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### 1. **How much rental assistance can I get through this program?**

You can get up to six months of assistance for rent due between March and December 2020. Payments will be based on the actual rent due in your living situation up to \$2000/month per renter/lessee. Payments will be made directly to the landlord as long as the landlord provides their required documents.

### 2. **Does this program cover utilities as well?**

Yes. The program can cover up to \$500/month per household in County funding for gas, electric, and/or internet (water and sewer are not eligible). Additionally the \$500/month allocation can pay for any monthly fees listed in the lease (i.e. late fee) and any gas, electric or internet late fees and any court costs. Payments will be made directly to utility companies and/or the landlord on behalf of the renter/lessee for a maximum of six months of assistance between March and December 2020.

*[Note: This cap was recently increased from \$200/month per household. Renters who already received \$200 in funding but have additional eligible expenses can receive up to the new \$500 limit retroactively.]*

### 3. **How do I submit the supporting documentation needed for my application?**

- If you are filling out an application for the first time, the best option is to attach all documents now to your online application. There are two ways to do this: You can either attach electronic versions of these documents if you have them or take photos of the documents with your phone and then attach them. Take a moment to collect what you need before getting started because the application is timed. You will have one hour to complete the application and your uploads.
- If you already submitted an application but need to provide supporting documents, the best option is to email them to: [ahicaresrrp@actionhousing.org](mailto:ahicaresrrp@actionhousing.org). Please include your name and application ID# in the subject line of your email. This will allow us to process your application quicker.

However, if you do not have access to e-mail, you may mail them or drop them off at:

**Allegheny County Economic Development**  
**Allegheny County COVID Rent Relief Program Application (must include)**  
**Chatham One, Suite 900**  
**112 Washington Place**  
**Pittsburgh, PA 15219**

Please make sure that your name, address, and phone number is included so that we know how to contact you.

## **For Renters/Lessees**

### 4. **What documentation counts as Proof of Address?**

Any ONE of the following is accepted. It should show the same address as the residence for which you are asking for rental assistance:

- Photo ID
- Current Utility Bill with Address
- Current Paystub with Address
- Canceled Check with Address
- Unemployment compensation award letter with Address

### 5. **What documentation counts as Proof of Household Income?**

Proof of household income is needed to show that your income does not exceed the [Area Median Income \(AMI\) for Allegheny County](#). You will need something from a third party that shows the amount of one month of income for every person named on the lease who is currently part of your household. Income can include wages; commissions/fees; gross business income; any other compensation for work/services provided (self-employed). Some options include:

- Current paystub
- a letter from employer stating current hours and wage or income

### 6. **What documentation counts as Proof of Loss of Income Due to COVID-19?**

You must provide documentation of one of these two situations:

- I. Unemployment Compensation document showing you became unemployed sometime after March 1, 2020.  
**OR**
- II. Documentation showing you have lost at least 30% in income sometime after March 1, 2020. This requires documenting at least one month each of your pre- and post-pandemic income.
  - Pre-pandemic income. Possible documents include:
    - 1 paystub from January or February 2020, or
    - Copy of 2019 tax returns, or
    - Letter from employer stating pre-pandemic income
  - Post-pandemic income. Possible documents include:
    - 1 paystub post-March 1st that demonstrates 30% loss of income, or
    - Letter from employer stating post-pandemic income

### 7. **What do I do if I do not have a written lease? Can I still apply?**

Yes, you can still apply. Oral leases will be codified by the program.

## For Landlords

**8. In addition to submitting the Landlord Application and the Landlord Property Certification, what other supporting documents must I provide?**

To receive a disbursement of funds, you will need to provide a copy of your W9. If you wish to receive the disbursement electronically, you will also need to provide your bank account information. These do not need to be provided at the time of application to be eligible, but no payments can be processed without the W9. We encourage you to submit these documents with your application.

**9. Do I need to provide anything to show proof of ownership?**

Proof of Ownership will be verified with the Allegheny County Real Estate Website. There is no need for you to submit anything.

**10. I need help completing my application. How can I get help?**

Staff at Action Housing is available to answer any questions. Please call them at 412-248-0021 (7 days a week from 8 a.m. to 4 p.m.) or email your questions to [ahicaresrrp@actionhousing.org](mailto:ahicaresrrp@actionhousing.org). They can also refer you to an agency in your community if you would like more hands-on assistance.

**11. How long does it take to process my application?**

There is no one answer to this. However, once both the Lessee and Landlord applications are received with all required documentation, then the eligibility review and financial processing can occur in 1-2 weeks.

**12. How do I figure out the status of my application/How do I know if my application is missing anything?**

Action Housing can check on the status of your application. Please call them at 412-248-0021 or email [ahicaresrrp@actionhousing.org](mailto:ahicaresrrp@actionhousing.org). You should include your application's confirmation # to facilitate the process. Please do not call the hotline to check your status more than once per week as it will cause delays in the staff's ability to call you back.

**13. How do I know if I was approved for assistance? How do I know if my Landlord, Gas, Electric or internet was paid?**

Both Tenant (lessee) and Landlord will receive a letter in the mail confirming the amount of rental assistance that has been approved and has been sent to the landlord for each payment. Keep this letter!

Utility assistance is handled separately. The tenant will receive a separate letter if any utility payments have been covered.

**14. How do I contact the person handling my application?**

Please contact 412-248-0021 or [ahicaresrrp@actionhousing.org](mailto:ahicaresrrp@actionhousing.org) to find out who is handling your application and their contact information. This will depend upon where in the process your application is.

**15. Who can I talk to about my denial?**

If you were denied, you will have received a Notification of Denial Form. This Form provides detailed information about how to appeal your denial. You are given a limited amount of time to appeal your denial, so please be sure to respond quickly if you believe an error has been made.

**16. I received assistance through Allegheny County Rent Relief and my Landlord is trying to evict me, what do I do?**

We believe that your application to the CARES Rent Relief Program could make you eligible for the Centers for Disease Control (CDC) Eviction Moratorium, but you still need to sign an [Affidavit](#) to qualify. Fill out and sign the affidavit and give it to your landlord (keep a copy for your records and indicate how it was delivered to your landlord).

If the CRRP program paid your landlord, he or she may also have agreed that they could not evict you for 60 days after the last payment from the program was made to the landlord.

If you would like further assistance about your rights, please call Neighborhood Legal Services at 412.255.6700 or the Community Justice Project at 412.434.6002 and mention to them that your landlord is trying to evict you even though you received CRRP assistance. If you are being evicted for a reason other than non-payment of rent, then you may also contact Neighborhood Legal Services for advice on what to do next.