Los Angeles County
RENT RELIEF PROGRAM

Program and Application Guide

Revised: 12/12/23

Los Angeles County, through its Department of Consumer and Business Affairs (DCBA), will be providing $68,666,000 in grants to qualified landlords with properties located within LA County through the **Los Angeles County Rent Relief Program**.

This program will provide direct financial assistance to landlords to help them mitigate the detrimental economic impacts caused by the COVID-19 pandemic and resulted in tenants' inability to stay current on their rent.

Grant awards may be used to cover eligible expenses incurred from April 1, 2022, to date on a rolling basis. Eligible expenses include qualifying unpaid rental debt and any other substantiated related expenses, such as utilities.

While any eligible landlord can apply, those who meet certain criteria as outlined below will be given priority.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

2

Eligibility Requirements

Applicants selected for an award must meet **all** the following eligibility criteria:

a. The rental property is within the County of Los Angeles, excluding the City of Los Angeles.

b. Landlord can provide authentic proof of ownership, independently verified using third-party resources.

c. W9 information can be validated against IRS records.

d. Evidence of a rental relationship is confirmed with evidence of a rental agreement.

e. Affected unit(s) is/are currently occupied by the impacted tenant(s) and is verifiable.

f. Rental arrears are confirmed to have occurred April 2022 and beyond and excluding any months where monies were received through the following mortgage relief programs.
   i. Stay Housed LA
   ii. DCBA Rental Housing Supports and Services
   iii. L.A. County Mortgage Relief Program

g. Eligible expenses are supported with verifiable documentation.

Please note: An Applicant's immigration status will not impact Applicant's eligibility for the Program, nor will it be a factor in determining any approved Applicant's ultimate grant award amount.

Prioritization Methodology

Awardees will be identified from verifiable priority groups using a combination of the following prioritization criteria:

a. Landlords whose household income or whose tenants' household income does not exceed 80 percent of Area Median Income (AMI) for the Los Angeles Metropolitan Area.

b. Landlords with properties located within census tracts identified in the County's COVID-19 Vulnerability and Recovery Index as "highest" or "high" need.

c. Landlords who can fully satisfy all back rent owed through receipt of financial assistance, i.e., tenants owe less than the maximum award for each unit currently defined as $30,000 per unit. Landlords attest to their forgiveness of rental debt owed.

d. Landlords who own no more than one rental property with four of less rentable units.

Upon submission of a completed application, applicants will be identified into Priority Groups as defined by the Program. Group 1 will maintain top priority for review after the portal opens. Once all applications in Group 1 have been reviewed, the review of Group 2 applications will begin. If all applicants in Group 2 are exhausted, then the program will evaluate applications in the subsequent groups. This is subject to change at the direction of Los Angeles County at any time.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

4

Los Angeles County
RENT RELIEF PROGRAM

Required Documentation

1. Proof of identity; and
2. Proof of income; and
3. Proof of ownership; and
4. Proof of tenancy of unit applied for; and
5. Proof of rent owed; and
6. Proof of outstanding eligible expenses.

Eligible Documentation

To be considered for rent or utility relief under the Program, the following documents must be submitted with the application (this documentation list is not exhaustive, and additional documentation may be requested at any time during the eligibility review process at the discretion of Los Angeles County DCBA to ensure compliance with Program Guidelines).

1. **One form of proof of identity, such as:**

   a. Government-issued photo ID: This can be a valid driver's license, state ID card, passport (including international), or military ID; or

   b. Birth certificate: A certified copy of the applicant's birth certificate; or

   c. Social Security card: The applicant's original or a certified copy of their Social Security card; or

   d. Green Card or Immigration Status Documentation: For non-U.S. citizens, documents verifying their immigration status, such as a Permanent Resident Card (Green Card) or work visa; or

   e. Naturalization Certificate: For naturalized citizens, a copy of the certificate of naturalization; or

   f. Certificate of Citizenship: For individuals who acquired U.S. citizenship through other means, such as through parents, a copy of the Certificate of Citizenship; or

   g. Tribal Identification Card: For members of recognized Native American tribes, a valid tribal ID card; or

   h. Consular Identification Card: For foreign nationals, a consular ID card issued by their home country's embassy or consulate; or

   i. Voter Registration Card: A valid voter registration card can also be used as an identity document in some cases; or

   j. Public Assistance Card: Some states issue public assistance cards that can be used as proof of identity for government programs; or

   k. School or College ID: If the applicant is a student, a current school or college ID card may be accepted; or

   l. Utility Bills: Recent utility bills (e.g., electricity, water, gas) with the applicant's name and address can help verify identity; or

   m. Bank Statements: Recent bank statements with the applicant's name and address can also serve as proof of identity; or

   n. Vehicle Registration: For vehicle owners, a copy of the vehicle registration with the applicant's name and address; or

   o. Employment ID: A current employee ID card issued by the applicant's employer; or

   p. Letter from a Government Agency: A letter from a government agency attesting to the applicant's identity; or

   q. Other documents may be allowed on a case-by-case basis.

2. One form of proof of income, such as:

  a. Federal Tax Returns: Copies of the most recent federal tax returns (2021 to present), including all schedules and attachments; or

  b. W-2 Forms: Copies of W-2 forms for each employer from the previous year; or

  c. Pay Stubs: Recent pay stubs covering the past few months to demonstrate consistent income; or

  d. Employment Verification Letter: A letter from the employer stating the applicant's position, salary, and period of employment; or

  e. Social Security Benefits Statement: A statement showing the amount of Social Security benefits received; or

  f. Pension or Retirement Income: Documentation of pension or retirement income, such as a benefits statement; or

  g. Unemployment Benefits: Documentation of unemployment benefits received, if applicable; or

  h. Disability Income: Proof of disability income, such as benefit statements; or

  i. Alimony or Child Support Payments: Court documents or written agreements showing alimony or child support payments received; or

  j. Rental Income: Documentation of rental income received from properties owned; or

  h. Interest and Dividends: Statements from banks or financial institutions showing interest and dividend income; or

  i. Bank Statements: Copies of recent bank statements showing regular deposits and account balances; or

  j. Savings Bonds: Proof of interest earned from savings bonds; or

  k. Veterans Benefits: Documentation of veterans' benefits received; or

  l. Public Assistance or TANF: Proof of any public assistance or Temporary Assistance for Needy Families (TANF) received; or

  m. Worker's Compensation: Documentation of worker's compensation benefits; or

  n. Annuity Statements: Statements showing income from annuities; or

  o. Stocks or Bonds: Documentation of income from stocks or bonds; or

  p. Trust Income: Proof of income from trusts; or

  q. Other Government Assistance: Documentation of any other government assistance received; or

  r. Self-Employment Income: If self-employed, copies of tax returns and profit/loss statements; or

  s. Letter of Explanation: A letter explaining any special circumstances affecting income; or

  t. Other documents may be allowed on a case-by-case basis.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

