FAQS FOR HOUSEHOLDS - (Updated 07/07/2022)

1. **What are the eligibility requirements?**

Households who rent their home and meet the following **four criteria** are eligible for ERAP assistance from the State of Wyoming.

**CRITERIA 1**: One or more individuals within the household is obligated to pay rent, or has rental arrears on a previous residence, that is:
- Located in Wyoming
- **Not** located on the Wind River Reservation. If you live on the Wind River Reservation, you may be eligible for assistance through the tribal ERAP programs [Eastern Shoshone ERAP](https://www.windrivererap.com), [Northern Arapaho ERAP](https://www.arapahoereap.com).

**CRITERIA 2**: Total household income is equal to or less than eighty percent (80%) of the area median income.
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CRITERIA 3: One or more individuals within the household has:

- Qualified for unemployment benefits; OR
- Experienced financial loss during COVID-19

CRITERIA 4: One or more individuals within the household can demonstrate a risk of:

- Experiencing homelessness
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- Housing instability: Housing instability may be living situations that are not stable or not safe. Some examples may include: eviction notice or shut-off notice; unable to afford rent plus essential goods, food, prescription drugs, childcare, etc; and unsafe living conditions, such as no heat or water.
- Are currently homeless or without a current residence. This may include those living at a shelter, living with friends or family, couch surfing, living doubled-up, etc.

ERAP is also open to Wyoming households without a current residence that do not have a lease/rental agreement. This may include those living at a shelter, living with friends or family, couch surfing, living doubled-up, etc. See FAQ #2 for more information.

2. **If I am homeless or without a current residence, am I eligible for ERAP funding?**

ERAP is open to Wyoming households without a current residence that do not have a lease/rental agreement. This may include those living at a shelter, living with friends or family, couch surfing, living doubled-up, etc.

Applicants will need to complete the online application, submitting all required documents with the exception of a lease agreement, and landlord information. Applicants will then go through eligibility determination. If deemed eligible, the applicant will receive a Letter of Intent (LOI) to show prospective landlords what the applicant is pre-approved for ERAP assistance, such as:

- Security deposit
- First 3 months of rent
- Potential additional rental assistance up to a total of 18 months, pending future eligibility determinations

Once a lease agreement is signed, the applicant will need to submit the signed lease agreement through the online application portal under the LOI application, and provide the following information:

- Physical property address of the rental
- Landlord's name and contact information including email address
- Amount of the requested deposit
- Amount of rent (may be able to apply for up to three months
- Other amounts requested
- Hit SUBMIT, so that the lease can be reviewed
● If the lease is approved, the assistance payment will be processed

Once the above information is received, ERAP will send an email to the landlord asking them to complete the landlord application and enter the CODE provided. The program allows landlord’s 10 days to complete the application.

If the landlord chooses NOT to complete the application within the 10-day period, after reasonable outreach attempts; the tenant application will be processed and eligible payments will go directly to the applicant.

3. What supporting documents are required to demonstrate ERAP eligibility?

For each of the applicant eligibility criteria, supporting documentation includes:

<table>
<thead>
<tr>
<th>PROOF OF IDENTITY</th>
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<tr>
<td>NOTE: You do NOT need to be a U.S. Citizen or legal permanent resident to apply for or receive assistance under the State of Wyoming Emergency Rental Assistance Program.</td>
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<tr>
<td><strong>ONE</strong> of the following types of proof of identification is required for the primary applicant:</td>
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<tr>
<td>● A valid (or expired eight years or less) photo driver license or photo identification card issued by the State of Wyoming, another State, or any outlying possession of the United States</td>
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<tr>
<td>● International Passport or Passport Card valid or expired 5 years or less</td>
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<tr>
<td>● U.S. Permanent Resident Card or Alien Registration Receipt Card</td>
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<tr>
<td>● An ID card issued by any federal, State, or local government agency or entity, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</td>
</tr>
<tr>
<td>● Verifiable employer-issued ID card provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</td>
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</table>
If applying for rent assistance, applicants will be required to upload a copy of:

**Written rental or lease agreement or sublease agreement**
If reasonably available to the applicant, the applicant shall provide a written lease, signed by the applicant and the landlord or sublessor, and in effect for the time period the applicant is seeking assistance. The lease shall identify the landlord, the tenant, the rental unit address, the effective dates of the lease, and the rental payment amount. Also, the agreement should indicate if utility amounts are included or excluded from the rental payment amount.

