The Rental and Utility Relief Program has temporarily reopened for 8,000 new applications.

The program is prioritizing new applicants and renters should apply only once. Duplicate applications will reduce the number of renters who receive help and slow down processing.

Renters who have received less than 18 months of support from RURP can also request additional funds directly from Catholic Charities Hawai‘i (CCH) at rurp.recert@catholiccharitieshawaii.org or the Council for Native Hawaiian Advancement (CNHA) at RURP@hawaiiancouncil.org, on or after October 3 at 2 p.m.
  - Please do not apply for a recertification at oneoahu.org/renthelp.

For both new applications and recertifications, CCH and CNHA may request additional information and documentation to validate a household’s situation.

We encourage renters to review the income limits and eligibility information in this FAQ. They can also call (808) 768-CITY (2489) with questions. The City’s call center is open Monday to Friday from 8 a.m. to 4:30 p.m.

On October 3, the call center will be open until 5:30 p.m. to help applicants.
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3. For Boat Dwellers
4. For Landlords/Property Managers
5. For Applicants

APPENDICES

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II. APPENDIX B: Required Documents
III. APPENDIX C: Language Access
1. For Renters

What is the Rental and Utility Relief Program?
- It’s a City and County of Honolulu program to help households that are experiencing economic harm during the COVID-19 pandemic and are struggling to pay their rent, utility bills, or both.
- For qualified households, the program can pay:
  - Past rent and utility bills: up to $2,500 a month. The program can pay for bills going back to March 13, 2020.
  - Up to $2,000 a month for rent and up to $500 a month for utilities.
- Payments are made directly to the landlord or utility.

What are examples of economic harm during the pandemic?
- It can be loss of income since March 13, 2020, loss of a job or reduced hours since March 13, 2020, or an increase in household costs during the pandemic. Here are a few examples:
  - A renter was laid off after March 13, 2020, for reasons unrelated to the pandemic. The renter experienced economic harm because they had difficulty finding a new job.
  - A household member had surgery and medical issues in September 2020 and was unable to return to work. Surgery/medical complications were not caused by COVID-19.
  - A tenant graduated college in December 2020 and has stated they haven’t been able to find a job that supports them adequately.
- These are just a few examples. Once an application is submitted, a care manager will work with the applicant to see if they qualify.

What utilities does the program pay for?
- Electric, natural gas, sewer, and water.

Does the program pay for internet service bills?
- It can pay for internet bills. Our community partners will help determine the qualifications for paying internet service bills.

Does the program pay for mortgages?
- We know owning a home is a big investment.
- Federal regulations do not allow the program to pay for mortgages.
- The O’ahu Homeowner Assistance Fund is accepting applications, as of October 3. Homeowners can apply here: hawaiiancouncil.org/oahuhome.
Do I qualify for rent and/or utility help?

- The program requires a qualifying household to:
  - Show economic harm during the pandemic, such as a reduction in wages, increase in household expenses, or job loss. See Page 3 for examples of economic harm.
  - Demonstrate that at least one household member is at risk of losing their housing.
  - Be at or below the income limit, currently 80% of the area median income (AMI) for Honolulu County.

- Catholic Charities Hawai‘i or the Council for Native Hawaiian Advancement may request additional information and documentation if they are unable to validate a household's situation.

What is the annual income limit?

<table>
<thead>
<tr>
<th>Size of Household</th>
<th>Annual Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 person</td>
<td>$73,150</td>
</tr>
<tr>
<td>2 people</td>
<td>$83,600</td>
</tr>
<tr>
<td>3 people</td>
<td>$94,050</td>
</tr>
<tr>
<td>4 people</td>
<td>$104,500</td>
</tr>
<tr>
<td>5 people</td>
<td>$112,900</td>
</tr>
<tr>
<td>6 people</td>
<td>$121,250</td>
</tr>
<tr>
<td>7 people</td>
<td>$129,600</td>
</tr>
<tr>
<td>8 people</td>
<td>$137,950</td>
</tr>
</tbody>
</table>

(See Appendix A for help on calculating annual household income and see Appendix B for acceptable income documentation.)

What is considered a household?

- “Household” is defined as all persons living at a single residential address.
- However, where tax filings demonstrate that more than one household lives at a single address, the households may be treated separately.
I live with roommates, not family. Can I qualify?
- Generally, one lease equals one application.
- When on a shared lease with non-family members, a person may be able to apply for their portion of the lease.