7

Eligible Documentation

3. One form of proof of ownership, such as:

a. Deed: A copy of the property deed showing the applicant's name as the owner; or

b. Title Insurance Policy: A copy of the title insurance policy that confirms ownership and any encumbrances on the property; or

c. Property Tax Statement: A current property tax statement or receipt indicating ownership; or

d. Mortgage Statement: A recent mortgage statement showing the applicant as the borrower; or

e. Homeowners Insurance Policy: A copy of the current homeowner's insurance policy for the property; or

f. Property Appraisal: A recent property appraisal report that includes the applicant's name as the owner; or

g. Property Assessment Notice: A copy of the property assessment notice from the local tax assessor's office; or

h. Home Equity Line of Credit (HELOC) Statement: If applicable, a statement from a home equity line of credit account; or

i. Home Purchase Agreement: A copy of the agreement used when purchasing the property; or

j. Settlement Statement (HUD-1): The HUD-1 settlement statement used during the property purchase; or

k. Quitclaim Deed: If the property ownership was transferred via a quitclaim deed, a copy of the deed; or

l. Property Survey: A recent property survey report; or

m. Warranty Deed: If the property ownership was transferred via a warranty deed, a copy of the deed; or

n. Utility Bills: Recent utility bills addressed to the applicant for the property address; or

o. Other documents may be allowed on a case-by-case basis.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Eligible Documentation

4. One form of proof of tenancy of unit applied for, such as:

    a. Current signed lease agreement; or

    b. Other written agreement; or

    c. Copies of canceled checks or bank statements showing rental payments to the landlord; or

    d. Other documents may be allowed on a case-by-case basis.

5. One form of proof of rent owed, such as:

    a. Current rent ledger documenting tenant arrears (by each month, including any rental assistance previously paid directly to the landlord, if available)

    b. Current rent due statement/letter from the landlord or management company

    c. Prior eviction notices, including 15-day, 3-day, or other payment notice (must include amount of rent outstanding); or

    d. Other documents may be allowed on a case-by-case basis.

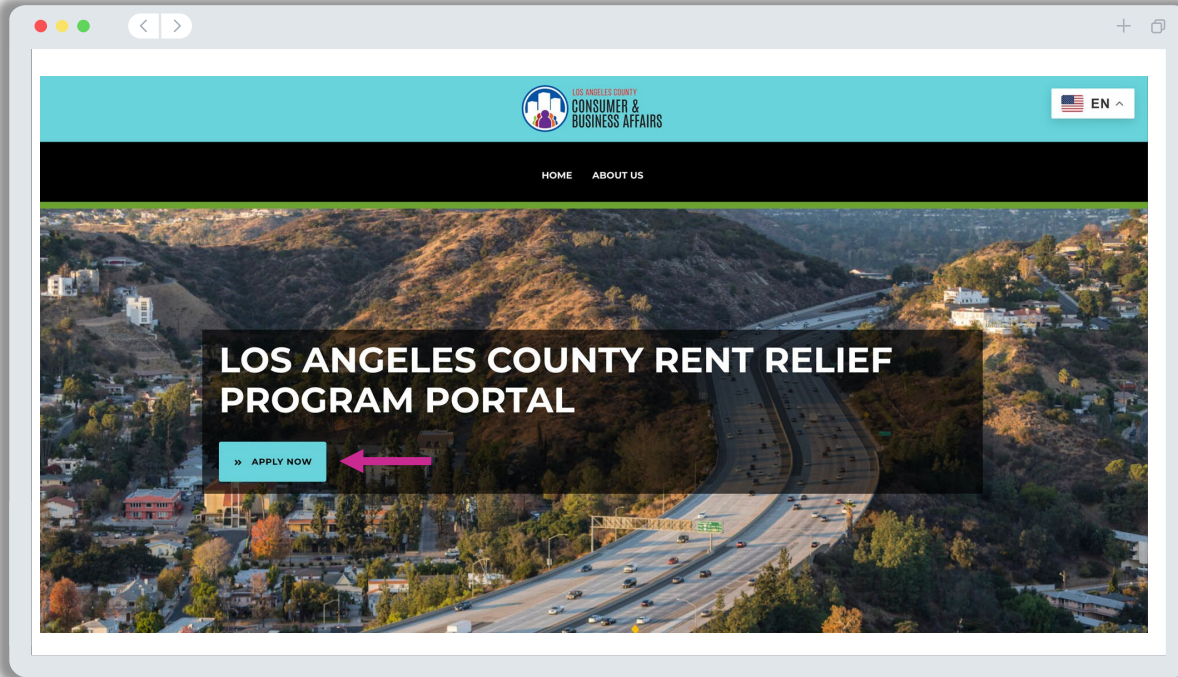**6. One form of proof of outstanding eligible expenses, such as:**

    a. Current utility bill(s) documenting overdue balance for gas, electric, water, and/or waste removal from companies including, but not limited to, Southern California Edison, Southern California Gas Company, WM, Consolidated Disposal Service, Allied Waste Services;

    b. Landscaping services;

    c. Any applicable fees passed on to the tenant as part of their lease agreement and rent payments;

    d. Upkeep/maintenance costs for amenities included in the lease and included in the rent for the unit; and

