FREQUENTLY ASKED QUESTIONS (FAQs)

Updated February 11, 2022

PROGRAM BACKGROUND
What is the Arkansas Rent Relief Program?
The Arkansas Rent Relief Program helps eligible renters who are unable to pay past due and/or future rent and/or past due utilities due to lost income or hardships caused by the COVID-19 pandemic. Up to 15 months of relief is available for unpaid rent and utilities due on or after April 1, 2020.

PROGRAM TIMELINE
What are the key program dates?
Applications opened on May 17, 2021 and will continue accepting applications into 2022 as long as general rent relief funds are available.

How long will it take to process and approve/deny my application?
Applications are being prioritized by those most of risk of facing eviction and then in the order in which they were received. Complete applications with ALL required supporting documentation are generally processed within 30 days. Applications with incomplete documentation will require additional processing time to collect and process the additional information.

What can I do if I am unable to provide ALL of the required supporting documentation?
Work with your Landlord, Household Member’s Employers, Housing Counselor or others as you may be required to obtain and upload the necessary documentation.

A self-attestation process has been included in the application for the following requirements where complete supporting documentation is unavailable:
- Financial Impact (e.g., unemployment, reduction in income, significantly increased expenses, or other financial hardship)
- Housing Impact (e.g., risk of housing instability or homelessness)
- Income qualification (e.g., total household income at or below 80% AMI)
- Lease Obligation (e.g., landlord information, monthly rental obligation, and response as to utilities included)
  - Rental assistance will be limited to 3 months of rent with an expectation that the lease agreement is provided on future requests if a copy of a valid lease is not provided with the initial application.

Note that case managers may still be required to request the missing documentation, to include any of the self-attested criteria above, to prove eligibility in accordance with US Treasury regulations.

How will I know if there are any updates or changes to the program?
Any changes to the program will be posted on ar.gov/rentrelief. Please check this website periodically to see if any updates have been posted.

APPLICANT ELIGIBILITY
Who is eligible?
You are eligible if you answer YES to ALL of the following:
- You are an Arkansas Resident
- You are a renter with a current residential lease or rental agreement
- You are a U.S. citizen or legal resident alien
• You are unable to pay all or part of your rent due to a COVID-19 financial hardship (e.g., qualifying for unemployment benefits, reduction in income, or incurred significant costs)
• You are at risk of being homeless or experiencing housing instability (e.g., past due notice, proof of non-payment of rent, or eviction notice)
• Your household currently meets the income guidelines.
  o Household income must be less than 80% of household county's Area Median Income (AMI), which is defined by the United States Department of Housing and Urban Development (HUD). See Appendix A
  o Income eligibility limit by county for the county you live in and how many live in your house.

Applicants may not get help from the Arkansas Rent Relief Program for any rental or utility expense that has already been paid by another federally-funded rental assistance program, such as but not limited to the Arkansas Fresh Start Program or Emergency Solutions Grants.

Please also note that landlords and tenants who live in the same household are not eligible for this program.

What if I already get rental assistance through another program?
This program can only pay rent or utilities that are not paid for by other rental assistance programs.

Do I have to be an Arkansas resident to apply for assistance?
Yes. Applicants must be a current resident of Arkansas. This will be shown by the rental address the application is performed for.

Do I have to be a U.S. citizen or a legal resident alien to apply for assistance?
Yes. Tenant applicants must be a U.S. citizen or a legal resident alien to apply for help and are required to upload supporting documentation, such as a driver’s license, government issued ID card, or birth certificate, as part of their application.

How do you decide what my household income is?
Household income is based on one of the following:

- Total household income for calendar year 2020 using the Adjusted Gross Income from your Internal Revenue Service (IRS) Form 1040 series individual Federal annual income tax form; Total household monthly income at the time of application based on at least the two months prior to the date you apply. Applications approved using monthly income must be redetermined every 3 months to get more help from Arkansas Rent Relief. See the Tenant Required Documentation guide for the many forms of income accepted.

Can I apply for help if I live with roommates?
Yes. Your name must be on the lease if you are applying for help for the part of rent that you are supposed to pay. A roommate named on the lease also may apply for help for the part of rent the roommate is supposed to pay. All other eligibility requirements must be met for each applicant. Please note that landlords and tenants who live in the same household (i.e., your roommate is also your landlord) are not eligible.