I sublease. Can I qualify for the program?
- Subleasing is allowed. People with a sublease who apply must meet the same standards as other applicants:
  - Show proof of financial harm since March 13, 2020, such as loss of income or an increase in household expenses.
  - Meet income limits.
  - Submit required documents, including a signed lease or sublease agreement, proof of O‘ahu residency, most recent tax documents, and other material
- Payments will be made to the property manager or landlord.
- We encourage anyone with a sublease to talk to the leaseholder before submitting their application.

Do I need to be on unemployment to qualify?
- No. If a person who lost their job doesn’t have a verification letter from the State of Hawai‘i Unemployment Office, they can use other documents such as a termination letter or furlough letter from an employer.
- This will confirm they either are on unemployment benefits or may qualify for unemployment benefits.

Do I have to be behind on my rent or utilities to qualify?
- No. A household may apply for rent help (and/or utility help) to cover past rent, upcoming rent, or both.
- A household can apply for rent back to March 13, 2020, and up to three months of future rent at one time, up to 18 months.

Can I apply for funds to help with utilities, even if I don’t need rent relief?
- Yes, a household may apply for help paying for utilities even if they do not need help paying for rent.
- Applicants will need to show past and current amounts due by providing a recent statement from the utility company/companies.
- Only renters can qualify for this program. Homeowners seeking utility assistance will not qualify for RURP.
How do I apply?
- We encourage people to apply only once at oneoahu.org/renthelp.
- We know not everyone has reliable internet access. Our community partners can help people apply. See FOR APPLICANTS section on page 9.

What documents will I need to apply?
1. Government-issued photo ID for the person applying.
2. Income verification documents for all household members. This can include the most recent tax forms.
3. Proof of hardship. This may include pay stubs, documenting-pre/post-COVID-19 income, unemployment approval letter, layoff letter, rent past due notice, or other documents.

These documents may be needed based on the assistance requested:
1. Past-due utility bill (electric, natural gas, sewer, and water).
2. Current utility bill.
3. Rental agreement.
4. Past-due rent notice.
5. W-9 from their landlord.

See Appendix B on page 12 for a complete list of acceptable documents.

How long will I have to wait until my application is approved?
- Many of our friends and neighbors are applying, so it will take a few weeks for our partners to review applications and verify documents.
- People without internet access will have a point of contact with one of our community partners who can keep applicants updated on the status of their application.
- Please do not submit multiple applications or prescreening applications. This will only slow the process down.

My application was declined. Can I appeal?
- People who have been declined can appeal by contacting the community partner that is managing their application.
- See page 10 for contact information for our community partners.
I’m getting help with my rent/utilities from another program. Can I also get help from the Rental and Utilities Relief Program?

- A household may receive assistance provided that the funds received are not applied to costs already covered or that will be covered by other federally funded programs, such as:
  - The State of Hawai‘i Department of Hawaiian Homelands.
  - Section 8 housing.
  - A Housing Choice Voucher.
  - Public Housing.
  - Project-Based Rental Assistance.

Will payment be made to me, or to my landlord/utility company?

- Payments are made directly to the landlord or utility company.

Can I be evicted while waiting for these funds?

- We urge renters who are concerned about eviction to The Mediation Center of the Pacific at (808) 521-6767 weekdays from 8 a.m. through 4:30 p.m., or visit mediatehawaii.org/semp.
- Renters can also contact:
  - The Legal Aid Society of Hawaii at (808) 536-4302 weekdays from 9 to 11:30 a.m. and 1:30 to 3:30 p.m., or visit legalaidhawaii.org/housing-covid-19.html.
  - The State of Hawai‘i Landlord-Tenant Hotline at (808) 586-2634. Or visit cca.hawaii.gov/blog/category/landlord-tenant-information.

2. For Leasehold Property

I own a home on leasehold property. Can I qualify for the program?

- Leasehold owners can qualify for payment of leasehold fees when they meet eligibility requirements. See Appendix A for eligibility.
- Leasehold mortgage payments are not eligible RURP expenses.
- They should submit documentation of proof of their signed lease agreement, which identifies the lessor and lessee, start and end date of the lease, location of the property, and cost of lease rent.
- Our community partners may contact the owner of the leasehold property to verify lease rent amounts.
- Catholic Charities Hawai‘i or the Council for Native Hawaiian Advancement may request additional information and documentation if they are unable to validate a household's situation.
I rent a home on leasehold property. Can I qualify for the program?
  ● Yes, when the renter meets income and eligibility requirements. See Appendix A for eligibility.

