



**LOS ANGELES COUNTY  
EMERGENCY  
RENT RELIEF**

# Program and Application Guide

Revised: 02/05/26

The Los Angeles Emergency Rent Relief grant program (the “Program”) is offered by the Los Angeles County Department of Consumer and Business Affairs (“DCBA”), through its administrator, The Center by Lendistry.

The Administrator administers the Program on behalf of DCBA and may utilize third-party service providers to execute specific elements of this Program. Neither the Administrator nor its third-party service providers determine Program scope, eligibility criteria, communication strategy, or timelines; all program requirements are put into place by DCBA.

Information in any reference materials provided are subject to change.

## Program Overview

The Los Angeles County Department of Consumer and Business Affairs (DCBA) is launching the [Emergency Rent Relief Program](#) to provide financial assistance to qualifying property owners and tenants impacted by recent emergencies.

This Program will prioritize small landlords with four or fewer rental units to help them mitigate detrimental emergency financial hardships while also reducing the number of tenants being evicted in the County due to unpaid rents.

## Grant Awards

- Up to six (6) months of rent debt may be covered.
- With limited exceptions, maximum award of \$15,000 per rental unit.

## Eligible Uses of Funds

Grant funds may be used to cover:

- Unpaid rent (rental arrearages);
- Unpaid mortgage; and/or
- Other unpaid expenses separate from rent, directly related to financial hardship caused by the 2025 Eaton or Palisades fire and windstorm events or any other emergency financial hardships.

## Who is eligible to apply?

- **Landlords:** Individuals or entities with unpaid rent or other eligible expenses for properties in Los Angeles County, including those impacted by the January 7th Eaton and Palisades wildfire events or any other emergency financial hardships.
- **Displaced Homeowners:** Homeowners that have been displaced due to the January 7th Eaton and Palisades wildfire events and have unpaid rent in their current rental homes and/or unpaid mortgage for the home from which they were displaced, and exhausted FEMA/insurance rental support.
- **Tenants:** Tenants with unpaid rent including those impacted by the January 7th, 2025, Eaton and Palisades wildfire events or any other emergency financial hardships.

## Which applications will receive priority consideration?

1. Units located in [LA County Equity Explorer](#) tool that are defined as highest and high need geographies.
  - The program uses the COVID Vulnerability & Recovery map layer to identify which communities have the highest needs and are most vulnerable. This helps to ensure we direct financial relief where it will be most impactful.
2. Small landlords who own four (4) or fewer rental units.
3. Property owners whose household income is 80% or less of [LA County Area Median Income](#).
4. If landlord income is not available, then priority will be applied to tenant households whose income is 80% or less of LA County Area Median Income.
5. 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 6 months of rent debt, with limited exceptions, maximum award of \$15,000.
  1. For example, Landlord is willing to voluntarily waive any excess rental debt beyond the maximum award.

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

- The rental property is within the County of Los Angeles.
- Landlord/property owner must provide authentic proof of ownership, independently verified using third-party resources.
- W9 information must be validated against IRS records.
- Evidence of a rental relationship is confirmed with evidence of a rental agreement.
- Affected unit(s) are verifiably occupied by the impacted tenant(s) before January 7th, 2025, and rental arrears are confirmed to have occurred.
- Eligible expenses are supported with verifiable documentation.
- The applicant must fall within one of the eligible categories noted on the following slide.

## Wildfire-Impacted Tenants

This includes landlords with tenants who were directly affected by the wildfires.

- Tenants must have lived in the unit before January 7th, 2025.
- Tenants 2024 household income is below 150% of Area Median Income (AMI).
- Tenants experienced a wildfire-related loss of more than 10% of their monthly income.
- Tenants have started seeking income replacement.
- Tenants provided a written self-certification form stating they are unable to pay rent due to the January 2025 wildfires.

Relief Amount: Up to six (6) months of wild-fire related rent debt

## Wildfire-Impacted Populations

This includes landlords with tenants who were directly affected by the wildfires, meet the criteria for Wildfire-Impacted Tenants but did not provide a written self-certification form.

Relief Amount: Up to six (6) months of wild-fire related rent debt

### Displaced tenants or homeowners

This includes displaced tenants or homeowners who have exhausted FEMA or insurance-provided rental assistance.

Relief Amount: Up to six (6) months of wild-fire related rent debt, not to exceed \$15,000

### Landlords with Rental Units Fully Covered by the Rent Stabilization and Tenant Protections Ordinance (RSTPO)

This includes small landlords with Rent Stabilization Tenant Protection Ordinance (RSTPO)-covered units that are vacant due to fire-related repairs.

- The impacted rental unit must have an active mortgage.
- The impacted rental unit must be returned to the rental market within 12-months of receiving an award.
- These units must have been occupied within six (6) months prior to January 7th, 2025.

Relief Amount: Up to six (6) months of wild-fire related rent debt, not to exceed \$15,000

## Households Facing Emergency Economic Hardship

This includes tenants and landlords with tenant households experiencing emergency conditions or other emerging economic hardships.

Eligible households may include those facing sudden income loss due to federal actions targeting immigrant communities and households at risk of housing instability or eviction.

Relief Amount: Up to six (6) months of wild-fire related rent debt, not to exceed \$15,000

**Please Note: Program eligibility does not require the disclosure of household members' immigration status. However, the County recognizes the unique economic hardship experienced by households when an income-earner is detained due to federal immigration enforcement activities.**

**Given the recent proliferation of such activities in the region and the impact on detainees' households, the Program aims to ensure this group is being served. As such, if a household indicates their economic hardship is a result of recent federal enforcement activities, the Program may request proof to verify that a household has been impacted by an immigration detention. Should you not have this available, or should you choose not to disclose this information, you may still be eligible for rent relief if you are experiencing economic hardship.**

Applicant attestation must be submitted as a required document during the application process. The applicant attestation affirms the truth of the information submitted in the application and is a legally binding document.

