



Reach Up Emergency Rental Assistance: FAQs for Landlords

The Department for Children and Families (DCF) has federal stimulus funds to help most Reach Up households to pay their current rent, back rent (*arrears*), and security deposits.

What costs can be covered?

If your tenant is eligible, we can pay:

- Up to 18 months of rent (or fewer if the funding ends).
 - Assistance can be a combination of current rent, future rent, and past-due rent (*arrears*) incurred on or after March 13, 2020.
 - A security deposit required to secure the property.
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What do I need to do?

If your tenant is eligible, you'll get an email that tells you what you need to do.

1. Follow the link in the email to go to the online Landlord Certification Form.
2. Copy the unique PIN included in the email and paste it into the space provided on the form.
3. Once you enter the PIN, you'll see the tenant's full name, physical address of the property they rent/rented, their portion of monthly rent, any rent they owe (*arrears*) and have asked us to pay, and any security deposit they've asked us to pay.
4. You'll get the opportunity to correct the information they provided or certify its accuracy.
5. Reach Up Central Office reviews for final eligibility determination and issues payment if no further verification is needed.

What if my tenant doesn't have my email address or I don't have Internet access?

They can get you a fillable form or paper application.

Am I required to participate in this program?

No. You can decline to participate.

Will the tenant be able to see what I enter on the landlord certification?

No. The tenant will not see the personal information you enter on the certification.

Where will the payments sent?

To the mailing address you listed on the Landlord Certification form.

Can lot rent be covered?

Yes.

When will I get paid? UPDATED

Applications will be processed in the order they are received. Processing time is usually 30 days from the date the application is approved. This can't happen until all documentation has been received, reviewed, and verified as complete.

The first payment will include any approved arrears and security deposit. Future rent will be paid one month at a time.

Is this assistance taxable?

Yes. Payments are classified as rental income though they do not count as rent paid by the tenant for purposes of an LC-142. Consult your accountant if you have questions.

What if my tenant's rent is subsidized?

This assistance can only cover the tenant's portion of rent. When the tenant applies, they'll be asked what amount they are responsible for paying. You'll be asked to certify that the amount is correct.

Do I need to provide a copy of the lease?

Yes. You need to submit a copy of a lease or rental agreement. A rental agreement can be a written declaration stating the renter's name and address, amount of rent, and the name and address of the person rent is sent to.

Who do I contact if I have questions about Emergency Rental Assistance?

Email us at AHS.DCFESDReachUpERA@vermont.gov.

Where do I complete the certification online? UPDATED

Once you have the unique PIN, go to <https://reachupera.vermont.gov/>.