

COVID 19 Emergency Housing Assistance Program

Lori Houston, Assistant City Manager

May 22, 2020

COVID 19 Emergency Housing Assistance Program

- Same eligibility criteria prescribed in the Risk Mitigation Fund Policy.
 - Expands eligible uses to include direct cash assistance for groceries, medicine, and fuel.
- The program will sunset on July 31, 2020.

Job/Wage Instability		Health-Related Issues		Other	
Unemployment/ Termination	Income		Medical		Unexpected Expenses
	Hours Reduced	Wages Reduced	One-time support	Temporary Condition	
Termination letter from employer	Employer letter stating change in hours	Employer letter regarding wage reduction or notice of furlough	Estimate of treatment cost and hospital/or insurance bill	Receipt and discharge paperwork from hospital	Receipts of expenses incurred such as: Funeral, tow, car repair, divorce, etc.
Proof of unemployment application	Paystubs for last three pay cycles	Employer letter of current/future hours per pay period	Diagnosis paperwork (doctor's note)	Doctor's note with release date for work	
Proof client has applied for benefits		Unemployment letter/SSI benefits discontinued	FMLA paperwork, if applicable	FMLA paperwork, if applicable	

Rental, Mortgage, Utility Assistance

Emergency Assistance		
Income*	Renters	Homeowners
≤ 80% AMI	<ul style="list-style-type: none">• Up to \$3,500 for rent and;• Up to \$1,500 for utilities	<ul style="list-style-type: none">• Up to \$3,500 for mortgage assistance• Up to \$1,500 for utilities
81-100% AMI	<ul style="list-style-type: none">• Up to \$2,625 for rent and;• Up to \$1,125 for utilities	<ul style="list-style-type: none">• Up to \$2,625 for mortgage assistance• Up to \$1,125 for utilities

Funds for rental, mortgage, internet, and utility assistance will be paid directly to the landlord, financial institution, internet provider, and utility provider.

Direct Cash Assistance

- Cash assistance for groceries and gas will be distributed directly to the family.
- Amount will be determined based on family size but will not exceed \$300.
- Family Independence Initiative will distribute the cash assistance directly to the family/individual

Family Size	Amount of Cash Assistance
1	\$150
2	\$200
3	\$250
4 or more	\$300

Metrics

- 8,218 applications received.
- 1,015 applications have been referred to Bexar County or were denied due to not meeting the income requirements.
- Represents \$14 m of the \$25 m.
- 59% of the applicants make less than 10% of the AMI
- 65% of the applicants are female.
- 60% of applicants are between 26 and 45 years old

