notifications. If you have not received a determination yet, check for open tasks in the Neighborly online portal.
I didn't get all the rent funds I needed. How do I get more funding?	Applicants are approved for payment based on information provided by both the landlord and tenant. If you do not agree with the program decision on your application, there are instructions in your award determination notice explaining how to appeal your award. Please remember that the program period can only assist with unpaid rents and utilities for the period from April 2020 through March 2022.
When are my approved funds going to be disbursed? My case has been sitting for months.	The program has recently settled a lawsuit where an injunction prevented the program from denying applications. The injunction has been resolved and our first priority is to get all eligible applications approved.

When will I receive my funds? How long after I am approved will the check be sent?	Once you receive your emailed award letter, please allow up to 14 days for payment to be received.
Payment was supposed to be re-issued. How long until I receive payment?	We do not have a definitive timeline in which checks will be reissued. We must first ensure the check expiration date has passed, the check has not been cashed, and cancel the check before we can reissue any funds. The timeline for processing can vary based on those factors.
Is it still possible to request additional funds?	No additional funds can be requested at this time. However, applicants who applications are being processed or are on appeal are able to update the amount that the applicant owed as of March 31, 2022. Based on Senate Bill 115, the program period for assistance was defined as April 2020 through March 2022. All applications had to be completed and submitted to the program prior to March 31, 2022.
Why are you unable to provide a timeline when my application will move to the next step?	The settlement agreement and injunction that prevented the program from denying applications has priorities the program must follow. We are working through the priorities as quickly as possible.
My case status changed in the online portal. What does that mean?	A change in status means your file is being reviewed for a final determination (approval, denial, or partial approval) to be sent by the program.
When will my status change from under review in the online portal?	The settlement agreement and injunction that prevented the program from denying applications has priorities the program must follow when processing applications. We are working through the priorities as quickly as possible.
Why did my case move from approved status to under review in the online portal?	We have quality assurance reviews throughout the application processing cycle. The application was moved to an "under review" status based on those reviews. We are working to get final determinations to all applicants as quickly as possible.
I have completed the required tasks. Why is my case still labelled non-responsive?	The case management team reviews all document uploads when a task is completed. If the documents did not satisfy the eligibility issue, your application status will remain non-responsive. Please do not resend a previously submitted document. Please send one of the documents listed in the Task in Neighborly.
My case ID is not a duplicate, but I received a notice of a duplicate application. What do I need to do to proceed?	Please contact the center at (833) 430-2122. Call center agents are trained to assist you with duplicate applications after the applicant information.
I applied to the program but wasn't aided in time, so I took out a loan to cover rent. Why can't I be reimbursed for the loan I had to take out?	The program guidelines for this program do not allow the program to reimburse applicants for funds they have received by other means and used to pay their rent.

<p>Is there an opportunity for my application that was denied long ago to be reevaluated if I did not file an appeal?</p>	<p>The only applications that were denied in the past for which an appeal can still be filed are those that were denied after June 8, 2022, or that never received a denial notice. Based on the settlement agreement, those applicants will receive another denial notice and will have the opportunity to appeal.</p>
<p>When will I receive my appeal determination?</p>	<p>Applicants with appeals pending will be issued a new denial notification that will include greater detail for the denial and will allow the applicant to appeal again.</p>
<p>I have emailed the appeals team or my case manager. When can I expect a response?</p>	<p>Case managers and appeal specialists are working through their emails. Responses should be expected within 7 business days. You can also email <a href="mailto:Appeal@ca-rentrelief.ca.gov">Appeal@ca-rentrelief.ca.gov</a> or call the Call Center at (833) 430-2122 for assistance.</p>
<p>I have been evicted and am now homeless with my kids. Can you process my application and help me get a new apartment?</p>	<p>The program has established a Local Partner Network (LPN) with statewide coverage. Please contact the LPN's by calling their call center at (833) 687-0967. LPN's can provide you with information about local programs that may be able to assist you. If you have received an eviction notice, it is important to get legal help immediately. Please visit <a href="http://www.lawhelpca.org">www.lawhelpca.org</a> to find free legal services near you. You can also call our call center at (833) 430-2122 and call center agents are trained to assign your file to the Eviction Prevention team to expedite the review of your application.</p>
<p>I received an email notifying me I have been approved but haven't heard anything since. When will I be paid?</p>	<p>Once you receive the emailed award notice, please allow up to 14 days for your check to be delivered.</p>
<p>What is the status of my tenant's application? (landlord asking question)</p>	<p>As a landlord, you can log into our portal and see the status of your linked tenant application. If you are not linked to the tenant or you do not have a landlord case with the program, information related to your tenant cannot be shared.</p>
<p>The tenant in question has not remitted payment (case was tenant paid). What steps do I take next?</p>	<p>Please reach out to our call center at (833) 430-2122 and report the tenant to the call center. The program will review the applications and refer any tenants who did not remit payments to their landlord within 15 days to our recapture team.</p>
<p>Where can I file a complaint about the program?</p>	<p>Applicants can call our call center at (833) 430-2122 or they can email <a href="mailto:erap@hcd.ca.gov">erap@hcd.ca.gov</a>.</p>