    e. Any late fees incurred as a result of landlord not being able to make payments for any of the allowable utility and upkeep/maintenance costs outlined above.
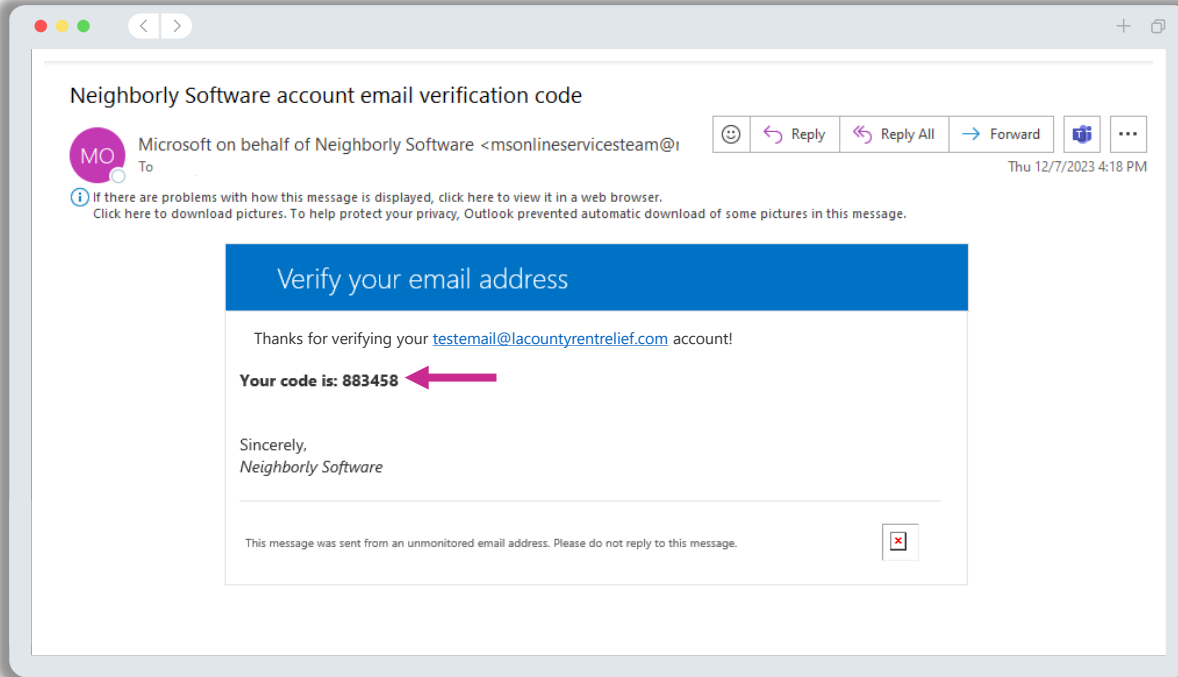
The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

9

Los Angeles County
RENT RELIEF PROGRAM

COUNTY OF LOS ANGELES
CALIFORNIA

How to Start an Application

# How to Start an Application

1 Go to www.lacountyrentrelief.com and click on **APPLY NOW**. You will be redirected to the application portal.
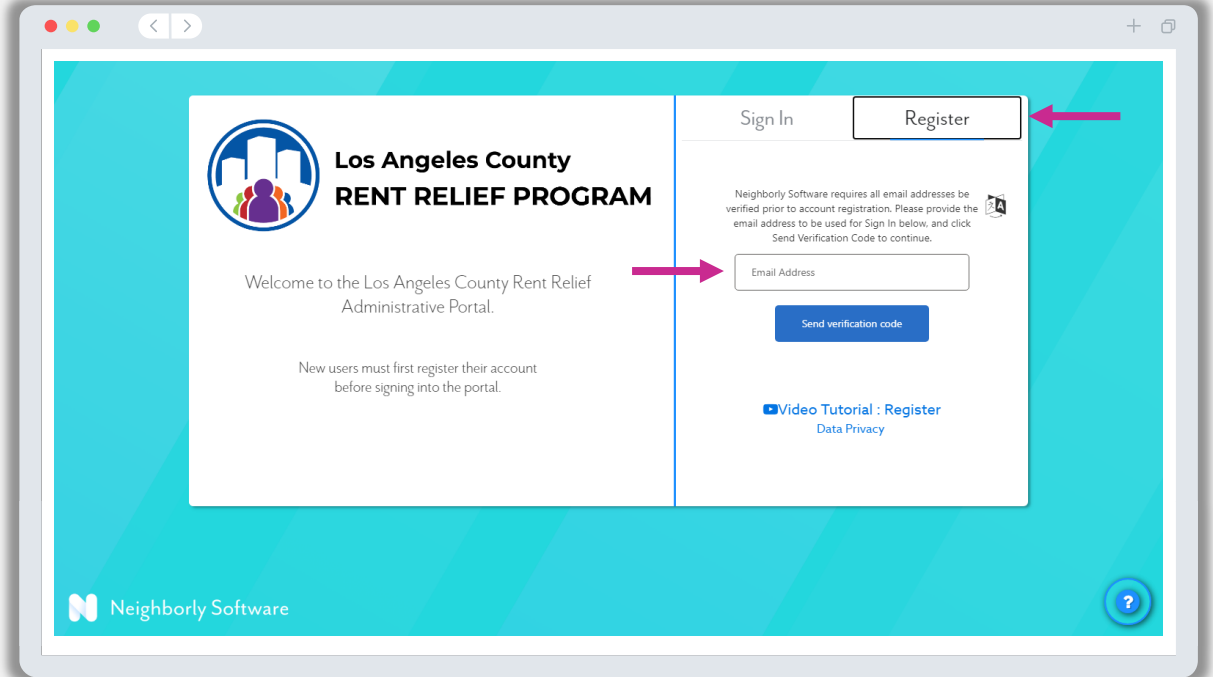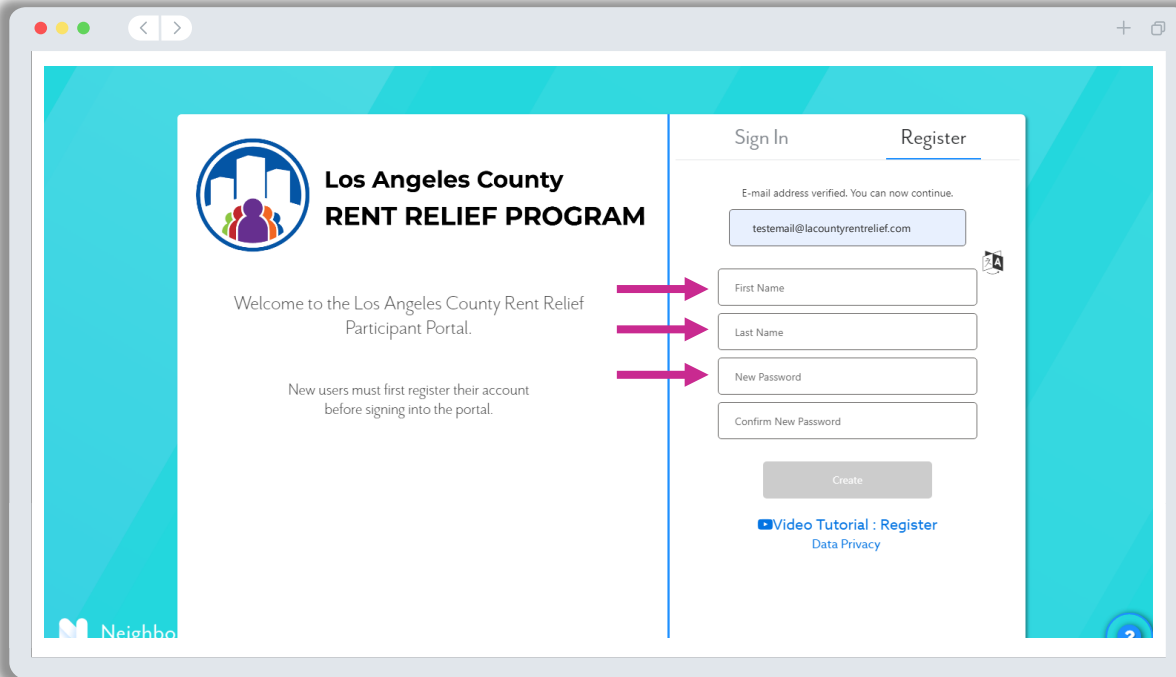
2 You will need to register an account to access the application portal.
1. Select the **REGISTER** tab.
2. Enter your email address and click on **SEND VERIFICATION CODE**.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

