COUNTY OF LOS ANGELES

COVID Tenant Protections Roundtable

PUBLIC MEETING · MAY 20, 2021

Agenda

I. **Welcome** (CEO)

II. **Policy/Program Updates**
- County's Eviction Moratorium and COVID Renter Protections (DCBA)
- Stay Housed LA County (DCBA and LAFLA)
- Rent Relief Program (LACDA and LISC LA)

III. **Public Comment**

IV. **Meeting Schedule and Survey**

The LA County Eviction Moratorium:

Overview & Updates

MAY 20, 2021

LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

LA County Eviction Moratorium

- **What is it?**

  Countywide ban on evictions for residential and commercial tenants impacted by COVID-19

- **Who's covered?**

  Residential tenants

  Commercial tenants

  Mobilehome space renters

  The County's moratorium applies to unincorporated areas and all incorporated cities within the County

- **How long does it last?**

  The moratorium is effective March 4, 2020 to **June 30, 2021**, unless extended by the Board of Supervisors.

What protections does the County's Moratorium include for Residential Tenants?

Evictions Prohibited for:

- **Nonpayment of rent, late charges, or any other fees** if the Tenant can show an inability to pay rent and/or related charges due to COVID-19 related financial hardship.
- COVID-19 related **violations** for temporarily housing unauthorized occupants or pets.
- Nuisance.
- A **No Fault** eviction reason, including but not limited to substantial remodels or demolitions.
- Reasonably denying entry to a landlord.

Additional Protections Include:

- Rent freeze on rent stabilized units in unincorporated areas of LA County.
- Landlords cannot harass or intimidate tenants who exercise their rights under the Moratorium.

Repayment of Unpaid Rent: Residential Tenants

March 4, 2020 – September 30, 2020

- Tenants cannot be evicted if they submit a declaration to their landlord, verbally or in writing
- Tenants have until September 30, 2021 to repay unpaid balance accrued during this time

October 1, 2020 - June 30 , 2021

- Tenants are protected from eviction if they send a written declaration to their landlord **and** pay at least 25% of unpaid balance by June 30, 2021

Key State Legislation

AB3088: Effective September 1, 2020 – January 31, 2021

- Protects most residential tenants from being evicted for nonpayment of rent if related to COVID-19 financial hardship
- Preempts certain local protections for this category of residential tenants
- Requires landlords to provide written notice of unpaid rent, copy of tenant rights under state bill, and a sample declaration of hardship
- Requires tenants to pay 25% of unpaid rental balance and submit a signed declaration to their landlord for each month tenant is unable to pay rent due to COVID-19 related financial hardship

SB91: Effective February 1, 2021 – June 30, 2021

- Extends protections, noticing requirements, and certification requirements for landlords and residential tenants, as well as local preemptions under AB3088
- Includes state rental assistance component

AB81: Effective February 23, 2021 – June 30, 2021

- Provides additional time for repayment under local eviction moratoria

Questions? Contact Us:

(833) 223-RENT (7368)

rent@dcba.lacounty.gov

RENT.LACOUNTY.GOV

LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

www.StayHousedLA.org

1-888-694-0040

Stay Housed LA County Program

www.stayhousedla.org

Stay Housed LA is a partnership between the County of Los Angeles, tenant-led community organizations, and legal services providers. Together, we provide tenants with the support needed to exercise their rights so that they can remain safely in their homes, specifically:

- Public Awareness: Informing tenants about their rights through mass digital ads and media stories to reach millions of tenants in multiple languages.
- Outreach & Education: Direct engagement of hundreds of thousands of tenants by phone & text; virtual workshops; educating tenants about their rights and connecting them to tenant advocates to support them as they exercise their rights.
- Legal Services:
  - Full representation for unlawful detainers and subsidized housing terminations;
  - Limited legal services for notice issues, COVID-related declarations, habitability, harassment, and other housing related issues

How Stay Housed L.A. Works

- If you have general questions: 1) Read about your rights on the website, 2) Sign up for a Workshop
- If you have specific questions but no written notice: Sign up for a workshop- you can ask specific questions after the general workshop and speak with a legal worker.
- If you received any of the following: 1) A Written Notice, 2) Summons and Complaint (eviction lawsuit), 3) Sheriff's Notice to Vacate, 4) Termination Letter for Section 8/Public Housing, or 5) You have been Locked Out or Threatened with Lockout:

Go to "Get Legal Help" on www.StayHousedLA.org to enter your information or call our Stay Housed LA hotline at (888) 694-0040

When Should You Talk To A Lawyer?

