



# Oregon Emergency Rental Assistance Program (OERAP) Pause on New Applications

## Partner Communications Toolkit

### Introduction

Based on the number of Oregon Emergency Rental Assistance Program applications that have been processed or will be processed by Oregon Housing and Community Services and Local Program Administrators (LPAs), the state estimates it has allocated nearly all of the \$289 million in federal ERA funding received to date.

**As a result, the state made the difficult decision to pause accepting new applications for OERAP for six weeks, starting Wednesday, December 1 at 11:59 p.m.** The state allocated the federal funding much more quickly than many other counties and states and is currently ranked 7th nationwide in percent of ERA1 funds paid or obligated. We are now shifting focus to advocating for more federal funding and processing applications we currently have in the queue.

Below are several materials to help you communicate with renters about this announcement. If you have any questions about this toolkit, please reach out to Amy Nehl, OHCS Director of Public Affairs at [amy.nehl@hcs.oregon.gov](mailto:amy.nehl@hcs.oregon.gov).

Toolkit contents include:

[Talking Points for Tenants](#)

[Frequently Asked Questions](#)

[Social Media Posts](#)

[Newsletter/Website Content](#)

# Talking Points for Tenants

*Please use the following talking points when communicating directly with tenants.*

- We understand this is a stressful time for you and we want to be sure you have every resource available to help you in staying safely and affordably housed.
- Starting Wednesday, December 1, new applications for the Oregon Emergency Rental Assistance (OERAP) will be paused for six weeks. With the amount of funding that has been paid or will be paid for applications in the queue, the current program funds are committed.
- **Haven't applied/need assistance:**
  - If you've fallen behind on rent, you should apply for OERAP as soon as possible at [oregonrentalassistance.org](https://oregonrentalassistance.org) or by calling 211. Don't delay. If you think you aren't going to be able to pay December rent, you should apply right away, but before **Wednesday, December 1 at 11:59 p.m.**
  - You will then need to show your landlord proof that you applied for the program as soon as your application is completed and submitted.
  - New OERAP applications will not be accepted after **Wednesday, December 1 at 11:59 p.m.** for six weeks.
- **Applied/application not processed:**
  - If you've already completed an application for rental assistance, your application will be processed. The state continues to prioritize applications that have aged out of the 60- and 90-day windows of protection.
  - If you've applied for assistance but your landlord has not been paid, be sure to check your application status online or contact the agency where you submitted your application. You can check the status of your application at [oregonrentalassistance.org](https://oregonrentalassistance.org). Check your spam folder and voicemail in case someone has reached out to get further details from you.
- **Incomplete application:**
  - If you have started but not completed your application, you should finish your application right away at <https://oerap.oregon.gov/#/>. You will then want to show your landlord proof you applied in order to receive the safe harbor protection.
  - You cannot be evicted for 60 days (90 days in Multnomah County and unincorporated Washington County) from when you show your landlord you applied. You will need to complete your application **by Wednesday, December 1 at 11:59 p.m.**
- Numerous other rental and utility assistance programs are available across the state. Visit <https://www.oregonrentalassistance.org/additional-assistance/> for a full list. You can receive the 60 day safe harbor protection by applying for any rental assistance program in the state.
- Some cities and counties also received ERA1 grants directly from the U.S. Treasury. If you live in one of the following areas, you may be able to apply for emergency rental

assistance directly through them. Go to <https://www.oregonrentalassistance.org/additional-assistance/> to find their contact information.

- City of Portland
  - Clackamas County
  - Lane County
  - Marion County
  - Multnomah County
  - Washington County
- If you receive an eviction notice, you should contact 211 immediately and they can refer you to resources and information to assist you.
  - If you received a court summons for eviction, call the Eviction Defense Project line (888-585-9638) or email the Project ([evictiondefense@oregonlawcenter.org](mailto:evictiondefense@oregonlawcenter.org)) to seek legal help.
  - If you have questions about your application during the pause, you can call 211, check the status online, use the chat function on the website, or contact your local County housing agency.

## Frequently Asked Questions

1. **Why did OHCS pause accepting new applications?** With the total amount of OERAP rental assistance paid, obligated and requested to date from applications in the queue, OHCS doesn't have enough federal funding to continue accepting new OERAP applications at this time.
2. **What does the new application pause mean for me?** If you have submitted a completed application, your application will be processed. If you have an incomplete application, you will need to complete it by Wednesday, December 1 at 11:59 p.m. If you have not applied and need rental assistance, you will have until Wednesday, December 1 at 11:59 p.m. to apply for OERAP. After that, you will need to visit <https://www.oregonrentalassistance.org/additional-assistance/> or call 211 for other rental and utility assistance support.
3. **My application hasn't been processed. What will happen to it?** If it was successfully submitted and completed by Wednesday, December 1 at 11:59 p.m., it will be processed. You may log into the application portal to see what stage of the process your application is at any time. The system will email you when your application moves to the next step or if any additional documentation is required.
4. **I need emergency rental assistance. Where else can I get help?** You can apply for OERAP until Wednesday, December 1 at 11:59 p.m. After that, you will need to visit

<https://www.oregonrentalassistance.org/additional-assistance/> or call 211 for other rental and utility assistance support.