How to Start an Application

3   A code will be sent to your email to verify it.
(Important Note: the code listed above is for demonstration purposes only. You will receive your own unique code.)
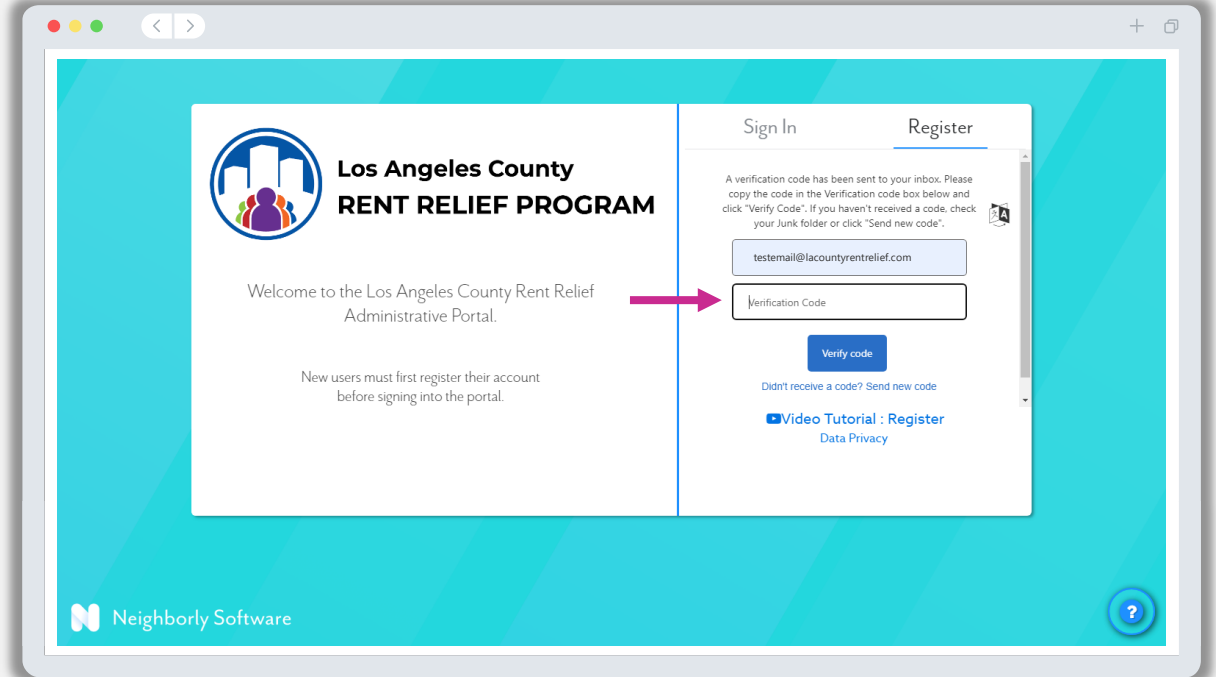
4   Copy the verification code from your email and enter it in.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

How to Start an Application
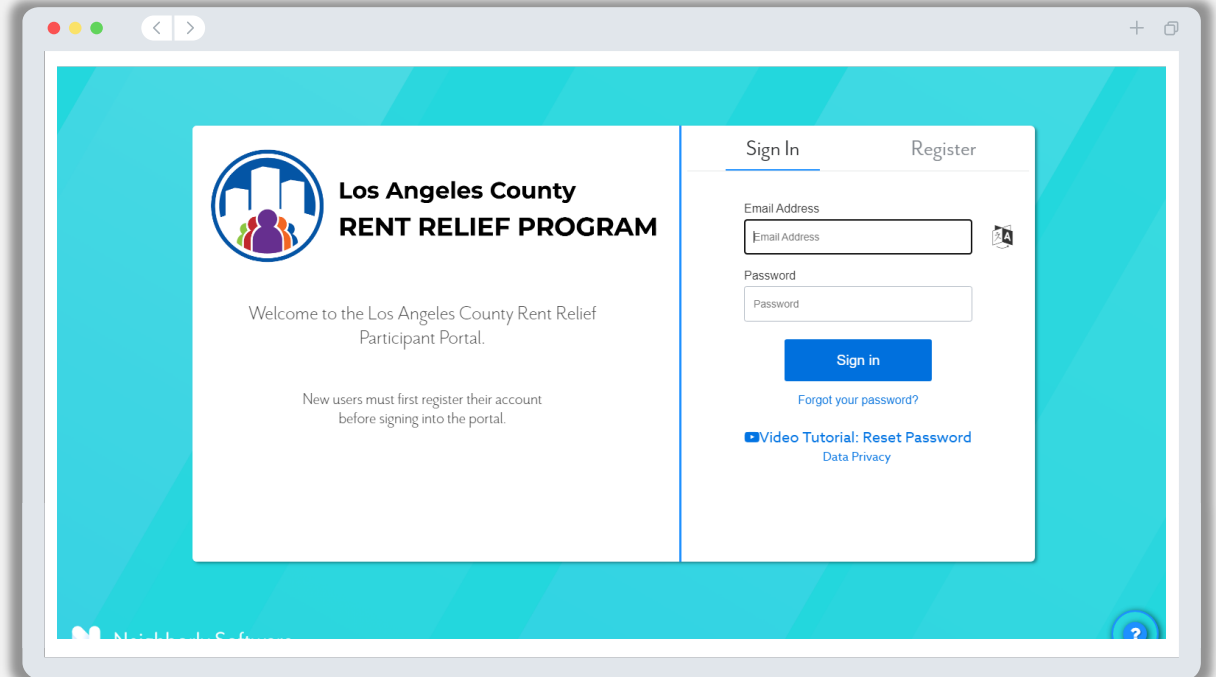
5 Enter your first and last name, and then create a password for your account. Passwords should be at least 12 characters long, contain an uppercase and lowercase, number and special character.

