

Landlord Compensation Fund Webinar - May 13, 2021 at 3:30PM

Question	Answer(s)
Hi - Do we know when Round 2 funds will be dispersed?	30-60 days after signing grant agreements, which varies for each landlord
I use 2 rooms for Airbnb. In March 2020 my business died for a while. Can I ask for some funding for this loss?	Air BnB's generally don't fall under the Residential Landlord Law so they are generally not covered by LCF
What if a tenant submitted a declaration in round 1 through the LCF portal, however that application was not accepted, how would you like us to retrieve that signed declaration from round 1 to use for round 2?	All applications in round one were accepted. Please elevate this to HCS.LCF@oregon.gov. If your declaration had been uploaded into the system staff would be able to retrieve it to connect with your round three application if you do not still have a copy.
I had applied for three properties but only received approval on one How do I find out what happened with the two that were not approved.	Did you have signed copied of financial hardship for all properties? The program requires that hardship, and that may be the reason you are not seeing the other properties. I recommend elevating this to the customer service team: hcs.lcf@oregon.gov
A tenant told me he was having trouble with his finances but wanted to keep paying rent. We reduced his rent from \$1100 to \$950. Can I get assistance with this? It lasted about 4-5 months before he moved out.	Former tenants will be included as eligible in round three, and will still require that you have a signed Declaration of Financial Hardship. Eligible rent would be the lease rent, if you were discounting the rent then you should be fine requesting the lease rental rate. If you revised their lease rent rate then you would be limited to the rent on the lease.
Our round one app didn't submit. I have updated only the residents that have still not paid. Do I need to update the entire rent roll to include April/May?	For round 2, yes
If there was anticipated \$500 million or more in unpaid rent in Oregon, and only \$45 million have applied, 1) what do you think the disconnect is with the variance in amounts paid vs amounts outstanding 2) what will happen with the remaining funding?	Good question and right now I think we can only speculate. This guidance has not been given to our agency yet. If there were any remaining funds, they would be returned to the State.
If we apply for the Landlord Compensation Fund and are approved, then find out our tenant has been approved for rent assistance, are we able to turn down the Landlord Compensation in order to get 100% of rent vs 80% of rent?	If they have not signed the final grant agreement, yes. If they have signed the grant agreement they should try to use the other funds for future rents.
What should we do if after round 1 application was submitted but now the resident moved recently.	If they were a resident when you applied, you do not need to do anything. Mail forwarding will allow the written tenant notice to be forwarded to the new address.

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Who do we contact if we have questions?	If you have questions about the LCF program please reach out to HCS.LCF@oregon.gov. If you have technical questions about your application reach out to HCS.LCFsupport@oregon.gov.
can we include a declaration of hardship with the final accounting when a resident moves out and leaves a large balance accrued during the COVID time?	In round three, past tenants can be covered so long as we have the signed declaration of financial hardship and their current address.
If the landlord is approved for funds, would the landlord also waive rights for future non-payment issues and for how long?	Just until the end of the moratorium, June 30th
Due to the bugs with the software do you foresee an extension?	We do not anticipate
Is pet rent considered rent in this program?	In round one and two LCF has limited to base residential rent as established in lease agreements in order to allow broad use of the limited resources. If the rent on the lease is inclusive (i.e. does not specifically charge the tenant extra in the lease but is considered a lease amenity) of charges to support having a pet or occupying garage space, then it would allowable in round one and two of the LCF program. If they are additions to a lease agreement, we have not considered part of the residential rent for round one and two but plan to expand coverage in round three to allow for these additive costs as well as to cover former tenants.
But, if the tenant applies for hardship funds, they ultimately can just keep the money and not pay the landlord, correct?	No, the payment goes to the landlord not the tenant.
Is a landlord required to apply for funding if requested by a tenant?	No.
Some tenants have asked if they will be taxed on funds received through the compensation fund....how do we respond?	OHCS cannot provide legal tax guidance, though in most cases these payments are considered emergency payments. We recommend tenants reach out to the Oregon Law Center with this question: https://oregonlawcenter.org/how-to-get-help/find-your-local-office/
What is the process that occurs after an application is submitted? At what point are you no longer able to back-out?	Once the landlord signs the grant agreement and is referred to the housing authority for payment, it is considered final.

