Illinois Rental Payment Program
Frequently Asked Questions for
TENANTS

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Frequently Asked Questions

Information included in this document will be updated on a regular basis as applicable

Application

1. **How do I apply for the Illinois Rental Payment Program?**
   - The ILRPP application is a joint application that begins with the housing provider or landlord. After the housing provider completes their section, the tenant will be contacted by email with instructions to complete their portion of the application. **All ILRPP applications must be submitted online at ILRPP.IHDA.org**. An application will not be considered complete until both the housing provider and the tenant complete their sections of the joint application.

   - For tenants with barriers to accessing the online application, housing support service organizations are standing by to help. Contact IHDA's ILRPP call center at 1-866-454-3571 to be connected with an available agency.

2. **What if my landlord does not want to participate in the Illinois Rental Payment Program?**
   - If a landlord has declined to receive ILRPP assistance on a renter's behalf, tenants may still be eligible for assistance during an upcoming tenant application period. Please contact one of the housing support service agencies listed at www.IHDA.org. They will help you in the process of applying for ILRPP assistance.

Program Overview

3. **How much assistance can tenants receive?**
   - Tenants whose applications are approved will receive a one-time grant matched to their specific need, paid directly to their housing provider. Grant amounts will vary, and the maximum grant amount is $25,000. Assistance will cover up to 15 months of emergency rental assistance, paying up to 12 months of missed rent payments and up to three months of future rent payments. The coverage period is June 2020 through August 2021.

4. **How will Illinois Rental Payment Program funds be distributed to approved applicants?**
   - If a tenant's application is approved IHDA will issue a grant payment directly to their landlord on their behalf in the form of a check using the payment information provided in the application.

5. **Will tenants have to repay any funds if their application is approved?**
   - No, the assistance is a grant.

6. **Will tenants pay taxes on Illinois Rental Payment Program funds if their application is approved?**

- No, ILRPP assistance awarded to renter households is not considered income for tax purposes.

7. **Will the Illinois Rental Payment Program pay for utilities?**
   - No, in order to provide assistance to as many renters as possible, ILRPP grants will only cover rent payments for the period of June 2020 through August 2021.

8. **Will the Illinois Rental Payment Program run out of funding?**
   - The emergency assistance is provided by the Federal government, and we believe Illinois has enough funding to help all residents who are confirmed to qualify for assistance.

9. **Is there assistance for people who own their home?**
   - Unfortunately, the Illinois Rental Payment Program is only available to renters. IHDA encourages homeowners to contact their mortgage servicer (the agency that sends your mortgage statements) to discuss their specific situation.

Eligibility

10. **Who is eligible to receive assistance from the Illinois Rental Payment Program?**
    - Illinois tenants may be eligible to receive ILRPP assistance if:
      - The household is behind on their rent for at least 30 days.
      - The household lives in Illinois and rents their home as their primary residence.
      - The household's income in 2020 was below 80% of the area median income, adjusted for household size (find county income limits [here](#)).
      - The household experienced a financial hardship, including a loss of income or increased expenses, due to the COVID-19 pandemic.

11. **Are there immigration status requirements for Illinois Rental Payment Program assistance?**
    - No, ILRPP assistance is available to all eligible renters in Illinois regardless of immigration status. ILRPP assistance is not a "public charge" benefit.

12. **Can tenants receive assistance from the Illinois Rental Payment Program if they received emergency rental assistance from IHDA in the past?**
    - Yes, tenants can apply for ILRPP assistance even if they received emergency rental assistance in the past. However, if a tenant received emergency rental assistance to cover rent in 2020, they may only receive ILRPP assistance for rent incurred in 2021.

13. **Are tenants residing in public housing or receiving Section 8/Housing Choice Vouchers eligible to apply for the Illinois Rental Payment Program?**
    - Not at this time – please check www.IHDA.org for future program updates. Households in these situations are encouraged to contact their program administrator for a rent adjustment if they have experienced a change in income.

