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Frequently Asked Questions

Disclaimers:
- *Information included in this document will be updated on a regular basis when applicable.*

Application

1. **How do I apply for the Illinois Rental Payment Program?**
   - The ILRPP application is a joint application between the tenant and the landlord. Both the tenant and landlord may complete their online application by visiting the ILRPP Application Portal and completing the pre-eligibility questionnaire, creating an ILRPP account, and providing the required information and documents. Applicants are encouraged to review the eligibility criteria and list of required documents available at www.IllinoisHousingHelp.org prior to starting their application. There is no requirement for either the tenant or the landlord to complete their application before the other.

   - When complete, applications from the tenant and landlord will be paired and reviewed for eligibility. You will be contacted by IHDA via DoNotReplyILRPP2@ihda.org if further information is required.

- For tenants or landlords with barriers to accessing the online application, Housing Stability Service (HSS) Providers are standing by to help. Contact IHDA's ILRPP call center at (866)-IL-HELP-1 (866-454-3571) to be connected with an available HSS provider or visit www.IllinoisHousingHelp.org.

2. **How long will the application portal be open?**
   - Applications will be accepted beginning Monday, November 8 through Sunday, December 5, 2021 at 11:59 p.m. Neither party will be provided additional time to submit an application after this deadline. Additional application periods may be announced in 2022. Please check www.IllinoisHousingHelp.org for future program announcements.

3. **I received a notification that my tenant submitted an Illinois Rental Payment Program application. What does this this mean?**
   - Tenants can submit contact information for their landlords in their ILRPP application which generates an email invitation to participate in the program. The landlord should follow the link provided, create an account, and submit their application using the exact address and unit number (if applicable) listed in the email. If the address listed in the email is incorrect, please call IHDA's call center at (866) 454-ILHELP-1 (866-454-3571).

4. **Should the tenant or the landlord complete their application first?**
   - There is no requirement for one application to be completed before the other. Both the tenant and the landlord should take their time to collect all necessary documents required and complete their application on or before December 5, 2021 at 11:59 p.m. If either the tenant or the landlord completes the application first, the other party will receive an email invitation to create an ILRPP account and submit an application.

5. **Can I save my in-progress application and finish it later?**
   - Yes, your application progress will be saved every time you click the "Save and Next" button. If you need to stop and finish your application later you can log into your ILRPP account at ilrpp2.ihda.org, view your application dashboard, and click "Resume" to continue your application from the last saved point.

6. **Is there a limit to how many applications landlords can submit?**
   - There is not a limit. Housing providers may submit one application per current tenant household for as many households they believe meet the eligibility requirements. Landlords will be able to apply for multiple tenants in one application using the ILRPP Application Portal's bulk upload feature.

7. **What if my tenant does not want to participate in the Illinois Rental Payment Program?**
   - Tenants must complete an application in order to be considered for assistance. If the tenant chooses not to participate, the landlord's application cannot be completed and is ineligible.

8. **What should I do if I realized I made a mistake after I submitted my application?**
    - Please contact the Illinois Housing Development Authority call center at 1-866-ILHELP-1 (1-866-454-3571) with details on the corrections needed for your application.

Program Overview

9. **How much assistance can my tenant receive?**
    - Tenants are eligible to receive a one-time grant of up to $25,000 paid directly to their landlord on their behalf. However, if the landlord chooses not to complete their application, tenants may receive ILRPP payments directly. Grant amounts will vary and will be matched to the tenant's specific need.

    - Assistance will cover up to 18 months of emergency rental payments, including up to 15 months of missed rent payments and up to three months of future rent payments. Rent owed from June 2020 through April 2022 may be paid for with ILRPP funds.

    - Please note that households that received federal rental assistance previously may not receive more than 18 months of total assistance, regardless of the source of the assistance provided. In addition, the combined assistance received from the Illinois Rental Payment Program may not exceed a total of $25,000. Finally, households that received emergency rental payment assistance previously may not receive further ILRPP payments for those same months.