Applications by District

D1 – 12%

D2 – 12%

D3 – 10%

D4 – 9%

D5 – 7%

D6 – 10%

D7 – 10%

D8 – 13%

D9 – 8%

D10 – 10%

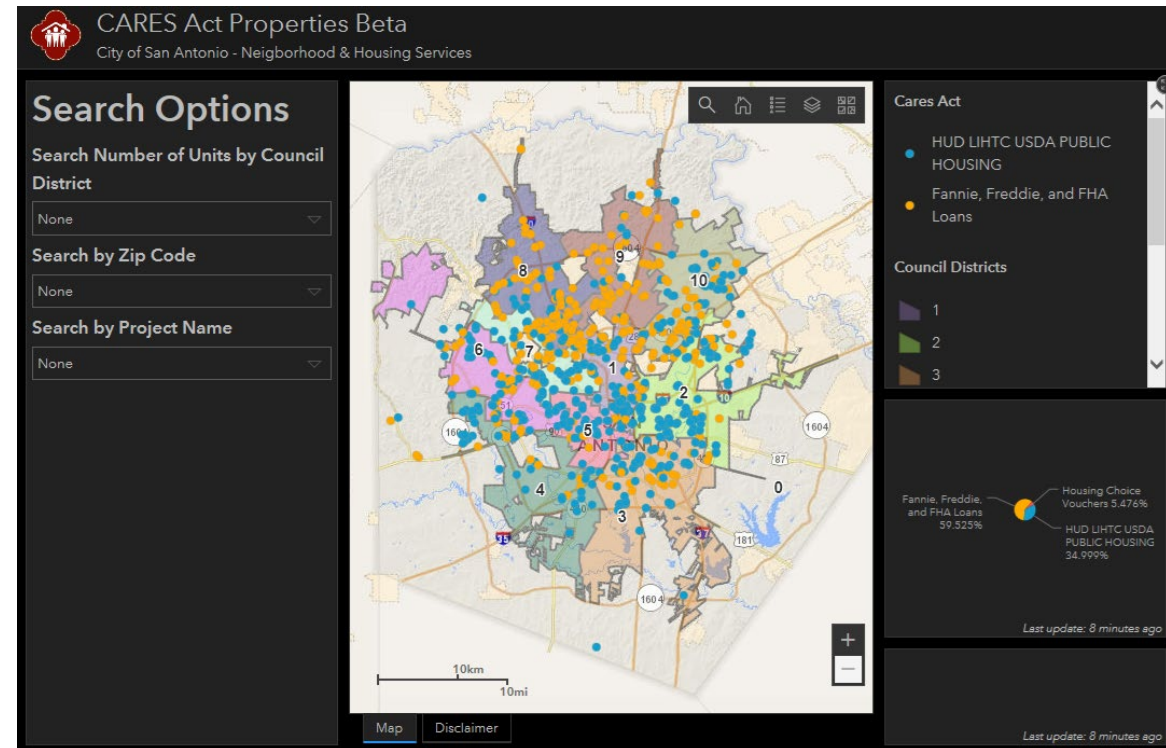


Tenant and Landlord Resources

- Fair Housing Website and Hotline
 - Counseling services for tenants that may experience evictions, repairs, security deposits, utilities billing and termination, code violations, lease disputes, occupancy standards and other related issues.
- Right to Counsel Program
- COVID 19 Emergency Housing Assistance Program
 - Mirrors Risk Mitigation Fund that was adopted in October 2018
 - Adopted by City Council on April 23rd
- Bexar County Housing Authority Rental Assistance Program
- Non-Profit Community
 - Catholic Charities
 - SAMM
 - St. Vincent de Paul

CARES Act Map

- Interactive map that includes all the properties that are subject to the protections in the CARES Act.
 - City staff resource when processing EHAP applications to make sure that the landlord is not applying fees.
 - Tenant resource to determine if a property
 - Landlord to determine if their property is subject to the protections



Tenant Protections Letter

- Co-Signed by City and County Manager
 - *Federal, State, and Local Protections*
 - *Penalties for Violations*
 - *City and County Rental Assistance Programs*
 - *HUD FAQ's*
- Mailed
 - *CARES Act Properties*
 - *San Antonio Apartment Association Data Base*
 - *Property owners that filed an eviction in the last 12 months*
 - *Absentee Landlord Database*
 - *Small landlord inventory*
- Emailed
 - *San Antonio Apartment Association Membership*
 - *San Antonio Board of Realtors Membership*
- Press Release



DAVID SMITH
COUNTY MANAGER
COUNTY OF BEXAR
TEXAS



ERIK WALSH
CITY MANAGER
CITY OF SAN ANTONIO
TEXAS

MAY 4, 2020

BEXAR COUNTY & THE CITY OF SAN ANTONIO AFFIRM TENANT PROTECTIONS AMIDST COVID-19 PANDEMIC

The public health and economic realities of the pandemic have caused uncertainty for both renters and housing providers. However, harassment of tenants is never acceptable. Under COVID-19 there are new protections that everyone should be aware of.

1) Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The CARES Act provides additional protections for residents at properties with federal Housing and Urban Development (HUD) financing such as public housing authorities, Low Income Housing Tax Credit (LIHTC)-developed properties, or developments with federally-backed mortgages through Fannie Mae and Freddie Mac. These protections also apply to people who use Section 8 housing vouchers to pay their rent.

Under the CARES Act the federal government has implemented a 120-day moratorium on evictions for any residential property that receives federal housing funds, including both public housing and mixed income housing beginning March 27, 2020 and ending on July 24th, 2020. During the 120-day moratorium a landlord is prohibited from:

(1) making, or causing to be made, any filing with the court of jurisdiction to initiate a legal action to recover possession of a rental unit from the tenant for nonpayment of rent or other fees or charges; or

(2) charging fees, penalties, or other charges to the tenant related to such nonpayment of rent.