I have gotten or get unemployment benefits, am I eligible for assistance?
Yes, if you meet all other requirements.

I have a pending eviction notice; can this program help me?
This program may be able to help you, but you must meet all other eligibility requirements. Arkansas Rent Relief help is available for rent due on or after April 1, 2020. If you have not yet applied, but have an eviction pending, note this information in the application and upload the requested eviction documentation so the case can be prioritized.
What if I am about to be evicted but I already submitted an application?  
If the tenant marked yes to the question, “Have you received an eviction notice?” or “Has eviction court paperwork been issued to the tenant with a hearing date or has an eviction occurred?” then nothing further needs to be done.  
If the tenant did not mark yes on an existing application to either question outlined above, then they should call the Arkansas Rent Relief Contact Center to get an update on their status and determine if the tenant needs to update their application with eviction notice information.

If the tenant has not yet submitted an application, but has an eviction pending, they should reapply immediately and check the applicable boxes in the application indicating an eviction notice has been received and, if applicable, court papers regarding the eviction have been received. They will need to upload this information in their application and submit so that the case can be prioritized for review.

How can I get help to apply for Arkansas Rent Relief?

- The DHS website (ar.gov/rentrelief) has user guides for tenants and landlords to help you apply online.
- The DHS website (ar.gov/rentrelief) has a list of community partners that can help you complete and submit your application online.
- A toll-free contact center at 855.RENTARK (855.736.8275) for you to call with questions. Contact Center agents will be available Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

If I previously received money from Arkansas’s Coronavirus Relief Fund programs, will I be eligible to get help from the Arkansas Rental Relief Program?

Yes. Money you got from Coronavirus Relief Funds under other programs is not considered in determining eligibility for the Arkansas Rental Relief Program, unless that program directly paid for your rent or utilities. If you received rent or utilities through other federal programs you need to list these on your application when prompted.

I have gotten money as part of the Paycheck Protection Program or the Emergency Injury Disaster Loan program. Can I still apply for this program?

Yes. Money you got from the Paycheck Protection Program or the Emergency Injury Disaster Loan program is not considered in determining eligibility for the Arkansas Rental Relief Program.

If I already applied to the Pulaski County Emergency Rental Assistance Program and still need rental assistance, do I have to submit a new application to the Arkansas Rent Relief Program?

Yes. If you applied to the Pulaski County program, and still need rental assistance, you must apply to the Arkansas Rent Relief Program. To apply, visit ar.gov/rentrelief and click “Apply Here.” You’ll be directed to the Arkansas Rent Relief Application Portal to create an account and submit your application. Note that Pulaski residents are subject to the eligibility and documentation requirements of the Arkansas Rent Relief Program.

A list of required documents, FAQs, and user guides can also be found on ar.gov/rentrelief.

What if I am not eligible to get assistance but I still need help?

There may be other programs that can help you. Please visit these websites:

- Arkansas Fresh Start Program
- Emergency Solutions Grant Program
ARKANSAS RENT RELIEF BENEFITS

Will the Arkansas Rental Relief Program pay for costs other than rent?
Yes. The Arkansas Rental Relief Program also covers utilities and home energy costs as well as reasonable late fees associated with rent and utilities. Note: If some or all of your utilities are paid as part of your rent, those will be considered as part of the rent you owe.

Are there any utility expenses that are not eligible?
Yes. Internet, telephone, streaming services, and cable delivered to the rental unit are not eligible utilities.

How many months may I apply for rental assistance?
You cannot receive more than a total of 15 months of assistance. You may apply for past due rent back to April 1, 2020 and up to three months of future rent at one time. Once your first application is approved, you may apply for more future rent to be paid not to exceed 15 months total.

Is there a limit in the amount of rent you will pay?
There is currently not a cap on total amount of rental assistance that you may receive.

How much rental and/or utility assistance should I apply for?
You can only apply for the amount of back rent you owe plus up to 5% of late fees, past due utilities to include reasonable late fees, and up to three months of future rent. You cannot apply for more than 15 total months of assistance. Late fees on utility charges are not covered by the program at this time.

Can late fees be included in the requested assistance?
Yes. At this time, late fees on rent will be limited to no more than 5% of approved rent and the details required on late fees must be in the lease agreement. Late fees CAN be requested for past due utility bills.