- If your landlord gave you a written notice to pay rent or quit or notice to quit based on nuisance or breach of lease agreement
- If you have an eviction lawsuit and received a summons and complaint
- If your landlord harasses you to the point it’s impossible to live in your home
- For other inquiries: If you have general questions you can go to workshop or look at tenant information. You can ask for legal help through Stay Housed LA, but we prioritize by urgency so it may take us a while back to you for general counsel and advice.

What Is Considered Landlord Harassment?

- Landlord *repeatedly tells you that you have to leave
- Landlord enters your unit without notice (LA County Eviction Moratorium only permits landlord entry for emergencies (safety and health reasons))
- Landlord threatens you with language or actions
- Landlord tries to get you to leave with offers of payment along with threats and intimidation
- Landlord refuses to accept lawful rent payment
- Landlord threatens (or actually does) lock out you

*Can be landlord, manager, or anther other landlord staff

CA COVID-19 Rent Relief Program Tenant Process

May 20, 2021

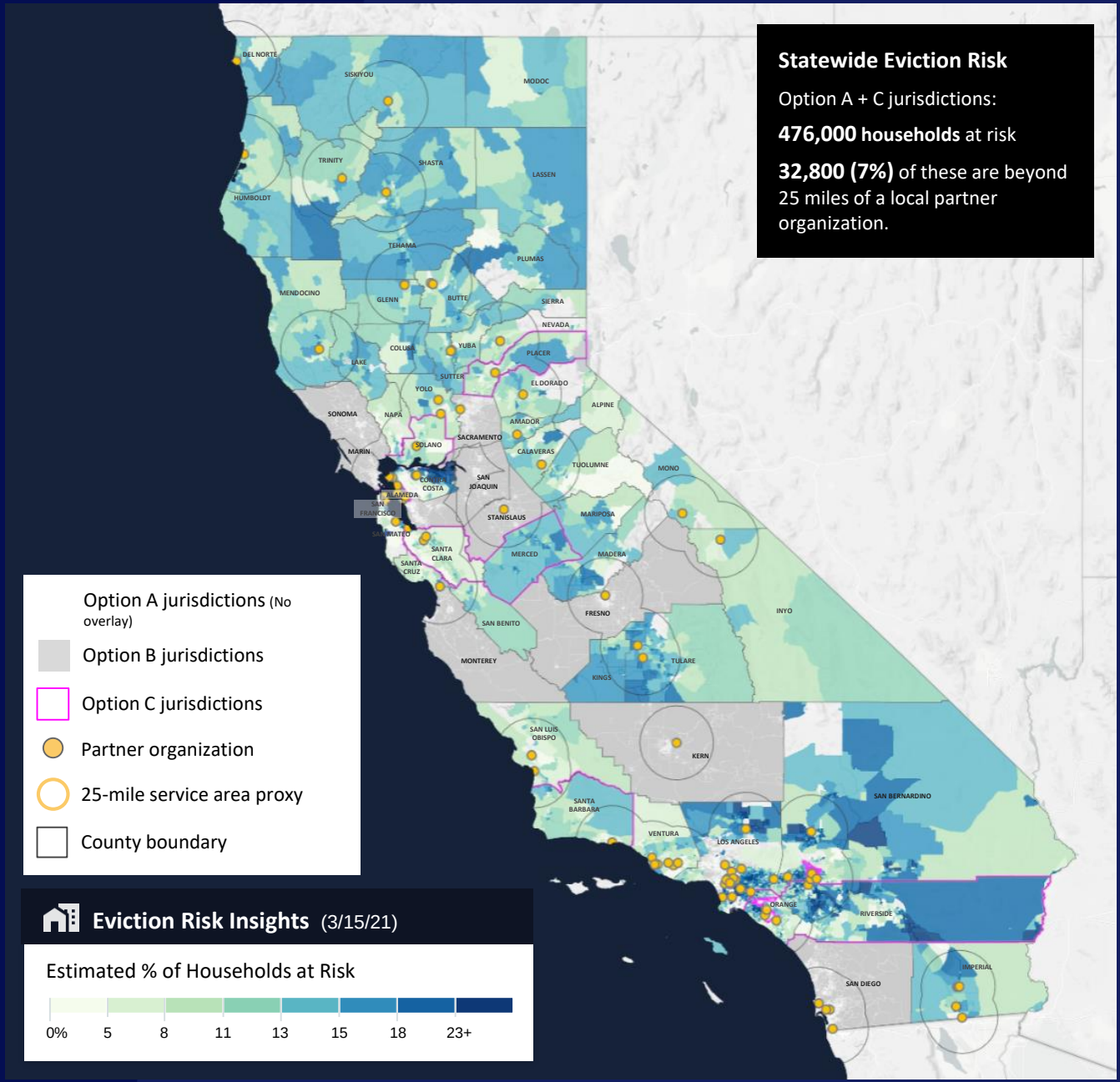
CA COVID-19
RENT RELIEF
Visit HousingIsKey.com
or call 833-430-2122
CALIFORNIA
ALL