**No written lease**
If no written lease exists or the applicant cannot reasonably obtain a copy of the written lease, the applicant shall provide documentation of residence and documentation of the rental payment amount using:

**Documentation of Residence**
- Evidence that the household has an obligation to pay utilities for the rental unit
- A current Wyoming driver’s license or identification card showing the rental address. Or a written attestation by the landlord who can be identified as the verified owner or management agent of the rental unit

**Documentation of Rental Payment Amount**
- Bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent
- A written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit

**CAN’T PROVIDE ANY OF THE DOCUMENTATION ABOVE?**

**Self Attestation:** If the applicant can document residence but cannot document the rental payment amount, the applicant may provide written self-attestation:
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- To support the payment of assistance up to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at [https://www.huduser.gov/portal/datasets/fmr.html](https://www.huduser.gov/portal/datasets/fmr.html); and,

- To demonstrate that the household has not received, and does not anticipate receiving, another source of public or private subsidy or assistance for the rental costs that are the subject of the attestation.

- **Limits on Assistance.** Assistance provided based on written self-attestation of the rental payment amount is limited to three (3) months total.

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PROOF OF INCOME

One or more of the following documentation types is required of all applicants, demonstrating the household’s income, in accordance with the income selection of (1) annual or (2) monthly at time of application. Applicants will be required to provide income documentation for **every adult member of the household.**

Depending on the sources of household income, documentation **MAY include any one or more** of the following:

1. A month's worth of pay stubs and other statement of wages or salary (including statements from PayPal, Venmo or CashApp payments for gig workers)
2. Copy of Form W-2 as filed with the IRS for the household for calendar year (CY) 2021
3. Copy of Form 1040 as filed with the IRS for the household for CY 2021 (first two pages only)
4. Unemployment insurance compensation statement
5. Bank statements demonstrating income deposits or other regular income
6. Interest earned statement from your financial institution for CY 2021
7. Pension statement(s), social security award letter(s), retirement benefits
8. Documentation of receipt of income-qualifying assistance, such as that from programs including SNAP, TANF, SSI, Medicaid
9. Written attestation from employer or government agency indicating wages earned or government assistance provided to a household member
10. For self-employed individuals, year-to-date profit/loss statement or other documentation of income from the operation of a business or profession, including direct payments for services
11. Documentation of Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits and other similar types of periodic receipts
12. Documentation of child support, alimony, or foster care payments

**CAN’T PROVIDE ANY OF THE DOCUMENTATION ABOVE?**

**Self Attestation:** If any of the above documents cannot be provided, a household member’s financial hardship can be documented by a written attestation signed by the applicant.

Examples of financial hardship include, but are not limited to:

- Reduced hours or lost job
- Leaving work to care for children, elderly, or disabled family members
- Leaving work due to being in an at-risk group, or having a family member in an at-risk group
- Medical costs, child care costs and/or funeral and burial costs related to COVID-19

**Waiver of Documentation:** The Wyoming Department of Family Services may waive the documentation requirement for proof of income for the following reasons:

- If necessary to accommodate a disability
- Extenuating circumstances due to the pandemic
- Lack of technological access
Depending on how you qualify, **at least ONE** document will be required.