If I get help through this program, can I still be evicted?
Tenants may be evicted for reasons other than nonpayment. Since each tenant’s situation may vary, please continue to attend any scheduled court hearings.

If I get help now through this program, can I be eligible again if I still need help with rent or utilities?
You may apply again through the extension process as long as you have not gone over the limit of 15 months. Please do not apply with a new application as that will increase the time it takes to review and process your request.

Can I apply for past due rent on a previous rental?
Tenants and landlords can apply for past due rent dating back to April 1, 2020. Assistance for past due rent may still be requested if the tenant no longer lives at the rental unit if all required information is completed.

APPLICATION PROCESS

When can I apply and what is the deadline for applying?
Applications opened May 17, 2021. An application deadline has not been established at this time. Under this program, eligible renters can get help for rent due on or after April 1, 2020.

How can I apply?
You may access the application at ar.gov/rentrelief.

If I live in Benton or Washington County where should I apply?
Benton and Washington counties have their own rental assistance programs and have requested that residents apply directly to the county program.
- Benton residents can apply here.
- Washington residents can apply here.
Does my landlord have to agree to getting paid this way?
No. If a landlord does not wish to participate, funds may be paid directly to the eligible tenant if approved. Federal regulations require the tenant to remit these funds to the landlord upon receipt. You are encouraged to obtain a copy of the receipt or cancelled check to prove you've paid the landlord as it may be requested by the State or Federal program officials.

What if my landlord doesn't want to participate?
The Arkansas Rent Relief Program can now make payments directly to tenants if a landlord chooses not to participate. When you submit your application, the Program will attempt to reach your landlord at least three times. If a matching landlord application is not submitted after 10 days, your application will be reviewed for eligibility and payment. If the landlord applies during the review process but prior to payment, the landlord will receive the payment directly. If the landlord has still not applied when your application is approved, funds will be distributed directly to you as the tenant via the United States Postal Service. As indicated above, Federal regulations require tenants to remit rental assistance funds to your landlord upon receipt. You are encouraged to obtain a copy of the receipt or cancelled check to prove you've paid the landlord as it may requested by the State or Federal program officials.

If I'm applying for utilities, does my utility company have to apply?
No. Utility companies do not have complete an application or provide any information. You will be required to provide documentation for the amount of utilities and late fees owed to each provider.

I'm a landlord and my tenant is behind on rent. Can I apply?
Yes. You may apply and your application will prompt your tenant to apply. Please have your tenant's contact information available. Payment can only be made once a tenant has completed the application and established eligibility. Please note, landlords and tenants who live in the same household are not eligible for this program.

If I have already applied but my landlord did not, should I reapply?
No. If you applied to the program prior to September 8, 2021 and your landlord did not submit a matching application, you do not need to apply. The pending application will automatically be sent for review. Future requests for rental assistance will be done through an expedited extension request and not through a new application. To check the status of your application, please login to the application. Please do not submit a duplicate application as this may slow down application review times and increase how long it takes to receive funds.

Can landlord companies/property management companies and individual landlords apply?
Both individual landlords as well as property management companies can apply. A company application must be completed by an authorized representative, in which case an EIN (Employer Identification Number) and company letter or government-issued photo ID must be provided. This information is strictly used for identity verification to reduce the risk of identity theft and fraud; no credit checks are run on any individuals.

I am a landlord with multiple rental units. Can I submit one application?
Landlords must complete an individual application for each unit for the application to be matched with the respective tenant application. Landlords may use the system's auto-fill feature to quickly fill out applications for each unit.

Will the application be available in Spanish and Marshallese?
Yes.

What documents will I need for proof to complete the application process?
The Tenant and Landlord Application User Guide on ar.gov/rentrelief has a list of the documents you will need. In addition, you may find the Tenant Required Documents material useful.
Please provide the following:

- Proof of being financially impacted by the COVID-19 pandemic (e.g., employment verification of loss of employment, unemployment, layoff letter, etc.)
- Current lease or rental agreement
- Driver's license or other government issued photo ID for head of household
- Proof of current income of all household members (e.g., IRS Form 1040 for the year 2020, recent pay stubs showing total household monthly income at the time of application for at least the two months before the date you apply, unemployment claim, contribution statement, etc.)
- Proof of participation in SNAP, TANF, or the Unemployment Insurance Program which will help to expedite your application for the Arkansas Rent Relief Program
- Proof that you need help with housing or that you are at risk of being evicted (e.g., rent statement, rent notices showing balance of rent owed, proof of past due utilities, etc.)
- Supporting information for months of rental and utility assistance being requested (e.g., rent statement, rent notices showing balance of rent owed, utility bills, etc.)

