

# RentReliefRI: A Lifeline for Rhode Island Renters (and Landlords)

**Rhode Island Housing**

Special Achievement: COVID-19 Response

**HFA Staff Contact**

Mary Kate Harrington

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## ***RentReliefRI: A Lifeline for Rhode Island Renters (and Landlords)***

The RentReliefRI program has been a lifeline for Rhode Islanders. Launched in March 2021, RentReliefRI has assisted over 28,000 renter households to date, keeping families in their home during the pandemic. Through the hard work and commitment of program staff, our partners, elected officials and community members, we have been able to approve on average \$2.8 million in rental and utility assistance funding per week and ensure these critical federal dollars are used to maintain housing stability for Rhode Island renters. RentReliefRI funds have helped families get back on track and stay in their homes.

The program has been such a success in fact that we recently announced that RentReliefRI will close to new applications on June 1, 2022. **Our announcement highlights the fact that the rental assistance program has done what it set out to do: *provide a lifeline to thousands of struggling renters across our state during the height of the COVID-19 pandemic.***

We are proud of the results of our efforts: Rhode Island has hit all of Treasury's expenditure thresholds for ERA 1 and ERA2.

### **Necessity Is the Mother of Invention**

The saying is particularly apt as it relates to our experience running the RentReliefRI program. We had a bumpy road to start: our tech vendor for online applications did not work out and we had to quickly identify, contract with, and bring up to speed a new vendor so we could successfully administer the program. But once we had our online application platform issue ironed out, we were able to develop and roll out a number of innovative approaches to help us administer \$352 million in rental and utility assistance. While many HFAs have run successful rental assistance programs, we think ours is award-worthy for its **innovation and impact**.

### **Why RentReliefRI is Award-Worthy**

#### **Innovative**

- Eviction diversion efforts: diverting people from eviction process and redirecting them to apply to ERA
  - Onsite assistance at all Rhode Island courthouses hearing eviction cases: *one of the most effective aspects of our program*
  - Weekly mailings to more than 5,000 renters facing eviction encouraging them to apply for RentReliefRI and reach out to our partners at RI Legal Services and the Center for Justice
  - Due to partnerships with the Rhode Island Center for Justice and Rhode Island Legal Services, we saw evictions reduced by 50% of pre-COVID levels
- Partnership with National Grid and Department of Health and Human Services to provide more customers with assistance and automatically qualify them if they were receiving other forms of assistance such as SNAP – “Categorical Income Eligibility”
- Partnership with Centreville Bank to assist RentReliefRI applicants who do not have access to a traditional bank account; The partnership provides banking access to applicants who receive direct rental payments but lack an account or an existing relationship with a financial institution. The partner bank establishes an account for direct payment recipients to deposit their RentReliefRI check and have the funds paid to their landlord(s) via cashier's check
- A hotel program for those experiencing homelessness
- Penny testing / bank account verification with ACH: streamlined the process for landlord payments

- Data: Development of an online and interactive dashboard to provide public data about the program and increase transparency

#### Responds to an important state need

- We recognize that not all FHAs offered **utility assistance**, but we felt this was an important need for Rhode Island renters and although it meant extra effort on our part, we could help thousands of Rlers get back on track with their utility payments and avoid negative reporting on their credit or fear of loss of utilities for their families
- Prioritized those whose rental assistance had run out from other programs and renters facing evictions or were subject to attend an eviction hearing
- Recognizing that many renters lacked **internet access**, which created barriers for those looking for employment, for children remote learning, etc., we offered a \$50/month internet stipend to all RentReliefRI recipients

- Needs of Rhode Island renter population: our program was **tailored to meet the needs of our diverse population**:

##### **Remove Barriers for applicants with expanded accessibility for services and support:**

**Cultural/Language Barriers:** We had a specific focus on providing culturally appropriate and linguistically competent services to remove any barriers for applicants.

- Created partnerships and removed language and accessibility barriers by partnering with a wide array of diverse organizations that helped expand our outreach, could provide application assistance and accessibility in numerous languages including English, Spanish, Portuguese, Khmer, Lao, Vietnamese, Hmong, Cantonese, French, Swahili, Somali, Kinyarwanda, Kibembe, Arabic, Pashto, Dari, Russian, Ukrainian, Fang, Yoruba, Hausa, Igbo, and Creole dialects.
- Application portal allows for easy translation of emails and materials as needed and coordinated with local vendors to translate materials into a variety of languages upon request.

**Physical Barriers:** recognizing applicants needed support from trusted resources who offered evening and weekend support and availability and at easily accessible locations:

- Onsite application assistance events across the state, partnerships with community orgs serving underserved populations who could provide application assistance (virtually and in person) during evenings, weekends; for walk-ins and by appointment, and extended and weekend hours at our Call Center

#### Achieves intended results

- We're proud to say that despite the challenges of running the largest assistance effort this agency has ever run, we **reached our benchmarks and have been recognized for our achievements by partners, elected officials and others.**
  - And we ***achieved our benchmark despite larger funding to population ratio than other FHAs***
- The **highest level of assistance was provided to extremely low-income renter households: those who were hardest hit by the pandemic**
- Extensive training and support (via videos, manuals, virtual events and informational sessions) to a wide variety of groups and individuals, (including DCYF, social service providers, state agencies, etc.) successfully expanded our reach
- **Comprehensive outreach and marketing** program: elected officials, partnership with municipalities across the state (w/special emphasis in Rhode Island's urban core cities with high renter populations) meant Rhode Islanders across the state were aware of the assistance available

- Multi-channel outreach and engagement campaign: Paid (Radio, TV, digital, social, print), Earned, Grassroots Outreach
- Dozens of virtual and in-person informational and application assistance events
  - In-person events offering COVID and flu vaccines as well as other services to support attendees
- Door knocking campaign” over 133,000 households reached
- Email blasts to elected officials and partners to keep them informed
- Text messaging system to connect with applicants

**Provides benefits that outweigh costs**

- Partnerships:
  - Utilizing a network of partners, elected officials and information channels, we were able to blanket the state with information and support for applicants at little cost
  - Collaborations with local housing nonprofits, PHAs, landlord groups and social service entities strengthened our reach and allowed us to tap into communications channels from trusted resources
  - Thousands of renter households were able to stay safely housed during the pandemic and thousands of property owners were able to meet their financial obligations, helping our state and its residents.

**Other Highlights:**

**Landlord Engagement and Outreach:**

- While renters were our primary audience, landlords were hurting too. Many small “mom and pop” landlords were no longer able to make their mortgage payments as their tenants were unable to pay their rent
- We created landlord-specific pages and information on our website, created landlord-focused FAQs and outreach materials, presented at landlord events and worked to engage and inform them

**RentReliefRI outreach, support and application assistance for targeted populations (*examples include*):**

- youth aging out of foster care
- bulk payment to utility provider for customers in arrears
- onsite application assistance for Creole speaking families at local food pantry
- outreach and assistance targeted to families of school aged children in one of largest districts in state
- onsite assistance events at local YMCAs, in partnership with HEZ groups, onsite at affordable housing developments
- mailings to 75,000 Providence Water customers and distribution to Dept of Human Services low-income program participants
- Bilingual PSA with Lt Governor encouraging residents to apply

**Streamlined processes for residents living in affordable/ PHA housing:**

- largely shifted responsibility for documentation to the property owner/manager
- we removed the ID requirement and authorized the PHA’s/Management Agent to use the most recent income certifications for income eligibility determination
- Property managers can also add tenants and/or submit documents on behalf of tenants via the online program portal

Through calendar year 2021

**ERA1 Expenditures**

Rhode Island is  
**28th nationally**  
as a % of our allocation  
and first among states receiving the  
small state minimum.

**ERA2 Expenditures**

Rhode Island is  
**6th nationally**  
as a % of our allocation  
and second only to Maine among  
the small state minimum states.  
(ME has switched to ERA 2 only spending)

**ERA1 & ERA2 Combined Expenditures**

Rhode Island is  
**15th nationally**  
as a % of our allocation  
and first among states receiving  
the small state minimum.

