## Applying to the Oregon Emergency Rental Assistance Program is not an instantaneous process. Learn about the three key phases:

### Phase 1: Application submittal through the OERAP State portal

1. After you've applied to OERAP and uploaded the necessary documentation, you can conveniently log in to the State portal to check your status anytime.

2. Next, your application will be sent to a program administrator based on address/zip code to be processed.

3. You will receive an email if/when your status changes as it is being processed

### Phase 2: Local level application processing and verification

4. Incomplete applications are one of the biggest reason for slow processing. Once the local level program administrator confirms your application is complete and you are eligible for the program they will contact your landlord/and or utility provider to verify documentation.

5. If the Landlord (and separately the Utility provider) approves then you will receive an email that your application is advancing and a status update that your rent/and or utilities will be covered. If they do not, then the program administrator will take steps to pay you directly. Please note, Landlord participation is often required to receive full rental payment coverage—direct payments to tenants are limited.

6. During this phase, please be advised that the COVID-19 pandemic has financially impacted numerous households across Oregon and OERAP expects a large applicant pool. "Hardest hit" and vulnerable households will be served first. (See prioritization information) Program administrators are working as fast as they can. Patience with the large applicant volume is appreciated. Please continue to log into the system to check your status. Not all who apply will receive assistance. Some applications may have long wait times depending on region, income limit and other qualifying factors. Applicants are encouraged to continue exploring local level resources while they wait.

### Phase 3: Payment by Program Administrator:

7. In most cases, your landlord or utility provider will be paid directly by the local level administrator to bring you current on past due or future bills.

8. You will receive confirmation from your program administrator when your rent and/or utility bills are paid/forgiven/brought current. Please keep a copy for your records. This repayment prevents COVID-era rental and credit records from being used against you if/when you apply to rent in the future.

9. You may qualify for additional assistance in the future. Check the OERAP website for information on how to re-certify.

*OERAP cannot provide legal advice. Applicants in need of information about tenant rights and eviction protections should consult with an attorney or the Oregon Law Center as quickly as possible. See www.oregonlawhelp.org or https://www.osbar.org/public/