

## **Emergency Rental Assistance Program (ERAP) Frequently Asked Questions**

### **1. Using a separate email address for each building/entity**

Despite numerous complaints that OTDA has received from building owners regarding this issue, OTDA has yet to come up with a solution for owners who own multiple buildings. As of now, OTDA recommends that owners create separate email addresses for each building. RSA has been assured that OTDA is working on a solution to this issue, but has not provided an expected timeline as to when this might be resolved. It is important to note that the issues with building owner registration will not affect the processing of the application itself by the tenant, though obviously will have to be rectified so that the owner can receive the rent relief.

### **2. When is an application deemed fully submitted?**

As of June 10<sup>th</sup>, 75,000 applications have been “fully submitted.” What this means is that on the tenant side, the application has been marked by the system as complete and ready for a caseworker to review it. If a caseworker deems the application to be incomplete or requiring more information, they will reach out to the tenant directly (or building owner) and request that information. Whether or not the owner has coupled the application appropriately to their account or uploaded their own documents does not affect the review of the tenant’s application.

Be advised that when a tenant has fully submitted their application, they will get an email confirming that their application is fully submitted. Building owners will not receive this email. In the event that a tenant does not receive this email, a tenant who wants to check on the status of an application can call the helpline and they will be able to inform them if the application is marked submitted or not. The number to call is **844-NY1-RENT (844-691-7368)**

### **3. How can an owner couple a tenant’s application to their account when they do not have the application number or the date of birth for that Tenant?**

This is another issue OTDA is trying to work around, but is having trouble doing so due to privacy concerns. OTDA has stated that their legal team is looking for a solution, but feels that it cannot easily share a tenant’s date of birth with a building owner without running afoul of these privacy concerns. OTDA is also working on a solution to the situation where a building owner receives an email that someone applied, but that person is either not a tenant but an occupant, or where an owner has hundreds of units and it is too difficult to determine who a particular applicant is and which building/apartment they are applying for.

#### **4. Timeline for payment**

OTDA claims that the first payments will be made by the end of June and they are expecting to have a 4–6-week turnaround from when an application is fully submitted to when the money is paid out to building owners.

#### **5. Must the building owner fill out and upload the Landlord Rent Certification form?**

Yes; in addition to uploading a ledger, the owner must fill out the form available on the Upload Documents section of the website (<https://on.ny.gov/3wh06ax>) and upload that as well (in the dropdown menu, this form is to be uploaded as “Landlord Arrears Form”).

#### **6. What if there is a discrepancy between what the tenant and what the building owner puts down for the total arrears owed?**

The caseworker will review what the tenant and what the building owner submitted, but will defer to the owner’s documentation when calculating the arrears owed if there is a discrepancy. Moreover, if the only arrears sought are for a period after March 2020 (i.e., December 2020), then the only rent information that needs to be input is from the month you are seeking forward. Using our example, therefore, you only need to include arrears information from December 2020 forward, and can leave anything prior to December 2020 blank when filling it out online.

#### **7. Amending W9 or direct deposit information entered previously**

Some owners had reported an issue with being unable to amend information previously entered in the W9 or direct deposit section. This issue should now be resolved and any owner who wishes to change the information that they typed into the website should be able to do so by going to that page and retyping it in. If you continue to have this issue, please reach out to RSA and we will contact OTDA directly to resolve your individual issue.

Also, there are owners who are confused as to what to do with sole member LLCs, as the program requests individual social security numbers for sole-member LLCs, even though the payment is going to an LLC with a separate EIN number. In this instance, OTDA has informed RSA that for the W9 information that is input on the website, the individual authorized signatory on the bank account must include their own social security number, but the direct deposit information can be for the entity, and the W9 IRS form that is uploaded to the website should include the EIN for the sole member LLC and all other information for the entity (not the individual).

#### **8. Browser Issues**

OTDA believes that they have worked out most of the glitches associated with certain web browsers. The agency suggests that whichever browser you are using, just make sure you have the most recent version of it running when accessing the site and there should

be no issues. OTDA also suggests that the most recent version of Microsoft Explorer and Google Chrome should work best.

## **9. Miscellaneous Issues**

OTDA is also actively working to address the following issues:

- 1) MB limit per uploaded document (right now, the limit is 4 MB per document)
- 2) Still working on being able to continue previously saved applications. OTDA announced that the ability to “save and resume” an application has temporarily been taken offline. As a result, owners or tenants that have started, but not completed an application, cannot resume the stored application and complete it. OTDA anticipates that this function will likely remain unavailable through at least the end of June.