

Emergency Rental Assistance Application Tips

Step 1 – Check eligibility requirements to see if you qualify. Emergency Rental Assistance can help renters who are unable to pay their rent and utilities due to circumstances related to COVID-19. Expenses from March 13, 2020 to December 31, 2021 may be covered. Eligible renters must meet all of the following requirements:

- Combined household income at or below 80% of Area Median Income (AMI). See the chart below for AMI limits for Salt Lake County and Tooele County, Utah.

# in Household	1	2	3	4	5	6	7	8
Salt Lake County	\$ 49,250	\$ 56,250	\$ 63,300	\$ 70,300	\$ 75,950	\$ 81,550	\$ 87,200	\$ 92,800
Tooele County	\$ 40,900	\$ 46,750	\$ 52,600	\$ 58,400	\$ 63,100	\$ 67,750	\$ 72,450	\$ 77,100

- Someone in the household has qualified for unemployment, or has experienced a reduction in household income, incurred significant costs, or experienced financial hardship due to COVID-19
- Household is experiencing housing instability (for example, received a past-due utility or rent notice or eviction notice, or living in unsafe or unhealthy living conditions)
- Applicant resides in the household and is on the lease

Step 2 - Have all of your documentation scanned in before starting the application. Make sure you have digital copies of each document on the computer/tablet/cell phone you're using to submit your application. All uploads must be complete documents that are easy to view and read. Please ensure that you are uploading a single attachment for each of the areas below. If we do not have complete documentation you will be sent a link to send us additional documentation and this may delay the process. The documents required for each application are:

- Your full lease agreement (all pages, signed by the landlord and tenant, and valid during the months you need assistance)
- A copy of your landlord's W-9 or landlord contact information (must be filled out by your landlord completely)
- A ledger from your landlord showing outstanding rent and/or other fees, including a breakdown of charges per month.
- Income Certification - typically a 2020 1040 tax form (or W-2, 1099, K-1, etc.) OR recent paystubs (two paystubs within the last 30 days)
- Unemployment insurance weekly payment history (if applicable)
- Past-due utility bill (if applicable)
- Eviction notice (if applicable)

Step 3 – Visit <https://rentrelief.utah.gov/> and click "Apply". Select "I am a Renter," if you are a tenant seeking to have your rent paid. If you are a landlord applying on behalf of your tenants, click "I am a Landlord." Fill out each field as required and upload the required documents as requested and submit the application.

[Pre-Qualification Page](#)

On the income page, make sure the numbers you submit for your monthly gross income and annual gross income match the income documentation you provide.

When reporting the number of people that permanently reside at your home, include all people who live in the home for 50% or more of the calendar year or the number of people who live in the home at the time of the application.

Please include your full address, this will be checked against the US Postal Service Database.

When answering the three questions at the bottom of the page, please include as much information as possible in the explanation fields. The more information we have, the better we'll understand your situation, and the less likely we'll be to reach out asking for clarification, which may cause a delay in processing your application.

Application Instructions Page

Double check that you have all appropriate documents ready to upload to the portal before proceeding. All uploads must be complete documents that are easy to view and read.

Application for Emergency Rental Assistance – Demographics Page

Please enter all information as completely and accurately as possible.

Income Certification Page

Please enter all information as completely and accurately as possible.

Please upload any and all documents that will provide an accurate verification of the income you provided earlier in the application. If the documents do not match the income provided at the beginning of the application, a staff member will be reaching out for correction and clarification.

If you do not have any income or are unable to provide any or all documents necessary to support the income reported on your application, check the box at the bottom of the page. Before doing this, please try all resources available to gather this information. You will be required to provide a detailed explanation of why you are unable to obtain documentation of your income. A staff member will be reaching out for correction or clarification if not enough information is provided.

Rent and Utilities Information Page

Please enter all information as completely and accurately as possible.

When answering the question "If paid on time, what is the total amount of RENT due to your landlord according to your lease including concessions, fees, amenities, utilities, etc.?" this should be the amount you pay each month according to your lease. Do not include any fees related to late rent, eviction fees, legal fees, etc. that are not included in a regular month of rent.

When answering the question "What is your current rent due for this month?" include any fees related to late rent, eviction fees, legal fees, etc. that you owe for the current month. If you are caught up on current rent and requesting future rent, this will be the amount due for the upcoming month.

If you are unable to provide any or all documents of your rental agreement and/or proof of payments, check the box at the bottom of the page. Before doing this, please try all resources available to gather this information. You will be required to provide a detailed explanation of why you are unable to obtain

documentation of your income. A staff member will be reaching out for correction or clarification if not enough information is provided.

Landlord Information Page

Please enter all information as completely and accurately as possible.

If you are related to your landlord, you may be required to provide additional documentation to validate your rental agreement.

If you are unable to provide your landlord's W-9, check the box at the bottom of the page. Your landlord will be required to provide documentation to the case manager at a later point.

Acknowledge Information Provided Page

On this page you may review or edit any previously entered information. Please read both statements before checking the boxes before submitting your application.

** Please make note of your application number for your records and for future reference.

Step 4 – Give yourself enough time to complete your application. The full application process typically takes 30-60 minutes. You will need to create a UtahID account or log in to an existing account at <https://rentrelief.utah.gov/>. Make sure you can remember your password or have it close by. Once an application has been started, there is no way to save it and come back to it at a later time. After 1 hour of inactivity, any information submitted will be removed and you will be required to start over.

Step 5 – Watch for emails and/or phone calls from staff members requesting more information for your application. If there is a problem with your application, a staff member will call or email you. If phone calls or emails from staff go unanswered for more than 7 days, your application may be rejected. You will be notified by email when your application has been approved or denied. Due to the volume of applications, it may take more than two weeks to process your application.