March 14, 2022

**Treasury released information on the second round of ERA 1 funding reallocation**

- Treasury Reallocated \$564.3 million in ERA 1 funds to states and localities
- Voluntary Recaptures (Delaware and Wyoming) totaled \$167.5m in ERA 1 funding
- Involuntary recaptures totaled \$377.6 million from 11 states and 26 localities including:

\$18.7 million	\$30.2 million
from New Hampshire	from Vermont

**No funding was recaptured from Rhode Island.**

**Rhode Island has hit all of Treasury's expenditure thresholds for ERA 1 and ERA2.**

## Creative (and effective) Partnerships

### Collaboration with local utility companies

#### Partnership with statewide utility company

The screenshot shows the National Grid website with a navigation bar including 'Your Account', 'Billing & Payments', 'Save Energy & Money', 'Safety & Outages', 'Pay Your Bill', and 'Sign In / Register'. The main content area is titled 'RentReliefRI' and contains the following text:

Are you a Rhode Island renter having challenges covering rent and/or utility payments due the COVID-19 pandemic? You may qualify for up to 18 months of assistance through the new RentReliefRI program. The program can pay for rent and utilities owed back to April 1, 2020 and can also cover up to three months of upcoming rent.

Renters may apply for help with utilities even if they do not need help paying for rent.

Applicants must have a household income of 80% or less of the Area Median Income Limit\* (AMI), which varies by location and household size. For example, a Providence family of four with an annual household income of less than \$69,200 may qualify.

Assistance will be paid directly to landlords and utility service providers. RentReliefRI assistance does not need to be reimbursed or paid back.

Please visit [www.RentReliefRI.com](http://www.RentReliefRI.com) to learn more and apply online.

If you have questions, the RentReliefRI Call Center can be reached at **1-855-608-8756**. It is operated by RI Housing Mondays through Fridays from 8:30 a.m. – 5:30 p.m. and Saturdays from 8:00 a.m. – 1:00 p.m.

\*2021 Area Median Income Limits

**Rhode Island renters struggling to make their rent or utility payments have a lifeline for help.**

Dear Customer,

The RentReliefRI program provides rental and utility assistance to eligible Rhode Island households.

RI Housing is partnering with National Grid to assist potentially eligible customers who have overdue utility payments that occurred during the COVID-19 pandemic. You are receiving this email because you have been pre-screened and may be eligible for assistance.

The RentReliefRI program provides up to 18 months of rental and utility assistance. The program can pay for rent and utilities owed back to April 1, 2020 and can also cover up to three months of upcoming rent. Renters may apply for help with paying for utilities even if they do not need help paying for rent. There is no monthly cap on eligible rent relief, and the funds do not need to be reimbursed or paid back.

In order to apply, you will need to visit: [www.RentReliefRIUtilities.com](http://www.RentReliefRIUtilities.com).

If you need help in completing your application, please call the RentReliefRI Call Center at **1-855-608-8756** to learn how to apply to the program.

We encourage you to apply for this assistance as it will help you get caught up with overdue payments and back on track.

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

#### Providence Water

**BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?**  
 Rental and utility assistance available for eligible RI households.

Have questions or need assistance?  
**1-855-608-8756** M-F: 8:30 a.m. - 5:30 p.m. Sat: 8:00 a.m. - 1:00 p.m.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**Providence Water**  
 Yesterday at 10:00


RentReliefRI can pay for rent and/or utilities owed back to April 1, 2020. Utilities may include electricity, water, trash, and heat. The program also covers up to three (3) months of upcoming rent and a \$50/month internet stipend. Applicants are eligible for 18 months of assistance.

For assistance please contact RI Housing at 1-855-608-8756 or visit <https://www.rihousing.com/rentreliefri/>  
 Partner Agencies: <https://tinyurl.com/e32p8eyv>

**Applications are now open!**  
 Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) to learn more.

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

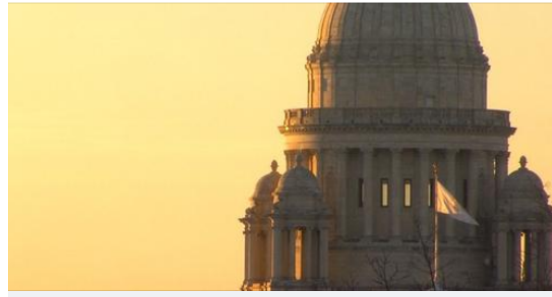
### Partnership with Centreville Bank to assist RentReliefRI applicants who do not have access to a traditional bank account.



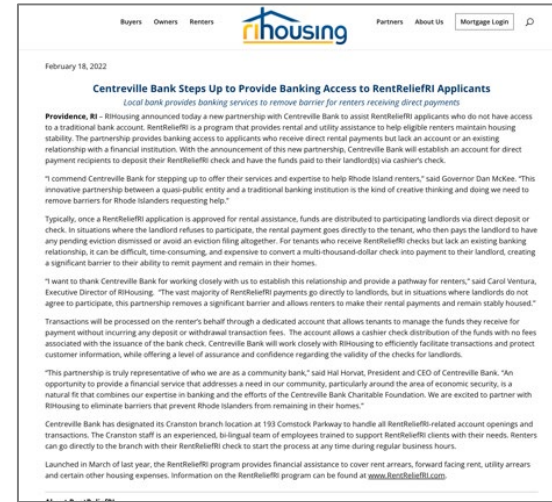
**Rent Relief RI**  
Published by HubSpot · February 25 ·


Our thanks to **Centreville Bank** for working closely with us to establish this relationship and provide a pathway for renters. The vast majority of RentReliefRI payments go directly to landlords, but in situations where landlords do not agree to participate, this partnership removes a significant barrier and allows renters to make their rental payments and remain stably housed.

Centreville Bank offers affordable banking services for RentReliefRI applicants  
<https://hubs.ly/Q0145q880>



6PARKNEWS  
Centreville Bank offers affordable banking services for RentReliefRI applicants  
February 17, 2022 1:25 PM PROVIDENCE, RI (WLN) – RIHousing has announced a partnership ...



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February 18, 2022

**Centreville Bank Steps Up to Provide Banking Access to RentReliefRI Applicants**  
*Local banks provides banking services to remove barrier for renters receiving direct payments*

**Providence, RI** – RIhousing announced today a new partnership with Centreville Bank to assist RentReliefRI applicants who do not have access to a traditional bank account. RentReliefRI is a program that provides rental and utility assistance to help eligible renters maintain housing stability. The partnership provides banking access to applicants who receive direct rental payments but lack an account or an existing relationship with a financial institution. With the announcement of this new partnership, Centreville Bank will establish an account for direct payment recipients to deposit their RentReliefRI check and have the funds paid to their landlord(s) via cashier's check.

"I commend Centreville Bank for stepping up to offer their services and expertise to help Rhode Island renters," said Governor Dan McKee. "This innovative partnership between a quasi-public entity and a traditional banking institution is the kind of creative thinking and doing we need to remove barriers for Rhode Islanders requesting help."

Typically, once a RentReliefRI application is approved for rental assistance, funds are distributed to participating landlords via direct deposit or check. In situations where the landlord refuses to participate, the rental payment goes directly to the tenant, who then pays the landlord to have any pending eviction dismissed or avoid an eviction filing altogether. For tenants who receive RentReliefRI checks but lack an existing banking relationship, it can be difficult, time-consuming, and expensive to convert a multi-thousand-dollar check into payment to their landlord, creating a significant barrier to their ability to remit payment and remain in their homes.

"I want to thank Centreville Bank for working closely with us to establish this relationship and provide a pathway for renters," said Carl Ventura, Executive Director of RIhousing. "The vast majority of RentReliefRI payments go directly to landlords, but in situations where landlords do not agree to participate, this partnership removes a significant barrier and allows renters to make their rental payments and remain stably housed."

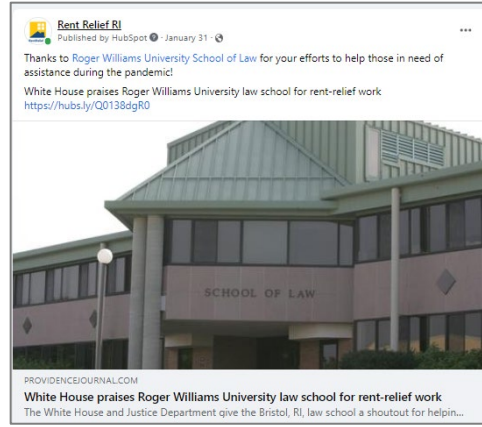
Transactions will be processed on the renter's behalf through a dedicated account that allows tenants to manage the funds they receive for payment without incurring any deposit or withdrawal transaction fees. The account allows a cashier check distribution of the funds with no fees associated with the issuance of the bank check. Centreville Bank will work closely with RIhousing to efficiently facilitate transactions and protect customer information, while offering a level of assurance and confidence regarding the validity of the checks for landlords.

