



NEED RENTAL ASSISTANCE?

Are you struggling? You are not alone, and it's not your fault. ERAP provides help to cover rent and/or utility payments for eligible Wyoming households.

Emergency Rental Assistance Program

VISIT [DFS.WYO.GOV/ERAP](https://dfs.wyo.gov/erap) OR CALL 1-877-WYO-ERAP



FAQS FOR LANDLORDS & UTILITY PROVIDERS

(Updated 06/15/2022)

1. How can I help my renters or customers with this?

If you have a renter or customer who needs assistance with past due rent or utility payments, you can:

- Make sure both you and your renter have correct contact information for each other: email address, mailing address and contact phone number to use in the application process. ERAP sends updates via email and text notifications. The preference would be to have a cell phone number so you can be updated in a timely manner.
- Share ERAP information with your renters and customers
- Ensure that you and your renter(s)/customers have access to the necessary documentation, such as a copy of the lease agreement (be sure current dates and both landlord and renter signatures are included) and documents showing the amount of rent or utilities due.
- Assist your renters/customers with collecting the required documentation
- Begin the application process for you and your renter (you will need the renter's email address). Once you have begun the process, an email will be sent to the renter to complete his/her portion of the application.
 - Be sure the renter uses the match code in the email so both the landlord and renter cases are connected properly.

2. How will I receive the payment if my renter or customer's application is approved?

ERAP payments will be administered directly to landlords and utility service providers through the Wyoming State Auditor's Office (SAO). Landlords and utility providers must be enrolled in the State of Wyoming financial system to receive payment.

If you are not already registered as a vendor in the State of Wyoming financial system, you can register through the [ERAP application](#).

This is an important piece in ensuring timely and accurate payments. If incorrect or incomplete information is provided, it will delay processing time and require outreach from the case management team. If outreach is unsuccessful and a vendor code cannot be created, the approved payment will be flipped to the tenant, who will then be responsible for payment to the landlord. Below are helpful tips:

- When starting a landlord application, please be sure to correctly input all vendor information. The program uses this to set you or your business up in our payment system.
- Incorrect information may lead to longer wait times.
- Important information is as follows: business name/ legal name; employer identification number/tax identification number/social security number; address; and phone number.

3. Will the payment amount(s) I receive be considered taxable income?

Yes. According to the Internal Revenue Service (IRS), rental payments and/or utility payments received from ERAP funding, whether from a customer or from a Distributing Entity on the customer's behalf, are included in your gross income. See [IRS ERA FAQs](#). Landlords will receive a 1099 form from the Wyoming State Auditor's Office.

4. How do I avoid payment delays?

We want to do everything we can to make sure the money is going to the right people. If a case is experiencing a delay in application processing, it could be due to a lack of information and documentation provided or the case may require further investigation to avoid potential fraud.

- **Check email regularly:** All correspondence will come from NoReplyWYOERAP@wyo.gov. It is important for landlords and tenants to add this email to your contact list to avoid missing important emails. If you do not see anticipated emails in your inbox, make sure you check your spam folder.
- **Respond to ERAP phone calls:** All phone calls will come from 1-877-996-3727. There may be numerous reasons an ERAP staff is reaching out to the landlord (or tenant).
- **Utilize local assistance:** We encourage landlords and tenants to utilize the assistance of the community based organizations that DFS has contracted with to assist with ERAP application submission.
- **Upload and label all required documents:** Please ensure all required documents (of landlords and tenants) are provided at the time of application and are clearly identifiable. Additionally, use of self attestation. If a tenant is unable to provide documentation, ERAP permits submitting a written attestation (letter)

explaining unsafe or unhealthy living conditions or other evidence of risk of homelessness.

CHECK VENDOR SETUP

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5. What applications might require additional review?

The following are instances in which additional review processes have been put into place in an effort to prevent fraud. These cases are placed in a queue called case investigation.

- **Requests for assistance over \$10,000 or for 12 or more months:** Throughout the life of the program, these have both been indicators of potential fraud. As such, we have required all cases that fall into this category to go through additional review processes.
- **Out-of-State Landlords or Property Managers:** Landlords/property managers in a neighboring state (Colorado, Utah, Montana and South Dakota) do not need additional review. All other states require an additional review. If located out of state, we recommend submitting documentation showing: The landlord owns the property while living in another state. OR The landlord owns the property, and the property manager is located in another state.
- **Inter-familiar relationship between landlord and tenant:** While a rental obligation between family members is allowed, it requires additional review.
- **Third party identity check:** Third party identity checks are part of the normal application process. If a third party identity check indicates that the individual has been a potential victim of identity theft, we conduct an additional review as part of our efforts to prevent potential fraud.