10. **How will Illinois Rental Payment Program funds be distributed to approved applicants?**
    - If an application is approved, IHDA will issue a grant payment directly to the landlord on behalf of the tenant in the form of a check using the payment information provided in the application. However, if the landlord chooses not to complete their application, tenants may receive ILRPP payments directly through a special review process. Tenants whose landlords are unresponsive or uncooperative will be contacted by IHDA for further direction.

11. **Will landlords have to repay any funds if their application is approved?**
    - No, the assistance is a grant.

12. **Will landlords pay taxes on Illinois Rental Payment Program funds if their application is approved?**
    - ILRPP assistance should be reported as rent received for tax purposes. Landlords should consult a tax or accounting professional for any questions regarding the impact of ILRPP assistance on state or federal taxes.

13. **Will the Illinois Rental Payment Program run out of funding?**
    - Funding for ILRPP is limited and IHDA will prioritize tenant households who have been unemployed for more than 90 days and those earning less than 50% of their area median income. IHDA will issue a press release when ILRPP funds are exhausted.

14. **Will any applications be given priority?**

- Federal rules require IHDA to prioritize applications from tenants who have been unemployed for more than 90 days and those earning less than 50% of the area median income. IHDA reserves the right to further prioritize applications to ensure the tenants with the highest risk of housing instability and homelessness are considered for ILRPP assistance.

Eligibility

15. **Who is eligible to receive assistance from the Illinois Rental Payment Program?**
    - Illinois tenants may be eligible to receive ILRPP assistance if:
        - The household is at risk of homelessness or housing instability (i.e. household received a past due rent or eviction notice).
        - The household lives in Illinois and rents their home as their primary residence.
        - The household is a low-income family (meaning those families whose incomes do not exceed 80% of the median income for the area, adjusted for household size, as determined by HUD). Find your county's income limits [here](#).
        - One or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during or due, directly or indirectly, to the coronavirus pandemic.

16. **Are there immigration status requirements for Illinois Rental Payment Program assistance?**
    - No, ILRPP assistance is available to all eligible renters in Illinois regardless of immigration status. ILRPP assistance is not a "public charge" benefit.

17. **Are my tenants eligible for the Illinois Rental Payment Program if they received emergency rental assistance from IHDA or other entities in the past?**
    - Yes, tenants may apply for additional assistance from ILRPP as long as the total number of months of federal rental assistance they have received does not exceed the program limit of 18 months, regardless of the source of the assistance provided. In addition, the combined assistance received from the Illinois Rental Payment Program may not exceed a total of $25,000 per household. Finally, households that received federal rental assistance previously may not receive further ILRPP payments for those same months. IHDA will adjust the ILRPP grant amount in these situations to avoid duplication of assistance.

18. **I am an out of state housing provider with a rental property in Illinois. Can I apply?**
    - Yes. If your tenant is an Illinois resident and is renting the unit as their primary residence, they may be eligible for ILRPP assistance.

19. **My tenants are Section 8/Housing Choice Voucher recipients. Are they eligible for the Illinois Rental Payment Program?**
    - Yes, tenants residing in state- or federally-subsidized housing are eligible to receive ILRPP assistance to cover the tenant-paid portion of rent. If the rental unit is part of a subsidized property, ILRPP funds cannot be applied to costs that have been or will be reimbursed under any other federal assistance. If anyone in the household receives rental

assistance other than the ILRPP grant, the ILRPP grant may only be used to pay for the tenant-paid portion of rent that is not already paid for by the other rental assistance.

- o For example, if the rent is $1,000 and the tenant's contribution is $200 a month with the remainder covered by a voucher or other subsidy, the tenant is eligible for $200 of ILRPP assistance per month.

20. **Are tenants in corporate, short-term, or temporary employer-provided housing eligible to receive assistance from the Illinois Rental Payment Program?**
- No, to be eligible for ILRPP assistance the unit must be the tenant's full-time, primary residence. Tenants renting on a temporary basis or those renting a secondary residence are not eligible to apply.