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Sorry to be a bother, not sure you are addressing these questions, but when will the first series of payments actually be issued? It has been 85+ days since the first applications were submitted.	Our Public Housing Authority partners are working on completing round one applications. They are verifying ownership and preparing to make payments, and they estimate that process will take 30-60 days. Ultimately, this timeline will depend on the staff capacity for our partners and payments may go out sooner than 30-60 days.
Any possibility I can talk to someone live tomorrow to make corrections to my submittal?	Please send an email to HCS.LCF@oregon.gov requesting a phone call and someone will follow up with you during business hours. Those that do not have access to computer and email may leave a message at 503-986-6765 and staff will get back to you within business hours (M-F, 8-5)
I did not hear whether or not my application was approved for funding in Round 1. When I submitted my application for Round 2 which included Round 1 data, will that cause a problem?	Please reach out to hcs.lcf@oregon.gov to elevate this to our customer service team. In most cases, we would ask that tenant-based rent be applied to future rent.
I also have a resident that passed and they did sign a declaration before his death. I would like to know if we can apply as he owed significant amount.	Please send me your email as we need to consult our legal counsel on tenants that passed.
In that case, why is it going to take the Housing Authorities 30 - 60 days to process the applications?	Round 2 closes on Next Monday and we may need some time to score and get HAP's signed (assume 2 weeks) PHA's have 30-60 days from there.
Residents included in the application with a declaration form will only get notified AFTER the application's been approved (if approved) correct?	Tenants will receive notice that their rent has been forgiven after landlords are paid when the Housing Authority mails a paper letter.
Where is the information on emergency rental assistance?	Beginning Wednesday at 10 AM, tenants can apply online. Learn more: https://www.oregon.gov/ohcs/housing-assistance/Pages/emergency-rental-assistance.aspx
With the 65 million unclaimed money, will the landlord be compensated for the 20% loss at some point?	That would require a change to Oregon Revised Statutes, we don't have legal flexibility to provide increased compensation.
So just to verify I understand, would we include your rent roll template with just the tenants we are applying for and then include our own rent roll as an additional document that includes all tenants?	The rent roll you upload to attach to your application must have all of the tenants on it in Round One and Two; this can be in your own format and does not need to use our template document.
If these funds need to be returned if not spent by the end of June, are we still going to be able to get funded for our applications since the funds have been slow to go out?	The funds need to be committed by June 30th, but payments to landlords can be made after that date. The award notice email satisfies that commitment requirement.

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In round 3 will there be coverage for lease termination fees for former residents that moved due to covid?	The Landlord Compensation Fund can only cover rental debt, not fees
How will the landlord know that the debts have been funded	The landlord will received an invitation to sign a grant agreement with the award specified through the application portal.
Why hasn't the State of Oregon just required the tenants that are in arrears to seek help/financial assistance from the state or Oregon (voucher basis) and keep the landlords out of it?	The state funded the Supporting Tenants Accessing Rental Relief (STARR) program for tenants. Local Community Action Agencies are accepting tenant applications: https://www.oregon.gov/ohcs/housing-assistance/Pages/supporting-tenants-accessing-rental-relief.aspx
What do we do with funds received for the 1st round if the resident has since paid?	<p>There are many different federal, state and local programs offering assistance and some tenants may have the means after signing the declaration to provide payment. HB-4401 is clear that if a Landlord is awarded funds and accepts the terms of the LCF program the Landlord will receive 80% of the debt owed and the Landlord must forgive the remaining 20%. Landlords have three options if they receive payment from a tenant after agreeing to the terms and conditions of the program:</p> <ol style="list-style-type: none"> 1. If the additional rental payment received can be applied to future rent OHCS encourages Landlords to apply the additional funds to these future debts (this is particularly a good option for tenant paid rent but can also be applied to other sources as well). 2. Landlords may refuse or return the money received from the other source so it can go to another tenant in need. 3. You can pay back the LCF fund. Please note that HB-4401 requires that the LCF fund be reimbursed at 100% of the rent (LCF funds plus the forgivable portion).

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<p>What are our options in the unlikely event that a tenant pays May rent after the close of Round 2 on May 17.</p>	<p>There are many different federal, state and local programs offering assistance and some tenants may have the means after signing the declaration to provide payment. HB-4401 is clear that if a Landlord is awarded funds and accepts the terms of the LCF program the Landlord will receive 80% of the debt owed and the Landlord must forgive the remaining 20%. Landlords have three options if they receive payment from a tenant after agreeing to the terms and conditions of the program:</p> <ol style="list-style-type: none"> 1. If the additional rental payment received can be applied to future rent OHCS encourages Landlords to apply the additional funds to these future debts (this is particularly a good option for tenant paid rent but can also be applied to other sources as well). 2. Landlords may refuse or return the money received from the other source so it can go to another tenant in need. 3. You can pay back the LCF fund. Please note that HB-4401 requires that the LCF fund be reimbursed at 100% of the rent (LCF funds plus the forgivable portion).
<p>When/if I receive the compensation I applied for, should I submit a 1099 to the tenant and IRS for the tenant's debt forgiveness?</p>	<p>This is something we recommend you speak with your attorney about.</p>
<p>If the tenant left the rental property and we were stuck with the abandon property process and the eviction - which would also include 2 months of unpaid rent before abandoning the property, is there any chance of requesting landlord assistance funds? This is a case of having no communication capabilities.</p>	<p>Round 3 will include coverage for former tenants, however you will need to have a signed Declaration of Financial Hardship along with a current address for the tenant.</p>
<p>that was my question about the 2 roommates (plus me) - when they left, they were paid up for all their rent. the rent I'm missing is because I couldn't rent the rooms due to COVID-19 concerns. so there are no actual people owing me money, just rooms that couldn't be rented during the pandemic</p>	<p>Unfortunately, this program cannot cover missed rent from vacant units</p>
<p>what's the average timeline from when an application is submitted and funding is received?</p>	<p>We are estimating around 60 days from when the round closes. That was not the case for round 1 though as we had delays due to system issues.</p>