Eviction Risk Insights

State Coverage

In Option A and Option C jurisdictions across the state (per designations as of 4/23/21), an estimated **476,000 households** (15% of renter households, or 6% of all households) are at risk.

93% of these households at risk are within 25 miles of a local partner organization.



Option A, B, and C designations and LISC partner locations are current as of 4/23/21. ERI reflects data as of 3/15/21.

URBAN FOOTPRINT

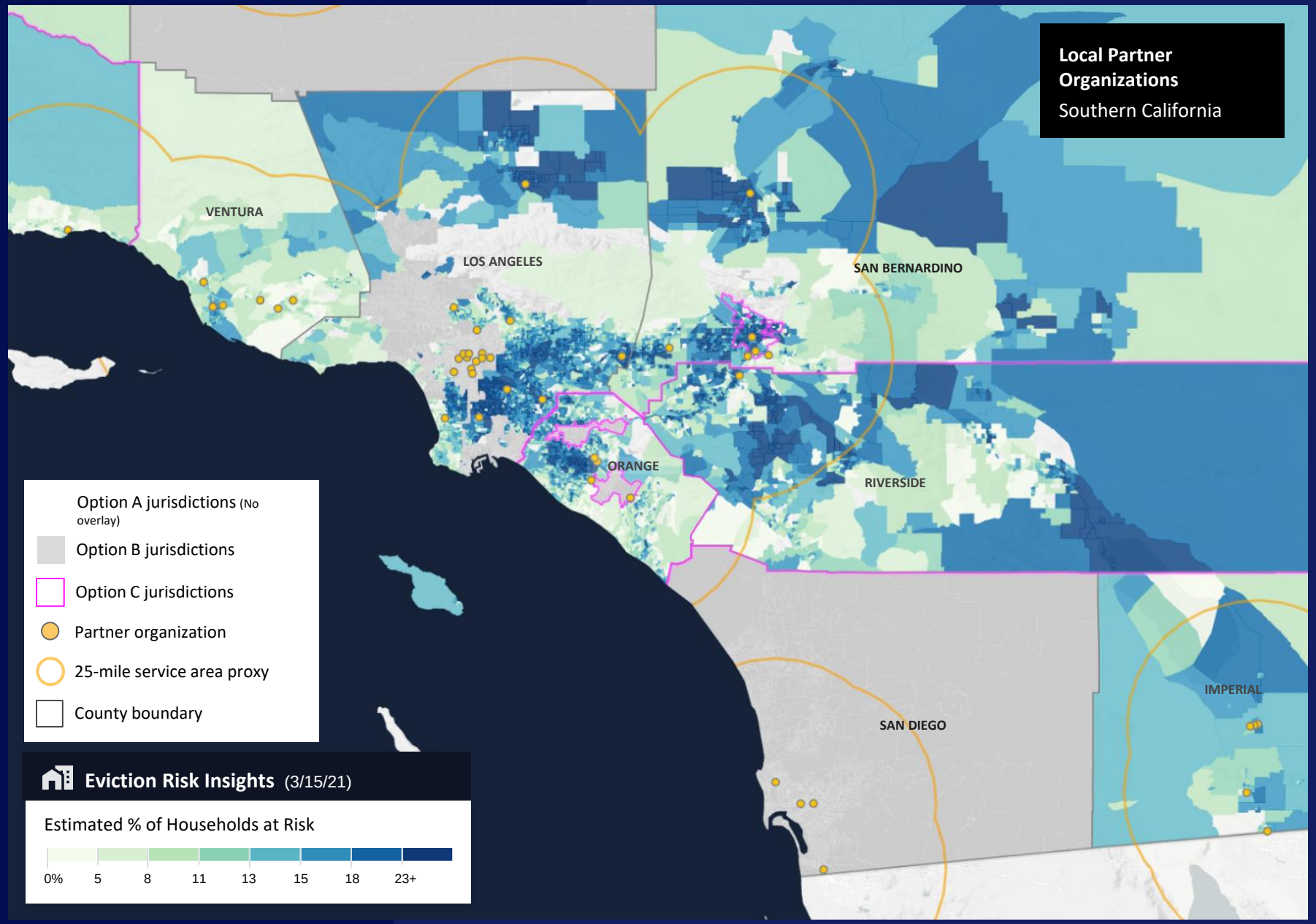
Southern California

305,800 households are at risk in Option A and C jurisdictions within Imperial, Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties.

Of these, 93.5% are within 25 miles of a partner organization.

County	HHs at Risk	HHs at Risk > 25mi from a LPN
Los Angeles	153,298	170
Orange	52,357	0
San Bernardino	46,621	4,333
Riverside	40,118	15,411
Ventura	10,834	0
Imperial	2,551	101