What documents are required for landlords?

- Letter on company letterhead certifying you are an authorized representative of the company; or a Government-Issued Photo Identification (e.g., Driver's license, Passport, Military ID, U.S. Permanent Resident Card, etc.)
- Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance
- Tenant's email address and phone number
- Note: providing eviction notices and/or late notices are not required but may speed up the application review process

Why do I need to agree to the Terms and Conditions before being notified whether my application has been approved?

Acknowledging that you have read, understand, and agree to the grant requirements and conditions is a step in the approval process. This includes but is not limited to:

- Agreeing to comply with the grant agreement requirements and conditions
- Agreeing for limited demographic and award information to be posted as part of the State's public transparency and accounting
- Confirmation that application contains complete and accurate information
- Landlord acceptance of terms, including acceptance of payment for back rent as payment in full, withdrawal of any previously provided seven-day notice and agreement not to evict renter based on back rents or during months of future rent paid through the program.

What is my Social Security Number and driver’s license information used for?

The collection of personal identification materials (e.g., SSN, driver's license, etc.) is designed to reduce the risk of identity theft and assists in protecting you from someone filing a fraudulent claim against your rental property. The identity verification process does not include a credit check and will not result in a hard inquiry on your credit report.

**TENANT PAYMENT**

**How do I make payments to the landlord if I receive a check from the Arkansas Rent Relief Program?**

You can make payments in one of the three ways:

1. Deposit the check to your account and pay your rent in the same way you usually pay your rent.
2. Endorse the check by signing the back of the check and giving it to the landlord.
3. Cash the check and make payment. See below for more details below on these options.
Can I deposit the check in my account?
Yes, deposit this check in your bank. Contact your landlord preferably by e-mail or mail with delivery confirmation such as registered or express mail and tell them the amount you are sending is from the Arkansas Rent Relief Program. Then pay your landlord the exact amount on the Arkansas Rent Relief Program check in the same way you usually pay your rent.

Am I required to keep proof of payment?
Yes, please keep appropriate documentation (i.e., receipt of rent, cancelled check, statement showing payment, etc.) to prove you've made payment to the landlord as it may be requested by the State or Federal regulators.

APPLICATION UPDATES
How will I know my application has been received and can I check the status?
You may check the status of your application by logging back into the application portal at ar.gov/rentrelief and checking your application dashboard. For additional guidance, you may refer to the tenant or landlord Application User Guide on ar.gov/rentrelief for instructions on how to check your application status online. You will get emails at the email address you provide at these steps in the process: (1) account creation; (2) application submission; (3) application decision; and (4) payment.

Will I be able to make changes to my application after I have submitted?
Yes. The application can be returned to you by calling the call center at 855.RENTARK (855.736.8275).

How will I be notified if I am approved for help?
You will be notified by email if your application is approved or denied. Please ensure the email address you provide in your application is entered correctly. You may check the status of your application by logging into the application portal at ar.gov/rentrelief and checking your application dashboard.

How can I access my application status if I don't have internet access or email?
The Arkansas Rent Relief Program has several community partners throughout the state where applicants can use a computer to access the online application. A list of organizations can be found at ar.gov/rentrelief. The Contact Center is also available for any further questions and assistance by calling 855.RENTARK (855.736.8275) Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

If my application is not approved, will I be able to know the reason?
Yes, the email we send will tell you the reason(s) your application was not approved.

How can I show proof to my landlord or utility company that I've applied for funding to avoid being evicted?
Emails received from the program are official correspondence and could be presented to the landlord as proof of applying for funds. The landlord will also receive email notifications about your application and approval status if they apply.

COVID IMPACT
Do I have to prove a loss of my income from COVID-19?
You must show how you were impacted by COVID-19 which can include loss of income as well as increased housing or other costs related to COVID 19.

What is required for proof of a COVID-19 related loss of income or increased housing or other COVID 19 related costs?
The application requires a self-certification of income, which will be reviewed along with proof documents that you submit. You will need to provide 2019 Pay Stubs or 2019 W2 along with 2020 Pay Stubs or 2020 W2 so they can be compared or other proof of previous income, for instance a verified unemployment application.
**TAX IMPLICATIONS**

I am a renter who has gotten help through Arkansas Rent Relief. Do I need to report these payments when I file taxes?

