

Technical Advisory



Oregon Housing and Community Services

March 24, 2021

LANDLORD COMPENSATION FUND PROGRAM – Round One Update

Thanks to everyone who has expressed an interest in Round One of the Landlord Compensation Fund program. The application deadline officially closed to new applicants and properties earlier this month, where \$50 million of funding is available for rent arrears accrued by current tenants for the period beginning April 2020 through February 2021, if they have submitted a signed Declaration of Financial Hardship.

System updates were completed by our software vendor to provide additional application process improvements. We appreciate the feedback we received from applicants and are happy to report that this comprehensive system-wide update will help streamline our application submission process for future rounds and will assist us in completing the current funding round as well. These system updates include an expedited process for rent roll and financial hardship uploads that makes it more straightforward and puts more power in the hands of the applicant, while still obtaining the necessary information to process applications through the scoring process.

We have successfully gathered information from applicants interested in continuing to be considered in Round One. These applications begun prior to the deadline that were not finalized due to technical and data difficulties still have an opportunity to be submitted. Staff are continuing to work with applicants to get their applications finalized and submitted by close of business, **March 30, 2021** when Round One will officially close.

The application portal is now open for Round One applicants ONLY, where they have previously created a project in the system. **REMINDER:** *This is only to finalize Round One application for the LCF program. No new properties may be created at this time.*

OHCS would like all interested Round One applicants to log back into the





system and complete the appropriate step outlined below:

- If you are an applicant that believes you have completed their application and submitted their Compensation Request (CR) – please log into the portal and confirm that your CR status is **Sent**. If not, you can confirm the details and then submit the existing CR.
- If you are an applicant that believes you have an open application, and submitted a survey with all the requested documentation, please log into the system, verify the information that has been uploaded on your behalf is correct, and continue the CR submission process from there.
- If you are an applicant that believes you have an open application and submitted a survey without attaching the requested documents, or some documents were incomplete, please log into the system to input the information required to finalize and submit the CR. This process should be relatively straight forward given the system upgrades that have been implemented.

You should have received an email with more information about your projected cohort, along with more details to help you finalize and submit your application. Additional written instructions and a walkthrough video have been published on the OHCS website. If you did not receive an email, but would like to finalize your already begun application, please attempt to log into the system and contact us at HCS.LCFsupport@HCS.gov if you cannot proceed.

Regardless of where you are in the process, if at any time you experience problems and / or require additional assistance, staff will be on hand via the **CHAT** feature for immediate support during regular business hours. Email support will also be available to help you complete the process if your question or issue cannot be resolved via the **CHAT** feature. **Please note:** *The system support staffing is limited. If we are unable to assist you immediately, please send an e-mail to HCS.LCFsupport@HCS.gov and we will assist you as soon as quickly as possible.*

For landlords in the above-described scenarios, the application portal is now open to allow Round One applicants the opportunity to finalize and submit their application **prior to the 5 PM deadline on Tuesday, March 30, 2021** if they so choose.

If you would prefer to wait until Round Two, which will be inclusive of rent arrears accrued beginning April 2020 through April 2021, you do not need





to do anything until the portal reopens for Round Two.

Round Two of the LCF program will open upon announcement in April 2021 and will include an additional \$50 million in assistance covering the rent arrears accrued from April 1, 2020 through April 30, 2021.