Figures are for Option A + C Jurisdictions



Option A, B, and C designations and LISC partner locations are current as of 4/23/21. ERI reflects data as of 3/15/21.

URBAN FOOTPRINT

How Can a Tenant Qualify?

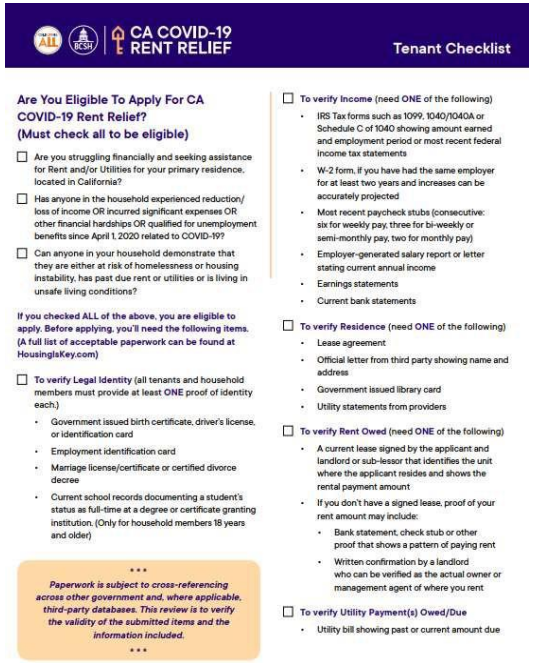
Tenant
One or more individuals in household must meet the following three criteria:

1. Have qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to COVID-19, and be able to attest this in writing;
2. Be able to demonstrate housing instability, which may include:
   - A past due utility or rent notice or eviction notice;
   - Risk of experiencing homelessness;
   - Unsafe or unhealthy living conditions; or
   - Any other evidence of such risk, as determined by the eligible grantee involve;
3. Have a household income that is not more than 80% of Area Median Income (AMI) for the household. **AMI Calculator is built into the Eligibility Questionnaire.**

What Can Tenants Do to Prepare?