No. According to the Internal Revenue Service (IRS), Emergency Rental Assistance payments, including payments for utilities or home energy expenses, made to eligible households are NOT considered income to members of the household. See [https://www.irs.gov/newsroom/emergency-rental-assistance-frequently-asked-questions](https://www.irs.gov/newsroom/emergency-rental-assistance-frequently-asked-questions).

I am a landlord and received Arkansas Rental Relief funds on my tenant's behalf. Do I need to report these payments when I file taxes?

Yes. Arkansas Rental Relief is intended to help eligible households that require financial assistance to pay for rent, utilities, and home energy expenses. Rental payments you get, whether from your tenant or from the State of Arkansas, are includable in your gross income.

I run a utility company that has a customer who qualifies for the Arkansas Rental Relief Program. The State sent my company a utility payment on my customer's behalf. Is this payment includable in my company's gross income?

Yes. The Arkansas Rent Relief Program is intended to help eligible households that require financial assistance to pay for rent, utilities, home energy expenses, and other related expenses. Utility payments your company gets, whether from a customer or from the State, are includable in your company's gross income.

**TECHNICAL ASSISTANCE**

What browser should I use to access the online application?

For an optimal browsing experience, we suggest that you use the latest public release of Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari. Internet Explorer is NOT supported.

My documents won't upload. What should I do?

Please ensure each document does not exceed 10 MB and is saved and uploaded as .pdf, jpeg, .jpg, or .png.

What if I don't have access to apply online?

If you do not have access to apply on a computer, tablet, or mobile device, there are several places where you can use a computer, including your local public library or Goodwill Career Center. A list of community partners can be found at [ar.gov/rentrelief](http://ar.gov/rentrelief).

What kind of help will be available to me during and after the application process? There may be questions that cannot be answered in this FAQ.

Applicants may call 855.RENTARK (855.736.8275) Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. People taking questions will answer your questions during the call, or in some cases may need to call you back. Please be prepared to leave your name and contact information.

Will there be call center support in Spanish and Marshallese?

Yes, there will be call center support in Spanish and Marshallese.

**PAYMENT PROCESS**

To whom does the rent or utility assistance payment go?

The rental assistance payment will be mailed directly to the landlord or utility provider. If a landlord does not wish to participate, rental funds may be paid directly to the tenant, if approved. The tenant will then be required to remit the payment directly to the landlord and obtain a receipt or other proof of payment to the landlord.
What should I do if I or my landlord or utility provider have not gotten a check but have been notified that I was approved?
Payments for approved applications will be processed on a weekly basis and will continue through the end of the program. Applicants are encouraged to log-in and check the status of their application on the online portal found on ar.gov/rentrelief.

How will I know when my landlord or utility provider has been paid?
Email notifications are sent at each phase of the application process to include when a payment has been processed for an approved application. Applicants are encouraged to log-in and check the status of their application on the online portal found on ar.gov/rentrelief.

Will a landlord receive all payments up front or monthly?
When the application is approved, landlords may receive one check for arrears plus late fees and one check containing up to three months of future rent. If a landlord does not wish to participate, rental funds may be paid directly to the tenant, if approved.

What are the compliance requirements?
Landlords and renters agree that they will comply with all applicable program requirements and that they will be subject to oversight monitoring and/or audit from the State of Arkansas and/or the US Treasury Office of Inspector General and their designees. Confirmed instances of non-compliance may result in recoupment of funds and/or suspension from participating in current and future assistance programs.

Will I be required to pay the money back in the future?
No, as long as the applicant complies with the terms and conditions of the program and funds are used to pay rent or utilities as specified in the application agreement.

Am I guaranteed to get approved for help if I am eligible?
No, payments are made based on fund availability in addition to eligibility and the applicant's ability to provide requisite documentation and attestation.

PUBLIC NOTICE
What information about me will be made publicly available?
Although the State of Arkansas will issue public reports on the use of funds, no personally identifiable information on the renters or landlords participating in this program will be published.
# APPENDIX A: Income Eligibility Limit

*Source: https://www.huduser.gov/portal/datasets/il/il2020/select_Geography.odn*

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