The following attestations will be included in the application, as applicable, and are a condition of accepting an award:

- Identify as a small landlord (i.e., lawful owner of four or fewer rental units)
- Have begun “Income Replacement Efforts”
- Have experienced a direct financial impact of more than 10% of monthly income prior to the Wildfires
- Prior rental or mortgage relief assistance received from FEMA and/or insurance
- Acceptance of this award satisfies full rental debt for the eligible time-period\*
- Must return unit(s) to the rental market within 12-months of receipt of the grant

\*Waiving excess rental debt beyond the maximum award is voluntary and not required of landlords.



## LOS ANGELES COUNTY EMERGENCY RENT RELIEF

# Eligible 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.
7. Proof of wildfire-related repair needs
8. Proof of deportation and/or detainment

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.

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## 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
- k. Interest and Dividends: Statements from banks or financial institutions showing interest and dividend income; or
- l. Bank Statements: Copies of recent bank statements showing regular deposits and account balances; or
- m. Savings Bonds: Proof of interest earned from savings bonds; or
- n. Veterans Benefits: Documentation of veterans' benefits received; or
- o. Public Assistance or TANF: Proof of any public assistance or Temporary Assistance for Needy Families (TANF) received; or
- p. Worker's Compensation: Documentation of worker's compensation benefits; or
- q. Annuity Statements: Statements showing income from annuities; or
- r. Stocks or Bonds: Documentation of income from stocks or bonds; or
- s. Trust Income: Proof of income from trusts; or
- t. Other Government Assistance: Documentation of any other government assistance received; or
- u. Self-Employment Income: If self-employed, copies of tax returns and profit/loss statements; or
- v. Letter of Explanation: A letter explaining any special circumstances affecting income; or
- w. Other documents may be allowed on a case-by-case basis.

Continued next page.

### 3. One form of proof of ownership (property owners only), 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.

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**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).

**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.

**7. For unit(s) vacant due to wildfire-related repair needs, proof such as:**

- a. Copies of all estimates, contracts, bills, invoices, canceled checks, and any other documentation necessary to verify the cost of repairs and its financing.
- b. Copies of work plans and permits issued for repair work (if available).
- c. The estimated commencement and completion dates of the repairs (if known).

**NOTE: Other documents may be allowed on a case-by-case basis.**

**8. Proof of deportation and/or detainment, such as:**

- a. Proof via database search: <https://locator.ice.gov/odls/#/search> (in detention) or <https://acis.eoir.justice.gov/en/> (in immigration court);
- b. Any document issued by the Department of Homeland Security (Immigration and Customs Enforcement or Customs & Border Protection) indicating that a household member has been detained for immigration enforcement or deported; or
- c. Legal Retainer for Counsel that is representing tenant in a matter related to immigration enforcement; or
- d. Engagement Letter for Counsel that will represent tenant in a matter related to immigration enforcement; or
- e. Communication from an immigrant serving Community Based Organization; regarding deportation and/or detainment; or
- f. Completed attestation by the tenant, only if documentation above cannot be provided.

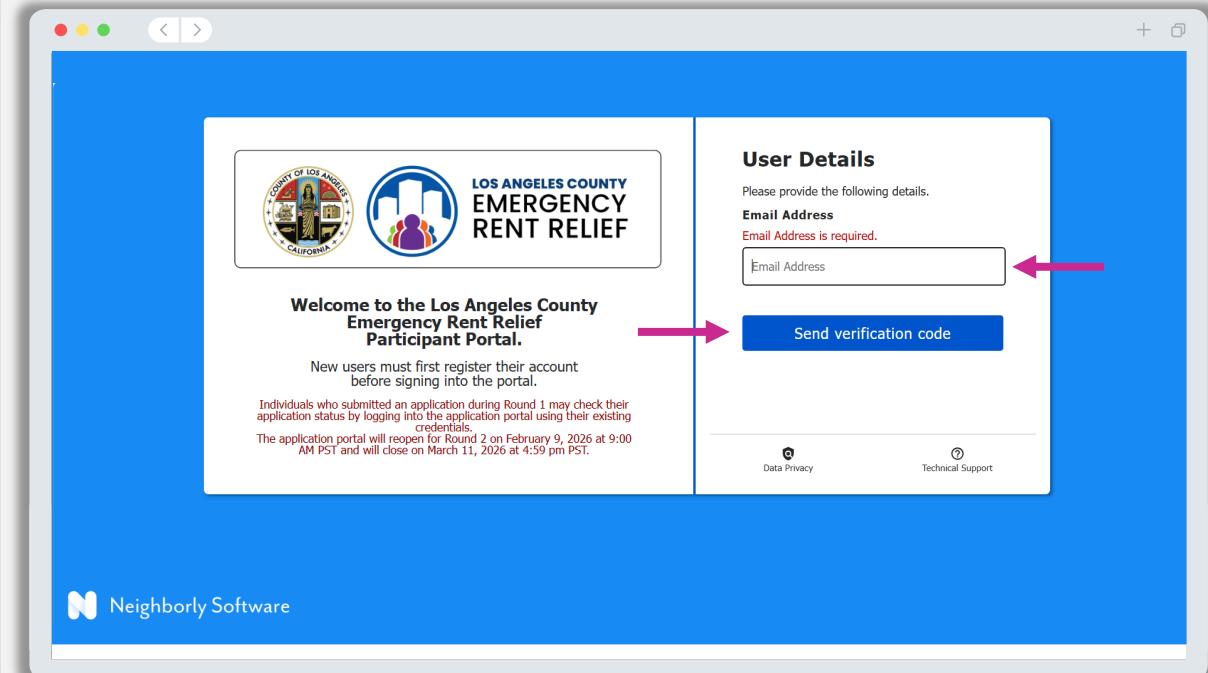
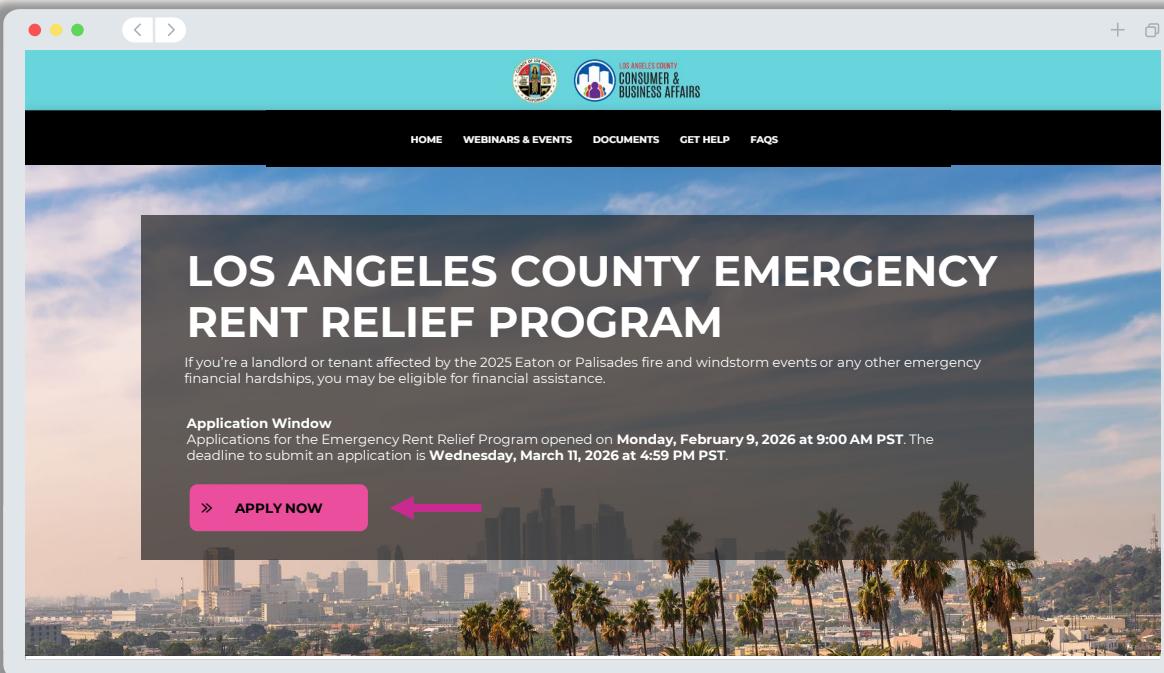