Before applying, assemble key documents:

- ☐ Contact information for your Landlord
- ☐ To verify Legal Identity (need one of the following)
  - Government issued birth certificate, driver's license or id card
  - Employment id card
  - Marriage license / certificate or certified divorce decree
  - Current school records (18 years or older)
- ☐ To verify Income (need one of the following)
  - IRS Tax Forms
  - W-2 Form
  - Recent Paycheck stubs
  - Employer-generated salary report
  - Earnings Statement
  - Current Bank Account
- ☐ To verify Residence (need one of the following)
  - Lease agreement
  - Official letter from third party showing name and address
  - Government issued library card
  - Utility statements from providers
- ☐ To verify Rent Owed (need one of the following)
  - A current lease signed with rental payment amount
  - If no lease, proof of your rent amount may include bank statement, written confirmation by a landlord
- ☐ To verify Utility Payment Owed (need one of the following)
  - Utility bill showing past or current amount due



CA COVID-19 RENT RELIEF — Tenant Checklist

Are You Eligible To Apply For CA COVID-19 Rent Relief?
(Must check all to be eligible)

- ☐ Are you struggling financially and seeking assistance for Rent and/or Utilities for your primary residence, located in California?
- ☐ Has anyone in the household experienced reduction/loss of income OR incurred significant expenses OR other financial hardships OR qualified for unemployment benefits since April 1, 2020 related to COVID-19?
- ☐ Can anyone in your household demonstrate that they are either at risk of homelessness or housing instability, has past due rent or utilities or is living in unsafe living conditions?

If you checked ALL of the above, you are eligible to apply. Before applying, you'll need the following items. (A full list of acceptable paperwork can be found at HousingIsKey.com)

- ☐ **To verify Legal Identity** (all tenants and household members must provide at least **ONE** proof of identity each.)
  - Government issued birth certificate, driver's license, or identification card
  - Employment identification card
  - Marriage license/certificate or certified divorce decree
  - Current school records documenting a student's status as full-time at a degree or certificate granting institution. (Only for household members 18 years and older)

* * *

Paperwork is subject to cross-referencing across other government and, where applicable, third-party databases. This review is to verify the validity of the submitted items and the information included.

* * *

- ☐ **To verify Income** (need **ONE** of the following)
  - IRS Tax forms such as 1099, 1040/1040A or Schedule C of 1040 showing amount earned and employment period or most recent federal income tax statements
  - W-2 form, if you have had the same employer for at least two years and increases can be accurately projected
  - Most recent paycheck stubs (consecutive: six for weekly pay, three for bi-weekly or semi-monthly pay, two for monthly pay)
  - Employer-generated salary report or letter stating current annual income
  - Earnings statements
  - Current bank statements
- ☐ **To verify Residence** (need **ONE** of the following)
  - Lease agreement
  - Official letter from third party showing name and address
  - Government issued library card
  - Utility statements from providers
- ☐ **To verify Rent Owed** (need **ONE** of the following)
  - A current lease signed by the applicant and landlord or sub-lessor that identifies the unit where the applicant resides and shows the rental payment amount
  - If you don't have a signed lease, proof of your rent amount may include:
    - Bank statement, check stub or other proof that shows a pattern of paying rent
    - Written confirmation by a landlord who can be verified as the actual owner or management agent of where you rent
- ☐ **To verify Utility Payment(s) Owed/Due**
  - Utility bill showing past or current amount due

Pre-Application Checklist Available at HousingisKey.com

Important Notes about Application Documentation

The Application is designed to give flexibility in how a Tenant can meet these requirements.

The Pre-Application Checklists for Tenants will give recommended documents, but an Applicant may also work with a Case Manager to find alternatives if necessary.

* * *

Paperwork is subject to cross-referencing across other government and, where applicable, third-party databases. This review is to verify the validity of the submitted items and the information included.

