

Dear [RentAssistance\_LandlordName]:

A COVID-19 Rent Relief Program Tenant Application for your tenant has been approved.

[Tenant Name ]  
[Property Address]  
[Case\_Name][

A payment request of [**AssistanceApproved\_Total\_Approved\_Housing\_Request**] has been approved and a payment will be disbursed within 10 to 14 business days to you on behalf of your tenant.

You may have received an award email in the past. If so, this email indicates an updated total amount due. This updated amount may reflect payment of 100% of rental debt owed as a result of COVID-19, or it may reflect an adjustment made due to audit findings.

## **Payment**

If at time of application you requested direct deposit, an email invitation from the payment processing system Bill.com will be sent to you with instructions on how to set-up an account with Bill.com.

**The Bill.com email invitation will be unique to your Program application profile. You must use this link to input all necessary information needed to set-up your ACH deposit.**

**DO NOT SET UP A SEPARATE ACCOUNT. Receipt of your payment will be delayed if you attempt to create a Bill.com profile and access your funds without using the secure, unique link.**

**This is a security feature meant to reduce fraud. Bill.com is completely free to you.**

During and after account setup, your information will be secure, protected with end-to-end encryption, and not visible to the Program. All invoice details will be available online in your Bill.com account.

If you did not select ACH at time of application, you will receive a check. Checks will be mailed to the address you provided in the application.

## **Terms and Conditions:**

To avoid confusion, we are providing you and your tenant a copy of the certification language you signed acknowledging the terms and conditions of your receipt of Program funds and that by accepting payment under the Program, such payment will be payment in full of the entire rental debt owed by the tenant for the specified time period. Furthermore, you have acknowledged that your tenant is released from any and all claims for nonpayment of rental debt owed for the specified time period, including a claim for unlawful detainer pursuant to paragraph (2) and (3) of Section 1161 of the Code of Civil Procedure, against the Tenant and the Tenant's household.

[Click Here to Download Landlord Terms and Conditions](#)

You are encouraged to download and print your Program application for your records to ensure full understanding of the terms and conditions which you and your tenant have agreed to in order to be approved for Program funding. Such documents are currently available to download and print on the [online Program portal](#) and shall continue to be available for at least 30 calendar days from your receipt of this approval email.

## **Appeals:**

If you do not agree with the determination of your award, you have 30 calendar days from this notification to request an appeal. An appeal may only be submitted for the following reasons:

- Eligibility Determination (exception are files designated as Option B Denials).
- Award/Payment Amount of Rent

Applicants must complete an appeal form and submit all required paperwork utilizing the CA-COVID-19 Rent Relief Appeal System. Please remember to supply any new or additional paperwork that you believe will support your appeal. All requests will

be reviewed and evaluated by the Appeal Coordination Team and all Appeal determinations are **FINAL**. You must have your Case ID number and the email address used on your Rent Relief application to register in the CA COVID-19 Rent Relief Appeal System.

To begin the appeal submission, please click here [CA COVID-19 Rent Relief Appeal System Link](#).

Should you have any questions or concerns, please reach out to the Call Center at 1-833-430-2122.

**Sharing your story may help others learn about the program and the relief that is available to them. If you are interested in sharing your rental assistance story, please call 1-833-430-2122.**

Sincerely,  
CA COVID-19 Rent Relief Program  
**Rental Assistance Breakdown:**

	Rental
Apr-20	
May-20	
Jun-20	
Jul-20	
Aug-20	
Sep-20	
Oct-20	
Nov-20	
Dec-20	
Jan-21	
Feb-21	
Mar-21	
Apr-21	
May-21	
Jun-21	
Jul-21	
Aug-21	
Sep-21	
Oct-21	
Nov-21	
Dec-21	
Arrears Payment Amount	
Prospective Payment Amount	
Total Payment Approved	

See below for sample payment checks/ACH notifications:

Remittance Info: Inv #L-123456-1745-1737  
CA COVID-19 Rent Relief Program  
2020 West El Camino Avenue  
Sacramento, CA 95833  
8334302122

JPMorgan Chase Bank, N.A.  
Verify: 888-237-9615  
90-7162/3222

0053585211  
5/26/2021

PAY TO THE ORDER OF Applicant Name \$ XXX.XX  
Dollar 00/100 DOLLARS

0018975 01 AB 0.425 \*\*AUTO TO 0 5104 94596-409499 -C11-P189004  
VOID AFTER 90 DAYS

Applicant Name  
Address  
City, CA 99999-9999



⑈00123456⑈ ⑆123456789⑆ 987654321⑈

From: CA COVID-19 Rent Relief Program  
Pay To: SP COMMONS, L.P.

Date: 5/26/2021  
Check #: 53585211

	Bill Amount	Payment Amount
L-123456-1745-1737	\$XXX.XX	\$XXX.XX
Total		\$XXX.XX

L-123456-1745-1737 → 123456 is the Case ID

*\*THIS NOTICE IS CONSIDERED A "FINAL DECISION" UNDER THE COVID-19 RENTAL HOUSING RECOVERY ACT (Chapter 6 of Title 3 of Part 3 of the Code of Civil Procedure)\**

Thank you for applying for the California COVID-19 Rent Relief program. Your application has been received. You may check the status of your application at any time by logging into <https://hornellp-ca.neighborlysoftware.com/CaliforniaCovid19RentRelief/Participant>.

This notification serves as confirmation that a completed application, as defined in Section 50897 of the Health and Safety Code, was submitted.

For all questions related to your application (such as inquiries about eligibility, required documents, etc.) please contact us at 1- (833) 430-2122.