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# How to Start an Application

# How to Start an Application

15



1

Go to [www.lacountyrentrelief.com](http://www.lacountyrentrelief.com) and click on **APPLY NOW**. You will be redirected to the application portal.

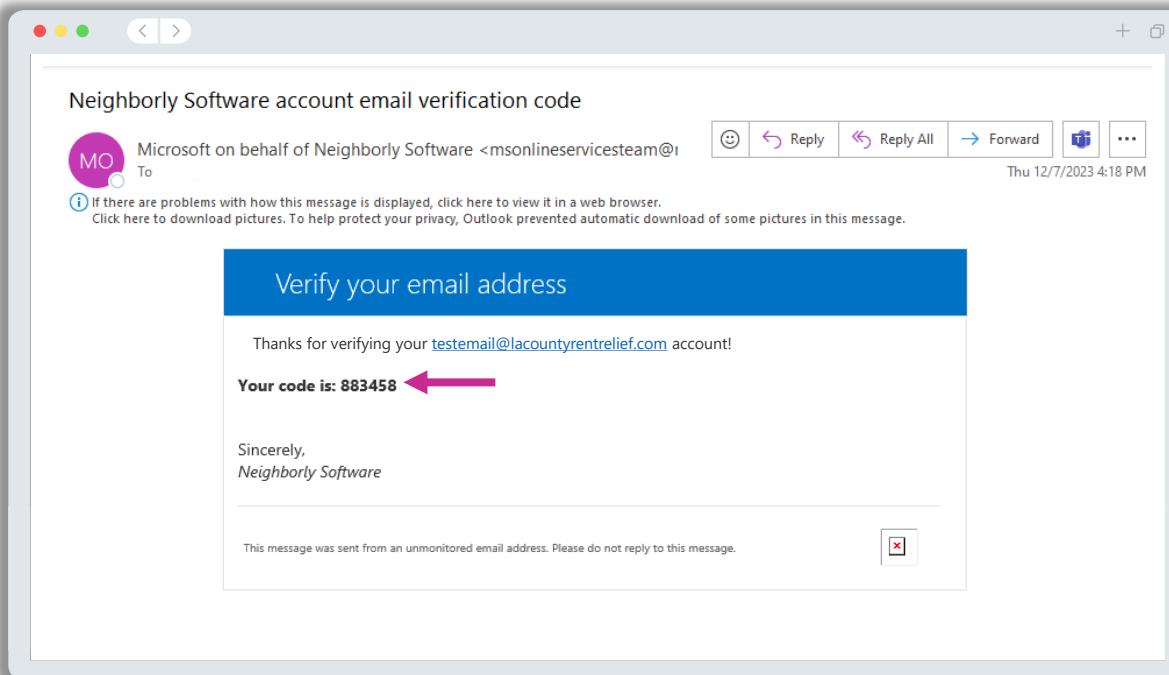
2

You will need to register an account to access the application portal.

