

What happens when I need rental assistance?



STEP

01

Are you eligible?

First, go to 211info.org to learn more and see whether your income makes you eligible. You need to earn 80% or less of the median family income to qualify. (Even if you're eligible, because resources are limited, assistance isn't guaranteed.)

STEP

02

Start the application process

Call 211 or go to 211info.org to start the application process. 211 will ask for your name, language and contact information. 211 will add you to a revolving list of households who've reached out to apply.

STEP

03

Gather your documents

Start to gather the documents you'll need for your application: pay stubs or bank statements, and any statements that show past-due housing costs, like a late-rent notice or note from your landlord.

STEP

04

Wait to hear back as your request is processed

There will be a waiting period. 211 staff will work down their list and process your application request, referring you to an agency that provides rental assistance to complete your application. Households on the list will be contacted within 4 weeks of their initial call.

STEP

4B

If 211's list of interested applicants is closed

Depending on demand, you may not be added to 211's list. 211 will close their list any time it reaches 1,000 households and reopen it once the number drops below 1,000. 211 will share the status of the list on their website.

STEP

05

Complete your application

An agency providing rental assistance will call you back to complete your application. Applications can be completed over the phone, online or, in certain circumstances, in person. Because of COVID-19, in person applications are limited. The agency that helps you will also work directly with your landlord or property manager.

STEP

06

Receive rental assistance

You'll be notified if you receive rent assistance. Any eligible households who do not receive assistance due to limited funds will also be notified. They'll remain on the waitlist to receive assistance should additional funding become available.

While your application is in process: Learn about Oregon's eviction moratorium

Dealing with a COVID-19 infection or even just navigating the economic fallout from the pandemic is traumatic and scary. Wondering whether you can pay your rent at the same time, and waiting to know whether you'll receive help, only makes that trauma more difficult to bear.

But right now, because of a statewide moratorium in effect until Oct. 1, 2020, no one in Oregon can be evicted just because they can't pay their rent.

This means that even if you owe rent from April, May, June or July, or if you can't pay rent in August and September, you are not at risk of eviction for non-payment.

In addition, you will have until March 31, 2021, to pay back any rent owed from these months.

If your landlord threatens to evict you, your landlord applies late fees, or you need more guidance, you can seek legal advice and support from community resources like the Community Alliance of Tenants or Legal Aid Services of Oregon.

Learn more

For more detail about the COVID-19 CARES Rent Relief Program, go to 211info.org/multco-rent.