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When they payment is issued does it show the breakdown of the payments per apartment?	The compensation request that you finalized in the application portal will have the unit by unit breakdown, it is not included in your payment.
So, how can a landlord get relief if a tenant will not respond/fill out the Hardship form? Also, if you have to evict them, you are likely not going to get them to fill out a Hardship form or get any future forwarding information. Any suggestions on how to handle?	We have a tenant FAQ that explains how signing that form may lead to rent forgiveness. I recommend sharing this: https://www.oregon.gov/ohcs/housing-assistance/Documents/LCF/02-17-2021-LCF-Tenant-FAQ.pdf
Is there a form of communication that goes out notifying your upload was done correctly? I can't seem to delete a resident that the system duplicated, any suggestions? I was told through the chat that once it's submitted it can't be deleted even though there's a delete button?	We suggest emailing the application support team to help with this fix: hcs.lcfsupport@oregon.gov
What is the process for going back to April 2020 to collect debt owed for PAST residents? Will a waiver/letter be required? Try to get a Declaration?	We will need a signed declaration of financial hardship and their current address
Will funding approval be communicated before 7/1/21?	Yes
Will Round 3 also include April 2020-June 30 2021, including former tenants?	Yes
Do you recommend applying in phase three again if I do not receive funding for phase two?	Yes! We're encourage landlords to apply if they have tenants with signed declarations of financial hardship that have rental debt which has not been covered in prior LCF awards.
If we have entered only the tenants who need assistance do we need to go back and reenter all the other units also?	No, you will just need to have uploaded the rent roll with the data on the other units.
Or can we only upload our own rent roll and that will be enough?	Yes, you can upload rent rolls in the format you use
Should I have been notified of my Round 1 application status by now?	Yes, you should have received an invitation to sign a grant agreement. Perhaps it might have gone to a spam folder; if you log in and look at your compensation request and it indicates Landlord Review, please review it for accuracy and click the green button to submit for fiscal review in order for it to be processed in round one.
I had submitted this question earlier. I received a Declaration after I submitted, can I update my submittal?	You can email that form to the Application Support team and they can help get that updated for you: hcs.lcfsupport@oregon.gov

Question	Answer(s)
How do I apply when I don't have a Microsoft license to use the rent roll excel spreadsheet... Is the State of Oregon going to reimburse us for this ?	You don't need a Microsoft license to upload the rent roll. You can upload a PDF or other formats in Round 2.
When will I received my Round #1 funding?	The round one funding is at the Housing Authorities. They are processing and sending out payments every day; the speed will vary by the area and how difficult ownership verification and fund transfer is. They have 30 - 60 days to make payment.
Are you calling tenants to confirm back rent amount? Does my application depend on my tenant approving it?	No, tenants do not need to affirm the rent payments submitted by landlords. However, they will receive written notice of the rent covered through the program and will be able to notify the state if they disagree that that rent had been owed.
Are you planning on changing things between round 2 & 3 on the portal? The rent roll spreadsheet is a lot for landlord with a lot of units.	We are evaluating whether we will be able to change the requirements for the rent roll in round three; we do anticipate expanding coverage to former tenants but do not anticipate making substantial shifts in the portal itself.
Regarding the link in the chat box for reporting Fraud: I assume this is for reporting tenants fraudulently applying? Most/all of the tenants that I have heard of/seen, are withholding rent "just because we can". I feel like party to fraud if I agree to take money from the state/taxpayers when the tenants are applying when they have no actual loss of income. It's all I hear about from other landlords as well, more than actual legitimate hardship. Why can't we place the responsibility on the tenants to apply and lie or tell the truth and leave us out of it? If I turn in a tenant, first of all, I look really bad and destroy that relationship. Then I might not be able to "prove it". And I lose out on any rent compensation at all.	We do not have a roll in addressing claims of fraudulently claimed tenant declaration of financial hardship and would refer you to your attorneys.
I inadvertently entered one tenant twice. How can I correct it?	Please reach out to HCS.LCFsupport@oregon.gov and someone will be able to make that change to your application for you.
I just checked my CR, status is Submitted for Funding. Do I wait for Housing Authority now? How will they communicate to me?	That means your application is at the Housing Authority and they will be reviewing and making payments; they have been given your contact information.