1. Enter your email address and click on **SEND VERIFICATION CODE**.

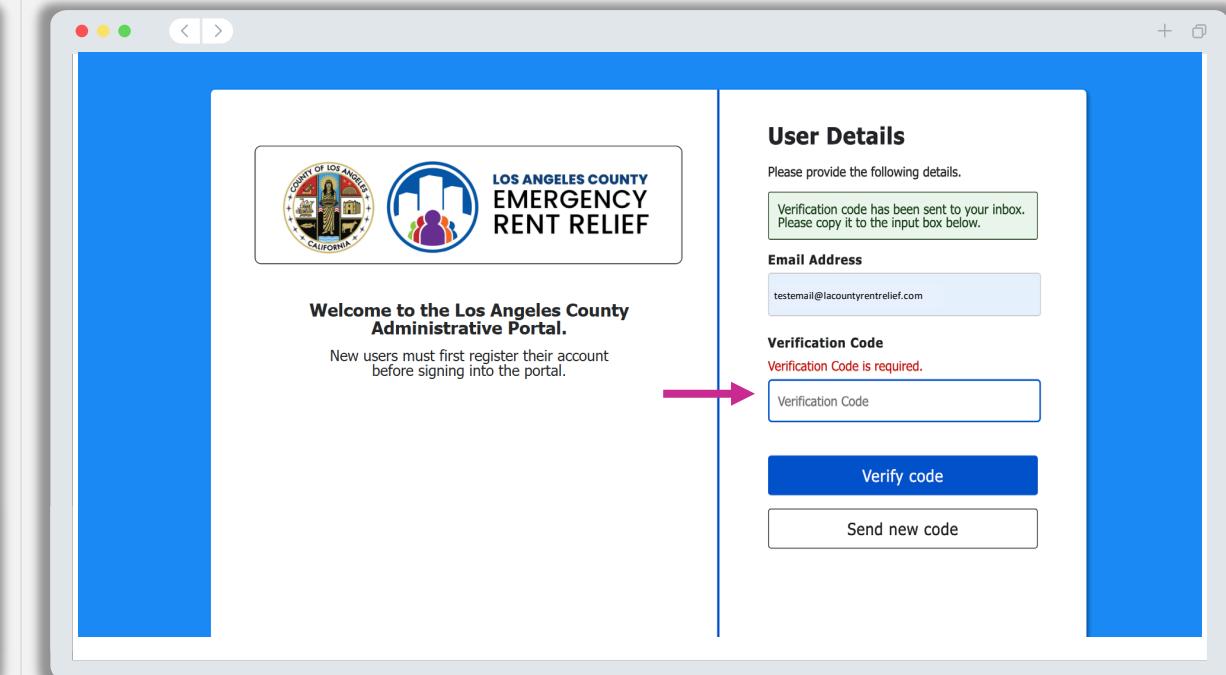
# How to Start an Application

16



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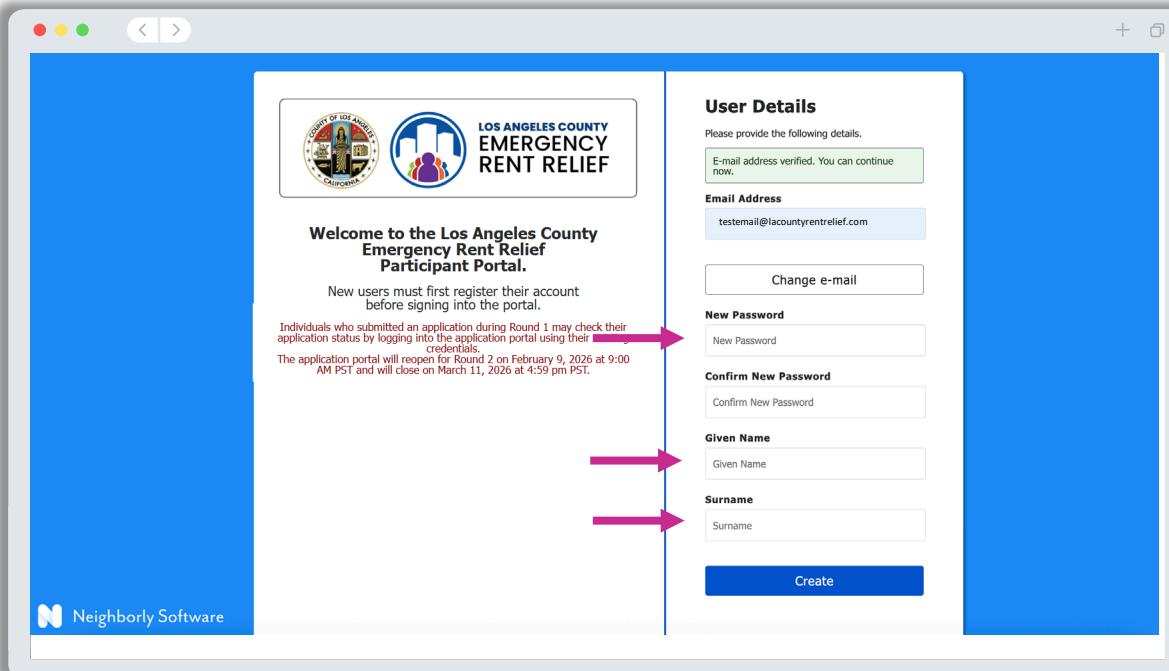
A code will be sent to your email to verify it.  
(Important Note: the code listed above is for demonstration purposes only. You will receive your own unique code.)



4

Copy the verification code from your email and enter it in.

# How to Start an Application



Welcome to the Los Angeles County Emergency Rent Relief Participant Portal.

New users must first register their account before signing into the portal.

