



**DCHHS**  
Safe families, healthy lives  
Dallas County Health and Human Services



Dallas County Health and Human Services  
Emergency Housing Assistance Programs (EHAPs)



## Frequently Asked Questions (Revised August 30, 2021)

### **Q. Why has the Emergency Rental Assistance Program, (ERAP) initiated?**

A. The Emergency Rental Assistance Programs (ERAP 1 & 2) are funded by the Department of the Treasury (DOT) through the H.R. 133, Division N, Title V, Subtitle A, Section 501 of the Consolidated Appropriation Act, 2021 [ERAP 1], and through Section 3201 of the American Rescue Plan Act of 2021 [ERAP 2], to provide rental, rental arrears, utilities (gas, water and electric), utility arrears, internet/broadband, relocation assistance and hotel/motel room reimbursement to income-eligible households directly or indirectly impacted by COVID-19 to help them stay housed during the pandemic and help them recover economically from the impact of the pandemic.

### **Q. What services are available for ERAP?**

A. Rental, rental arrears, utilities (gas, water and electric), utility arrears, internet/broadband, relocation assistance (e.g. screening/application fees moving expenses, etc.), and hotel/motel room reimbursement.

### **Q. What is the amount of an ERAP assistance payment?**

A. Assistance may be up to 120% of SAFMR or FMR. Funds may be used to pay all or any part of housing expenses, including arrears, relocation assistance, and up to 30 days temporary hotel/motel accommodations, that occurred on or after March 13, 2020, supported by documentation. Unit rent can be up to 150% of SAFMR or FMR but tenant, another program, or Landlord must certify to pay difference between 120% and 150% of SAFMR or FMR.

### **Q. Who should apply for ERAP?**

A. Anyone residing in Dallas County, excluding the city of Dallas, impacted by COVID-19, who is not already receiving housing assistance from another entity. Household income must be 80% or less of the Dallas Area Median Income (AMI). Any assistance already received before January 2021 from EHAP will be subtracted from the twelve (12) months of eligible assistance.

### **Q. If I received assistance through EHAP in 2020, am I eligible to receive assistance through the ERAP.**

A. Yes. You will be eligible to receive assistance through the ERAP. The cumulative assistance for EHAP, EHAP-2021, TERAP and ERAP may not exceed twelve (12) months.

### **Q. If I submit, and meet the eligibility criteria, is ERAP obligated to provide rental assistance?**

A. Meeting the eligibility criteria alone does not obligate ERAP to provide assistance to any applicant. Only completed applications meeting eligibility criteria will be considered for assistance subject to availability of funds.



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**Q. Are other programs providing similar assistance?**

A. Yes. Dallas County's Emergency Housing Assistance Program (EHAP-2021) is providing similar short-term mortgage and utility assistance and the Emergency Rental Assistance Program (ERAP) is providing similar short-term rental and utility assistance.

**Q. If I receive assistance from Dallas County EHAP-2021 or TERAP, am I eligible to apply for the ERAP?**

A. Yes. Assistance through ERAP may not exceed twelve months. Funds may not be utilized for assistance simultaneously from multiple programs.

**Q. How do I apply for the ERAP?**

A. Tenants may apply for ERAP by completing the Tenant/Homeowner pre-screening application. Landlords applying on behalf of their tenants may apply for ERAP by completing the Landlord pre-screening application. The pre-screening application is online in English and Spanish. You may visit [www.dallascounty.org/departments/dchhs/housing-programs/ehap-landing.php](http://www.dallascounty.org/departments/dchhs/housing-programs/ehap-landing.php) to find the link to the **pre-screening application**.

If ERAP eligibility criteria is met in the pre-screening application process, you will be contacted to schedule an intake appointment; and, will be informed regarding the required supporting documents needed to successfully complete the intake process. If there is technical difficulty in accessing the link, applicants may call the ERAP telephone number at **(214) 819-1968** between the dates, days and times specified.

**Q. I do not have access to the internet, how do I apply?**

A. Please call the ERAP telephone number at **(214) 819-1968** between the dates, days, and times specified for assistance with completing your pre-screening application.

**Q. Will the ERAP pay me if I meet the eligibility criteria?**

A. Funds are first offered to the Landlord directly for rental assistance or the utility provider for utility assistance. The rental and utility assistance may be offered directly to the tenant only after reasonable attempts have been made to obtain the cooperation of the Landlords and utility providers.

**Q. Does my ERAP application guarantee the payment assistance?**

A. No. The ERAP payment assistance is subject to the availability of funds.

**Q. How will the application for my rental and utility assistance be processed?**

A. Applications are processed on a first come first serve basis. We do anticipate a high demand, so please exercise patience. Payments will be processed as promptly as possible.



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**Q. Will the ERAP pay water, electric and gas bills if I meet the eligibility criteria?**

A. Yes. ERAP funds may be used to pay eligible household's utilities (water, electric and gas).

**Q. Do I have to pay back any of the ERAP assistance that I receive from Dallas County?**

A. No. Dallas County will not ask you to pay the money back for rental assistance.

**Q. My family member moved in with me during the COVID-19 Shelter-in-Place Ordinance, would I be eligible to apply for the ERAP?**

A. Yes. Another family member moving in the house does not preclude applicants from including the member as part of the household. However, that family member's income, if any, must be added to the household's total income for eligibility determination.

**Q. My job laid me off due to COVID-19 Shelter-in-Place Ordinance; would I be eligible to apply for the ERAP?**

A. Yes. The housing expenditures you incurred while sheltering-in-place may qualify you for ERAP.

**Q. My job laid me off December 2019 due to economic impact, would I be eligible to apply for the ERAP?**

A. No. The onset of the economic impact has to be established on March 13, 2020 and after. However, we may be able to make a referral for assistance through other agencies.

**Q. Is my housing unit subject to Housing Quality Inspection (HQS)?**

A. For ERAP, HQS inspection of properties will be conducted if a property was built before 1978. Units must pass the HQS inspection to be eligible for assistance.