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<p>Is there a plan to distribute Round #2 funds faster? We're starting to see residents not pay rent because they think/hope they will get money through LCF. If the LCF doesn't distribute funds more quickly this will have a negative impact on landlords as we still have to forgive 20%</p>	<p>We do anticipate that the second round processing and closure will go a lot faster as we will not be re-building the application system.</p>
<p>Would a landlord be able to file in round 3 for past resident from a property they sold during round 1?</p>	<p>The landlord must be the owner at the time of application and when signing the grant agreement will need to attest that they have the ability to clear the rent debt from the tenant upon receipt of funds. That is generally not a control that a former owner has.</p>
<p>Do you have any stats on how much/what percentage of Round 1 went to landlords with 1-4 units, versus landlords with 5 or more units?</p>	<p>We have not yet compiled detailed statistics on these properties but will be doing so in the coming weeks.</p>
<p>I recently sold a property where the tenant owed three months rent. He has signed the hardship declaration. Am I able to file for compensation from the fund?</p>	<p>The landlord must be the owner at the time of application and when signing the grant agreement will need to attest that they have the ability to clear the rent debt from the tenant upon receipt of funds. That is generally not a control that a former owner has.</p>
<p>I have one tenant currently in a rental unit. My submission from round 1 is showing status of "Submitted for Funding". Since then, I have more unpaid rent I would like to submit for LCF. How should I submit a request for additional LCF?</p>	<p>You can submit another application for round two for the additional months (March / April / May 2021) covered in this round. There are detailed instructions on this in the instruction manually; essentially you will log into the same property, complete a scorecard, and then for the tenants covered in a round one application only include the additional months on your compensation request.</p>
<p>How do we access signed declarations submitted through the LCF portal? Is there a way for us to show if a tenant has already submitted their declaration on the LCF site?</p>	<p>If you had elected to send out an electronic notice to tenants to complete their declaration of financial hardship, please reach out to HCS.LCFsupport@oregon.gov to gain access to the completed form.</p>
<p>We have a property that was sold on Feb 23 and I applied for the funds due on behalf of the sellers, as the new buyers didn't actually buy the delinquencies so they are supposed to forward any payments they received to the sellers for the past aged due as of date of closing (they haven't). We were going to apply the rents and supply a new aged receivable with the portion we forgave and the new funds being applied to update the residents ledgers. Did we do this incorrectly?</p>	<p>This should be OK as long as the recipients are able to forgive 100% of the rent owed for the months covered through the LCF program; if you need more detailed guidance please submit your inquiry to HCS.LCF@oregon.gov</p>

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<p>We have not received our round one funds yet so the tenant accounts have not been updated - is it OK to leave the total due in the rent roll as long as we only request rent that we did not request prior in the application process?</p>	<p>Yes, that is exactly right.</p>
<p>How much funding has been requested?</p>	<p>Round one put out over \$40 million in funding, and so far \$15 million has been requested in round two. We expect that to increase over the coming days as the application closes on Monday 5/17 however it seems unlikely that we'll get more than \$70 million in funding requested.</p>
<p>Can this program cover garage rent?</p>	<p>In round one and two LCF has limited to base residential rent as established in lease agreements in order to allow broad use of the limited resources. If the rent on the lease is inclusive (i.e. does not specifically charge the tenant extra in the lease but is considered a lease amenity) of charges to support having a pet or occupying garage space, then it would allowable in round one and two of the LCF program. If they are additions to a lease agreement, we have not considered part of the residential rent for round one and two but plan to expand coverage in round three to allow for these additive costs as well as to cover former tenants.</p>
<p>The information I received when applying for the LCF, I was told pets are not considered for compensation, even though its part of the rent agreement. I had to deduct the pet rent from my application.</p>	<p>In round one and two LCF has limited to base residential rent as established in lease agreements in order to allow broad use of the limited resources. If the rent on the lease is inclusive (i.e. does not specifically charge the tenant extra in the lease but is considered a lease amenity) of charges to support having a pet or occupying garage space, then it would allowable in round one and two of the LCF program. If they are additions to a lease agreement, we have not considered part of the residential rent for round one and two but plan to expand coverage in round three to allow for these additive costs as well as to cover former tenants.</p>