**Loss of income:**
- Approval letter for unemployment benefits
- Pay stubs before and after income loss
- Letter from employer showing a decrease in income

**Significant costs incurred:**
Copies of medical, child care, transportation, or other significant expenses your household has incurred as a result of COVID

**Other financial hardship:**
Approval letter for federal, state or local government assistance programs (e.g., Medicare, SNAP, TANF)

**Risk of experiencing housing instability or homelessness:**
- Written past due rent or utility bill showing arrears
- Notice of an eviction lawsuit or eviction court hearing date for nonpayment of rent
- A written attestation from you explaining unsafe or unhealthy living conditions or other evidence of risk

**CAN'T PROVIDE ANY OF THE DOCUMENTATION ABOVE?**
- **Self Attestation:** If any of the above documents cannot be provided, a household member’s financial hardship can be documented by a written attestation signed by the applicant.
If applying for utility assistance, applicants will be required to upload copies of the utility bill for each utility provider and for each month for which utility assistance is required.

The bill should contain:

- Name of an adult member of the household
- Address of the rental unit
- Utility account number
- Classification of the utility cost(s) (e.g., electricity, water and sewer, gas)

Applicants may upload more than one page if necessary, to detail outstanding charges, including any remaining payment plan balance.

If utility costs are included in the monthly rental or lease amounts, no separate documentation is required for proof of need of utility assistance.

4. How will my total household income be determined?

For the purposes of ERAP eligibility, your total household income is determined as either:

**Total household income** for the calendar year 2021, using your Adjusted Gross Income (AGI) on your 2021 IRS Form 1040; OR

**Total household monthly income** at the time of application for at least 2 months prior to submission

- For this determination, your income eligibility will need to be redetermined every three (3) months in order to receive any additional ERAP assistance

5. How will I know if I meet the ERAP income eligibility requirements?

You meet the income eligibility requirements if your total household income is equal to or less than 80% the area median income (AMI).

Your AMI depends on how many people live in your household and the county you live in. Please reference the tables below to see the 80% AMI applicable to your household using either annual or monthly income.
6. Do I have to be a Wyoming resident to be eligible for ERAP assistance?

No. The home you rent or previously rented must be located within Wyoming, but not on the Wind River Reservation. This could be the home you currently live in, or a home in which you previously lived but still owe back rent and/or utilities.

If you live on the Wind River Reservation, you may be eligible for assistance through the tribal ERAP programs [Eastern Shoshone ERAP](#), [Northern Arapaho ERAP](#).
Past due rent and/or utilities must have been incurred on or after March 13, 2020.

7. Is there an application fee or co-pay to apply?
No. The ERAP application is free of charge.

8. Where do I apply?
The ERAP application became available on April 29, 2021. Click here to apply.

If you need assistance with your application, you can visit the following community based organizations:

**ERAP County Assistance Locations**

Third parties are allowed to complete an application on your behalf. Third parties are case workers, family members, or others available to help you. However, the third party will then be the email contact and you must allow the third party to agree to the application terms on your behalf.

**Note:** Paper-based applications are NOT accepted.

9. For how many months can I apply to receive assistance?
Eligible renters may receive up to 18 months total of assistance for rent and 18 months for unpaid utility payments incurred after March 13, 2020.

10. I don’t need help making rent payments. Can I still apply for help with unpaid utility bills?
Yes. Eligible renters may still apply for rent assistance only, utility assistance only, or both rent and utility assistance.

11. If I receive ERAP assistance, am I required to repay the amount(s) at a future date?
No. Eligible renters who receive assistance with eligible expenses and comply with the terms and conditions of the ERAP program are not required to repay any amount(s) received.

12. Can renters receive utility and/or rent assistance for future months?
Yes. The program can assist with upcoming residential rent and utility payments for up to three (3) months at a time based on evidence of risk of homelessness or housing instability, applicants will need to prove income eligibility every 90 days.
However, an application for utilities will need to be submitted each month because while rent is (usually) a set rate, utility costs vary from month to month.

13. I do not have past due unpaid rent and/or utility expenses. Can I still be eligible for assistance from the program?

Yes. If you meet the applicant eligibility criteria, you may receive assistance with upcoming rent and/or utility expenses. Applicants can apply for up to three (3) months at a time.

14. If I have already paid my rent or utilities, can I be reimbursed for those expenses?

No. ERAP funds may not be applied to rent or utility bills already paid. However, you may still apply to receive assistance with future unpaid rent or utility bills in three (3) month increments.

