LOOKING FOR ASSISTANCE WITH RENT AND UTILITIES?

The Guam Department of Administration Guam Emergency Rental Assistance (ERA) program provides rental and utility funding to assist rental households impacted during the COVID-19 pandemic dating back to March 13, 2020, to May 11, 2023. Eligible rental households may receive up to 18 months of assistance to include rent, rental arrears, utilities, and utility arrears

ELIGIBILITY

THE TENANT HOUSEHOLD MUST MEET ALL THREE ELIGIBILITY CRITERIA:

1. Experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during the COVID-19 pandemic; and
2. Demonstrates a risk of experiencing homelessness or housing instability; and
3. Has a household income below 80% of the area median income

GUAM EMERGENCY RENTAL ASSISTANCE PROGRAM

ERAP MAXIMUM FMRS BY UNIT BEDROOM

AREA	GUAM
STUDIO	$1,093
1	$1,199
2	$1,578
3	$2,243
4	$2,688
5	$3,091

NEED ASSISTANCE?

CONTACT

ERA office at (671) 638-4518/4519

EMAIL: era@doa.guam.gov

Office Hours:
Monday - Friday 8AM -4PM

Landlord FREQUENTLY ASKED QUESTIONS (FAQs)

1. How long is the application review and payment process? After all the supporting documents are submitted and application is approved, it can take up to 2-3 weeks for payment to be processed.

2. What documents do I need to provide? Landlords are required to submit copies of a valid business license for rental unit, W-9, Vendor Electronic Funds Transfer form, ERA Vendor Verification form, and rental legder. Other documents may be requested, as necessary. All forms located on the Landlord web page.

3. Why did the ERA program not fully pay my tenant's rent? There may be several reasons - (1) the lease agreement monthly rent exceeds the HUD Fair Market Rent (FMR) for Guam, (2) The tenant/ applicant received the maximum assistance (18 mos) allowed under the ERA program,

(3) the landlord included non-allowable charges (ex. work orders/lock out fees/ cleaning fees), (4) Late fees over the allowable maximum of 10% of the monthly rental amount.

4. When did ERA implement the HUD Fair Market Rent (FMR)? Do I need to change my lease agreement to match it? The HUG FMR maximum was implemented in ERA Cycle 5 (October 2022) in compliance with the U.S. Department of Treasury requirements to follow the HUD FMR. There is no need to change the lease agreement as it is between the landlord and the tenant. However, ERA will only pay the FMR rent maximum allowable. This rule also applies to the security deposit and the 10% late fee maximum of monthly rent.

LANDLORD FAQS (CONTINUED)

5. Can Landlords receive a paper check instead of Electronic Funds Transfer? The Department of Administration (DOA) has a 'Green Policy' and strongly encourages that all ERA relief assistance is processed as an EFT.

6. Landlord banking information has changed, what do I need to do to ensure the funds are applied to the correct account? The landlord is responsible to notify the ERA program and submit a new EFT form to update their information. Any reject of payment(s), the landlord has 24 hours to make correction. Any subsequent reject of payment(s) to the same landlord for the same vendor number will be assessed $1000, and be deducted from the payment due.

7. What is the process if the landlord bills the utilities directly to the tenant? The landlord must provide copies of the utility bills to justify the charges or other documentation to show usage or how amount was calculated. The lease agreement must show that utilities are the responsibility of the tenant. If any of the requirements are not met, the utility charges will be considered 'part of the rent.'

8. I received the Initial Disposition Letter (letter of Final Assistance) advising tenant has reached the maximum 18 months of assistance under the ERA program, but the tenant has lived in the current unit less than 18 months. How did this happen? The applicant/tenant or another adult member in the household received ERA assistance in a previous location rent and/or utilities assistance causing their months of assistance to be added to their current application.

LANDLORD FAQS (CONTINUED)

9. Can ERA assist with security deposit?Yes. upon approval, the program currently assists with Relocation Assistance. ERA can assist with the first month's rent and/or security deposit. However, the application must be submitted within 30 days of the 'move-in' date and is subject to ERA eligibility criteria.

10. What is the procedure if the Landlord has received an overpayment of rental assistance? The amount overpaid should be returned via check, made payable to Treasurer of Guam with the ERA Case No. in the memo section of check. Submit the check to the ERA office . NOTE: ERA internal audit may discover the overpayment and will contact the landlord via letter explaining the overpayment.

11. Can I evict my tenant who is under the ERA Program? When a tenant applies for ERA assistance, they have to submit an ERA Landlord Verification Form signed by both applicant /landlord. On the ERA Landlord Verification Form, the landlord agrees not to evict the tenant/applicant for non-payment of rent for 90 days to allow for ERA application processing time or while the tenant is actively participating in the program (Continuance status).

12. How can a landlord confirm if payment is processed and deposited? The Landlord will receive via USPS mail, an EFT statement from Treasurer of Guam within 10 business days of EFT completion. The statement will reflect the amount of assistance and name of tenant. Additionally, the landlord may check with their bank institution.

Guam's Emergency Rental Assistance Program was awarded to the Government of Guam by the U.S. Department of Treasury

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LANDLORD FREQUENTLY ASKED QUESTIONS