6. What if my renter or customer receives the payment directly and does not use it to pay the eligible expenses owed to me?

Federal law requires that ERAP payments be made directly to landlords and utility companies on the renter's behalf. The renter will only receive the payment directly if the landlord or utility service provider refuses to accept payment on behalf of the renter.

ERAP case reviewers are required to attempt to contact the applicant's landlords and/or utility providers during the application process. All phone calls will come from 1-877-996-3727. Regardless of who receives payment, both the applicant and the landlord or utility service provider will receive documentation of the payment. [Click here for the link to report cases where the landlord doesn't receive payment.](#)

7. Can this program pay for past due rent and utilities? What about late fees?

Yes. Funds may be used to pay unpaid past due rent and utility bills.

Late fees for unpaid rent or utilities are eligible for payment, however, they are capped at 10% of monthly rental or utility amount owed. For late fees on past due rent, the lease must provide that a late fee will be charged. Please note, participating landlords agree to accept payment of late fees, at the capped amount, as payment in full for the months paid. Funds cannot be applied to any costs incurred prior to March 13, 2020.

8. Can I receive payments for an applicant's rent or utility services expenses for future months?

Yes. Based on an evaluation of need, prospective assistance may be provided to renters in increments of three (3) months after the application is submitted for future rent and utility costs, and for past due unpaid rent and utility costs incurred after March 13, 2020. Applicants may receive extensions for assistance up to a maximum total of 18 months.

Applicants will need to reapply for assistance every 90 days to confirm program eligibility. Extension approval times can take up to 30 days.

9. I received prepayment for future rent from the program, BUT the renter has already moved out/been evicted. Can I use the funds for other purposes?

No. In this instance ERAP funds can only be used to pay for future rent for the eligible household (i.e. the tenant who applied for and was deemed eligible for the benefits). If the tenant no longer resides in the unit, the overpayment of funds must be returned to the program.

When returning a partial overpayment of the originally issued check, please make sure the following information is included:

- Include a brief explanation why funds have been returned.
- If the refund is prorated, please include a ledger explaining the expenses.
- Be sure to include the **case number**, **renter name**, and **rental address** so that we can ensure our records are updated to accurately reflect payments made/overpayments returned.

The overpayment should be mailed to the address below.

**Dept of Family Services
Attn. ERAP
2300 Capitol Ave, 3rd Floor
Cheyenne WY, 82002**

10. My renter still owes me rent but is no longer occupying the apartment. Can they still apply for ERAP assistance to satisfy these payments owed to me?

Yes. ERAP assistance is available for past owed rent for property located in Wyoming, but not on the Wind River Reservation, and only if not sent to collections or written off by the landlord.

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

Landlords may not double-dip, i.e. if payment has been received for the same month from a new renter or other pay source, the landlord can no longer claim past due rent for that month.

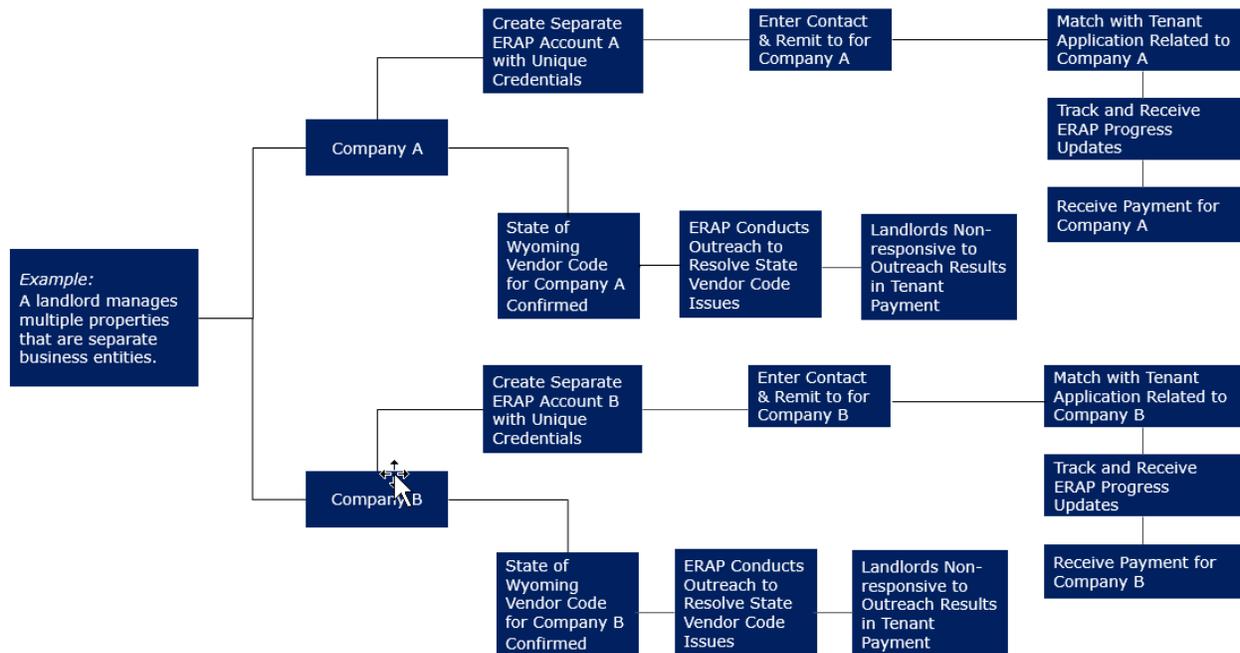
11. I have multiple renters who may be eligible for ERAP. Can I receive multiple ERAP payments from several different ERAP applications?