21. **I own and live in a multi-unit building which is also tenant occupied. If a tenant residing in my building meets eligibility requirements, can I submit an application for the Illinois Rental Payment Program?**
- Yes. In these situations, both the landlord and the tenant will sign a document containing the following provision:
  - o No one in the household residing in the Rental Unit is a member of the Housing Provider's family, -OR- a member of the Housing Provider's family occupies the Rental Unit, but the terms of the occupancy agreement and the amount of rent is comparable to what is offered to independent third parties.

Required Documents

22. **What documents do housing providers need to provide when applying for the Illinois Rental Payment Program?**
- Housing providers will need to provide the following documents to apply:
  - o Government-issued photo ID regardless of expiration date
  - o Evidence of past-due rent
  - o Evidence of ownership (copy of 2020 property tax bill or 2021 monthly mortgage statement)
  - o Current signed lease (if available)
  - o Fully executed and current property management agreement (if payment is made to a property manager)

- A list of acceptable documents is available here.

23. **What information do housing providers need to apply for the Illinois Rental Payment Program?**
- Housing providers will need the following information to apply:
  - o Valid email address for yourself and your tenant (must be accessible throughout the application review process).
  - o Rental unit information (unit type, address, rent amount)
  - o Grant payment information for check distribution

- o Social Security Number or Individual Taxpayer Identification Number (if payment is made to an individual)
- o Employee Identification Number (if payment is made to a business entity)
- o All required documents listed in question 23

24. Does my tenant need a lease to apply?

- A current lease is to be provided if one is available. If a current lease is not available, housing providers and tenants are still permitted to apply.

25. Does my tenant need a Social Security Number to apply?

- No, tenants do not need to provide a Social Security Number (SSN) or Individual Taxpayer ID Number (ITIN).

Moving Through the Review Process

26. What happens after I complete my application?

- After the landlord completes their application, it will be matched with their tenant's corresponding application if one has been submitted and will be considered eligible for review. If the tenant has not yet completed their application, they will receive a notification inviting them to create an ILRPP account and apply. You can check to see if your tenant has completed their application by logging into your ILRPP account at ilrpp2.ihda.org and viewing your status on your application dashboard.

- If further information is needed, you will be contacted by IHDA via DoNotReplyILRPP2@ihda.org with further instructions.

27. How can I check on the status of my submitted application?

- Applicants may check the status of their application by logging into their ILRPP account at ilrpp2.ihda.org. Your status will be listed on your application dashboard. Landlords will be able to review the status of all submitted applications on their dashboard. Please note that application status updates will not be available immediately.

28. What do the various application status terms mean?

- You will see these various status terms during the process:
  - o **Submitted Waiting for Match**: The application is waiting to be matched with the corresponding application for review.
  - o **Ready for Review**: The application is complete and ready for review.
  - o **In Review**: The application is currently being reviewed.
  - o **Needs More Info**: More information is needed. Please use the ADD DOCUMENT button to upload the requested documents.
  - o **Ready for Supervisor Review**: The application has been flagged for further review.
  - o **In Final Review**: The application is under final review.
  - o **In QC**: The application was selected for special review.
  - o **Approved**: The application was approved for funding.
  - o **Rejected**: The application is ineligible for funding.

- o **App Under Review – 1**: The application has been flagged for further review.
- o **App Under Review – 2**: The application has been flagged for possibly being a duplicate.
- o **Duplicate Application**: The application has been found to be a duplicate.

29. **When will I be notified if my application is approved for funding or deemed ineligible for funding?**
- Reviews and payouts of approved applications will begin in December 2021 after the application portal has closed. Please check your ILRPP account at ilrpp2.ihda.org for application status updates.

30. **How will I be notified if my application is approved for funding or deemed ineligible for funding?**
- All program communications will be sent to the email addresses provided in the application. Please make sure you maintain access to the email accounts associated with the application throughout the entire review and approval process.

More Information

31. **Can I apply to other emergency rental assistance programs offered by my city or county?**
- Yes. However, landlords cannot accept rental assistance from more than one source on behalf of the same tenant for the same months. Duplication of benefits is prohibited and IHDA will adjust the ILRPP grant amount as needed to avoid double payout of funds.