"This partnership is truly representative of who we are as a community bank," said Hal Horvat, President and CEO of Centreville Bank. "An opportunity to provide a financial service that addresses a need in our community, particularly around the area of economic security, is a natural fit that combines our expertise in banking and the efforts of the Centreville Bank Charitable Foundation. We are excited to partner with RIhousing to eliminate barriers that prevent Rhode Islanders from remaining in their homes."

Centreville Bank has designated its Cranston branch location at 193 Comstock Parkway to handle all RentReliefRI-related account openings and transactions. The Cranston staff is an experienced, bilingual team of employees trained to support RentReliefRI clients with their needs. Renters can go directly to the branch with their RentReliefRI check to start the process at any time during regular business hours.

Launched in March of last year, the RentReliefRI program provides financial assistance to cover rent arrears, forward facing rent, utility arrears and certain other housing expenses. Information on the RentReliefRI program can be found at [www.rentreliefri.com](http://www.rentreliefri.com).

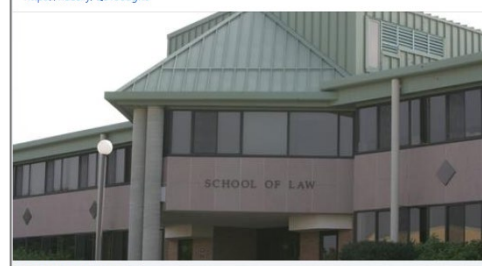
### Roger Williams University School of Law



**Rent Relief RI**  
Published by HubSpot · January 31 ·

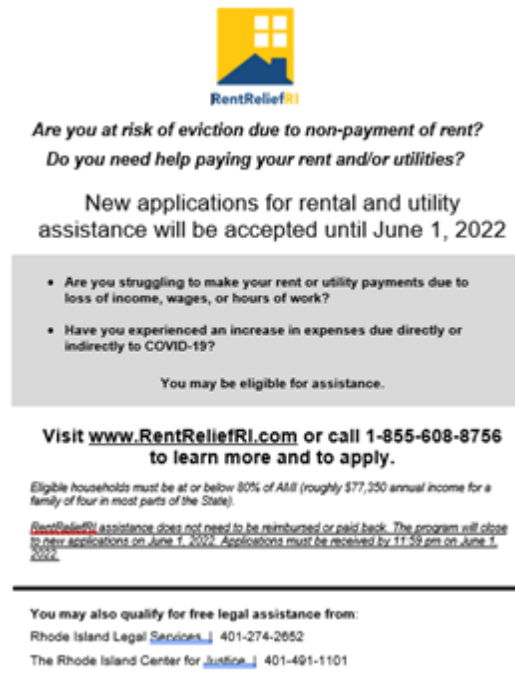
Thanks to **Roger Williams University School of Law** for your efforts to help those in need of assistance during the pandemic!


White House praises Roger Williams University law school for rent-relief work  
<https://hubs.ly/Q0138dgR0>



PROVIDENCEJOURNAL.COM  
White House praises Roger Williams University law school for rent-relief work  
The White House and Justice Department give the Bristol, RI, law school a shoutout for helpin...

### Partnership with the Center for Justice to do Weekly Eviction Mailings to thousands of Rhode Islanders facing eviction





**Are you at risk of eviction due to non-payment of rent?**  
**Do you need help paying your rent and/or utilities?**

**New applications for rental and utility assistance will be accepted until June 1, 2022**

- Are you struggling to make your rent or utility payments due to loss of income, wages, or hours of work?
- Have you experienced an increase in expenses due directly or indirectly to COVID-19?

**You may be eligible for assistance.**

**Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) or call 1-855-608-8756 to learn more and to apply.**

*Eligible households must be at or below 80% of AMI (roughly \$77,250 annual income for a family of four in most parts of the State).*

*RentReliefRI assistance does not need to be reimbursed or paid back. The program will close to new applications on June 1, 2022. Applications must be received by 11:59 pm on June 1, 2022.*

**You may also qualify for free legal assistance from:**  
Rhode Island Legal [Services](http://Services) | 401-274-2652  
The Rhode Island Center for [Justice](http://Justice) | 401-491-1101

## Eviction Diversion Efforts with RI Legal Services and The Center for Justice



Rhode Island Center for Justice  
September 24, 2021

Representative Leonela Felix, Dr. Luis Daniel Muñoz, RI Housing, George Wiley Center, Direct Action for Rights & Equality and Center for Justice invite you to

# EVICITION CLINICS

#StayHousedRhodeIsland

**Thursday, September 30<sup>th</sup>** 6:00 pm - 9:00 pm  
George Wiley Center  
34 East Ave  
Pawtucket, RI

**Saturday, October 2<sup>nd</sup>** 9:00 am - 12:00 pm  
Direct Action for Rights & Equality  
340 Lockwood St  
Providence, RI

To pre-register or volunteer please email [EvictionClinicRI@gmail.com](mailto:EvictionClinicRI@gmail.com) OR text "EvictionClinic" to 1(833) 866-1664

Progreso Latino  
September 22, 2021

Are you facing an eviction and need help with the Rent Relief RI application? Register at <http://ow.ly/8Upz50Gcd1w> for one of these eviction clinics that will h... See more

Rhode Island Center for Justice  
August 22, 2021

The US Supreme Court ended the federal eviction moratorium last night. This means: if you were protected from eviction because of a CDC declaration, you are now at risk of being evicted if you cannot make rent. It is more important than ever to get rental assistance through Rent Relief RI: <https://rihousing.com/rentrelief/>

If you were served eviction papers and need legal help, contact us (401-491-1101) or Rhode Island Legal Services (401-274-2652).  
Note: We cannot provide... See more

Center for Justice @JusticeCenterRI - Aug 18, 2021  
Check out @EconomicProgressRI's new guides to the eviction moratorium, in English and Spanish, below and on their COVID-19 page: [economicprogressri.org/index.php/covid-19](https://economicprogressri.org/index.php/covid-19)

And remember to apply for rental and utility funding through Rent Relief RI at [rihousing.com/rentrelief/](https://rihousing.com/rentrelief/)

EconomicProgressRI

### Tenant Protections Against Eviction and Help Paying Rent

(Updated March 5, 2021)

Rhode Island has extended the federal eviction moratorium until March 31, 2021, but tenants must take action to protect their rights.

Rental assistance is now available for tenants and landlords who are behind on rent or can't pay utilities.

[Read More](#)

CENTER FOR JUSTICE RentReliefRI

BE AVAILABLE TO PAY YOUR NATIONAL GRID BILL

Be island renters struggling take their rent or utility payments have a lifeline for help.

Apply for help to pay your energy bill. This financial aid is available through the RentReliefRI program in your area. Through this program, you can receive up to \$100 in utility assistance. Come in with a photo of your utility bill and a photo of your rent or utility bill. You are receiving this assistance because you have been impacted and need to apply for assistance.

The RentReliefRI program provides up to 18 months of rent and utility assistance. You can apply for rent and utility assistance for April 1, 2021 and can also come up to three months of assistance. You can apply for rent and utility assistance for up to three months of assistance. You can apply for rent and utility assistance for up to three months of assistance. You can apply for rent and utility assistance for up to three months of assistance.

Landlord to apply for help with rent or utility bills, you will need to visit [www.RentReliefRI.com](https://www.RentReliefRI.com) or call the CRJ office. If you need help in completing your application, please call the RentReliefRI Call Center at 855-688-8756.

This must be done before March 31, 2022.

Encourage you to apply for this assistance. It can help you get to work with overdue payments and get back on track.

CENTER FOR JUSTICE Rhode Island Lawyers for the Public Interest

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### Rental and Utility Assistance Now Available

The new Rent Relief RI (2020) program has opened and is now accepting applications for help paying rent and utility payments. The program is available to Rhode Island renters and landlords who are behind on rent or utility payments. The program is available to Rhode Island renters and landlords who are behind on rent or utility payments. The program is available to Rhode Island renters and landlords who are behind on rent or utility payments.

[Read More](#)

SCRIBD

Millions of books, audiobooks, magazines, documents, sheet music, and more for free.

### NATIONAL GRID CUSTOMERS: ENROLL IN DISCOUNT RATES TO PROTECT YOURSELF FROM UTILITY TERMINATION THROUGH APRIL OF 2021

Right now, all residential customers are protected from utility shutoff due to the pandemic, but this protection expires at the end of September unless you are enrolled in low-income discount rates.

If you are enrolled in discount rates, you are protected from shutoff until April 2021. You may be newly eligible for this rate if you have lost earnings due to COVID-19, even if you have never heard of it before.

