

Illinois Court-Based Rental Assistance Program Toolkit

Frequently Asked Questions (FAQs) - Housing Providers/ Landlords

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 Illinois tenant may be eligible to receive CBRAP assistance if:

- They have a pending eviction due to nonpayment. A court-summons document will be required.
- The household lives in Illinois and rents their home as their primary residence.
- The household's total gross income does not exceed 80% of the Area Median Income for location.

2. 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.

3. I am an out-of-state housing provider/ landlord with a rental property in Illinois. Can I complete a joint application with my Illinois resident tenants?

Yes. If your tenant is an Illinois resident and rents the unit as their primary residence, they may be eligible for CBRAP assistance.

4. I own and live in a multiunit building which is also tenant occupied. If a tenant residing in my building meets the eligibility requirements, can we submit a joint application?

Yes. Tenants may be eligible for CBRAP assistance provided they rent their own unit and are not members of the housing provider's household.

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 pre-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.

For tenants or housing providers/ landlords with barriers to accessing the online application, visit www.IllinoisHousingHelp.org or contact IHDA's call center at 866-IL-HELP1 (866-454-3571) to connect with a CBRAP Agent.

6. What information do housing providers/ landlords need to apply for the Court-Based Rental Assistance Program?

Housing providers/ landlords 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.
- Rental unit information (unit type, address, rent amount)
- Grant payment information for check distribution
- Social Security Number or Individual Taxpayer Identification Number (if payment is made to an individual)



7. What documentation do housing providers/ landlords need to provide when applying for the Court-Based Rental Assistance Program?

Housing providers/ landlords will need to upload the following documents during the application process:

- Evidence of past-due rent (ledger is required)
- Copy of property tax bill or monthly mortgage statement (dated within 90 days) or other proof of ownership.
- Current signed lease (if available)
- Fully executed and current property management agreement (if payment is made to a property manager)
- Eviction court documents (court case summons document)
- Government-issued photo ID, Certificate of Good Standing, or Articles of Incorporation

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

8. Does my tenant 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.

9. Does my tenant need a Social Security Number to apply?

No. Tenants do not need to provide a Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).

10. How much assistance can my tenant receive?

CBRAP assistance will cover up to \$15,000 of emergency rental payments, including up to two months of future rent payments. Rent owed starting March 2020 may be paid for with CBRAP funds.

11. Is there a limit to how many applications I can submit?

There is not a limit. Housing providers/ landlords will need to apply separately for each household that has a pending eviction case.



12. What happens after my tenant completes their 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. Housing providers/ landlords can check to see if their tenant has completed their application by logging into their CBRAP account and viewing their status on the application dashboard.

If additional 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.

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

After the housing provider/ landlord and the tenant have both submitted their information, the application will enter IHDA's queue for review.

14. 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.

15. What does my applications 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



16. When will I be notified if my application is approved for funding or deemed ineligible for funding?

IHDA expects extremely high demand for CBRAP assistance and will review completed applications as quickly as possible. Our goal is to notify applicants of funding eligibility within 30 to 45 days from the start of your application review.

17. How will I be notified if my application is approved for funding or deemed ineligible for funding?

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.

18. 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.

19. 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/Application/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](#).



20. When will I receive my CBRAP grant payment?

It is expected that housing providers/ landlords will receive a check for payment of rent within 10-14 days of their notification by IHDA that their rental assistance application is approved. However, it may take longer in some instances. 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.

21. 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/>.

22. 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.