6 Once you create a password, you will be redirected to sign into the portal.

How to Start an Application
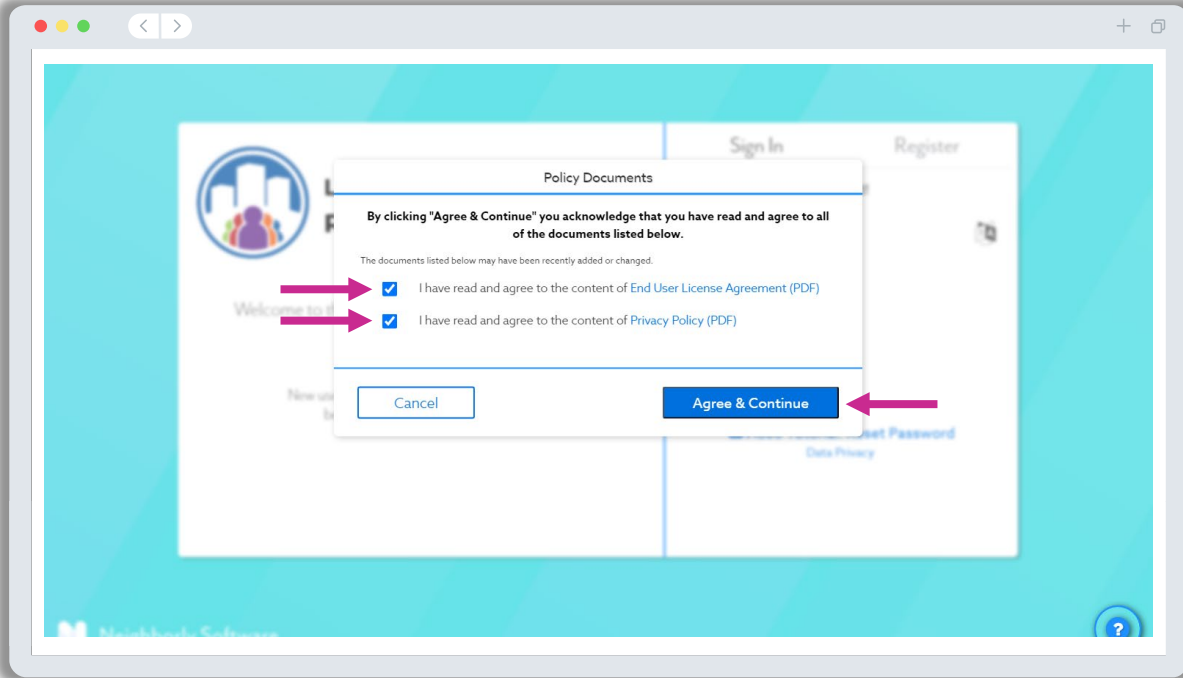
7 Read the **END USER LICENSE AGREEMENT** and **PRIVACY POLICY**. Check both boxes to agree to the documents. Click on **ACCEPT & AGREE** to continue.
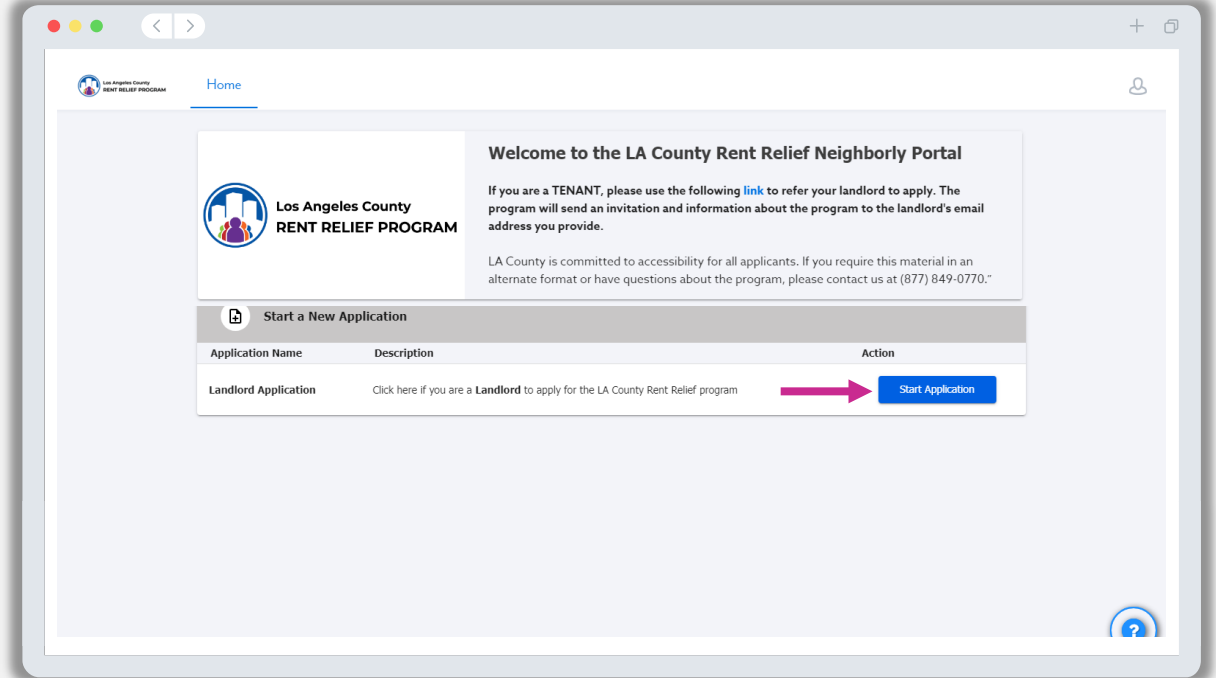
8 **LANDLORDS:** Click on **START APPLICATION** to begin the application process. Do not submit multiple applications as this may result in a delayed review of your application or disqualification.