Yes. Landlords and utility providers with multiple renters or customers that are eligible for ERAP funding may receive multiple payments from the program.

In order to ensure the rental assistance payment is issued to the correct entity/person, the following process must be followed when the landlord is filling out the ERAP application. First, payments to multiple landlord companies and/or property managers require a unique Vendor Code, which is issued by the State's Auditor's office during the application process. If not all payments go to one person or entity, the landlord must at the time of ERAP application create a separate account for each payment source. The

separate accounts will trigger the establishment of a Vendor Code, which will ensure payments are issued correctly. We recognize this requires extra work on the front end to create and manage separate log-ins, but it is necessary to ensure correct payment issuance. Once ERAP landlord accounts are created, they are locked down by the system to avoid changes to the person and or entity to ensure payments are correctly distributed. Payments that need to be canceled and reissued will delay the receipt of assistance.

Below is a flowchart of the process:



12. I have a renter who owes past due rent, but for unknown reasons they are not willing to apply for assistance through the program. Can I apply directly as their landlord?

No. A landlord may submit a landlord application and a communication will be sent to the tenant informing them of the application. However, the renter must then complete their own application in order for it to be considered for approval and payment. If the renter does not apply for assistance, a landlord may not receive assistance from this renter.

13. If my customer doesn't need help making rent payments, can they still apply for help with unpaid utility bills?

Yes. Eligible renters may still apply for utility assistance only, rent assistance only, or both rent and utility assistance.

14. My renter receives a monthly federal subsidy (e.g. Housing Choice Voucher, Public Housing, Project-Based Section 8, USDA Rural Development). Or my renter has received assistance from other state emergency assistance programs in the past (e.g. WEHAP). Are they 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.

15. My renter is likely eligible for ERAP assistance, but they rent a mobile home from me. Can they still apply?

Yes. Renters living in manufactured homes (mobile homes) and/or paying rent for the parcel of land the manufactured home occupies qualify for ERAP assistance, provided that they meet the application criteria, the mobile home is located in Wyoming, and it is not located on the Wind River Reservation.

16. I have a "rent-to-own" agreement with my renter. Can my renter receive ERAP assistance if they meet the eligibility criteria?

Yes. If your renter meets the ERAP eligibility criteria, but is subject an agreement which they have an obligation to purchase the property from you at the end of the lease term, they can still receive ERAP assistance, as long as a member of the renter's 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

17. I am not sure if my renters are willing to document their immigration status, should I still encourage them to apply?

Yes. This program does not require the applicant to document nationality or immigration status.

18. Can the relief be used to pay for expenses other than rent and utilities?

Yes. 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 include:

- Reasonable relocation expense
- Security deposits
- Reasonable late fees
- Renters insurance if required in the lease
- Moving costs and rental fees if displaced due to 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

19. How does ERAP handle landlord verification?

We need to make sure the ERAP money is going to the right people. As a routine part of the ERAP application review to avoid fraud, landlords are verified through a variety of databases. Through this process, some ERAP payments may be delayed while personnel work to resolve any validation issues that arise. These issues may be due to either a mismatch between the business name and/or address or due to an unsuccessful verification with the Internal Revenue Service. To help resolve these instances, we have a call and email outreach process, to reach out to those landlords so that the information can be corrected. We ask that landlords provide the missing information within 10 days. If the information is not corrected within that time frame, payments will be made directly to the renter. If you have any questions, please call 1-877-996-3727 (1-877-WYO-ERAP).