5. **I started an application but didn't complete it. Can I still do that?** You need to complete your application by Wednesday, December 1 at 11:59 p.m.
6. **Will my application still be processed during the pause?** Yes. All completed applications will be processed. Incomplete applications will need to be finalized and submitted prior to the pause.
7. **When will you begin accepting new applications again?** We are working hard to secure additional funding for this program. We are planning to start accepting applications again after the 6-week pause. We will continue to share updates at [oregonrentalassistance.org](https://www.oregonrentalassistance.org) or you can call 211 if you need support.
8. **Is there a waitlist?** At this time, there will not be a waitlist. We want to ensure that any applications received are able to be paid. We do not want to set an unrealistic expectation that tenants will receive assistance until we have clear commitments for additional funding and have a clear timeline for when we will receive additional funding.
9. **Can my application be backdated during the pause?** No. Your application date is based on the day you submit your completed application.
10. **Will new applications be accepted after the pause ends?** We are optimistic that we will receive additional federal funding, but we do not know when. We hope to be able to open the portal again at the beginning of January 2022.
11. **Where do I mail my application to before December 1?** Visit <https://www.oregonrentalassistance.org/additional-assistance/> to find out the address of your Local Public Administrator. Applications must be postmarked by December 1, 2021.
12. **Will this delay payment to Landlords?** No. all applications that have been completed by December 1 will be processed if the applicant is eligible. The system will email applicants when their application is processed and moves to the next step or if any additional documentation is required.

Social Media Posts

## Social post #1 announcing the pause

The Oregon Emergency Rental Assistance Program (OERAP) will pause accepting new applications on 12/1 for 6 weeks. At this time, the state has committed nearly all available federal funds. Complete your application or apply before 12/1 at 11:59 p.m. [oregonrentalassistance.org](http://oregonrentalassistance.org).



The graphic consists of two main panels. The left panel has a blue background and contains the text: "Alert!" followed by a horizontal line, then "The Oregon Emergency Rental Assistance Program (OERAP) is pausing accepting new applications for 6 weeks". The right panel has a light blue background and features a faint bell icon. Overlaid on the bell is the text: "Finish your application or apply by Dec. 1 at 11:59pm to be eligible for OERAP". Below these panels is the OERAP logo, which depicts a house with hands holding it, and the text "OREGON Emergency Rental Assistance Program". To the right of the logo is the instruction: "Go to OregonRentalAssistance.org or call 211".

### Facebook/LinkedIn

The Oregon Emergency Rental Assistance Program (OERAP) will pause accepting new applications starting on 12/1 for 6 weeks. At this time, OHCS estimates they are close to having committed all available federal funds. Apply right away if you don't think you can December rent. If you completed and submitted your application, it will be processed as soon as possible. If you have an incomplete application, you need to complete it before 12/1 at 11:59 p.m. Go to [oregonrentalassistance.org](http://oregonrentalassistance.org) to apply or finish your application TODAY.

**Alert!**

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Finish your  
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Go to [OregonRentalAssistance.org](https://OregonRentalAssistance.org) or call 211

Social post #2 reminder about the pause - to send on 11/19

**Twitter**

REMINDER! The Oregon Emergency Rental Assistance Program (OERAP) will pause accepting new applications on 12/1 for 6 weeks. At this time, the state has committed nearly all available federal funds. If you completed your application, it will be processed as quickly as possible. Apply TODAY or complete your application by 12/1 at 11:59 p.m. [oregonrentalassistance.org](https://oregonrentalassistance.org).

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**Facebook/LinkedIn/Instagram**

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## Newsletter/Website Content

On December 1, the Oregon Emergency Rental Assistance Program (OERAP) will pause accepting new applications for six weeks. The state has paid or committed all available federal funds at this time and will be advocating for more funding in the coming weeks.

Here's what you need to know:

- If you've fallen behind on rent, or think you may fall behind in December, you should apply for OERAP as soon as possible at [oregonrentalassistance.org](https://oregonrentalassistance.org) or by calling 211.
- You have until Wednesday, December 1 at 12:59 p.m. to apply or finish your application.
- If you've already completed and submitted your application for rental assistance, OHCS will process and pay your application as soon as possible.

Remember, Oregon has safe harbor rules in place that means you can't be evicted for 60 days (or 90 days in Multnomah County and unincorporated Washington County) if you show your landlord proof you have applied for any emergency rental assistance program.

If you miss the deadline, there are numerous other rental and utility assistance programs available. Visit [oregonrentalassistance.org/additional-assistance](https://oregonrentalassistance.org/additional-assistance) for a full list or call 211.