**You are eligible for a 25% discount on your bills if you:**

- Receive Food Stamps/Supplemental Nutrition Assistance Program (SNAP), or
- Qualify for Fuel Assistance/Low Income Home Energy Assistance Program (LIHEAP), or
- Receive Supplemental Security Income (SSI) from the Social Security Administration

**You are eligible for a 30% discount on your bills if you receive:**

- Medicaid, or
- Rhode Island Works Program (formerly the Family Independence Program), or
- General Public Assistance

To sign up online, go to this website: <https://www.nationalgridus.com/Discount-Rate-Application-RI>

You will have to enter your account information and upload a photo of your confirmation letter from the current year for one of the above programs.

If you don't have a confirmation letter from the current year from one of the above organizations, you can call the Department of Human Services at 1-855-697-4347 to request a qualification card for the discount rates and they will mail it to you.

You can also:

- email your benefit confirmation to [discount@nationalgrid.com](mailto:discount@nationalgrid.com),
- fax it to 1-877-388-9077, or
- mail it to National Grid Discount Rate, P.O. Box 960, Northborough MA 01532.

If you need help with the application or don't have access to a computer, contact the George Wiley Center. Please spread the word to friends, family, and neighbors who may not be aware of this discount rate and the protection that it offers!

George Wiley Center  
32 East Avenue, Pawtucket, RI 02860  
1-401-726-5505  
[georgewileycenter@gmail.com](mailto:georgewileycenter@gmail.com)  
[www.georgewileycenter.org](http://www.georgewileycenter.org)

<https://centerforjustice.org/covid-and-evictions/>

### Rental Assistance is Available in Rhode Island – How it Works\*

Help is available to pay past-due rent and past-due utility bills for money owed during the pandemic (since April 2020). You can apply for help through Rent Relief RI.

If you are eligible for rental assistance and your landlord accepts payment for back rent through Rent Relief RI, any pending eviction will be dismissed. You may also be eligible for additional help with paying the rent going forward so that you can stay in your home.

#### What is Rent Relief?

Rent Relief RI gives financial assistance for tenants to pay their back due, current, or future rent and utility payments, pending application approval. Tenants may apply online and specific landlord information can be found here. This funding is provided by the U.S. Treasury Department to the State of Rhode Island. A Spanish version of the site is available here.



**Paid and Volunteer Partners, Elected Officials, State and Municipal Partners and Social Service Providers**

RI Housing  
Published by Mary Kate Harrington · September 30, 2021

Two eviction clinics are being held this week—the first one is tonight in Pawtucket. Rental & utility assistance is available for eligible RI renters. Learn more about the program at [RentReliefRI.com](http://RentReliefRI.com)

EVICITION CLINICS	CLÍNICAS DE DESALOJO
<p>Thursday, September 30<sup>th</sup> 6:00 pm - 9:00 pm George Wiley Center 50 East Ave Pawtucket, RI</p>	<p>Saturday, October 2<sup>nd</sup> 9:00 am - 12:00 pm Direct Action for Rights &amp; Equality 340 Lindwood St Providence, RI</p>
<p>Jueves, Septiembre 30 6:00 pm - 9:00 pm George Wiley Center 50 East Ave Pawtucket, RI</p>	<p>Sábado, Octubre 2 9:00 am - 12:00 pm Direct Action for Rights &amp; Equality 340 Lindwood St Providence, RI</p>

To pre-register or volunteer please email [EvictionClinicRI@gmail.com](mailto:EvictionClinicRI@gmail.com) OR text "EvictionClinic" to (401) 866-1664

United Way of Rhode Island is feeling hopeful. September 30, 2021

Are you a tenant facing eviction? George Wiley Center is hosting an eviction clinic tonight from 6 – 9 p.m. to help Rhode Islanders access legal assistance and r... See more

Rent Relief RI  
Published by Mary Kate Harrington · July 24, 2021

We're here at Veterans Memorial Park in Central Falls until 3pm today with information and answers to your questions about RentReliefRI. Thank you to the City of Central Falls, RI for organizing this great event!

Rent Relief RI  
Published by Mary Kate Harrington · September 26, 2021

Eviction clinics are this week. Thank you RI State Representative Leonela Felix for your partnership & leadership!

RI State Representative Leonela Felix  
September 26, 2021 · Instagram

Out here door-knocking with @itslelicnicole @setztzar Camilo from George Wiley Center] to share info on the #EvictionClinicRI being held this coming Thursday, September 30th from 6-9pm at George Wiley Center] and Saturday, October 2nd at @dare.pvd from 9-12pm. If you need help applying for rental relief email us at [EvictionClinicRI@gmail.com](mailto:EvictionClinicRI@gmail.com) or text "EvictionClinic" to (401) 866-1664. #StayHousedRhodeIsland #EvictionRelief #RentalAssistance

Rent Relief RI  
Published by Mary Kate Harrington · October 1, 2021

Tomorrow's the day! RentReliefRI staff will join with many partners and volunteers to help parents of students apply for rental and utility assistance. Our thanks to Providence Public Schools, United Way of Rhode Island, Power 102.1 FM & Poder 1110 - WPMZ Radio and Delia Rodriguez-Masjoan for partnering with us on this important effort!

RENT RELIEF ASSISTANCE DAY	DÍA DE ASISTENCIA PARA LA RENTA
SATURDAY OCTOBER 2, 2021 1:00PM TO 4:00PM	SÁBADO, 2 DE OCTUBRE, 2021 1:00PM TO 4:00PM

Providence Public Schools (PPS) is looking for parents of students in the Providence Public Schools who need:

- Assistance to pay rent
- Assistance to pay utility
- Help to pay your own gas and electric bills

Who can apply?
 

- Identified for rental assistance (see DOE NOTIFIED to assist security number)
- Proof of rent
- Proof of income (stipend, welfare, etc.)
- Household income that fits in your budget
- Household phone number of your landlord

Providence Public Schools  
October 1, 2021

Are you a parent of students in PPS who needs rent or utility assistance? Join us this Saturday, October 2, from 1 – 4 p.m. for Rent Relief Assistance Day at ... See more

See Translation

Rent Relief RI  
Published by Mary Kate Harrington · July 9, 2021

Our thanks to Deb Burton from RI Elder Info for having us join her for today's "Friday Friends" segment, where we were able to provide important information on the RentReliefRI program. Check it out and share on your own social media pages to help us spread the word!

RI Elder Info was live.  
July 9, 2021

Christine Hunsinger of Rent Relief RI will discuss what help is available for folks evictions during the housing crisis.  
<https://rielderinfo.com/housing...> See more

ABOUT OUR WORK COVID-19 & HEALTH

Featured - Our Stories & Voices Our Stories & Voices

Call Us For Help To Apply For Rent Relief In RI

November 16, 2021

Rent Relief RI added an event  
April 20 at 1:30 PM

Rental and utilities assistance available through RentReliefRI.

In partnership with Senate President Dominick J. Ruggerio

Need help on the application?  
(Necesitas ayuda con la aplicación?)

SATURDAY, APRIL 30, 10 AM - 2 PM  
North Providence High School  
(2nd Floor Library)  
828 Mineral Spring Avenue, North Providence

[www.RIhousing.com/RentReliefRI-Appointments](http://www.RIhousing.com/RentReliefRI-Appointments)

Appointments are required.  
Es necesario programar una cita.

RI Housing is being supported, in whole or in part, by federal award number 888013 awarded to the State of Rhode Island by the U.S. Department of Housing and Urban Development.

547 APR 30  
Rent Relief RI Application Assistance Event  
North Providence High School  
6 Went - 4 Interested

RI Housing  
Published by Mary Kate Harrington · November 17, 2021

Just 1/2 hour away until our virtual RentReliefRI conversation with Pawtucket Central Falls Health Equity Zone and @lismodelsland

Conversation on...  
RentReliefRI  
November 17, 2021 at 6pm  
Facebook event will take place in English and Cape Verdean Creole.

Konversa sobri...  
Assistência di Renda  
Quarta-feira 17 di Novembro  
Evento di Facebook ta ser na Krokiu y Ingles

LISC Health Equity Zone RentReliefRI

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number 888013 awarded to the State of Rhode Island by the U.S. Department of Housing and Urban Development.

WED, NOV 17, 2021  
Konversa sobri Assistensia di Renda/Conversation on RentReliefRI  
17 people interested

Patricia Reeves leads a team with expertise in helping renters apply for rental assistance. ONE Neighborhood Builders is one of several agencies authorized to help tenants apply to RI Housing and get a case number.

Since May, ONE/NI has helped more than 1,800 residents with questions and any type of assistance. Of those, ONE/NI has helped 480 residents apply for rental assistance, with 212 approvals, totaling \$1,209,456, with average rent relief per applicant at \$5,705.