20. Can a prospective tenant or tenant without a current residence apply for ERAP?

Yes. 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 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:

- 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 program will make payment.

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 3 days to complete the application. Make sure both you and your renter have correct contact information for each other: email address, mailing address and contact phone number to use in the application process. ERAP sends updates via email and text notifications. The preference would be to have a cell phone number so you can be updated in a timely manner.

If the landlord chooses NOT to complete the application within the 3-day period, the tenant application will be processed and eligible payments will go directly to the applicant. LOI payments, once the lease is reviewed and approved, are expected to generate and mail a payment in 14 days.

21. If ERAP pays a renter's security deposit, what happens if they 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.

22. What to expect when you as landlord participate (eviction rights)?

By submitting an application, landlords are attesting that the information in the application is correct and complete to the best of his/her knowledge and that there is a lease or rental obligation for the rental unit for the periods for which relief is requested. Landlords are also agreeing that they are not anticipating receiving funds from any other source for the same rental units for the same months of assistance submitted for coverage under ERAP.

Once a landlord accepts ERAP funds, he/she agrees not to evict the tenant for failure to pay rent for the period covered by the ERAP funds. **This does not prohibit eviction for health and safety reasons or prior to ERAP payment.**

For further reference, below are the following acknowledgements landlords make when signing and submitting an ERAP application:

PAYMENT ACCEPTANCE AND ACKNOWLEDGMENTS FOR LANDLORD

- I/We understand that the amounts I/we are accepting can only be used for past rent or for future rent for the Tenant.*
- I/We understand that for PAST DUE RENT, I/We may ask for the monthly rental payment as outlined in the lease and a maximum 10% fee which ERAP will pay under Department of Treasury Guidelines. For future rent payments, I/We may only ask for the monthly rental payment which is outlined in the lease.*
- I/We agree to accept the amount paid under the ERAP, as payment in full, for all past due rent, including any and all late fees or interest. I/We agree to dismiss, with prejudice, any action for forcible entry and detainer.*
- If I/We has issued a three (3)- day notice to Tenant, I/We agree not to enforce, and to withdraw the three (3)-day notice.*
- I/We agree that, if being paid for future rent, will not evict Tenant for failure to pay rent for the rental period covered by the ERAP payment. In the event I/We evict Tenant for other legal reasons, I/We agree to return any overpayment of*

rental amounts to the State of Wyoming, Department of Family Services, Fiscal Division, 2300 Capitol Avenue, 3rd Floor Hathaway Building, Cheyenne, Wyoming 82002.

- I/We understand that any amounts I/We receive under this program are taxable income and must be claimed on my next Federal tax return.*
- I/We understand that amounts we receive under this program may be made public.*
- I/We understand that knowingly making a false statement to obtain these funds may be punishable under the state, federal or local law, including under 18 USC 1343 by imprisonment of not more than thirty years and/or a fine of up to \$1,000,000 and Wyo. Stat. Ann 6-3-402 by imprisonment for not more than ten years and/or a fine up to \$10,000.*

23. How do I receive updates about the application?

Ensuring landlords, and tenants, receive notifications from ERAP is critical. The system is built in a way that participating landlords will automatically receive email notifications (to the email address provided in the application) and text messages if a mobile phone number is provided in the application. Notifications include, but are not limited to, application process updates, the need for additional information, and case determination.

It is important that all the email addresses and phone numbers are entered correctly. Here are some helpful tips to ensure landlords are not missing emails, texts or phone calls from ERAP staff:

- **Check email regularly:** All correspondence will come from NoReplyWYOERAP@wyo.gov. It is important for landlords, and tenants, to add this email to your contact list to avoid missing important emails. If you are not seeing anticipated emails in your inbox, make sure you check your spam folder.
 - This email should never be replied to, it is an automated system.
- **Answer and respond to ERAP phone calls:** All phone calls will come from 1-877-996-3727/1-877-WYO-ERAP. All text messages will come from 1-877-996-3727. There may be numerous reasons an ERAP staff is reaching out to the landlord (or tenant).
- For questions, concerns and comments please email ERAP-landlord@wyo.gov