32. **What if my tenant moves out after receipt of Illinois Rental Payment Program funds?**
- You may apply the funds to the tenant's past due rent, and then return the excess funds to IHDA. See question 35 for instructions to return excess funds.

33. **I received ILRPP payments on behalf of a tenant who has already been assisted by another emergency rental assistance program. Do I need to return the ILRPP funds?**
- Yes. See question 35 for instructions to return excess funds.

34. **Can a landlord receive ILRPP assistance for a tenant who voluntarily moved out after submitting an application?**
- Yes. If the tenant resided in the unit at the time of application but voluntarily moved out prior to the application being approved for funding, landlords may apply ILRPP funds to the past due rent owed, and then return the excess funds to IHDA. See question 35 for instructions to return excess funds. If the tenant pays the past due amount prior to moving out, please contact the Illinois Housing Development Authority at 1-866-ILHELP-1 (1-866-454-3571) or Questions.ILRPP@ihda.org, and request for the application to be cancelled.

35. **How do I return excess Illinois Rental Payment Program funds to IHDA?**
- If, for any reason, the ILRPP Grant Award is in excess of the amount of money needed to satisfy rental arrearages and, up to three months of prospective rent for the Rental Unit, you must return the excess funds to IHDA.

- If you are returning the entire check, please send to one of the addresses below. If you are returning a portion of the funds, please make a check payable to "Illinois Housing Development Authority" and include the Rental Unit address and Tenant Name on the check and send to one of the addresses below:

- **If by regular mail:**
  > JP Morgan Chase
  > P.O. Box 735034
  > Chicago, IL 60673-5034

- **If by overnight/courier:**
  > JP Morgan Chase
  > Attn. P.O. Box 735034
  > 131 S Dearborn, 6th Floor
  > Chicago, Il 60603

36. **Can I evict my tenant if I applied for the Illinois Rental Payment Program or received funding?**
    - ILRPP grant funds are paid to the landlord <u>on behalf of the tenant</u>. Landlords must agree not to evict their tenant for rent not paid during the program coverage period as a condition of receiving ILRPP funds. The program coverage period includes all months for which ILRPP payments were received for rent arrearage as well as future months covered by ILRPP pre-payments. If eviction proceedings have been initiated, they must stop for an ILRPP application to be considered for payment. If a landlord evicts their tenant, they are no longer eligible to receive ILRPP assistance on that tenant's behalf.

    - Landlords who evict their tenant for unpaid rent after accepting their tenant's ILRPP payments have violated their grant agreement and are required to return ILRPP grant funds to IHDA.

37. **Who do I contact with questions about the Illinois Rental Payment Program?**
    - If you have any questions or if you are unsure about anything regarding your application, please refer to the list of Housing Stability Service Providers standing by to help at www.IllinoisHousingHelp.org. For additional assistance, contact the Illinois Housing Development Authority at 1-866-ILHELP-1 (1-866-454-3571) or Questions.ILRPP@ihda.org.

38. **What if my tenant also needs help paying their utility bills that are not included in the rental charge?**
    - Please visit www.IllinoisHousingHelp.org for information on eligibility and instructions to apply for utility assistance programs.

39. **What if my tenant needs additional help during the COVID-19 pandemic?**
    - If tenants are facing economic or social challenges in addition to struggling to pay their rent, please, please visit www.IllinoisHousingHelp.org for information on programs offered by the Illinois Department of Human Services, the Illinois Department of Commerce & Economic

Opportunity, and other partners working to assist persons who are experiencing food insecurity, have mental or physical health concerns, substance use concerns, excessive debt, legal challenges, immigration challenges, justice involvement, and domestic violence.

40. **What should I do if I think someone is submitting false information to IHDA in connection with the Illinois Rental Payment Program?**
   - IHDA takes all allegations of fraud seriously. If you have reason to believe someone is providing fraudulent information in an attempt to obtain emergency rental assistance, please visit the "Report Fraud" page of www.IllinoisHousingHelp.org and provide as much detail as possible so that IHDA can promptly investigate the matter. Alternatively, persons can file a complaint online with the Office of the Executive Inspector General.