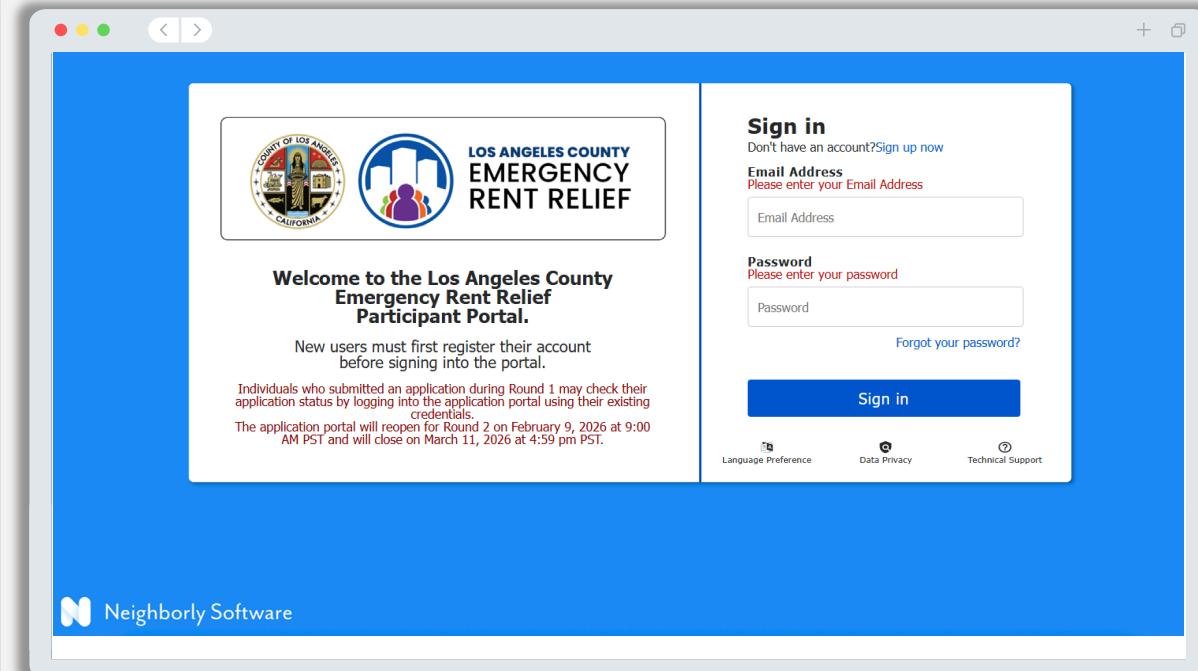
Individuals who submitted an application during Round 1 may check their application status by logging into the application portal using their existing credentials.

The application portal will reopen for Round 2 on February 9, 2026 at 9:00 AM PST and will close on March 11, 2026 at 4:59 pm PST.

Neighorly Software

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.



Welcome to the Los Angeles County Emergency Rent Relief Participant Portal.

New users must first register their account before signing into the portal.

Individuals who submitted an application during Round 1 may check their application status by logging into the application portal using their existing credentials.

The application portal will reopen for Round 2 on February 9, 2026 at 9:00 AM PST and will close on March 11, 2026 at 4:59 pm PST.

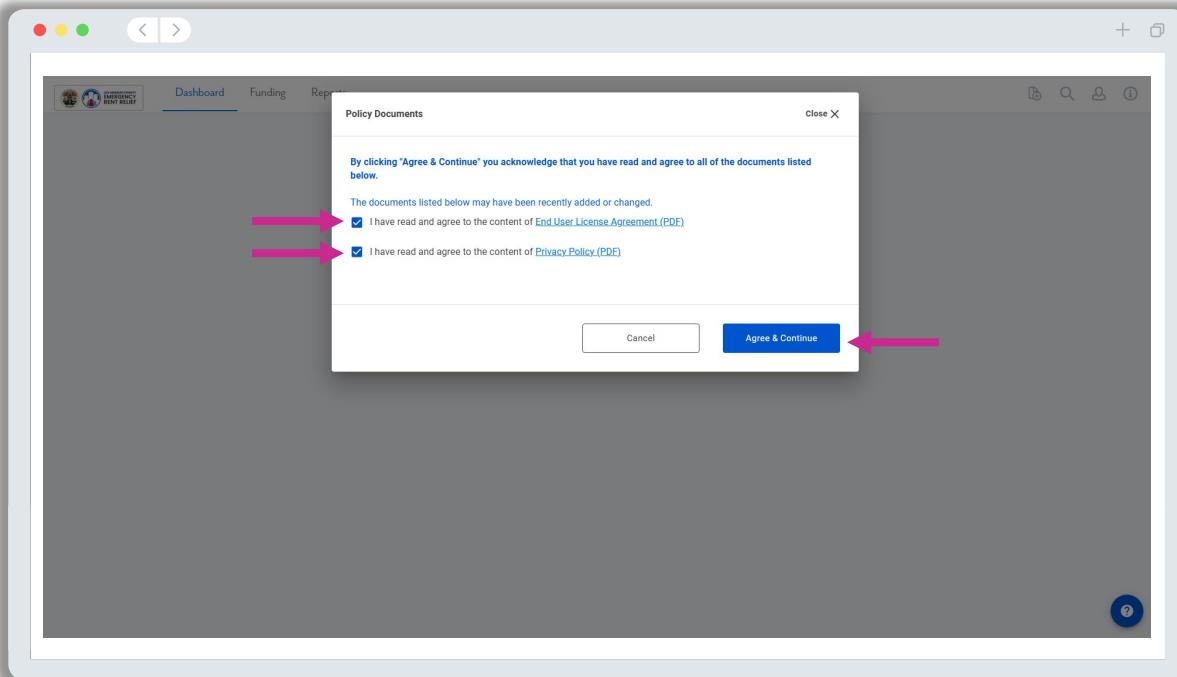
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Once you create a password, you will be redirected to sign into the portal.

