Denver Emergency Rental Assistance Program (ERAP)
Frequently Asked Questions

1. Q: How do I qualify for the Emergency Rental Assistance Program?
   A: Your household may qualify if at least one individual:
   - Is eligible for unemployment, has experienced a reduction in household income, or has incurred major costs or financial struggles caused during or due to the COVID-19 pandemic.
   - Is at-risk of experiencing homelessness or housing instability.
   - Your household falls below the following income limits:

<table>
<thead>
<tr>
<th>2022 Area Median Income</th>
<th>1 Person</th>
<th>2 Person</th>
<th>3 Person</th>
<th>4 Person</th>
<th>5 Person</th>
<th>6 Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>$62,600</td>
<td>$71,550</td>
<td>$80,500</td>
<td>$89,400</td>
<td>$96,600</td>
<td>$103,750</td>
</tr>
</tbody>
</table>

   Immigration status and Landlord/Property Owner participation are not a requirement for the Emergency Rental Assistance Program. Households currently supported with a housing voucher may be eligible. Applicants must reside within the City and County of Denver (or previously resided if requesting assistance for arrears).

2. Q: How do I apply for the Emergency Rental Assistance Program?
   A: As of August 5, 2023, the Denver ERA Program (ERAP) is closed to all applications, including recertifications (AFRs). If you have questions about the application or need assistance completing the application, call or text the ERAP Customer Service Hotline at 1-888-480-0066, Monday – Friday 8:30 a.m. - 5:30 p.m. MT, Saturdays 8:30 a.m. - 12:30 p.m. MT. Chat with a representative during business hours by using the yellow chat function located on the bottom right corner of the CARE Center welcome page.

3. Q: Can I receive assistance through Emergency Housing Assistance Program (EHAP) and ERAP?
   A: If you are currently or have previously received assistance through EHAP, you may still be eligible for ERAP. EHAP and ERAP funds cannot both be used to cover the same month’s rent.

4. Q: How is the Emergency Rental Assistance Program funded?
   A: Funding for ERAP is distributed to the City and County of Denver through a grant issued by the United States Department of the Treasury. Distribution of these funds is subject to federal regulations established by the U.S. Department of the Treasury.

5. Q: Once approved, where is the rent payment sent?
   A: Rent payments are sent directly to the landlord. In some circumstances, if landlords are not willing to participate in the program, payments may be sent directly to tenants.

6. Q: How many months of rent assistance can I receive through ERAP?
   A: ERAP can cover up to 18 months of rent, including past-due rent. As of November 1st, 2022, households may only receive up to two months of prospective rent, including the current month. As of June 1st, 2023, Denver
ERAP assistance payments are limited to up to six months for arrears and/or prospective rent combined. 
ERAP assistance is not guaranteed and is based on availability of funds.

7. Q: What if I am in the process of moving to a new rental due to an eviction or other circumstances?
A: ERAP may cover any past-due rent you have at your previous residence as well as assist with relocation expenses such as security deposit, application fees, and first month’s rent.

8. Q: How do I apply for additional months of rent assistance after receiving an initial rent assistance payment?
A: As of August 5, 2023, the Denver ERA Program (ERAP) is closed to all applications, including recertifications (AFRs). For further housing support, please visit DenverGov.org/Housing or call Colorado Housing Connects at 1-844-926-6632 to learn about additional resources.

9. Q: Can ERAP also cover my utility costs?
A: ERAP is only able to cover utility costs that are paid to landlords as part of a monthly rent payment as documented in a lease or ledger. Denver’s Temporary Rent and Utility Assistance (TRUA) Program may be able to provide utility assistance for past due Xcel Energy and/or Denver Water bills. Call 3-1-1 and press 6 (or call 720-913-1311) for more information.

10. Q: What if I have already received an eviction notice from my landlord?
A: Call or text: 1-888-480-0066. Proof of a pending ERAP application could help delay your eviction case. Free legal services are available for low- and moderate-income households facing an eviction. Information on free legal services can be obtained from:

   - Colorado Legal Services 303-837-1313 or coloradolegalservices.org
   - Colorado Affordable Legal Services 303-996-0010 or coloradoaffordablelegal.com
   - Colorado Poverty Law Project 720-772-9762 or copovertylawproject.org
   - Covid-19 Eviction Defense Project 303-838-1200 or cedproject.org

11. Q: How long will it take to receive my rent assistance payment?
A: Application processing times vary depending on volume of applications submitted at any given time and completeness of the submitted application. Every effort is made to approve applications and process payments as quickly as possible, however, payment is not guaranteed within any certain timeframe.

12. Q: If I am a homeowner, can I receive mortgage assistance through ERAP?
A: No. ERAP is to assist renters who are struggling to pay rent because of financial hardship caused during or due to the COVID-19 pandemic. Learn about the Colorado Emergency Mortgage Assistance Program at cdola.colorado.gov/emergency-mortgage-assistance.

For a complete guide to all requirements and limitations of ERAP, please view the ERAP Program Guidelines at DenverGov.org/RentAssistance.