3.  For Boat Dwellers

I own a boat and legally live on it. Can I qualify for the program?
  ● Boat owners can qualify for mooring fees and utility payments when they meet eligibility requirements. See Appendix A for eligibility.
  ● They should also submit their permit number, registration/docking number, slip/berth number, location of slip/berth, name of the vessel, and names of authorized persons allowed to reside onboard.
  ● Our community partners may contact the owner of the slip/berth to verify costs.
  ● Mortgage or loan payments for the vessel itself are not eligible expenses. Only slip/mooring fees and utility payments are eligible.
  ● Catholic Charities Hawai‘i or the Council for Native Hawaiian Advancement may request additional information and documentation if they are unable to validate a household's situation.

I rent a boat and live on it. Can I qualify for the program?
  ● Yes, when the renter meets income and eligibility requirements. See Appendix A for eligibility.
  ● They should also submit their permit number, registration/docking number, slip/berth number, location of slip/berth, name of the vessel, and names of authorized persons allowed to reside onboard.
  ● Our community partners may contact the owner of the slip/berth to verify costs.

4.  For Landlords/Property Managers

I'm a landlord/property manager. Can I apply on behalf of my tenants?
  ● Yes, however, landlords must receive written consent from tenants prior to applying. A landlord will need to compile the same documentation outlined in Appendix B. This includes the W-9 tax form.
  ● As a landlord, enter information into the screening portal at oneoahu.org/renthelp.
That will take a landlord to the online application. Complete as much of the online application as possible and press the submit button.

One of our community partners will contact an applying landlord to help them through the rest of the process.

Catholic Charities Hawai‘i or the Council for Native Hawaiian Advancement may request for additional information and documentation if they are unable to validate a household’s situation.

What do I need to do if my tenants are applying?

- Landlords can support the process by working with tenants to ensure all necessary documentation is prepared to complete an application.

Is there a limit to how many of my tenants can get help from the program?

- No, but only one tenant from each household can qualify.

If my tenants qualify, how will I get paid?

- Depending on what information was provided on the application and agreement, funds will be delivered by Direct Deposit or check.

If a tenant does not qualify for the funding and is behind in their rent, can they be evicted?

- We encourage landlords and property managers in this situation to contact The Mediation Center of the Pacific at (808) 521-6767 or visit mediatehawaii.org/semp. Mediation is a no-cost option that can help landlords/property managers and renters reach agreements on payment plans.

5. For Applicants

To get ready to apply:

- Have only one person per household apply. Multiple applications from the same household will be disallowed and delay processing applications for other households in need.

- **Make sure you have an active email account that you frequently check AND that you have the password for.**

- Don’t apply if anyone in your household has already completed an application.

- Gather needed documents. See the required documents on page 12.

- Don’t apply for mortgage help. The program cannot pay for mortgages due to federal guidelines.
When applying:
1. Complete the eligibility prescreener on oneoahu.org/renthelp.
2. The prescreener will ask for an email address. Use an email that is unique. Some community members are helping family and friends to apply.
   a. In that case, make sure there is a unique email address for each application. Using the same email address with more than one application will delay processing.
3. After the pre-screener, you will receive a confirmation email or a link to start the application.
4. Upload your documents and complete your application.
5. Work with a case manager from one of our community partners, if needed.
6. Double-check your application. Errors will delay processing.

After applying, people should expect that:
- Being accepted into the program does not mean immediate payment to a landlord or utility. The City’s community partners must verify if an applicant qualifies, including confirming income limits, leases, residency on Oʻahu, and validating documents.
- For households that qualify for rent help, their landlord will have to submit a signed W-9 tax document. Landlords who delay submitting a W-9 will delay the payment process.
- Catholic Charities Hawaiʻi or the Council for Native Hawaiian Advancement may request additional information and documentation if they are unable to validate a household's situation.

How do I check the status of my application or contact a representative for assistance?