By Patricia Reeves  
ONE Neighborhood Builders | Rent Relief Supervisor

If you are a renter in Rhode Island, there may be money available from the federal government to help keep you in your home until you can get back on your feet financially.

Thanks to the efforts of U.S. Senator Jack Reed, Rhode Island has received \$200 million in rent relief money from the federal government as part of the Emergency Rental Assistance Program. This program helps renters, and, in turn, landlords, assisting with rent payments and with utilities. The program is designed to give people money to help pay their rent and utilities while they get back on their feet financially, due to a reduction of income or lack of employment as a result of the pandemic.

Renters can call us, and we can help get them started: (401) 378-3162.

- More information on Housing and Rental Assistance
- RI leaders urge eligible residents and landlords to apply

“Rent relief is available to those who qualify. Call us at (401) 378-3162, and we can help get you started.”

PATRICIA REEVES  
Rent Relief Supervisor  
ONE Neighborhood Builders

**Events and outreach engagement in partnership with Governor's Office and Community College of RI**

Rental and utilities assistance available through RentReliefRI.

In partnership with Governor Dan McKee, Senator Dawn Euer and CCRI

www.RIHousing.com/RentReliefRI-Appointments

**Need help on the application?**  
 ¿Necesitas ayuda con la aplicación?

Saturday, May 14, 10 AM

CCRI Newport Campus  
 1 John H Chafee Blvd, Newport

Appointments are required.  
 Es necesario programar una cita.

Get Rent Relief.

Meet with a Rent Relief RI program representative:  
**Saturday December 18**  
**9 am-1 pm**  
 CCRI Liston Campus  
 One Hilton St., Providence

Los representantes del programa estarán disponibles:  
**Sábado 18 de diciembre**  
**9 am-1 pm**  
 CCRI Liston Campus  
 One Hilton St., Providence

Community College of Rhode Island (CCRI)  
 December 9, 2021  
 Struggling with rent or utility payments? Help is available from RentReliefRI for eligible Rhode Island renters. Assistance does NOT need to be reimbursed or repaid. See more

Community College of Rhode Island @CCRInews · 36m  
 Aquidneck Islanders: Need help paying your rent? #RentReliefRI will be visiting our Newport County Campus this Saturday as part of a Community Resources Fair hosted by the Office of the Governor!

Community College of Rhode Island @CCRInews  
 Make an appointment for the RentReliefRI clinic between 10 am-2 pm before availability fills up!



**Door knocking, application assistance and informational sessions with state's largest city**

[City of Providence Mayor Elorza and RIHousing Announce RentReliefRI Partnership - City of Providence \(providenceri.gov\)](#)

**Jorge Elorza** @Jorge\_Elorza · Apr 1

Providence residents seeking assistance with applying for funds for rent or utilities are encouraged to call the Mayor's Center for City Services by dialing 3-1-1 or (401) 421-CITY (2489). Representatives are available to help in English or Spanish.

Applications are now open!

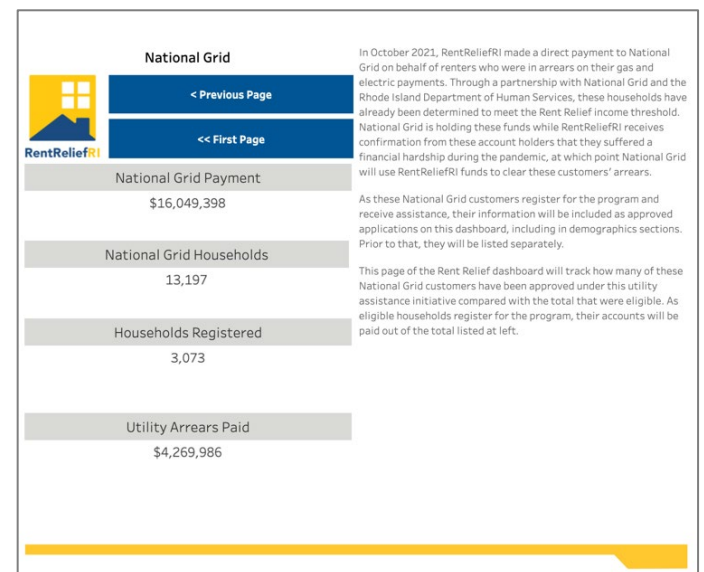
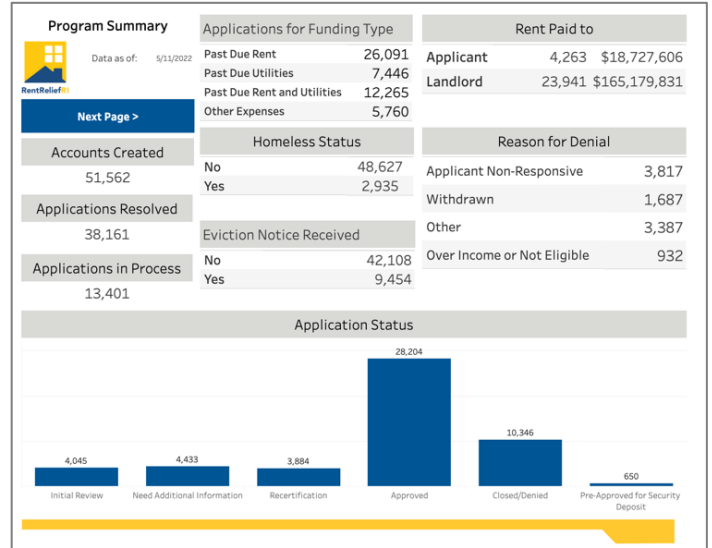
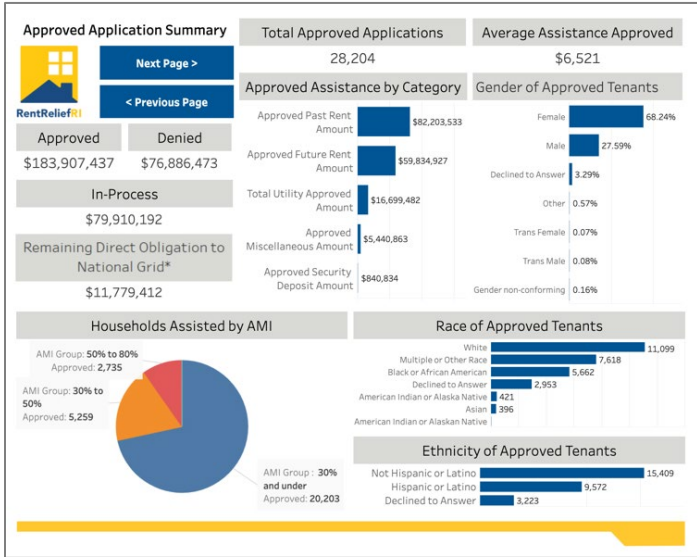
RentReliefRI is a rental and utility assistance program designed to help eligible renters and property owners who have experienced financial hardship due to or during the COVID-19 pandemic. Applications are being accepted on a rolling basis through September 2022. To learn more about the program, visit [www.RentReliefRI.com](http://www.RentReliefRI.com).

Applications are now open!  
 Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) to learn more.

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number (EBA0013) awarded to the State of Rhode Island by the U.S. Department of Treasury.

2 Shares

## Detailed and Comprehensive RentReliefRI Dashboard to increase transparency and track outcomes



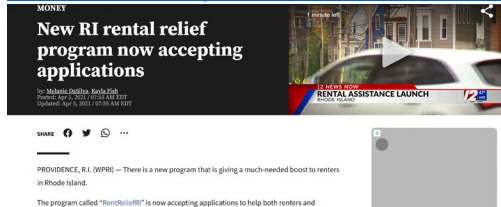
## Extensive Media Coverage:

[Reed announces new initiative called Rent Relief RI - Bing video](#)

[RI rental relief program has helped 50 families since its launch - Bing video](#)

[Centreville Bank provides accessible banking for RentReliefRI Applicants | ABC6](#)

[RI rent and utility relief available now, leaders say \(providencejournal.com\)](#)



[New RI rental relief program now accepting applications](#)

[Rent, utility assistance available for East Bay residents impacted by COVID-related hardships](#)



[RI announces award of \\$51 million of \\$200 million in emergency rental aid](#)

### Rent Relief Program Offers Lifeline

By Newport This Week Staff | on August 26, 2021  
By Alex Mann



Every Monday, a member of the housing navigation team for Family Service of Rhode Island is at Newport County Superior Court making certain tenants and landlords know that help is available for those struggling to pay rent due to the COVID-19 pandemic.

