



# Portland Housing Bureau

Mayor Ted Wheeler • Director Shannon Callahan

## RFI for COVID-19 Rent Relief Program (CVRRP) Expanded Partner Network

Kickoff Meetings – Sept. 8 & 9, 2020

### Questions and Responses

#### September 8, 2020 Session

- Q1. For the income requirement, what time period is it for?
- A1. Participants will self-certify that they meet the eligibility requirement of 80% AMI or below. The form collects monthly income information.
- Q2. Is past owed rent (rent arrears) eligible?
- A2. Yes.
- Q3. Can we decide on how to select applicants based on our own organization's processes?
- A3. Yes.
- Q4. Can PHB provide support for creating program 1-pagers for outreach/social media?
- A4. We will provide a program guidance form for organizations. Please contact Jennifer ([Jennifer.Chang@portlandoregon.gov](mailto:Jennifer.Chang@portlandoregon.gov)) if your organization has specific needs or requests in addition to this information.
- Q5. Will the Sept. 17<sup>th</sup> application training meeting be recorded (if we cannot attend)?
- A5. Yes.
- Q6. Do you know if there is a potential for organizations to be allocated more than the original quota?
- A6. It is a possibility. We will be monitoring progress closely from month to month. If some organizations are having challenges meeting their application amounts, we may reach out to other partners regarding their capacity to make more referrals. We will ensure all the funds are deployed by the December 30, 2020 deadline.
- Q7. For admin fee, it is calculated based on number of completed intakes or actual rent payments?
- A7. The available program delivery costs for each organization will be calculated by taking 8% of the total estimated amount of rent assistance provided (# applications x \$6,000/hh). For example, for an allocation of 40 applications, the program delivery cost for the organization will be up to and not to exceed \$19,200 (40 applications x \$6,000/hh = \$240,000; \$240,000 x 8% = \$19,200).  
**Organizations will invoice PHB on a monthly basis, for 8% of the total amount of rent assistance they have submitted for that particular month.**
- Q8. The average is \$6,000/HH. Is PHB hoping we prioritize rent equal only to 3 months? (Oct, nov, dec)?
- A8. The program guidance is to prioritize payment of current and future rent.
- Q9. If our average rent application per household is lower, like \$2000, may we submit more applications than the original number allocated?

- A9. Each organization will have an established amount of rent assistance allocation which they can spend against and not exceed. Organizations may serve an increased number of households if they find that the assistance per household falls below the average of \$6,000 per household.
- Q10. Can the relief fund be used for both rent and utilities? If utilities are allowed, how will they be paid?
- A10. **As of 9/10/2020, due to legislative and policy updates, utilities will no longer be allowed under this program.** Households needing utility assistance should be directed to 211Info at: <https://www.211info.org/energy>.
- Q11. Are pre-paid reimbursements possible? We are already paying landlords to keep people from eviction.
- A11. No, pre-paid reimbursements cannot be made. Agencies should begin gathering application materials and making commitments to landlords now, but the payments will need to be made directly from Home Forward to the landlord(s). Tenants should NOT currently be at risk of eviction due to non-payment of rent, since the eviction moratorium is still in place.
- Q12. Will payments for future rents be made by Home Forward in a lump sum, or month-by-month?
- A12. Home Forward plans to make payments as they become due (rather than in one lump sum).

### September 9, 2020 Session

- Q13. Can we get forms in Somali/Maay and Swahili?
- A13. We will see what we can do to get the forms translated.
- Q14. What about signatures? Can they be scanned?
- A14. Yes, scanned signatures are acceptable. Also, you can obtain an email or other verification from the participant providing approval for a staff person to sign on behalf of the participant.
- Q15. If we serve more households, do we get paid more for the administration fees?
- A15. Organizations will have a set administration amount in their contract with PHB. **Organizations will invoice PHB on a monthly basis, for 8% of the total amount of rent assistance they have submitted for that particular month, not by the number of referrals.**
- Q16. We have several families living in the same apartment building, so it would be the same landlord receiving the payments, but for different families - different units. I assume/hope this is OK?
- A16. Yes, as long as the households are different, multiple payments can be paid to the same landlord.
- Q17. Can we sign on their behalf? many HAKI recipients do not have computers/ the ability to 'scan' a signature - and some can't read in any (english or Swahili) language.
- A17. Yes, an agency staff may sign on a client's behalf. You should get an email confirmation from the client granting permission.
- Q18. Can the families receiving the CVRRP also receive the housing assistance funds/gift cards?
- A18. Yes, as long as they meet eligibility criteria for both.
- Q19. Are we expected to obtain the landlord's W-9, and is it covered under the 8% fee?
- A19. Yes. We request organizations to assist with reaching out the landlord to request the W-9, which can be sent directly to Home Forward.