A landlord also:

(1) may not issue a notice to vacate until after July 24th, 2020 unless the moratorium period has been extended by the federal government; and



Targeted Outreach for Tenants

- The Community Health Team distributed over 4,000 door hangers in areas with an equity score below 10.
- Over 13,000 flyers have been distributed to residents in 90 properties with 13,000 rental units. These properties are often the subject of eviction filings.
- Staff and our community partners are conducting application intake at various churches including Sacred Heart, St. Patrick's, Our Lady of Angels, Divine Providence, Holy Family, Our Lady of Guadalupe Shrine and St. Bonaventure.
- Over 10,000 flyers will be distributed at the SA Foodbank distribution centers
- Public Service Announcements are airing on KSAT, Fox 29, Iheart Radio, Telemundo, and Univision. Additionally, the Current, La Prensa, and Observer are printing ads in their publications.
- Targeted outreach in Council Districts with low participation in the program.
- The Texas RioGrande Legal Aid (TRLA) and the City is hosting a *Know Your Rights* training at the Olmos Club Apartments on May 20th. Sessions will be provided in both English and Spanish.
- Partnership Organizations are actively helping with outreach to include Archdiocese of SA, COPS/Metro, SA Stand, Affordable housing providers (for profit or not for profit), and Catholic Charities

Targeted Outreach for Landlords

- Outreach to frequent users of the eviction process to educate them on tenants rights and rental assistance programs.
- A letter outlining the tenant protections and promoting the housing assistance program was mailed to over 5,000 landlords and also emailed to the membership of the San Antonio Apartment Association.
- Partnership Organizations are actively marketing and promoting the program
 - San Antonio Apartment Association Membership
 - SABOR Membership
 - Real Estate Council
 - National Association of Real Estate Property Managers

Application Process


- Getting Started
 - www.sanantonio.gov/NHSD/Programs/FairHousingNotice
 - Call 311 or 210-207-5910
- Complete Application
 - All supporting documents must be provided; and
 - Correct landlord/property manager information; and
 - Landlord must affirm that the amount to be paid is correct.
- Processing
 - Landlord must register as a vendor with the City; or
 - Staff will remit payment to the landlord on the tenants behalf but this requires that the tenant be a registered vendor with the City and requires staff to complete a W9 for the tenant.
- Communication
 - Landlord receives an email stating that the tenant has submitted the request
 - Tenant receives an email stating that the application has been received

Challenges

- Outreach to tenants and landlords remains a challenge
- We need the landlord to be responsive to emails and calls
 - SPAM
 - From: NoReply@sanantonio.gov
 - Email subject: SA Neighborhood & Housing Services Department: Need More Information
 - Vendor Registration
 - Legally required to make payment to the landlord and not the tenant

* = Required fields

Print

 **City of San Antonio**
Vendor Information Form
Finance Department

This form captures required information not otherwise provided on the W-9 Form.
Use the **Print** button to make a copy for your records.

Vendor Contact Information

Contact:

*First Name: *Last Name:

*Contact is for: (select all that apply)

Accounts Receivable Solicitations/Password Resets

*Email:

*Phone #:

*Have you registered in SAePS? Yes No Not Sure

Comments:

Vendor Remittance Information

*Does your payment need to go to a different address than that specified on your W-9 Form? Yes No

*Remit Company Name:

Remit (Mailing) Address: Outside U.S.

*Street (or P.O.Box):

*City: *State: TX *Zip Code: -


Remit Contact:

*First Name: *Last Name:

*Remit Email:

*Remit Phone #:

Attachments

Required Attachment(s): (Check box as confirmation) (Click on the  icon in the left margin to attach document(s))

Vendor W-9 attached W-9 Form can be found at: <http://www.irs.gov/pub/irs-pdf/fw9.pdf>
The Federal Tax Identification Number must match IRS records. If not, your request will be returned for correction.

Submission Instructions:

1. Ensure that all required fields, designated by "*", are complete
2. Attach the scanned image of the completed W-9, using the attachment icon in the left margin
3. Save this form to your computer, and attach it to a new email and send to: vendors@sanantonio.gov
4. Or FAX a printed copy of this form, along with the W-9, to (210) 207-9778

Use the **Print** button to make a copy for your records.

Print

What else can we do?

- Presence at eviction courts
- Notice of Tenants Rights
- Share information and keep talking

What can you do now?

- Check for Spam
- Fill out the vendor form
- Spread the word