Through the RentReliefRI program, which is administered by Rhode Island Housing, renters may qualify for up to 12 months of emergency assistance. The program can pay for rent and utilities owed back to April 1, 2020, and can also cover up to three months of future rent and utilities. Renters may apply for help paying for utilities even if they do not need assistance with rent. There is no monthly cap on eligible rent relief.

[Rent Relief Program Offers Lifeline](#)

[RentReliefRI could provide up to \\$200m to Rhode Islanders facing eviction](#)

[\\$200M rental assistance program RentReliefRI to launch in March - Providence Business News \(pbn.com\)](#)



[RI announces award of \\$51 million of \\$200 million in emergency rental aid](#)

[RENTRELIEFRI PROGRAM HITS \\$100 MILLION MARK IN RENTAL AND UTILITY ASSISTANCE TO RHODE ISLAND RENTERS](#)

[Mayor Elorza & RIHousing announce partnership with RentReliefRI](#)

### Rhode Island renters helped by \$50 million RentReliefRI assistance

Kacie Boughn  
Editor-in-Chief

Providence, R.I. — RHousing announced on Oct. 5 that its RentReliefRI program approved over \$50 million in rent and utility assistance funds to just under 4,600 renting Rhode Islanders. RentReliefRI is a federally-funded program that serves as a lifeline for Rhode Island renters and can provide up to 12 months of rent and/or utility assistance for tenants impacted by the current pandemic. The RHousing communication department released statements on Oct. 5, explaining the program's recent approval. This funding also includes over \$10 million in new commitments to low and moderate-income customer electricity and gas utility bills.



[Rhode Island renters helped by \\$50 million RentReliefRI assistance](#)

## Onsite Application Assistance

RIHousing  
Published by Mary Kate Harrington • December 9, 2021

Thanks to [Community College of Rhode Island \(CCRI\)](#) for helping us spread the word about the upcoming Onsite Application Assistance on December 18 at CCRI's Liston Campus in Providence. Appointments are required to meet with a program rep.

Visit <https://www.rihousing.com/rentreliefri-appointments/> to learn more and to apply.

# Get Rent Relief.

Meet with a Rent Relief RI program representative :

**Saturday  
December 18  
9 am-1 pm**  
CCRI Liston Campus  
One Hilton St., Providence

# ¡Hay ayuda disponible a través de RentReliefRI!

Los representantes del programa estarán disponibles:

**Sábado  
18 de diciembre  
9 am-1 pm**  
CCRI Liston Campus  
One Hilton St., Providence

Community College of Rhode Island (CCRI)  
December 9, 2021

Struggling with rent or utility payments? Help is available from RentReliefRI for eligible Rhode Island renters! Assistance does NOT need to be reimbursed or p... See more

**STRUGGLING WITH RENT OR UTILITY PAYMENTS?**

## Help is available from the RentReliefRI program.

**BEGIN TODAY.**

- Review the program one-pager for eligibility requirements to see if you are eligible and what assistance is available.
- Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for complete program information and a link to apply for assistance.

**NEED HELP IN COMPLETING AN APPLICATION?**

Program representatives will be available:

**Friday, November 19 | 4 p.m. - 8 p.m.**  
YMCA of Pawtucket  
20 Summer Street, Pawtucket

Visit [www.rihousing.com/RentReliefRI-Appointments](http://www.rihousing.com/RentReliefRI-Appointments) to schedule an appointment to meet with a program representative.

**NOTE: Appointments are required to meet with a program representative.**

SCHEDULE APPOINTMENTS ONLINE

**IMPORTANT!** You will need to bring the following information/documentation to the appointment: Even if you do not have these documents, you may still be eligible.

- Identification (ex. in-state or out-of-state ID; passport; state or city-issued ID; any form of Government issued ID; expired IDs are acceptable)
- A signed copy of the Self-Attestation form (available online at [www.RentReliefRI.com](http://www.RentReliefRI.com); hard copies will be available onsite.)
- Proof of residency (ex. bank statement, utility bill, driver's license)
- Proof of income (ex. wage statements, unemployment letter, 2020 tax return)
- Signed copy of your lease agreement or documentation showing tenancy (a pattern of rent payment)
- Documentation demonstrating your rental/utility arrearage (ex. past due utility bill, eviction notice, 5 day demand letter, communication from landlord)
- Landlord contact information (address, email and phone number) or written statement that landlord is unwilling to participate

\*If you have received a notice from the court for an eviction proceeding against you, please have that documentation available.  
\*\*Please note: A Self-Attestation Form may be used in instances where documentation is not available.

**Can't make it to the YMCA of Pawtucket?**  
The RentReliefRI Call Center and a network of partner agencies are available to assist you with submitting your application and answering any questions you may have. Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for a complete list of partner agencies.

**RentReliefRI Call Center:**  
1-855-608-8756 M - F: 8:30 a.m. - 5:30 p.m. | Sat: 8 a.m. - 1 p.m.

About RentReliefRI  
RentReliefRI is being supported, in whole or in part, by federal award number ERA013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

## Rental and utilities assistance available through RentReliefRI.

In partnership with **Rep. Anastasia Williams** and **Rep. Scott Slater**

Need help on the application?  
¿Necesitas ayuda con la aplicación?

**SATURDAY, APRIL 23, 10 AM - 2 PM**  
**St. Martin De Porres Senior Center**  
160 Cranston St. Providence

[www.RIHousing.com/RentReliefRI-Appointments](http://www.RIHousing.com/RentReliefRI-Appointments)

Appointments are required.  
Es necesario programar una cita.

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**STRUGGLING WITH RENT OR UTILITY PAYMENTS?**

## Help is available from the RentReliefRI program.

**NEED HELP IN COMPLETING AN APPLICATION?**

Program representatives will be available:

**Saturday, March 12, 2022 | 9 a.m.-1 p.m.**  
Juanita Sanchez Educational Complex (JSEC)  
182 Thurbers Avenue, Providence, RI

Visit [www.rihousing.com/RentReliefRI-Appointments](http://www.rihousing.com/RentReliefRI-Appointments) to schedule an appointment to meet with a program representative.

**NOTE: Appointments are required to meet with a program representative.**  
COVID-19 vaccinations and free at-home tests available.

SCHEDULE APPOINTMENTS ONLINE

**IMPORTANT!** You will need to bring the following information/documentation to the appointment: Even if you do not have these documents, you may still be eligible.

- Identification (ex. in-state or out-of-state ID; passport; state or city-issued ID; any form of Government issued ID; expired IDs are acceptable)
- A signed copy of the Self-Attestation form (available online at [www.RentReliefRI.com](http://www.RentReliefRI.com); hard copies will be available onsite.)
- Proof of residency (ex. bank statement, utility bill, driver's license)
- Proof of income (ex. wage statements, unemployment letter, 2020 tax return)
- Signed copy of your lease agreement or documentation showing tenancy (a pattern of rent payment)
- Documentation demonstrating your rental/utility arrearage (ex. past due utility bill, eviction notice, 5 day demand letter, communication from landlord)
- Landlord contact information (address, email and phone number) or written statement that landlord is unwilling to participate

\*If you have received a notice from the court for an eviction proceeding against you, please have that documentation available.  
\*\*Please note: A Self-Attestation Form may be used in instances where documentation is not available.

**Can't make it on March 12?**  
The RentReliefRI Call Center and a network of partner agencies are available to assist you with submitting your application and answering any questions you may have. Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for a complete list of partner agencies.

**RentReliefRI Call Center:**  
1-855-608-8756  
M - F: 8:30 a.m. - 5:30 p.m. | Sat: 8 a.m. - 1 p.m.

About RentReliefRI  
RentReliefRI is being supported, in whole or in part, by federal award number ERA013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

## Ongoing Application Assistance at City Offices, Food Pantry and Schools and at 21 partner locations across the state

**City of Central Falls, RI**  
May 2 at 2:53 PM

Did you know we have in-person assistance available at City Hall to help you apply for rent and utility assistance through RentReliefRI? Meet Normal She's available on Thursdays and Fridays to help you with your application for free assistance. RentReliefRI does not need to be reimbursed or paid back.

¿Sabía que tenemos asistencia en persona disponible en la alcaldía para ayudarlo a solicitar asistencia para el alquiler y los servicios públicos a través de RentReliefRI? ... See more

See Translation

### RentReliefRI HELP FOR RENTERS

**ASSISTANCE PARTNERS**

Need help with your RentReliefRI application or legal services? The partner agencies below are available free of charge to assist you. Please reach out to them for information on scheduling an appointment.