Important Note: If you are a **TENANT**, please use this link to refer your landlord to apply. The program will send an invitation and information about the program to the landlord's email address you provide.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

How to Start an Application
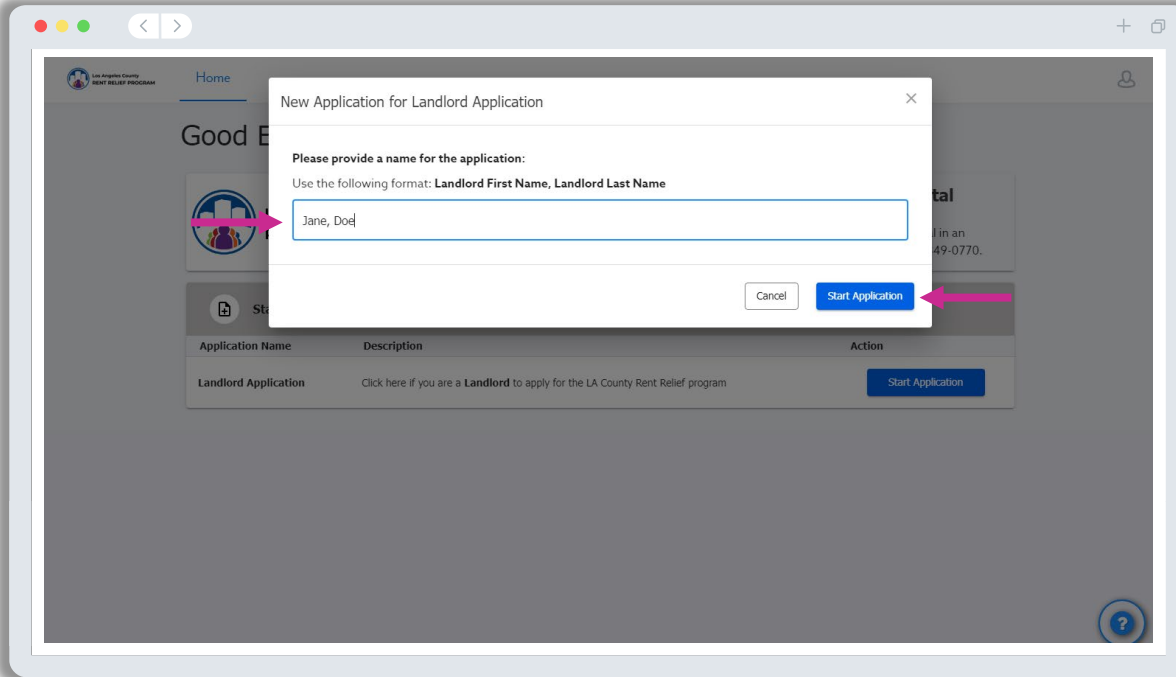
9 Enter your first and last name in the following format: *First Name, Last Name*. Click on **START APPLICATION** to continue.
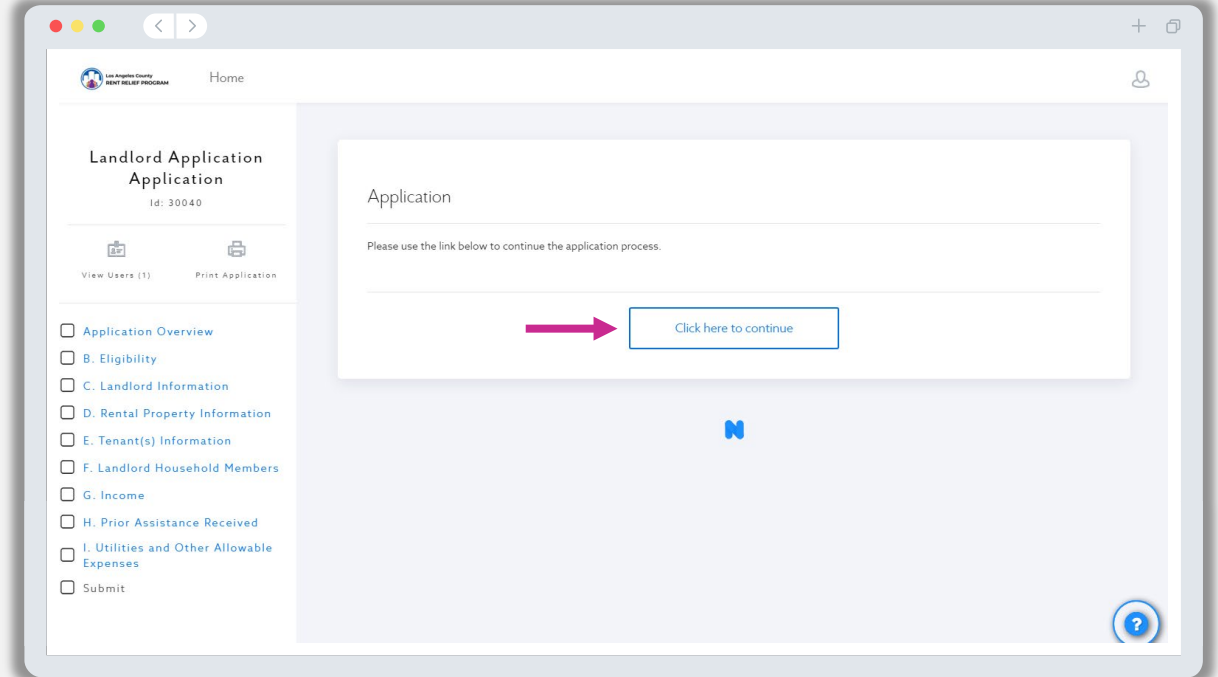
10 To start your application, click on **CLICK HERE TO CONTINUE**. You will be redirected to the first section of the application called **APPLICATION OVERVIEW**.

