



Montgomery County COVID Rent Relief Program

Frequently Asked Questions - Landlords

General Overview

The COVID Rent Relief Program provides financial grants to eligible tenants who have experienced a financial hardship related to COVID, preventing them from paying rent. You can find out more about the program at www.mc311.com/rentrelief. The website includes flyers, document checklists, and additional FAQs.

How does this program work?

Tenants who meet the below criteria are invited to apply for assistance. Tenants must supply information on their household, income, and rent responsibility. Landlords can complete an application on behalf of their tenants which verifies the rent information and payment information, in addition to all tenant information. Approval is contingent on tenant eligibility and supplying required information. Award amount is specific for each household and is based on income, rent responsibility and arrears.

- Tenants must have experienced a COVID related financial hardship
- Tenants must be able to demonstrate an income of 50% or less of Area Median Income (AMI) from either the previous 30 days or from their 2020 or 2021 taxes
- Tenants must have lived in Montgomery County since August 2021 or earlier
- Tenants must be behind at least 2 months

How do I set up an account and apply?

Visit www.mc311.com/rentrelief and select “Start a new application.” Select to register as a landlord. You will be asked for some basic contact information and then be emailed a link to set-up a password. Once your account is fully set up, you can open an application within the account. Please note you can only submit one application for each email address so we encourage you to work with all of your tenants to collect the necessary information before submitting.

What languages is the application available in?

Currently, the application is available in English and Spanish

Is there a deadline to submit my application?

Yes. The program is accepting applications until June 30, 2022. We encourage you to work with your tenants and get your application in as soon as possible. Additionally, funding is limited and we are not able to guarantee assistance for all applications.



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How much assistance can my tenant receive?

Tenants who have an income of 30% of Area Median Income or less are eligible to receive funds equivalent to their total rental debt and up to \$2,000 to address utility debt. Tenants who have an income of 31%-50% of Area Median Income are eligible for up to \$12,000 in assistance. In both cases assistance between Round 3 funds and this round can't exceed 18 months of assistance.

How will you process applications? Is it first-come, first-served?

No, applications will not be processed on first-come, first-serve basis. Instead, applications will be prioritized based on need. The program will take into account any eviction court proceedings, household income, and geographic location when selecting applications to process.

Are there any conditions to receiving these funds?

You must forgive all late fees, penalties, and legal fees incurred by the Tenant. Additionally, you agree to cancel any current eviction actions and not sue to evict* or undertake an eviction action while receiving COVID Rent Relief Program funds and for 30 days after benefit period. Additionally, if your tenant's lease is expiring or has already expired you must offer at least a 90-day lease extension. (*This does not include breach of lease for safety reasons.*)

What is Area Median Income?

AMI is Area Median Income. It is a calculated by looking at the "middle" income of all households in the area. The table below lists the maximum annual or monthly gross income amounts.

Family Size	Max. Monthly Gross Household Income 50% AMI	Max. Yearly Gross Household Income 50% AMI
1	\$4,154	\$49,850
2	\$4,746	\$56,950
3	\$5,338	\$64,050
4	\$5,929	\$71,150
5	\$6,404	\$76,850
6	\$6,879	\$82,550
7	\$7,354	\$88,250
8	\$7,829	\$93,950



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What documents do I need to have ready to upload?

All landlords should register in the [County's Central Vendor Registration System](#) to receive a payment from the County. You will also need to upload proof of ownership/management of the property. You will also be required to provide documentation that shows how much your tenant pays monthly, how much they have paid and how much they owe. This can be demonstrated through a rental ledger or rental self-certification if a ledger is not available. You must also disclose any other assistance being received for that unit. You also need to collect supporting documentation from your tenant. Please see the full document checklists for tenants available on the program website.

How can I help my tenants apply?

You can complete an application on behalf of all your tenants. Encourage tenants to participate by sharing program information and supporting them in completing the Tenant Affidavit and Income and Eligibility Certification. Once you have all documentation and household information collected from all your tenants you can complete an application on behalf of all of them. Please see the Tenant's Frequently Asked Questions for more information.

How do I know if my tenants eligible?

Tenants are eligible if they have experienced a financial hardship due to Covid-19, can demonstrate a household income of 50% of the Area Median Income or below, have lived in Montgomery County since August 2021, and are behind at least two months in their rent obligation. Tenants are eligible to apply even if they received funds in previous phases of the rent relief program and regardless of their immigration status. If you are related to your tenant by birth or marriage, you may be considered as one household, and will only be eligible if the whole household meets all eligibility criteria.

Do tenants who receive housing vouchers or other subsidies qualify?

Yes. Tenants receiving housing choice vouchers or other rental subsidies are still eligible to apply, but assistance can only be provided on the portion of the rent they are responsible for. We strongly encourage these tenants to notify their subsidy provider of a change of income.

When will I be notified if a tenant application is approved?

You can see status updates for your case by logging into your account. A final approval letter and agreement of use of funds will be sent out when a case is approved.



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If I've completed applications in previous rounds, do I still need to set up another account?

Yes, we are using a new online application system and need everyone to reapply using this system. Please note with this application system you can only submit one application per an email address. You can add as many tenants as you want into one application.

Do I have to repay this money?

No, rental assistance funds are treated as grants, and as such, there is no expectation that the money will be paid back to the County. However, if the tenant leaves the unit with a credit from the COVID Rent Relief Program, that payment that must be returned to DHHS.

What if my tenant has moved out?

The program is designed only to pay rent for a tenant's current address. If your tenant moves out, you are required to return any remaining account credit to DHHS. If your tenant moved out previously and left a rental debt, unfortunately, this program is not able to pay that.

Where does my check get sent?

Your check will get sent to the vendor address connected with your CVRS registration. Therefore, if you have multiple CVRS registrations across your portfolio, please make sure to complete a separate application for each of those properties.

How do I find out whether and how my property company is registered in the CVRS?

You can check your registration at www.mcipcc.net. If you need to register for the first time, do so at the same site and use the below hints.

- **Your Legal Company Name** is the name that appears on your Articles of Incorporation/Amendment, and must match exactly the Name on your W-9 or Social Security Card. **DO NOT use a Trade Name or d/b/a.**
- The address you list in the CVRS system is the address that you would like the benefit payments to be mailed.
- **Use Commodity Code: 971-64** (Residential Space Rental or Lease) or, if you are a Sole Proprietorship, your TIN (Taxpayer ID number)
- Select '**Montgomery County Government**'. *If you do not select 'Montgomery County Government', your registration will not be processed.*
- **CVRS Customer Service can be reached at Phone: 866-963-2898.**



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The Application is asking me for a UEI number and SAMS number – what if I don't have those?

If you do not have an UEI or SAMS number, please just enter 0 where that information is requested.

How can a tenant prove they applied for or received funds from this program?

Anyone applying receives a confirmation email and can also log into their account to see the status of their application. Tenants may also receive an email from their case worker. When funds are awarded, an approval letter with program terms is sent to both landlord and tenant.

What can you tell me about my tenant's application?

If you are a landlord whose tenant has applied independently, you may contact us to confirm whether we have received their application. We will be in touch with you to confirm rental information and payment information before a final grant is awarded. If we are struggling to reach your tenant, we may ask for your assistance to make contact. We will not disclose any of the client's personal information.

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