



CityServe

OF THE TRI-VALLEY

EMERGENCY RENTAL ASSISTANCE PROGRAM

Are you struggling to pay rent due to financial hardship resulting from COVID-19?
You may be a candidate for the Emergency Rental Assistance Program!

¿Está luchando para pagar el alquiler debido a lo que resulta de COVID-19?
¡Usted puede ser un candidato para la Programa de Asistencia de Renta!

STEP 01

QUALIFY

Visit cityservecares.org/renthelp/ to see if you qualify for this program.



STEP 02

PREPARE

Gather the required documents (see checklist), you will need to email, mail, or upload these online for our ERAP department to review.



STEP 03

APPLY

You can complete our application on our website, or we can mail or email you a copy to complete. You can also make an appointment to complete it in person with a member or our ERAP team.



STEP 04

REVIEW

We will review your case for eligibility, and someone from our ERAP team will be assigned to your case. They will contact you directly to ensure that you are on track to getting approved.



STEP 05

PAYMENT

Checks are sent out weekly; payments are mailed directly to the Landlords once approved.



 (925) 208-0660  renthelp@cityservecares.org  cityservecares.org

MAILING ADDRESS
PO Box 1613
Pleasanton, CA 94566



ERAP DOCUMENT CHECKLIST

- ❑ **Residential Lease:** Will need to provide us with your current lease, Dublin or Pleasanton only. Needed to prove that you are a Dublin or Pleasanton resident at that location for at least 6 months. If your lease is from a previous year(s) see *Landlord Verification*.
- ❑ **Paystubs:** Please provide us with all household income (this includes anyone contributing to the household income). Needed to prove that there has been a 20% decrease of income.
 - Paystubs from January 2020 to date of application including unemployment award letters and Unemployment payment history from January 2020 to date of application.
 - If you do not have paystubs, still apply and your case manager will contact you on alternative ways to prove income.
- ❑ **Proof of Hardship:** Letter(s) from employers stating reduction in income/hours, furlough, laid-off, etc. Needed to prove that your reduction of income is due to COVID 19.
 - If you do not have a letter that states this, still apply and your case worker will contact you on alternative ways to prove hardship.
- ❑ **Landlord Verification:** Needed to prove that you have been current on rent until March 2020, and a resident of Dublin or Pleasanton for at least 6 months.
 - A rental ledger from your landlord showing at least the last 6 months of residency. (If your lease is older please request a rental ledger showing your full rental history at that residency.) OR;
 - A statement on their letterhead stating you have lived there and are in good standing as of March 2020. (If your lease is older please request that the statement states the full length of time at the residency.)