<p><b>APPLICATION ASSISTANCE</b></p> <p><b>Blackstone Valley Community Action Program (BVCAAP)</b> Appointments Required 210 West Avenue, Pawtucket 401-475-9071   cwaap@bvcaap.org M - F: 8:30 a.m. - 4 p.m.</p> <p><b>Center for Southeast Asians</b> 270 Elmwood Avenue, Providence 401-274-8811 Khmer, Lao, Vietnamese, Hmong, Spanish, Portuguese, Portuguese Creole, Cantonese</p> <p><b>City of Providence</b> <b>Mayor's Center for City Services</b> Appointments Required 25 Dorchester Street, Suite 101, Providence 401-421-2489 or 3-1-1 mccsc@providence.gov M - F: 8:30 a.m. - 4:30 p.m.</p> <p><b>Community Action Partnership of Providence County</b> Appointments Required 518 Hartford Avenue, Providence 401-279-2000 ext. 337 and 338 M - F: 9 a.m. - 4 p.m. English, Spanish, French, additional languages as needed</p> <p><b>Community Care Alliance</b> Appointments Required 245 Main Street, Woonsocket 401-252-7000 M - F: 8 a.m. - 4 p.m.</p> <p><b>Comprehensive Community Action Program (CCAP)</b> Appointments Required 311 Doric Avenue, Cranston 401-460-7013 M - F: 8 a.m. - 4 p.m.</p> <p><b>Crossroads RI</b> Gambury Judicial Complex 1 Dorchester Street, Providence 401-860-4219 M - F: 9:30 a.m. - 1 p.m. English, Spanish</p> <p><b>Cultural &amp; Linguistic Advocacy and Support Services (CLASS)</b> Appointments Required 425 Broadway, Providence 401-781-6444   cladvocacy@gmail.com M - F: 9 a.m. - 5 p.m. English, Spanish</p>	<p><b>Direct Action for Rights &amp; Equality Inc. (DARE)</b> Appointments Required 340 Lockwood Street, Providence 401-551-6950   dare@directaction.org M - F: 10 a.m. - 6 p.m. Evening &amp; weekends by appointment English, Spanish, Portuguese</p> <p><b>DORCAS International Institute of RI</b> Appointments Required 220 Elmwood Avenue, Providence 401-784-8686   rentrelief@idri.org M - F: 9 a.m. - 3 p.m. English, Spanish, Portuguese, French, Swahili, Somali, Kinyarwanda, Kibemba, Arabic, Pashto, Dari, Russian, Ukrainian, additional languages as needed</p> <p><b>East Bay Community Action Program</b> Appointments Required 100 Bullocks Point, Riverside 19 Broadway, Newport 401-437-1000 ext. 1152</p> <p><b>Family Service of RI</b> Appointments Available, Walk-ins Accepted 401-848-5944 Waldy Rodriguez   401-439-2343</p> <p><b>Genesis Center</b> Appointments Required 602 Fosters Avenue, Providence 401-781-6110 ext. 29   cackley@gencenter.org Tuesdays 9 a.m. - 12 p.m. English, Spanish, French, Fang</p> <p><b>George Wiley Center</b> Appointments Available, Walk-ins Accepted 32 East Avenue, Pawtucket 401-728-3555   georgewileycenter@gmail.com M - F: 10 a.m. - 6 p.m. Wed - 6 p.m. - 8 p.m. English, Spanish, Cape Verdean Creole/Portuguese</p> <p><b>Higher Ground International</b> Appointments Available, Walk-ins Accepted 200 Prankie Avenue, Providence 401-270-3582   contact@highergroundint.org M - F: 9 a.m. - 5 p.m. Nights/Weekend hours available by appointment English, Libenian, English, Various Ethnic Venues</p> <p><b>Oasis International</b> Appointments Available, Walk-ins Accepted 600 Broad Street, Providence 401-421-1252   labo@oasisin.com M - F: 9 a.m. - 5 p.m. English, Yoruba, Hausa, Igbo, Ojeda dialects</p>	<p><b>ONE Neighborhood Builders</b> 66 Chaffee Street, Providence 401-378-1192   communitybuilding@oneb.org English, Spanish</p> <p><b>Progreso Latino</b> Appointments Available, Walk-ins Accepted 626 Broad Street, Central Falls 401-728-9020   info@progresolatino.org M - F: 9 a.m. - 5 p.m. Spanish, English, Portuguese</p> <p><b>Sojourner House</b> Appointments Available, Walk-ins Accepted 304 Pearl Street, Providence info@sojourner.org Thurs: 9 a.m. - 1 p.m.</p> <p><b>Tri-County Community Action Agency</b> 401-583-0075 (Washington County) 401-583-0076 (All Others) English, Spanish, additional languages as needed</p> <p><b>Westbay Community Action Program</b> Appointments Available, Walk-ins Accepted 487 Jefferson Blvd, Warwick 401-792-4660   info@westbaycap.org M - F: 9 a.m. - 4 p.m. Spanish, Russian</p>
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**LEGAL SERVICES**

**Rhode Island Legal Services**  
56 Pine Street, Providence  
401-274-2652  
Gloria Acvedes: gacvedes@rills.org  
RI Legal Services (RILS) will accept referrals and provide legal support and case preparation and defense services for residents of both private and public housing who RILS deems to be eligible for such services. For greater details, RILS may assist those who fall below 200% of the federal poverty guidelines. RILS will endeavor to represent clients for whom the Center for Justice (CJ) has a conflict of interest. Unconditional applications will be referred to CJ for eviction prevention and defense services.

**Center for Justice**  
401-491-1101 | rentrelief@centerforjustice.org  
The Center for Justice (CJ) will accept referrals and provide eviction prevention and defense services for private housing applicants, particularly those who are otherwise ineligible for representation from RI Legal Services (RILS), including those who are unemployed, or where a conflict may apply. CJ will endeavor to represent both private and public housing clients for whom RILS has a conflict of interest. CJ will also represent tenants who are above 200% of federal poverty guidelines up to the 80% of Area Median Income eligibility guidelines for the RentReliefRI program.

Visit [RentReliefRI.com](http://RentReliefRI.com) for additional details and information.

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

### STRUGGLING WITH RENT OR UTILITY PAYMENTS?

**Help is available from the RentReliefRI program.**

### NEED HELP IN COMPLETING AN APPLICATION?

Bilingual (English, Spanish) on-site application assistance available:

**Pawtucket School Department**  
286 Main Street, Pawtucket  
Wednesdays, 9 a.m.-4 p.m.

**APPOINTMENTS ENCOURAGED.**  
Email [RoblesNo@familyserveri.org](mailto:RoblesNo@familyserveri.org) or call **401-699-6359** to schedule an appointment. Last appointment: 3:15 p.m. Parking available across the street.

**IMPORTANT!** You will need to bring the following information/documentation to the appointment: *Even if you do not have these documents, you may still be eligible.*

- Identification (ex. in-state or out-of-state ID; passport; state or city-issued ID; any form of Government issued ID; expired IDs are acceptable)
- A signed copy of the Self-Attestation form (available online at [www.RentReliefRI.com](http://www.RentReliefRI.com); hard copies will be available onsite)
- Proof of residency (ex: bank statement, utility bill, driver's license)
- Proof of income (ex: wage statements, unemployment letter, 2020 tax return)
- Signed copy of your lease agreement or documentation showing tenancy (a pattern of rent payment)
- Documentation demonstrating your rental/utility arrearage (ex: past due utility bill, eviction notice, 5 day demand letter, communication from landlord)
- Landlord contact information (address, email and phone number) or written statement that landlord is unwilling to participate

\*If you have received a notice from the court for an eviction proceeding against you, please have that documentation available.  
\*\*Please note: A Self-Attestation Form may be used in instances where documentation is not available.

**Can't make it to Pawtucket School Department?**  
The RentReliefRI Call Center and a network of partner agencies are available to assist you with submitting your application and answering any questions you may have.

Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for a complete list of partner agencies.

RentReliefRI Call Center:  
**1-855-608-8756**  
Monday - Friday: 8:30 a.m. - 5:30 p.m. | Saturday: 8 a.m. - 1 p.m.

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

### STRUGGLING WITH RENT OR UTILITY PAYMENTS?

**Help is available from the RentReliefRI program.**

**BEGIN TODAY.**

- Review the program one-pager for eligibility requirements to see if you are eligible and what assistance is available.
- Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for complete program information and a link to apply for assistance.