*[\\*This notice is NOT considered a "final decision" under the COVID-19 Rental Housing Recovery Act \(Chapter 6 of Title 3 of Part 3 of the Code of Civil Procedure\)\\*](#)*

Date

Case ID

Tenant Name

Property Address

#### Application Approval Notification

We are pleased to inform you that your CA COVID-19 Rent Relief Program Tenant Application has been approved.

Outreach efforts were made to contact your landlord to discuss participation in the CA COVID-19 Rent Relief Program. However, your landlord did not respond back to these attempts, or your landlord has stated that they will not participate in the Program. As a result, rental assistance will be paid directly to you, the tenant.

You may have received an award email in the past. If so, this email represents an updated total amount due. This updated amount may reflect the payment of 100% of rental debt owed as a result of COVID-19, or show an adjustment made due to audit findings.

All rental assistance funds received from the CA COVID-19 Rent Relief Program must be used to pay your rent. Failure to do so could jeopardize your ability to receive funding from the program in the future. Funds must be remitted to your landlord within **15 days** (excluding weekends and holidays) of receiving assistance.

A payment of [**AssistanceApproved\_Total\_Approved\_Housing\_Request**] has been approved to be disbursed directly to you within 10 to 14 business days.

#### **Payments:**

If at time of application you requested direct deposit (ACH), an email invitation from the payment processing system Bill.com will be sent to you with instructions on how to set-up an account with Bill.com.

**The Bill.com email invitation will be unique to your Program application profile. You must use this link to input all necessary information needed to set-up your ACH deposit.**

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**This is a security feature meant to reduce fraud. Bill.com is completely free to you.**

During and after account setup, your information will be secure, protected with end-to-end encryption, and not visible to the Program. All invoice details will be available online in your Bill.com account.

If you did not select ACH at time of application, you will receive a check. Checks will be mailed to the address you provided in the application.

#### **Appeals:**

If you do not agree with the determination of your award, you have 30 calendar days from this notification to request an appeal. An appeal may only be submitted for the following reasons:

- Eligibility Determination - (exception are files designated as Option B Denials)
- Award/Payment Amount of Rent
- Award/Payment of Utilities or dispute a program denial

Applicants must complete an appeal form and submit all required paperwork utilizing the CA-COVID-19 Rent Relief Appeal System. Please remember to supply any new or additional paperwork that you believe will support your appeal. All requests will be reviewed and evaluated by the Appeal Coordination Team and

all Appeal determinations are **FINAL**. You must have your Case ID number and the email address used on your Rent Relief application to register in the CA COVID-19 Rent Relief Appeal System.

To begin the appeal submission, please click here [CA COVID-19 Rent Relief Appeal System Link](#).

Should you have any questions or concerns, please reach out to the Call Center at 1-833-430-2122.

**Sharing your story may help others learn about the program and the relief that is available to them. If you are interested in sharing your rental assistance story, please call 1-833-430-2122.**

Sincerely,  
CA COVID-19 Rent Relief Program

	Rental
Apr-20	
May-20	
Jun-20	
Jul-20	
Aug-20	
Sep-20	
Oct-20	
Nov-20	
Dec-20	
Jan-21	
Feb-21	
Mar-21	
Apr-21	
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Jul-21	
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Oct-21	
Nov-21	
Dec-21	
Arrears Payment Amount	
Prospective Payment Amount	
Total Payment Approved	

***\*THIS NOTICE IS CONSIDERED A "FINAL DECISION" UNDER THE COVID-19 RENTAL HOUSING RECOVERY ACT (Chapter 6 of Title 3 of Part 3 of the Code of Civil Procedure)\****

Dear [Case\_Name]:

We are pleased to inform you that your CA COVID-19 Rent Relief Program Tenant Application has been approved for utility assistance!

A breakdown of how each eligible utility type was paid can be found in the table below. Please know that a cumulative payment under one service type was made if you requested assistance for a utility provider that bills for more than one type of utility service.

Utility Company	Utility Type	Payment Amount
(Company Name)	Water, Gas, Electric, Sewer, Trash, Other	

**Payments:**

Payment will be remitted directly to your utility provider. Please allow up to 2 weeks from the date of this notification for the utility company to receive the payment. Any documentation confirming that your account has been credit and paid should be requested from your utility provider.

**Appeals:**

If you do not agree with the determination of your award, you have 30 days from this notification to request an appeal. An appeal may only be submitted for the following reasons:

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- Award/Payment Amount of Rent
- Award/Payment of Utilities or dispute a program denial

Applicants must complete an appeal form and submit all required paperwork utilizing the CA-COVID-19 Rent Relief Appeal System. Please remember to supply any new or additional paperwork that you believe will support your appeal. All requests will be reviewed and evaluated by the Appeal Coordination Team and all Appeal determinations are **FINAL**. You must have your Case ID number and the email address used on your Rent Relief application to register in the CA COVID-19 Rent Relief Appeal System.

To begin the appeal submission please click here [CA COVID-19 Rent Relief Appeal System Link](#).

Should you have any questions or concerns, please reach out to the Call Center at 1-833-430-2122.

**Sharing your story may help others learn about the program and the relief that is available to them. If you are interested in sharing your rental assistance story, please call 1-833-430-2122.**

Sincerely,  
CA COVID-19 Rent Relief Program

## Verification of Program Participation

This notice will verify the status of the following application, which has been submitted to the CA COVID-19 Rent Relief Program. This notice is being provided in accordance with Code of Civil Procedure section 1179.12.

If you have any questions, reach out to our Call Center at 1-833-430-2122 or by email at [EvictionPrevention@ca-rentrelief.com](mailto:EvictionPrevention@ca-rentrelief.com).

**Case ID:**

**Address:**

**Application Status:** (Submission Complete, Submission Complete: Denied, Submission Complete: Pending Payment, Submission Complete: Paid, Application Submitted with Local Program and Pending Payment)

Sincerely,

The California COVID-19 Rent Relief Program