Preview the application on pages 16-18.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Los Angeles County
RENT RELIEF PROGRAM

The Application Process

Important Notes for The Application Process

Applicant Attestation

Applicant attestation will be a declaration made under penalty of perjury. The following attestations will be included in the application and a condition of accepting an award:

- Lawful owner of four of fewer units

- The award satisfies unpaid rent.

- Prior rental or mortgage relief assistance received from Stay Housed LA or L.A. County Mortgage Relief Program.

- Acceptance of this award precludes the applicant (or their agents) from initiating or continuing eviction proceedings for unpaid rent covered by the award.

One Application Per Unit

Do not submit multiple applications. Submitting multiple applications may delay the review of your application.

- No individual can submit and have approved more than one application on behalf of the same rental unit.

- The Landlord and the Tenant cannot be the same person.

Personal Identification Information (PII)

Personal Identification Information may not be transferred from tenants or landlords by email.

- All documentation supporting the application is directly uploaded to the application portal by applicants.

All members of the Case Management Team receive training on examples of PII that are frequently used in the Program and their responsibilities to preserve and protect the sensitivity of this data.

Tenant Participation

Tenants will be required to validate the information provided in the application including but not limited to:
- Verification of their income levels reported in the application.
- Validation that they are currently residing in the affected unit (i.e., the unit for which the landlord is requesting relief).

A program representative will contact your tenant regarding missing information or documentation for your application for the Los Angeles Rent Relief Program. Unresponsive tenants may lead to a delay in reviewing the application or disqualification of the application.

Please note: Funding for this Program is limited, and the number of applicants who meet the eligibility requirements may exceed the available funds. Submitting an application and/or meeting the Program's eligibility requirements does not guarantee funding.

Application Preview

Click here to preview the application in **ENGLISH**.

More languages are coming soon! You will be able to view the application in the following languages:

- Arabic
- Armenian
- Chinese (Simplified and Traditional)
- Farsi
- Hindi
- Japanese
- Khmer/Cambodian
- Korean
- Russian
- Spanish
- Tagalog
- Thai
- Vietnamese

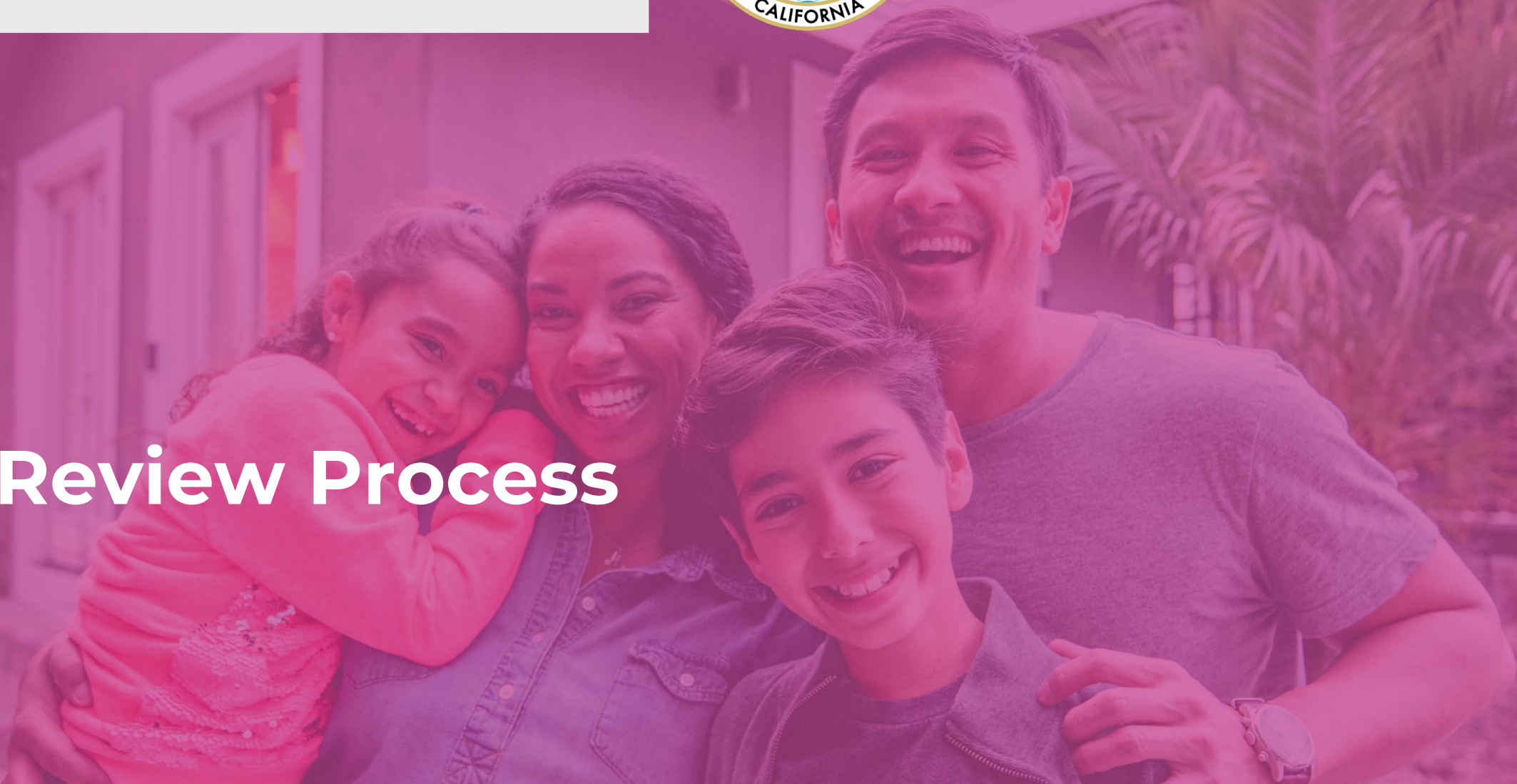Please continue to check www.lacountyrentrelief.com for updates.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Los Angeles County
RENT RELIEF PROGRAM

The Review Process

The Review Process

Case Managers of this Program will review the following, but not limited to, pieces of information to determine if an applicant is eligible:

a. Confirm rental property address is within the geographical boundaries of the program (within Los Angeles County excluding the City of Los Angeles.)

b. Verify ownership of the rental unit using applicant documentation and third-party validation.

c. Confirm identity and rental relationship of the tenant.

d. Confirm unit is currently occupied by impacted tenant.

e. Confirm rental arrears and expenses were accrued on or after April 1, 2022.

f. Validate Area Median Income (AMI) of applicant and/or tenant.

g. Verify payment details and W9 information using third-party resources.

h. Calculate award payment.