15. Are all utility costs eligible (i.e. telephone and cable)?

No. ERAP will not assist with telephone and cable utility expenses.

**WHAT EXPENSES CAN THE EMERGENCY RENTAL ASSISTANCE PROGRAM COVER**

<table>
<thead>
<tr>
<th>ELIGIBLE EXPENSES</th>
<th>EXPENSES NOT COVERED</th>
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<tbody>
<tr>
<td><strong>ELIGIBLE RENT EXPENSES INCLUDE:</strong></td>
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<tr>
<td>• Unpaid current and future rent and utility payments up to three (3) months at a time</td>
<td>• Mortgage payments</td>
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<tr>
<td>• Unpaid past due rent and utility services, incurred after March 13, 2020</td>
<td>• Maintenance costs</td>
</tr>
<tr>
<td><em>OTHER ELIGIBLE EXPENSES MAY INCLUDE:</em></td>
<td>• Home security</td>
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<td>• Reasonable relocation expenses</td>
<td>• Landscaping and lawn care</td>
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<td>• Security deposits</td>
<td>• Homeowners association fees</td>
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<tr>
<td>• Reasonable late fees</td>
<td>• Commercial leases</td>
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<tr>
<td><em>These costs are related to obtaining or keeping safe housing and will be reviewed on a case-by-case basis.</em></td>
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<tr>
<th>ELIGIBLE UTILITY COSTS INCLUDE:</th>
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<tbody>
<tr>
<td>• Electricity</td>
<td>• Cable</td>
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<tr>
<td>• Energy costs (fuel, oil, propane)</td>
<td>• Telephone</td>
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<tr>
<td>• Water and sewer</td>
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<tr>
<td>• Internet Service (up to $50 per month)</td>
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</table>

16. What about costs other than rent and utilities?

Costs related to obtaining or keeping safe housing will be considered on a case-by-case basis when an ERAP application is reviewed.

Depending on the circumstances, eligible costs may include:
● Reasonable relocation expense
● Security deposits
● Reasonable late fees
● Renters insurance if required in the lease
● Moving costs and rental fees if displaced during COVID-19, including hotel/motel charges and screening or application fees
● Utility disconnection and reconnection fees
● Internet service up to $50 per month if you or a member of your household needs the Internet for:
  ○ Homeschooling/distance learning
  ○ Telework
  ○ Job search
  ○ Telehealth visits

17. If ERAP pays my security deposit, what happens if I move?
Security deposits paid by the program become the property of the renter if the tenant resided at the property for at least four months. If the deposit is not returned to the tenant, it should be returned to the program.

18. I rent a mobile home. Can I receive ERAP assistance if I meet the eligibility criteria?
Yes. Eligible renters living in manufactured homes (mobile homes) and/or paying rent for the parcel of land the manufactured home occupies qualify for ERAP assistance.

19. Is there a maximum dollar amount of assistance per applicant covered by this program?
No. However, the program can only pay for up to 18 months in total, per household.

20. I received an eviction notice. Can I still receive ERAP assistance?
You may be able to receive assistance if you have a pending eviction notice, are at risk of homelessness or housing instability, and meet all other applicant eligibility criteria above.

If you have already received an eviction notice, have a civil case against you for unpaid rent, or are having other issues with your landlord, you may receive additional support through the Legal Aid of Wyoming. Visit www.lawyoming.org or call 1-877-432-9955 for Legal Aid. They may be able to provide other legal assistance to eligible ERAP renters living in Wyoming such as:

● Lease agreement advice/negotiation
● Eviction defense
● Disputes that could lead to eviction
● Financial issues directly related to the home you rent (disputes about security deposits, damages claims, late fees, etc.)
● Issues related to the safety of the home you rent
● Financial matters affecting your ability to maintain or obtain housing such as: debt collection defense; federal benefits (SSI/SSDI); employment matters (FMLA, disability accommodations); and consumer protection actions to obtain tenant funds lost to scams.

