

# 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 THE 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 at or below 80% of the area median income

## GUAM EMERGENCY RENTAL ASSISTANCE PROGRAM



## HOUSEHOLD SIZE & INCOME

<b>1</b>	<b>\$45,250</b>
<b>2</b>	<b>\$51,700</b>
<b>3</b>	<b>\$58,150</b>
<b>4</b>	<b>\$64,600</b>
<b>5</b>	<b>\$69,800</b>
<b>6</b>	<b>\$74,950</b>
<b>7</b>	<b>\$80,150</b>
<b>8</b>	<b>\$85,300</b>

## NEED ASSISTANCE?

## CONTACT

ERA office at (671) 638-4518/4519

EMAIL: [era@doa.guam.gov](mailto:era@doa.guam.gov)

Office Hours:

Monday - Friday 8AM -4PM

## WHERE TO APPLY

Visit [doa.guam.gov](http://doa.guam.gov) to download the Tenant pre-qualification application or apply online. Applications are also available at the ERA office building. Completed applications can be submitted to the ERA office, ITC building, 2nd floor suite 219 between the hours of 8AM-4PM, Monday through Friday or at the Government of Guam Relief Center (GRC), 3rd Floor Bank of Hawaii building in Hagatna.

## APPLICATION STATUS:

Tenant applications will be reviewed and applicants will be notified within 10 business days of their eligibility status.

To check the status of your application or for general inquiries, please contact the ERA office at 671-638-4518 /4519 or the GRC office at 671-475-2072.

Applicants who have received ineligibility letters have 15 business days from the notice date to appeal their case. Appeal forms can be found at [doa.guam.gov](http://doa.guam.gov)

## FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. What documents do I need to submit?

Once notified of your eligibility, submit all required documents listed on the checklist located on the web page or emailed with eligibility letter.

### 2. What documents does my landlord 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 Landlord Verification form and current rental ledger. Other documents may be requested as necessary. All forms located on the Landlord web page.

### 3. Is there a limit to how many months of financial assistance a tenant can receive?

Yes, the aggregate amount of financial assistance eligible households under ERA must not exceed 18 months combined relief assistance at all locations previously assisted current and/or former adult household members (rent/utlities/displacement/relocation).

### 4. Can you pay my rent in advance if I qualify?

All payments are made for current month and arrears only and does not reimburse for borrowed monies used to pay rent.; \*Only with Continuance approved (3mos) prospective rent may be paid if you have not exceeded the maximum months of assistance.\*

### 5. Can ERA help with relocation?

Yes, ERA can assist with security deposit plus 1st month's rent, if ERA application date is within 30 days of move in date on lease (you may only receive relocation assistance every 6 months.

## FAQS (CONTINUED)

### 6. I was determined ineligible previously, can I Appeal?

Yes, applicants have 15 business days of ineligibility letter date to appeal, and it must be filed on the Appeal Request Form.

### 7. Can the Landlord receive a paper check instead of an Electronic Funds Transfer (EFT)?

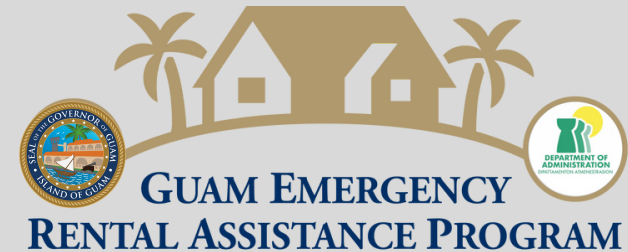
Due to the Department of Administration's (DOA) 'Green Policy,' It is strongly encouraged that all ERA assistance be processed as an EFT.

### 8. My utilities were disconnected, can ERA assist with reconnection?

Yes, if you applied and were determined eligible or submitted support documents and determined qualified, we can contact the utility agencies to advise of your status. Ultimately, individual agencies have the final decision to reconnect or not.

### 9. I am displaced, can ERA assist with temporary housing?

Yes, if you qualify, ERA can assist with the cost of the hotel or motel room occupied by an eligible household subject to availability. Displacement Assistance upon approval is limited to a maximum 30 days.



## FREQUENTLY ASKED QUESTIONS (FAQs)