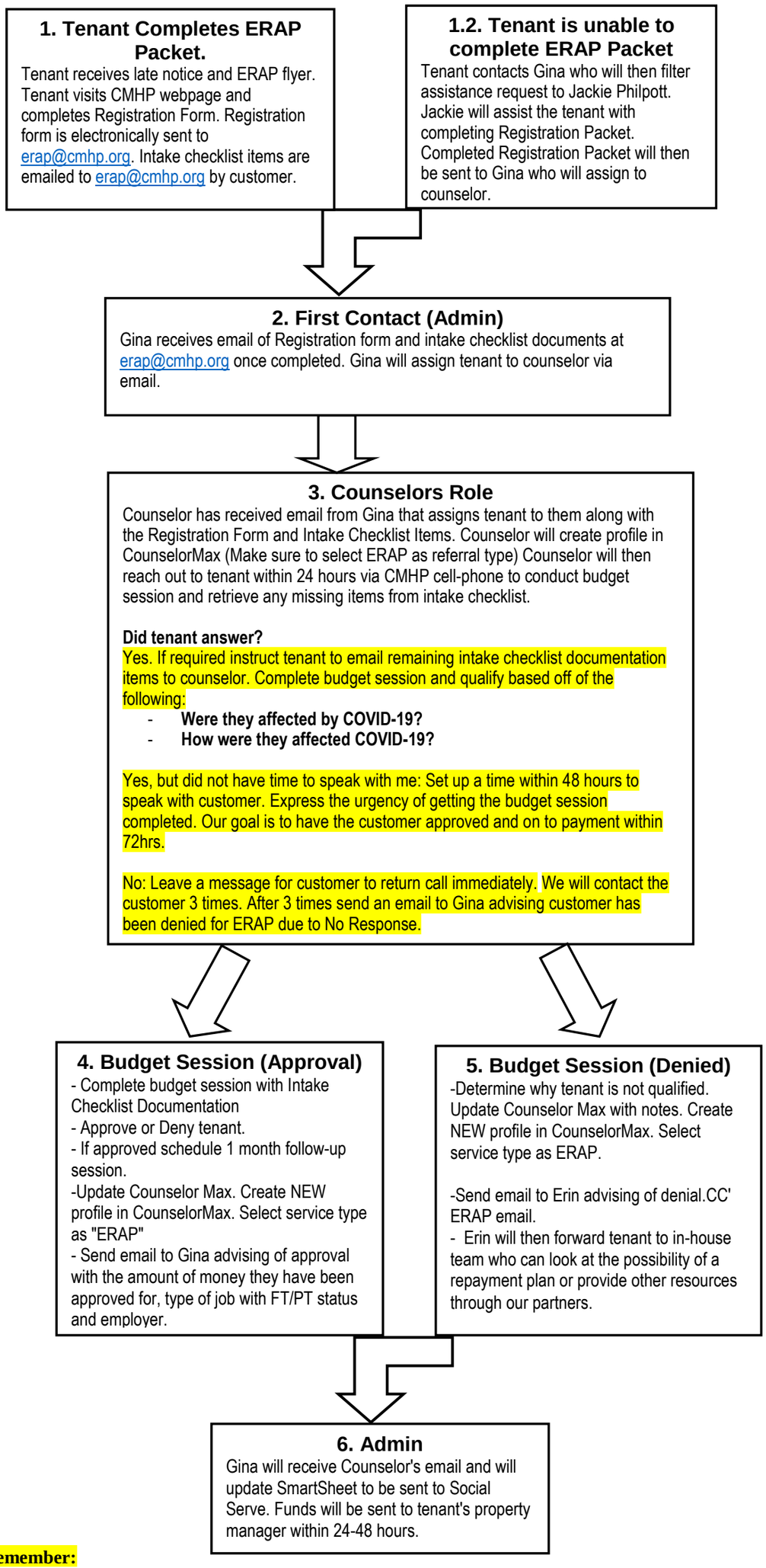
Emergency Rent Assistance Program Flow Chart



Important items to remember:

1). ERAP does not pay any past due arrears. The assistance is on a month to month basis with up to 2 months of assistance available. The tenant MUST request assistance in the month for which they are due. If tenant needs assistance with May they must contact us again in May once late notices are sent.

2). Customers who are waiting on documents from employers. Please contact us if we are waiting on documents from them after a week. These are situations which we will have to look at individually and decide on whether or not to approve or deny.

3). There are 3 follow-up appointments. Please make sure to schedule the other 2 follow-ups after the first is completed.