21. What resources are available for me to receive assistance with my ERAP application?

If you need assistance with your application, you can visit the following community based organizations:

**ERAP County Assistance Locations**

For ERAP support, call center hours are 9 a.m. – 6 p.m. Monday through Friday. The toll-free phone number is 1-877-996-3727 (1-877-WYO-ERAP).

Individuals who are deaf, hard of hearing, blind, and/or speech disabled may reach ERAP through their preferred relay service provider or by dialing 7-1-1.

22. After submitting my ERAP application, when will I know if I have been approved to receive funding?

An email will be sent to you stating the eligible expenses for which you have been awarded funding. Please ensure that you include a correct email address before submitting your application.

After submitting your application, please allow up to four weeks for applications to be processed and payments to be issued. To prevent any delays, make sure to supply any missing/incomplete documentation.

**How do I find out my application status?**

● Please check your application status on the online portal or call the call center 1-877-996-3727 (1-877-WYO-ERAP).
● All correspondence regarding your application will come from noreplywyoerap@wyo.gov. Please add this email to your contact list to avoid missing important emails.
23. How will I receive the payment, once my ERAP application is approved?
ERAP payments will be made directly to landlords and service providers. The vendor information provided in your application will be used to contact your landlord and/or service provider. You will receive documentation of all payments made to your landlord and/or service providers on your behalf.

24. What if my landlord refuses to accept payment from the program?
If your landlord or service provider refuses to accept direct payment from the ERAP program, then eligible payments may be made to you. You must then use the funds to make the payments to the landlord and/or service provider as required. Failure to do so may result in recoupment of funds and/or suspension from participating in current and future assistance programs.

If you know your landlord is unwilling to participate, you can upload an attestation from your landlord to potentially move the application from the match stage directly to review sooner than 10 days.

25. Will the ERAP payment amount(s) be considered taxable income?
No. According to the Internal Revenue Service (IRS), Emergency Rental Assistance is intended to help eligible households that require financial assistance to pay for rent, utilities, home energy expenses, and other related expenses. Rental payments and/or utility payments are ONLY counted as gross income for your landlord or utility provider. See IRS ERA FAQs.

26. I recently moved. Can I apply for ERAP to receive assistance with unpaid rent I still owe my former landlord?
Yes. The home you rent or previously rented must be located within Wyoming, but not on the Wind River Reservation. This could be the home you currently live in, or a home in which you previously lived but still owe back rent and/or utilities.

Past due rent and/or utilities must have been incurred on or after March 13, 2020.

27. I need assistance with my utilities, but do not rent my home. Can I receive assistance?
No. Those who have a mortgage, or otherwise do not rent their home may not receive assistance from the program. ERAP is only available to renters. If you own your home
and need assistance, please check out the Wyoming Homeowner Assistance Fund Program at http://dfs.wyo.gov/haf.

28. I have a “rent-to-own” agreement with my landlord. Can I receive ERAP assistance if I meet the eligibility criteria?

Yes. If you meet the eligibility criteria, but are subject to an agreement where you have an obligation to purchase your rented home from your landlord at the end of the lease term, you can still receive ERAP assistance, as long as a member of your household:

- Is not a signer or cosigner to the mortgage on the property
- Does not hold the deed or title to the property
- Has not exercised the option to purchase

29. Can my landlord apply for the program on my behalf?

No. Though a landlord may start their side of the application process, an email will be sent to the tenant from ERAP to match with the landlord application and start their application. With your written permission and signature, your landlord may assist with your ERAP application.

30. I receive a monthly federal subsidy (e.g. Housing Choice Voucher, Public Housing, Project-Based Section 8, USDA Rural Development). Am I still eligible to apply?

Yes. Households that receive a monthly federal subsidy, where their rent is adjusted according to changes in income, are eligible to apply for assistance through the program. However, assistance will only be provided for the amount not covered by other programs.

