



## AFTER PRE-APPLICATION SUBMISSION QUESTIONS FOR TENANTS FOR THE COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM (COVID-19 ERAP):

### **Q1. I successfully submitted an application, what happens now?**

Your application will be entered into a computerized lottery, and if selected, your application will become active.

### **Q2. Can I make updates/changes to my pre-application after it is submitted?**

No.

### **Q3. I checked Waitlistcheck.com and it said "Pending", what does this mean?**

It means that your pre-application was successfully submitted and is waiting to be included in the lottery.

### **Q4. How do I know if I have been chosen for the COVID-19 ERAP?**

DCA will email you an official notification stating that your application was selected in the lottery. For your convenience, you can check your status by logging onto [www.waitlistcheck.com](http://www.waitlistcheck.com) on or after **July 29, 2020**; If your status on waitlistcheck.com is **Active**, that means you **were selected** by the lottery. If your status on waitlistcheck.com is **inactive**, you were **NOT** selected.

### **Q5. What happens once I get selected via the Lottery?**

You will receive an official email notification that contains forms and a list of documents that need to be completed and returned to DCA by the August 7, 2020, deadline. Once received, the DCA will review this information to determine if you're eligible for assistance. If you do not have access to a computer, a packet will be mailed to you. The packet must be returned by August 7, 2020.

### **Q6. What forms or documents will I need if I am selected via the Lottery?**

You will need to complete a program application and provide proof of household income – including a loss of income due to the COVID pandemic. In addition, you will need to provide copies of birth certificates and social security cards (if you have them) for you and your household members and provide a copy of a valid picture id.

### **Q7. How do I submit forms and documents to DCA once I am selected for the Lottery?**

You can upload documents and forms to the Assistancecheck.com portal. You can also email the forms and documents to [COVID.Rental.Assistance@dca.nj.gov](mailto:COVID.Rental.Assistance@dca.nj.gov) or [Customer.service@dca.nj.gov](mailto:Customer.service@dca.nj.gov) or mail them to:

**NJ Department of Community Affairs  
Division of Housing & Community Resources-COVID-19  
PO Box 051**

Trenton, NJ 08625-0051

**Q8. What if I have a problem submitting documents, or don't have one of the documents requested?**

If you are experiencing difficulties submitting documents, please contact Customer Service at 609-292-4080 for assistance OR if you do not have one of the documents requested, please submit what you do have and additional time can be provided until you are able to submit the rest of the documents requested.

**Q9. What happens if I do not have copies of my social security cards for all household members?**

You can provide copies of a tax return, IRS form 1099 or W2, that has the social security number listed on the form.

**Q10. I don't have a Social Security Card or other documentation of immigration status; what other credentials will I have to provide?**

If you do not have a social security cards, you can provide a copy of a foreign birth certificate, foreign passport, or consular card and evidence of current residency in the state.

**Q11. What happens if I cannot locate all birth certificates to send in for all household members by deadline?**

You should send in the birth certificates that you have until you are able to provide the remaining birth certificates, at a later date. You can also provide a copy of a valid passport, valid NJ driver's license, military discharge papers or social security benefit printout that shows the birth date.

**Q12. If selected for the COVID-19 ERAP, do I automatically qualify for housing?**

No, DCA needs to review all your documentation that you submit in order to determine your eligibility.

**Q13. If I was selected through the lottery, should I tell my landlord that the DCA will be assisting with the rent.**

DCA will notify your landlord once you are determined eligible. Please provide DCA with your landlord's contact information as soon as possible by completing the COVID-19 Tenancy Data Form.

**Q14. What should I do if I did not receive an email by July 29, 2020, notifying me whether I was selected or not?**

Please call 609-292-4080, Option 1 or 8.

**Q15. How soon will I receive assistance?**

If eligibility is determined, the first check will be received in early September and may include August subsidy payment as well. However, as processing your documents take time, the payment to your landlord will not be sent until after your initial payment is due. If you have already paid for a month or months of rent that will be covered by this program, your landlord will be required to provide a credit for future rent due for that payment.

