Illinois Court-Based Rental Assistance Program Toolkit

Frequently Asked Questions (FAQs) - Tenants

Disclaimer: Information included in this document will be updated on a regular basis when applicable.

Eligibility

1. Who is eligible to receive assistance from the Court-Based Rental Assistance Program?

Any tenant residing in Illinois may be eligible to receive CBRAP assistance if:

- They have a pending eviction due to nonpayment. Court documentation will be required. Eviction notices (i.e. five-day, ten-day, or 30-day notice) are not valid court documents.

- The household lives in Illinois and rents their home as their primary residence.

- The household's total gross income does not exceed <u>80% of the Area Median Income</u> for location.

- They have not have been approved for CBRAP assistance, including tenant direct assistance, in the previous 18 months

2. Will assistance cover delinquent Homeowner Association dues?

No, assistance brings you current on your rent and can include up to two months' future rent.

3. Are there immigration status requirements for the Court-Based Rental Assistance Program?

No, CBRAP assistance is available to all eligible renters in Illinois regardless of immigration status.

4. If I am NOT in an eviction proceeding, can I apply for the Court-Based Rental Assistance program?

No, your application will be ineligible for review. You must be in a court eviction proceeding and provide eviction court documentation to receive assistance from CBRAP.

Application

5. How do I apply for the Court-Based Rental Assistance Program?

The CBRAP application is a joint application between the tenant and the housing provider/ landlord. Both the tenant and the housing provider/ landlord may initiate and complete their online application by visiting www.IllinoisHousingHelp.org, completing the eligibility questionnaire, creating a CBRAP account, and providing the required information and documents. All CBRAP applications must be submitted online. An application will not be considered complete until both the tenant and the housing provider/ landlord complete their sections of the joint application.

6. What information do tenants need to apply for the Court-Based Rental Assistance Program?

Renters will need the following information to apply:
- Valid email addresses for the tenant and housing provider/ landlord
  - Please be aware that once your application has been submitted, email changes are not permitted. You will be required to start a new application and your current application will be denied
- Eviction court documentation (i.e. summons or complaint)
- Monthly rent and amount past due

7. What documentation do tenants need to provide when applying for the Court-Based Rental Assistance Program?

Renters will need to upload the following documents during the application process:
- Summons or complaint
- Government-issued photo ID
- A utility bill or proof of address dated within 60 days of application submission
- Proof of current household income
  - When providing income for multiple people, the income should be for the same year
- Proof of past-due rent
- Proof of public assistance (if applicable)
- Recertification of income (if applicable)

A list of acceptable documents is available at www.IllinoisHousingHelp.org.

8. Do tenants need a lease to apply?

Housing providers/ landlords and tenants 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.

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9. Do tenants need a Social Security Number to apply?

No, a Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is not required for tenants.

10. What happens after I complete my section of the application?

After the tenant completes their application, it will be matched with their housing provider's/ landlord's corresponding application if one has been submitted and will be considered eligible for review. If the housing provider/ landlord has not yet completed their application, they will receive an email notification inviting them to create a CBRAP account and apply. Tenants can check to see if their housing provider/ landlord has completed their application by logging into their CBRAP account and viewing their status on the application dashboard.

If further information is needed, you will be contacted by IHDA via email with further instructions.

If the housing provider/ landlord does not complete their section of the application, they will be considered unresponsive, and the tenant's application will go through a separate review process. Those tenants may receive CBRAP funds directly and will be contacted by IHDA with further instructions.

11. How can I check on the status of my submitted application?

Visit **www.IllinoisHousingHelp.org**, enter your application ID, and log into your CBRAP account. Your status will be listed on the application dashboard.

12. What does my application status mean?

- **Submitted waiting for Match**: The application is waiting to be matched with the corresponding application for review
- **Ready for Review**: The application is complete and ready for review
- **In Review**: The application is currently being reviewed
- **Needs more info**: More information is needed, please use the ADD DOCUMENT button to upload the requested documents
  Ready for Supervisor Review: The application has been flagged for further review
- **In Final Review**: The application is under final review

- **Quality Control**: The application was selected for special review
- **Review-1**: The application has been flagged for further review
- **Review 2**: The application has been flagged for further review
- **Duplicate**: The application has been flagged for possibly being a duplicate
- **Approved**: The application was approved for funding
- **Denied**: Your application has been denied for funding

13. When will I be notified if my application is approved or denied?

IHDA intends to notify applicants of funding eligibility within 30 to 45 days from when the application has been completed by both the housing provider/ landlord and the tenant.

14. How will I be notified if my application is approved?

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 throughout the entire review and approval process.

15. Who do I contact with questions about the Court-Based Rental Assistance Program?

If you have any questions or if you are unsure about anything regarding your CBRAP application, please visit **www.IllinoisHousingHelp.org**. For additional information, contact the CBRAP call center at **866-IL-HELP1 (866-454-3571)**. Call center representatives can answer questions related to the CBRAP program and provide further assistance if needed.

16. I have been approved for Tenant Direct assistance, when will I receive my CBRAP grant payment?

It is expected that tenants will receive a check for payment of rent within 10-14 days of their notification by IHDA that their rental assistance application is approved. IHDA is administering the payment process. If you do not receive your payment within 21 days of the notification, you can contact SRUpayments.info@ihda.org and we will respond via email.

17. What should I do if I think someone is submitting false information to IHDA in connection with the Court-Based Rental Assistance 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 visit ilrpp.ihda.org/ReportFraud and provide as much detail as possible so that IHDA can promptly investigate the matter. Alternatively, persons can file a complaint online with the Illinois Office of the Executive Inspector General.

18. How can I request a copy of my application?

The request must be submitted in writing. The Freedom of Information Act (FOIA) request can be found at https://www.ihda.org/foia/.

19. How can I resolve issues with logging into my portal?

Here's how you can clear your cookies and cache:

1. Go to your browser's settings.
2. Find the privacy or history section.
3. Select "Clear browsing data."
4. Check "Cookies" and "Cached images and files."
5. Choose the time range.
6. Confirm and clear the data.

20. How do I report my housing provider for violating program rules?

Send an email to SRUPayments.info@ihda.org if your application has been approved but your housing provider is not adhering to the program's guidelines. Please provide your application ID and the violation in the subject line. In the body of the email, include as much information as possible.

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