# How to Start an Application

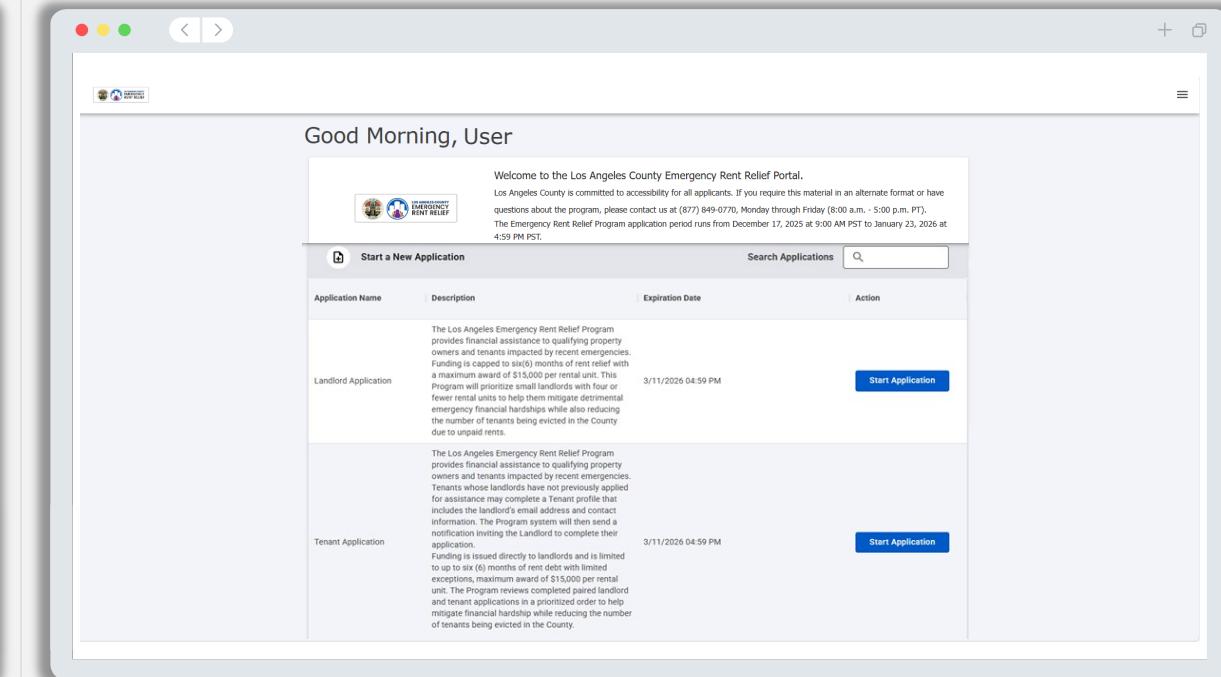
18



7

Read the **END USER LICENSE AGREEMENT** and **PRIVACY POLICY**. Check both boxes to agree to the documents. Click on **ACCEPT & AGREE** to continue.

Decide whether you would like to opt-in to receive text (SMS) notifications about your application.

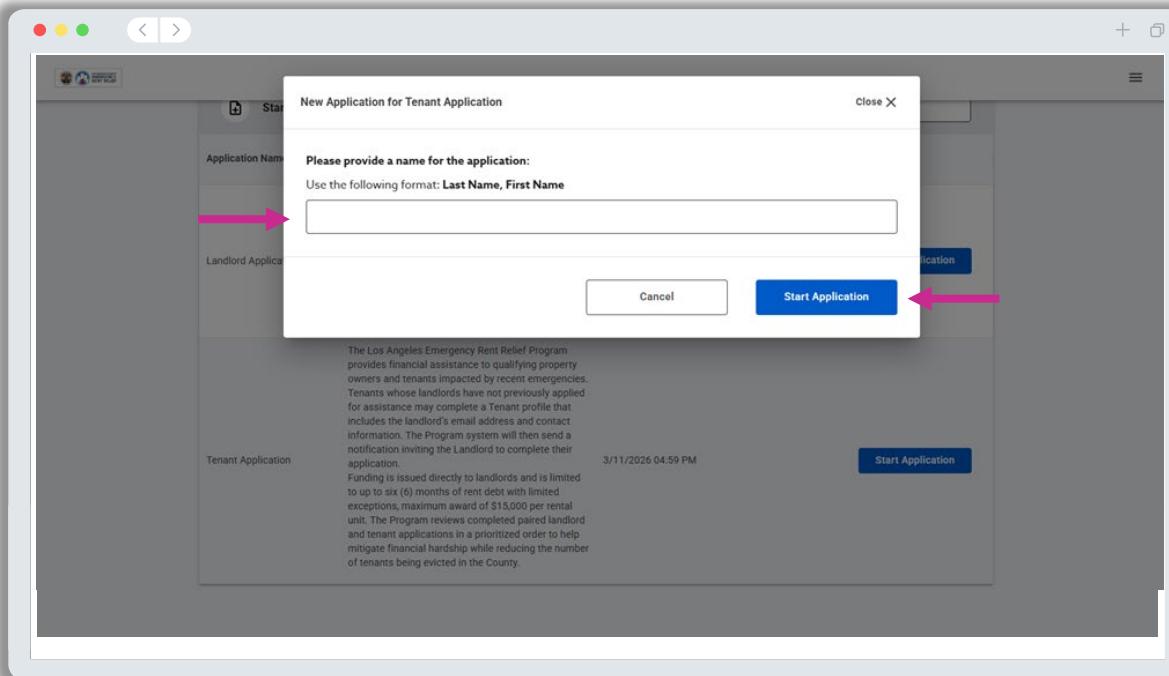


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Click on **START APPLICATION** to begin the application process for either landlords or tenants. Do not submit multiple applications as this may result in a delayed review of your application or disqualification.