<table>
<thead>
<tr>
<th>Catholic Charities Hawaiʻi Applicant</th>
<th>Council for Native Hawaiian Advancement Applicant (CNHA)</th>
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<tbody>
<tr>
<td>To check the status of your application, <a href="https://rurp.catholiccharitieshawaii.org/">https://rurp.catholiccharitieshawaii.org/</a></td>
<td>To check the status of your application, log into your account with CNHA.</td>
</tr>
<tr>
<td>Call: (808) 521-4357 option 1.</td>
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I. APPENDIX A: ELIGIBILITY

Eligible Households Must Meet All of the Following Criteria

- One or more members of the household has qualified for unemployment benefits, or experienced a reduction in household income, incurred significant costs, or experienced other economic harm during the coronavirus pandemic (since March 13, 2020);
- And one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability;
- And the household has a household income at or below 80% of area median income.

Priority will be given to applicants who qualify:

- With a household income at or less than 80% of the area median income for Honolulu County.
- OR if a household member has been unemployed for at least 90 days at the time of application AND is still unemployed at the time of application.

What is the annual income limit?

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What qualifies as income?
- You can use either 2020 or 2021 tax documents to calculate annual income (see Appendix B for acceptable forms of income documentation).
- You can determine your annual household income by adding the adjusted gross income amounts for each member of your household using their 1040 forms (look for box 11 on the form).
- If you don’t have these forms you can manually calculate household income by using applicable tax documents (W-2 or 1099).
- Alternatively, you may use two months of wage statements, such as pay stubs, and multiply the gross pay amounts (which is the amount before taxes are taken out) by six to account for one year of income.
  - If you are manually calculating income, be sure to include all sources of taxable income.
- After your pre-screen application has been assigned for processing, an intake specialist will work with you to ensure that you submit acceptable income documentation.

II. Appendix B: Required Documents

Please note that Catholic Charities Hawaiʻi or the Council for Native Hawaiian Advancement may request additional information and documentation to validate a household's situation.

Photo ID and Proof of Residency (One of the Following)
- Hawaiʻi ID (Driver's License or State Identification Card)
- Passport, Military, Out-of-State ID, etc.
- With the support of O'ahu residency.

Rental and Utility Documentation
- Signed lease.
- Other agreements with a landlord.
- Other proof of residency and pattern of rental payment.
- Household utility bill for O’ahu residence (electric, natural gas, sewer, and water).

Documenting Economic Harm (Dated On or After March 13, 2020)
- Acceptable Documents (in order of preference):
  - Unemployment Insurance Eligibility Letter.
- Most recent documents showing a decrease in income or increase in expenses.
- Screenshot of most recent approved Unemployment Insurance payment or receipt on online portal.
- Furlough letter.
- Layoff letter.
- Self-attestation.

**Housing Instability Documentation**

- **Acceptable Documents (in order of preference):**
  - Unpaid rent or utility bills.
  - Eviction notice or utility shut off notice.
  - Unsafe or unhealthy living conditions.
  - Self-attestation.

**Income Documentation**

- You do not need to provide income documentation if you provide proof of the following:
  - Enrollment in Med-QUEST/Medicaid health insurance.
  - Residency in Hawaiʻi Public Housing Authority (HPHA) housing.

- **Acceptable Documents (in order of preference):**
  - 2020 or 2021 tax filings: 1040, or W-2.
  - Manual calculation with most recent tax documents (W-2, 1099, etc.).
  - Two months of wage statements, such as pay stubs.
  - Unemployment insurance statements: Unemployment Insurance, Pandemic Unemployment Assistance, Pandemic Emergency Unemployment Compensation.
  - Child support.
  - Documents verifying net income from the operation of a business or profession (i.e., Schedule C, 1099).
  - Bank statements demonstrating regular income.
  - An attestation from an employer.
  - Social Security (i.e., SS, SSI, SSDI).
  - Other income.
III. Appendix C: Language Access

*Translation Services and General Information only*

We Are Oceania

For interpretation services, in the languages below, call (808) 768-2489

- Chuukese
- Marshallese
- Pohnpeian
- Kosraean
- Mokilese
- Ngetikese

Document Scanning

Kalihi Union Church (Kosraean Language Assistance)
2214 N King Street
Honolulu, HI 96819
(808) 841-7022

Safe Haven (Marshallese Language Assistance)
94-132 Pupupuhi St.
Waipahu, HI 96797
(808) 392-5946

We Are Oceania *Please call in advance to set-up appointment*
720 N King Street
Honolulu, HI 96817
(808) 913-1364