Federal law requires that ERAP payments not be duplicative of any other federally funded rental assistance provided to an eligible household. Therefore, ERAP funds may not be applied to costs that have been, or will be, reimbursed under other federal programs.

31. I have received assistance from other state emergency assistance programs in the past (e.g. WEHAP). Would I still receive assistance from this program?

Yes. If you meet the household eligibility criteria, you can receive assistance from ERAP. However, ERAP funds will only be provided for the amount not covered by other programs.
Both you and your landlord will need to certify that you have not received, and do not expect to receive, assistance for the same rent due from another assistance program.

32. I need legal assistance. Where can I find help?
If facing eviction, please contact Legal Aid of Wyoming. Visit www.lawyoming.org or call 1-877-432-9955 for Legal Aid. They may be able to provide other legal assistance to eligible ERAP renters living in Wyoming such as:

- Lease agreement advice/negotiation
- Eviction defense
- Disputes that could lead to eviction
- Financial issues directly related to the home you rent (disputes about security deposits, damages claims, late fees, etc.)
- Issues related to the safety of the home you rent
- Financial matters affecting your ability to maintain or obtain housing such as: debt collection defense; federal benefits (SSI/SSDI); employment matters (FMLA, disability accommodations); and consumer protection actions to obtain tenant funds lost to scams.

33. Is there additional help available for seniors or individuals with disabilities?
Seniors and individuals with disabilities may require specialized services to support their ability to access and maintain housing. The Wyoming Department of Health’s Aging Division can provide housing stability services for ERAP qualified seniors and individuals with disabilities such as:

- Home Modifications (to enable ‘aging in place’ or community-based living, for longer) up to $5,000 per client per grant period
- Trailer/Mobile Home Repairs (so long as you rent the lot) up to $5,000 per client per grant period
- Homemaking Services (homemaking, chores, cleaning),
- Personal Care – Skilled Nursing Services (RN, LPN, and CNA),
- Non-Medical Transportation
- Personal Emergency Response System (PERS) both cellular and landline
- Information Technology Hardware (up to $400 for a device that has video conferencing and audio recording ability),
- Information Technology Hardware – Quarterly monitoring (for device support and assistance over time)
- Independent Living Skills (life coaching and money management)
• Hoarding Services (cleaning that is different from homemaking and mental health counseling).

To learn more and apply online, please visit the WDH Aging Division’s website.

34. Is there additional help available for survivors of domestic violence and human trafficking?
Survivors of domestic violence and human trafficking may require specialized services to support their ability to obtain and maintain safe housing. The Wyoming Coalition Against Domestic Violence and Sexual Assault can provide housing stability services for ERAP eligible survivors such as:

• Repairs to rental properties due to domestic violence and not covered by landlord
• Accessibility/security services needed to obtain and maintain safe housing (cell phones, doorbell cameras, safety planning and processes, locksmith fees, security kits.)
• Transportation assistance when needed to obtain or maintain safe housing
• Material assistance needed to obtain or maintain safe housing
• Housing counseling, fair housing counseling and case management
• Application fees, background or credit check fees
• Translation and interpretation services
• Independent living skills training

To learn more, please contact Angie Fessler at the Wyoming Coalition Against Domestic Violence and Sexual Assault at 307-755-5481 or email afessler@wyomingdvsa.org.

35. Can I receive assistance to pay advance rent? How does that work?
Yes, under ERAP, eligible households can apply up to 3 months of advance rent at a time. Households can only receive up to a total of 18 months of rent.

Don’t wait to apply. ERAP is a temporary federally funded relief program helping eligible Wyoming households struggling to make rent, internet and utility payments and provide housing stability services.

For renters who have already received ERAP funds, applicants can apply for up to a 3 month rent extension as soon as they receive their email stating that payment is on the way or in the first week of the last month they have received payment for. For example, if a renter was paid for June, July and August, they can apply during the first week of August for the extension.
For every application for funds, ERAP will need to redetermine income eligibility, depending on the documents used in the initial application. Pay stubs and attestations will require a new uploaded document with the extension. Tax documents are often acceptable for the year they cover.