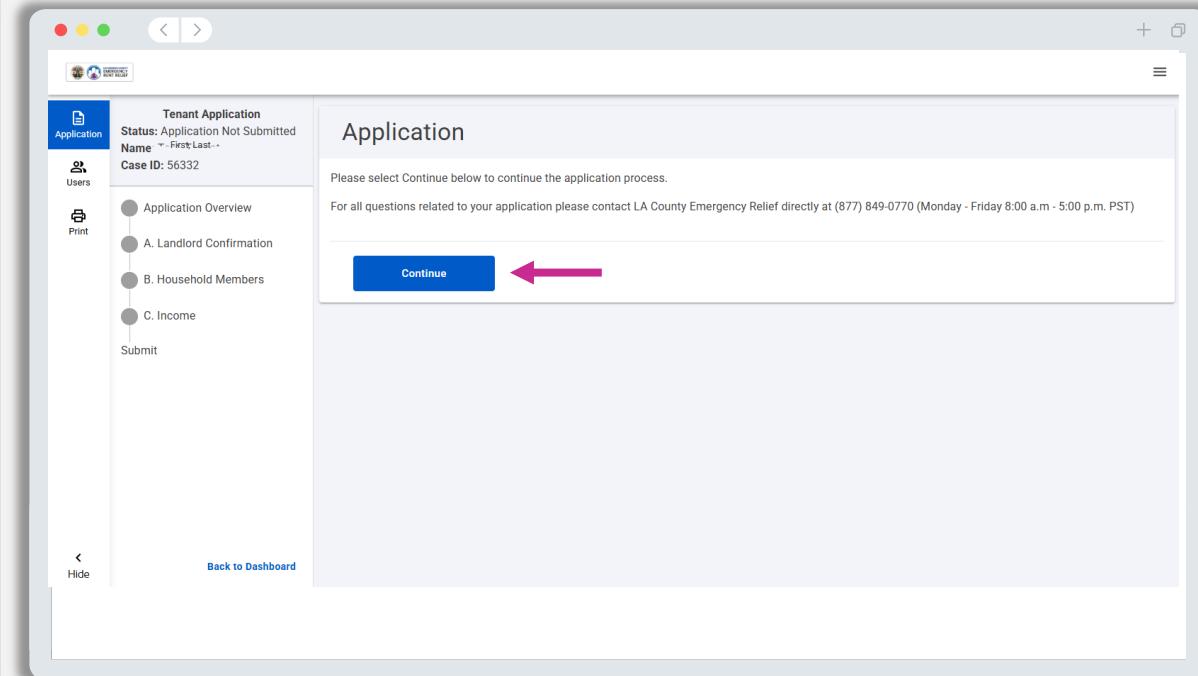
If you began an application during Round 1 but did not submit it, you can log in to the portal using your existing credentials and pick up right where you left off. You'll be able to complete and submit your application.

# How to Start an Application – Tenants



9a

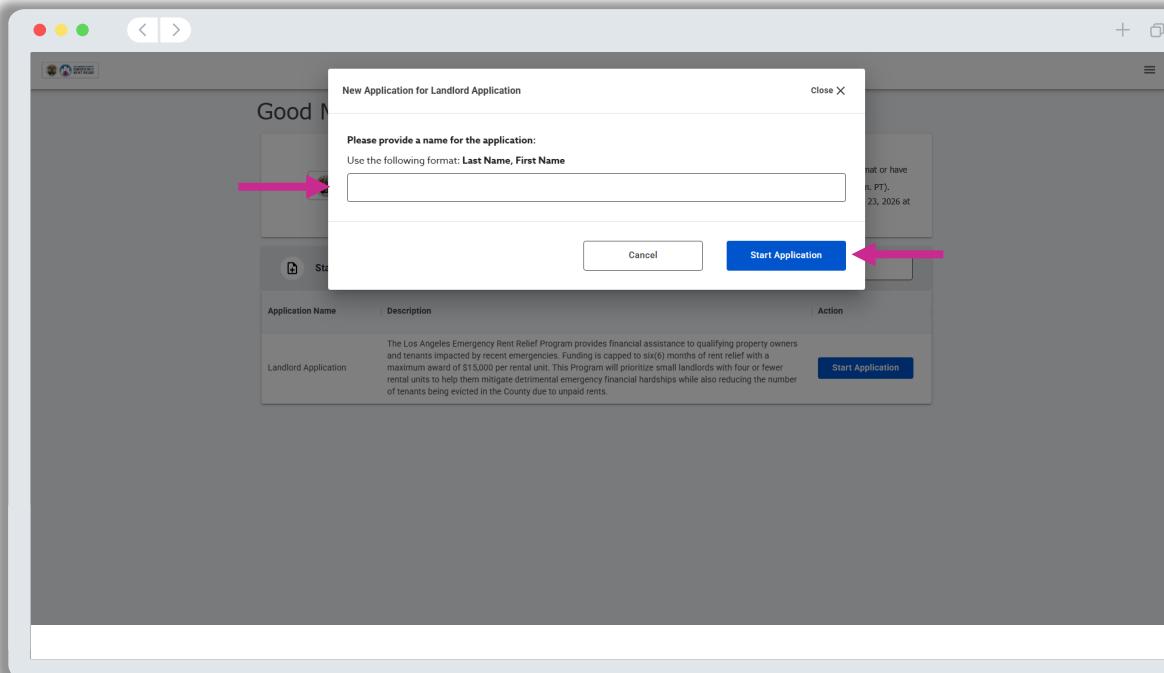
Enter your first and last name in the following format: *Last Name, First Name*. Click on **START APPLICATION** to continue.