**Q16. Should I stop paying my rent as soon as I am selected for the Lottery?**

No, if you have the ability to pay all or part of your rent, you should continue paying until you are notified by DCA that you have been fully accepted into the program and that DCA has issued a rental payment to your landlord. If you pay rent for a month that will be covered by this program, your landlord will be required to provide a credit for future rent due for that payment.

**Q17. Will the housing assistance go directly to me?**

No, it will go directly to your landlord.

**Q18. What happens if I already paid August rent and am approved for assistance.**

Your landlord would need to provide a credit to you for the month(s) that you already paid. This means that if you already paid the rent for August or September and approved for assistance from NJDCA for those month(s), then the landlord will credit you for future months, for rent not covered under the COVID-19 Rental Assistance program.

**Q19. I moved after applying to the COVID-19 ERAP; am I still eligible for assistance?**

No. This program is solely for renters who had a significant loss of income due to COVID-19 and struggled to pay their rent effective March 31, 2020, in their existing units.

**Q20. What happens if I forget my password to log back into waitlistcheck.com?**

Go to <https://www.waitlistcheck.com/> home page and follow the onscreen instructions for “forgot password”.

**Q21. What happens if I forget my user ID?**

Your User ID is your email address.

**Q22. If I needed to make changes to my profile how would I do this?**

You can submit changes such as name, address, email, telephone number through Assistancecheck.com with the PIN from the receipt that you received when you submitted your application. If you have any other changes, please email us at: [customer.service@dca.nj.gov](mailto:customer.service@dca.nj.gov); or at [COVID.Rental.Assistance@dca.nj.gov](mailto:COVID.Rental.Assistance@dca.nj.gov). You can also write to us via regular mail to: Applicant Services Unit, P.O. Box 051, Trenton, NJ 08625.

**Q23. Once I receive assistance can I be transferred from COVID-19 Emergency Rental Assistance Program to the Section 8 Voucher Program or another State Program?**

No. If you have previously applied for Section 8 and are on a waiting list, you will be contacted in the future, when funding becomes available through that program to assist you.

**Q24. What happens when the COVID-19 Emergency Rental Assistance Program ends, and I am still unemployed?**

This program provides a maximum of up to 6 months of rental assistance, if eligible. You can apply for other rental assistance programs by periodically checking DCA’s web site at: [www.nj.gov/dca](http://www.nj.gov/dca). or call Customer Service at 609-292-4080. You may also apply to any other Public Housing Agency that may be open for pre-applications as well.

**Q25. Is the COVID-19 ERAP going to be opened again?**

No additional openings are planned at this time. When DCA opens a program, a public notice of the opening will be provided on our website and in newspapers. Should additional funding become available, DCA will provide public notice of the application process on our website, on our social channels and in newspapers.

**Q26. What if I did not submit a COVID-19 ERAP pre-application?**

You would not be eligible to participate in the COVID-19 Emergency Rental Assistance Program if you did not submit a pre-application. The program is currently closed to submit a pre-application. We cannot accept pre-applications after the pre-application period closed on July 17, 2020, at 5 p.m.

**Q27. What if I owe back rent from after March 1 but before August 1?**

This program does not provide funding for arrears. If you have arrears, you will be asked to enter into a reasonable repayment agreement with your landlord.

**Q28. Will receiving this rental assistance impact any future public charge determination?**

COVID-19 Emergency Rental Assistance Program (CVERAP) is an emergency benefit which is only available to those who have a substantial reduction in income or are currently receiving unemployment due to the COVID-19 pandemic. The U.S. Department of Homeland Security has said that relevant and credible evidence that benefits received during the duration of the COVID-19 outbreak and recovery phase that were due to loss of employment it will be taken in consideration when determining the public charge totality of circumstances. In addition, any state-funded rental assistance benefit is not considered in a public charge determination. The CVERAP uses both federal and state funding. It is important to keep in mind that public charge does not apply to all immigrants. If you have questions about your immigration status and rental assistance, please consult with a legal services provider to address your individual case.