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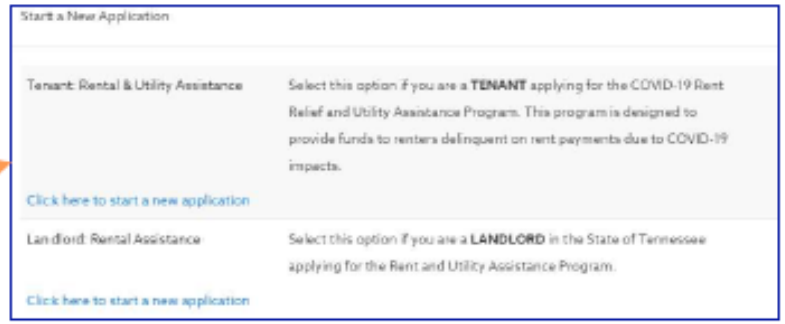
What Should I Expect with the Application?

- Accessible via HousingIsKey.com or your Local Partner Network's website
- Application available in the user's preferred language
- First time users will need to register and set up an account
- Two-factor authentication will be required when logging in the first time
- An email address is requested to register an account

For Tenants:

- Eligibility questions up front to screen for ineligible applicants and/or refer to a Local Program
- Phone and Email Support Available
- Start a New Application
- Checklist navigates through application and shows progress
- Mobile or computer uploads
- Live status of Application



Resources to Support Applicants

- Preparation **Checklists**
- Recorded **instructional videos** explaining all steps in the application
- **Call Center** Support for general questions and information; Call Center able to help applicant initiate the Application via phone
- **Local Network Partners** to provide in-person support
- **Appointment Center** to reserve a meeting with a Local Network Partner
- **Case Management** support to work with both Landlord and Tenant to complete the Application once initiated
- Applicants can **add designees** to their account to enable a third-party to help them complete the application

The CA COVID-19 Rent Relief Program support and resources are designed so that no unwilling applicant should be unable to complete the application. Support is further designed to avoid Applicants having to pay for support in submitting their application.

Resources

Description	Contact
Official State Website	HousingIsKey.com
Official State Application Questions	1-833-430-2122
Local Partner Network Appointment Center	1-833-687-0967
Apply to become a Local Partner Network Organization	https://bit.ly/3u9zJlE
CA COVID-19 Rent Relief Program Media Toolkit	https://bit.ly/3nAxipO
Assistance via Text	Text: Rent to 211211

Questions / Comments?

Thank you

What is the Application Process Flow?

Tenant Initiated

Tenant Process Flow

1. Confirms rental unit address is in CA and within a participating jurisdiction
2. Account Creation
3. Collects all required information [Landlord, Household, Income, Rent Owed]
4. Determine eligibility
5. Determine application priority
6. Collect any other missing information
7. Verify identities, income, tenant residence, rent due
8. Tenant Signs

Landlord Process Flow

1. Notified Application has been submitted
2. Checks if already a registered user; if no, Account Creation
3. Collect information on rent due
4. Collect Bank Account Information
5. Collect verification Documents
6. Agree to Program Terms
7. Landlord Signs
8. Application Complete

Landlord Initiated

Landlord Process Flow

1. Confirms rental unit(s) address is in CA and within a participating jurisdiction
2. Account Creation
3. Collect Tenant Information [Can be for multiple tenants]
4. Collect Information on Rent Owed
5. Collect Bank Account Information
6. Collect Verification Documents
7. Agree to Program Terms
8. Landlord Signs

Tenant Process Flow

1. Notified Application has been submitted
2. Checks if already a registered user; if no, Account Creation
3. Collects Household Information [Income, Loss of Income]
4. Determines eligibility
5. Verify Information on Rent Owed
6. Determine Application Priority
7. Collect any missing information
8. Verifies identities, income, tenant residence, rent due
9. Tenant Signs
10. Application Complete

Public Comment

Questions & Comments

To access prior meeting recordings, presentations, and Frequently Asked Questions (FAQs), please visit the County's Economic Development website at:

https://economicdevelopment.lacounty.gov/

Please submit questions and comments to: EconomicDevelopment@ceo.lacounty.gov

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CA COVID-19 Rent Relief: Go to: https://housing.ca.gov/ or Call: 833-430-2122

County of Los Angeles Department of Consumer and Business Affairs,
Office Immigrant Affairs: 1-800-593-8222; Housing/Tenant Protections (833) 223-RENT (7368)