10a

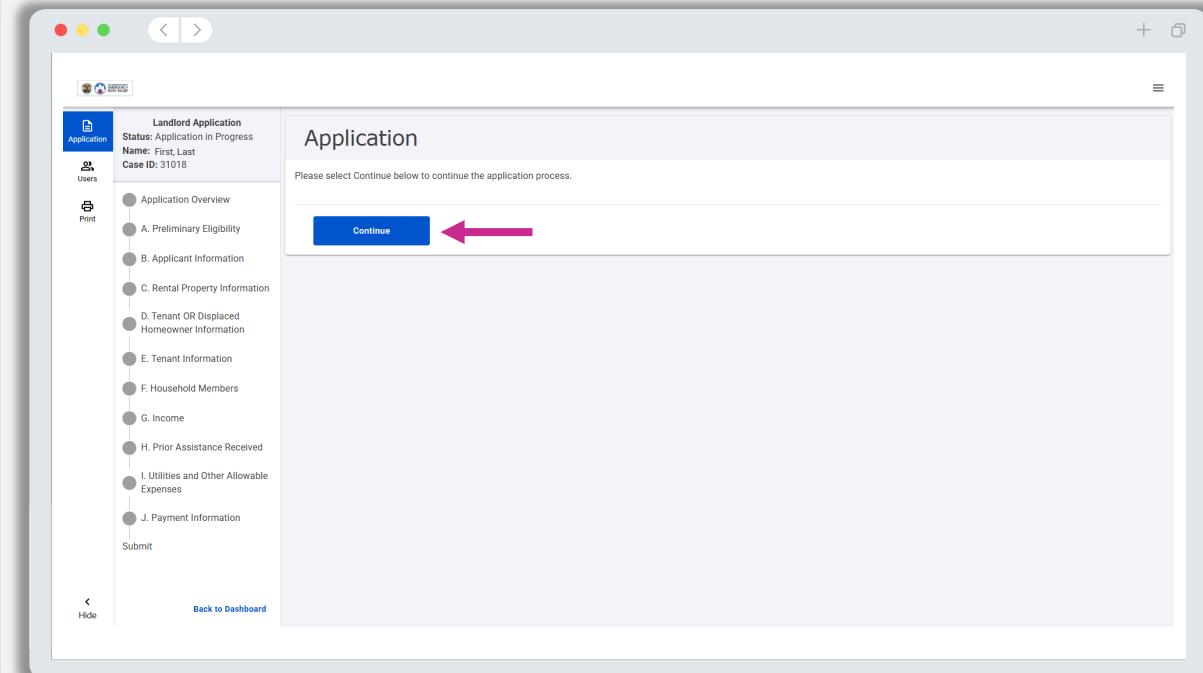
To start your application, click on **CLICK HERE TO CONTINUE**. You will be redirected to the first section of the application called **APPLICATION OVERVIEW**.

# How to Start an Application – Landlords



9b

Enter your first and last name in the following format: *Last Name, First Name*. Click on **START APPLICATION** to continue.



10b

To start your application, click on **CLICK HERE TO CONTINUE**. You will be redirected to the first section of the application called **APPLICATION OVERVIEW**.



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# 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, as applicable, and are a condition of accepting an award:

- Lawful owner of four or fewer units
- Have begun “Income Replacement Efforts
- Have experienced a direct financial impact of more than 10% of monthly income prior to the Wildfires
- Prior rental or mortgage relief assistance received from FEMA and or insurance
- Acceptance of this award satisfies full rental debt for the eligible time period
- Must return unit(s) to the rental market within 12-months of receipt of the grant

## One Application Per Rental Property

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.

# Important Notes for The Application Process

## 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.

## Validating Information

Tenants may be required to validate the information provided in the landlord 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 landlord/tenant regarding missing information or documentation for your application for the Los Angeles County Emergency Rent Relief Program. Unresponsive landlords/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 view the landlord application preview in [\*\*ENGLISH\*\*](#).

Click here to view the tenant application preview 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](http://www.lacountyrentrelief.com) for updates.



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# 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).
- 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 December 17, 2024.
- f. Confirm tenant completed the *Self-Certification Form* for eviction protection (Category 1)
- g. Confirm tenant has begun income replacement efforts.
- h. Confirm tenant has experienced a direct financial impact of more than 10% of monthly income prior to the wildfires
- i. Validate Area Median Income (AMI) of applicant and/or tenant.
- j. Verify payment details and W9 information using third-party resources.
- k. 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 [pages 27-29](#) for the different statuses of an application and what they mean.

Continued next page.

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

Applicant Status	What it Means
Application Not Submitted	<p>The applicant has begun the application; however, the application has not been submitted.</p> <ul style="list-style-type: none"><li>• The applicant can still make changes to the application while it is in progress. Once the applicant submits the application, they will be unable to make edits without the assistance of a case manager.</li></ul>
Application Submitted: Pending Waiting Group Assignment	The applicant has submitted an application and is pending prioritization.
Application Submitted: Waiting List Group 1	The applicant has submitted their application, and based on priority data, has been identified as a top priority file.
Application Submitted: Waiting List Group 2	<p>The applicant has submitted their application, and based on priority data, has been identified as the second priority.</p> <ul style="list-style-type: none"><li>• Second priority files will only be addressed once top priority files have been completed</li></ul>
Application Submitted: Waiting List Group 3	<p>The applicant has submitted their application, and based on priority data, has been identified as third priority.</p> <ul style="list-style-type: none"><li>• Reviewal of third priority files is contingent on the completion of top and second priority cases.</li></ul>
Application Submitted: Waiting List Group 4	<p>The applicant has submitted their application, and based on priority data, has been identified as fourth priority.</p> <ul style="list-style-type: none"><li>• Reviewal of fourth priority files is contingent on completion of priorities 1-3.</li></ul>
Application Receiving Review	A Case Manager has been assigned to the file.
Tenant Profile Not Required	Tenant Profiles assigned to Displaced Homeowners and Property Owners with vacant units
Landlord's Application Reviewed: Unable to Proceed	After confirmation from the Case Management team, the file is unable to proceed. Notification is sent by the lead or Case Manager to the Landlord.

Continued next page.

Check your application portal often and at any time for status updates and related tasks associated with your application for the Los Angeles County Emergency Rent Relief 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/property owner.
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.

Continued next page.

Check your application portal often and at any time for status updates and related tasks associated with your application for the Los Angeles County Emergency Rent Relief 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/property owner has not responded.
Non-Responsive Tenant	The case manager has conducted numerous outreach attempts however the tenant has not responded.
Duplicate	Landlord/property owner 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/property owner 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.

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# The Appeals Process



Once an application has been reviewed, a decision will be made to either award the applicant (the landlord or displaced homeowner) 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 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.

# Customer Call Center

(877) 849-0770

Monday – Friday\*  
8:00 a.m.-5:00 p.m. PT

Extended Hours during March 7<sup>th</sup> – 11<sup>th</sup>

Monday – Friday\*  
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](#)



**LOS ANGELES COUNTY  
EMERGENCY  
RENT RELIEF**