In addition to determining applicant eligibility, the application review process ensures no duplicate payments are issued by confirming the following minimum criteria:

a. No individual can submit and have approved more than one application on behalf of the same rental unit.

b. The Landlord and the Tenant cannot be the same person.

If an application is missing information and/or additional documentation is needed to make an eligibility recommendation, a case manager will follow up with the applicant using their preferred method of contact (i.e., call or email) and re-task the applicant in the application portal.

You can sign into the portal at any time for status updates. Please refer to for the different statuses of an application and what they mean.

Continued next page.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Applicant Status

Check your application portal often and at any time for status updates and related tasks associated with your application for the Los Angeles County Rent Relief Grant Program.

Applicant Status	What it Means
Application Not Submitted	The Landlord has begun the application; however, the application has not been submitted. • The Landlord can still make changes to the application while it is in progress. Once the landlord submits the application, they will be unable to make edits without the assistance of a case manager.
Application Submitted: Pending Waiting Group Assignment	The Landlord has submitted an application and is pending priority prioritization.
Application Submitted: Waiting List Group 1	The Landlord has submitted their application, and based on priority data, has been identified as a top priority file.
Application Submitted: Waiting List Group 2	The Landlord has submitted their application, and based on priority data, has been identified as the second priority. • Second priority files will only be addressed once top priority files have been completed
Application Submitted: Waiting List Group 3	The Landlord has submitted their application, and based on priority data, has been identified as third priority. • Reviewal of third priority files is contingent on the completion of top and second priority cases.
Application Submitted: Waiting List Group 4	The Landlord has submitted their application, and based on priority data, has been identified as fourth priority. • Reviewal of fourth priority files is contingent on completion of priorities 1-3.
Application Receiving Review	A Case Manager has been assigned to the file.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Applicant Status

Check your application portal often and at any time for status updates and related tasks associated with your application for the Los Angeles County Rent Relief Grant Program.

Applicant Status	What it Means
Pending Additional Information	A Case Manager has requested additional information and/or documentation that was missing in the application from the landlord.
Pending Additional Tenant Information	The landlord application has provided all necessary documentation; however, the tenant has not proven eligibility. A Case Manager will conduct outreach for missing tenant information
Application under Review	The application is current under review by Case Management team.
Submitted for Payment	The file is deemed eligible for an award and has been submitted for payment.
Payment Pending Final Review	A final review will be completed before processing the payment.
Payment Disbursed	The payment has been disbursed to the applicant.
Application Complete: Ineligible	After confirmation from the Case Management team, the file was found to be ineligible. The ineligible notification is sent by the lead or Case Manager, detailing the reasons for disqualification.
Appeal Submitted	After being found ineligible, applicants will be given the option to appeal the reasons for disqualification.
Under Appeal Review	An Appeals Coordinator has been assigned to the file and has begun review.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Applicant Status

Check your application portal often and at any time for status updates and related tasks associated with your application for the Los Angeles County Rent Relief Grant Program.

Applicant Status	What it Means
Appeal Approved	An Appeals coordinator has determined that the file is eligible after review of provided appeals documentation. The appeals coordinator will send an approval email detailing the grounds the applicant successfully appealed on.
Appeal Rejected: File ineligible	An Appeals coordinator has determined that the file is still ineligible.
Non-Responsive	The case manager has conducted numerous outreach attempts however the landlord has not responded.
Non-Responsive Tenant	The case manager has conducted numerous outreach attempts however the tenant has not responded.
Duplicate	Landlord has more than 1 file for the same rental unit.
Duplicate—Tenant	Tenant has more than 1 file for the same rental unit.
Withdrawn	Landlord has contacted a case manager and stated they no longer wish to participate
Application Referred	Applicant is not within the jurisdiction of this Program and will receive external resources from their case manager for other aid/support.

The Los Angeles County Rent Relief Program is administered by the Los Angeles County Department of Consumer and Business Affairs.

Los Angeles County
RENT RELIEF PROGRAM

The Appeals Process

Appeals

Once an application has been reviewed, a decision will be made to either award the applicant the full amount of their request, a partial amount of their request, or deem the applicant ineligible for an award.

Please note: Funding for this Program is limited, and the number of applicants who meet the eligibility requirements may exceed the available funds. Submitting an application and/or meeting the Program's eligibility requirements does not guarantee funding.

An applicant may appeal the decision by following the instructions listed in the decision email or by completing the Los Angeles County Rent Relief Program Appeal System form via (insert link here) and submitting all documentation needed to support the request.

- Only ONE appeal may be submitted by the applicant only.

- Appeal must be submitted to the program within 30 days of Ineligibility notification.

Once an appeal is successfully submitted, specially designated team members of this Program will review the appeal submission. Only the information pertaining to an applicant's appeal reason will be reviewed.

If additional outreach or clarification is required, a team member will follow up with the applicant using their preferred method of contact. If the applicant provides the requested information, it will be considered in the appeal determination. Otherwise, only documents and information provided at the time of the award decision will be considered. Upon completion of the review, a team member will either Approve or Deny the appeal.

The appeal review is the final review of the application once it has been submitted through the appeals system. Final notification on appeal status will be sent to the applicant and tenant.

Los Angeles County
RENT RELIEF PROGRAM

Customer Call Center

(877) 849-0770
Monday – Sunday*
7:00 a.m.-7:00 p.m. PT

*Except for state and federal holidays

Quick Links
Program Overview
Required Documentation
How to Start an Application
The Application Process
The Review Process
The Appeals Process