Required Documents

14. **What documentation do tenants need to provide when applying for the Illinois Rental Payment Program?**
    - Renters will need the following information to apply:
        - Government-issued photo ID
        - A utility bill or proof of address dated 90 days prior to the application (if the address on your ID is not your current address)
        - Proof of household income in 2020
        - Proof of public assistance (if applicable)

15. **What information do tenants need to apply for the Illinois Rental Payment Program?**
    - Renters will need the following information to apply:
        - Valid email address.
        - Monthly rent and amount past-due

16. **Do tenants need a lease to apply?**
    - Landlords must provide a current lease in their application if one is available. However, if a current lease is not available you may still apply for assistance.

17. **Do tenants need a Social Security Number to apply?**
    - No, a Social Security Number (SSN) or Individual Taxpayer ID Number (ITIN) is not required for tenants.

Moving Through the Review Process

18. **What happens after I complete my section of the application?**
    - After a tenant has submitted their information, the application will enter IHDA's queue for review.

19. **How can I check on the status of my submitted application?**
    - After the tenant and the housing provider have both submitted their application, they will each receive an Application ID by email from DocuSign. Applicants may use this ID to check the status of their application at ILRPP.ihda.org/status. Please note that application status updates will not be available immediately.

20. **Will IHDA use a lottery system to review completed applications?**
    - No, however federal regulations require that IHDA prioritize applications from tenants who have been unemployed for 90+ days and those below 50% of the area median income.

21. **When will I be notified if my application is approved for funding or deemed ineligible for funding?**

- IHDA expects extremely high demand for ILRPP assistance and will review completed applications as quickly as possible. Our goal is to notify applicants of funding eligibility within 60 to 90 days.

22. How will I be notified if my application is approved for funding or deemed ineligible for funding?
- All program communications will be sent to the email addresses provided in the application. Please make sure you maintain access to the email accounts associated with the application.

More Information

23. Can I apply to other emergency rental assistance programs offered by my city or county?
- Yes, however, tenants cannot receive rental assistance from more than one source during the same period. Duplication of benefits is expressly prohibited.

24. Can tenants be evicted while waiting for these funds?
- Tenants are protected from eviction for nonpayment of rent during COVID-19 due to the federal eviction moratorium in effect until June 30, 2021. If you are a tenant and facing eviction, please visit www.IHDA.org and complete a Tenant Declaration Form and visit the Illinois Department of Human Services for additional services to prevent eviction.

25. What if I need help paying my utility bills that are not included in my rental charge?
- If you also need utility assistance, please contact the Department of Commerce & Economic Opportunity ("DCEO") for information on eligibility and how to apply for utility assistance funds.

26. Where can I find additional help during the COVID-19 pandemic?
- If tenants are facing economic or social challenges in addition to struggling to pay their rent, please visit the Illinois Department of Human Services ("DHS") in order apply for emergency rental assistance **and receive support for the economic or social challenges you may be facing.** DHS and the partners working with DHS are equipped to assist persons who are experiencing food insecurity, have mental or physical health concerns, substance use concerns, excessive debt, legal challenges, immigration challenges, justice involvement, and domestic violence.

27. Who do I contact with questions about the Illinois Rental Payment Program?
- If you have any questions or if you are unsure about anything regarding your application, please refer to the list of organizations standing by to help at www.IHDA.org. For additional assistance contact the Illinois Housing Development Authority at 1-866-ILHELP-1 (1-866-454-3571).

28. What should I do if I think someone is submitting false information to IHDA in connection with the Illinois Rental Payment Program?
- IHDA takes all allegations of fraud seriously. If you have reason to believe someone is providing fraudulent information in an attempt to obtain emergency rental assistance, please contact questions.ilrpp@ihda.org with as much detail as possible so that IHDA can promptly investigate

the matter. Alternatively, persons can file a complaint online with the [Office of the Executive Inspector General](#).