### NEED HELP IN COMPLETING AN APPLICATION?

Program representatives will be on site at **Progreso Latino's Central Falls Food Pantry at the Knights of Columbus (20 Claremont St., Central Falls)** on the following dates and times:

Wednesday, January 12	9 A.M. - 2 P.M.
Wednesday, January 19	9 A.M. - 2 P.M.
Wednesday, January 26	9 A.M. - 2 P.M.
Wednesday, February 2	9 A.M. - 2 P.M.
Wednesday, February 9	9 A.M. - 2 P.M.
Wednesday, February 16	9 A.M. - 2 P.M.

Call **Norma Robles** at **401-699-6359** to schedule an appointment to meet with a program representative on one of these dates.

**NOTE: Appointments are required to meet with a program representative.**

**Can't make it to Progreso Latino's CF Food Pantry on one of these dates?**  
The RentReliefRI Call Center and a network of partner agencies are available to assist you with submitting your application and answering any questions you may have.

Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for a complete list of partner agencies.

RentReliefRI Call Center:  
**1-855-608-8756**  
Monday - Friday: 8:30 a.m. - 5:30 p.m.  
Saturday: 8 a.m. - 1 p.m.

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

## Streamlined Applications, Processes and Documentation

### Reduction of paperwork requirements/streamlining application process for larger landlords and affordable housing developments

- Bulk upload for payments for affordable housing developments

### Fact-specific proxies to simplify process

- Grantees can reasonably confirm an applicant's stated income by cross-checking the factual information provided in the application against statistical data resources
- Use of self-attestation form

### Automated applications

- Automated applications with prioritization tiers
- Prioritize applicants with eviction cases or those in vulnerable populations

### Adjusting program strategies to meet local needs

- Some states employed community action representatives that help increase applications by providing insight into difficulties faced by local populations and have enabled staff to adapt to such issues
- Social campaigns to remind people they may be eligible

### Using commitment letters to assist prospective renters

- Provide proof they are prequalified or approved for rental assistance to allow them to apply funds to future rent/security deposits. Helpful for populations such as:
  - Eligible households who are currently unhoused
  - Eligible individuals transitioning from incarceration or foster care
  - Eligible individuals escaping domestic violence and seeking new housing
  - Eligible households with an expiring lease
  - Eligible households with "month-to-month" agreements

## Internet Stipend for RentReliefRI recipients



**Rent Relief RI**  
Published by Mary Kate Harrington · July 7, 2021 · 🌐

As of Wednesday, June 30, 2021 RentReliefRI is now offering a \$50/per month stipend for internet access.

This will be provided automatically to tenants who are approved for assistance going forward (the check will go to the tenant). For applicants who have already received assistance prior to June 30, 2021, they can reach out to the RentReliefRI Call Center (855-608-8756) to request the internet stipend.

3,642 People reached      331 Engagement





## Extensive, Multi-Channel Outreach and Advertising Plan PROGRAM LAUNCH



### Program Name, Logo and Website

**RentReliefRI**



RentReliefRI is a program to provide rental and utility assistance to help eligible renters maintain housing stability.

Applications will be accepted on a rolling basis through September 2022.  
 Note: RentReliefRI assistance does not need to be reimbursed or paid back.

**APPLY TODAY**

**Download Self-Attestation Form**

Please fill out and submit the [Self-Attestation Form](#) with your application for rental and/or utility assistance.

The [Self-Attestation Form](#) may be used in instances where other documentation is not available.

**Recertificación**

**For When You Need**  
 Tenants who have assistance through assistance. You will continued need. If three months of h

**Who is eligible for RentRelief RI?**

**What documents**



RentReliefRI es un programa para brindar asistencia con el alquiler y los servicios públicos para ayudar a los inquilinos elegibles a mantener la estabilidad de la vivienda.

Las solicitudes se aceptarán de forma continua hasta septiembre de 2022.  
 Nota: La asistencia de RentReliefRI no necesita ser reembolsada ni devuelta.

**APLIQUE HOY MISMO**

**Descargue el formulario de autodeclaración**

Complete y envíe el [formulario de autodeclaración](#) con su solicitud de asistencia para el alquiler o los servicios públicos. El [formulario de autodeclaración](#) se puede utilizar en casos en los que no se dispone de otra documentación.

**Recertificación**

**Para cuando necesite más ayuda.**  
 Los inquilinos que hayan recibido menos de 18 meses de asistencia para el alquiler a través de RentReliefRI pueden solicitar asistencia adicional. Los hogares deberán volver a [recertificarse](#) u demostrar una necesidad continua. Si se



## OUTREACH PLANS

Initial Plans and engagement in spring/summer 2021:

### Coordination w/Existing Large-Scale Information distribution:

Agency	Outreach Channel	Run Date	Details
National Grid	Emails and postcards to customers	June 18 – next 4 weeks	approximately 16,000 emails and 23,000 postcards

### Virtual events series

Virtual events with elected officials, organizations, community groups

Agency	Event Name	Event Date	Notes/Details
RI Coalition of Housing Providers	Facebook Live event	May 29, 2021	members with Christine Hunsinger of RI Housing. Here she explains how to apply for Federal funds available to landlords in Rhode Island and also answers questions from coalition members.
South County Health	Virtual Event	June 9, 2021	group includes Healthy Families America, First Connection and Community Health Team
RI Continuum of Care Training	Virtual Event	June 15, 2021	Rental service providers
RI Elder Info	Friday Friends	Friday, July 7, 2021	a live streaming event on Facebook. The event is for elders.
Housing Network of RI	Partners/ Members meeting	May 2021	inform partners (m and how to bring t community netwo
Housing Network of RI	Partners/ Members meeting	June 2021	inform partners (m and how to bring t community netwo
Center for Justice		Ongoing	Every week for pas
RI Legal Services		Ongoing	Every week for pas

### Grassroots Outreach

Variety of outreach methods tapping into existing communications channels across the state and relying on existing and newly formed partnerships with a variety of organizations, municipalities and elected officials.

#### E-newsletters

Non-profits, chambers, municipalities, business community, elected officials, property owners, landlords and applicants

Email Name/Type	Date	Audience	# Recipients
Mayors/Town Managers Follow Up Email	March 16, 2021	Mayors and Town Managers	55
Program Open Email	March 31, 2021	Sign-Ups for Notifications	1,999
General Assembly Email	April 2, 2021	GA members	109
Partners Email	April 2, 2021	Partner organizations	2,877
Affordable Housing Landlords Email	April 2, 2021	Owners of affordable housing properties	244
General Assembly Email	April 6, 2021	GA members	109
Partner Engagement Toolkit Email	April 7, 2021	Partner organizations, property managers, developers	3,548
Affordable Housing Landlords Email: Update	April 8, 2021	Owners of affordable housing properties	242
Applicant Follow Up Email	May 11, 2021	Applicants to date	2,041
Landlord Follow Up Email	May 13, 2021	Landlords who started applications	906
Applicant Follow Up: Incomplete Applications	May 17, 2021	Applicants to date	2,420
Applicant/Landlord Update Email	June 8, 2021	Applicants & Landlords to date	6,157
Utility Assistance Email	June 11, 2021	Partner organizations, property managers, developers	5,182
Partner Engagement Update/Outreach	June 23, 2021	Partner organizations, property managers, developers	5,182
Landlord Bounced Emails	June 23, 2021	Landlords w/incorrect tenant emails	13
Tenant Bounced Emails	June 23, 2021	Tenants w/incorrect landlord emails	13

Initial Outreach and Engagement Plan with Stats on Early Results for Summer/Fall 2021:

RentReliefRI offers a lifeline to renters and landlords across the state. Due to the nature of this initiative, it's imperative we meet Rhode Islanders where they are with effective advertising routes and outreach efforts.

#### Public Awareness Campaign:

**Key Messaging:** Help is available for Rhode Island renters and landlords; rental and utility assistance

**Paid Media:** Broadly advertise the program across print, radio, tv, online and social media channels. Combination of statewide and local outlets; minority publications.

Summer/Fall 2021 advertising plan: intentional in targeting multilingual Rhode Islanders through a range of alternative media outlets. Goal: reach Rhode Island renters in their daily life, whether that's riding public transportation, listening to their favorite radio station, or browsing social media.

#### Primary campaign aspects include:

- **RIPTA:** 12-week plan includes digital display advertisements on the inside of every RIPTA bus in the state, educating riders on RentReliefRI on over 5,558 weekly bus trips on 59 statewide fixed bus routes. Additionally, our messaging will be visible on the exterior of 15 RIPTA buses on alternating routes on the passenger entrance side of the vehicle.
- **Statewide radio advertisements on English, Spanish, and Portuguese language broadcast stations.** Ad buys on RI Latino Radio and WJFD Portuguese Radio each run for 12 weeks this summer and will reach between 50,000-200,000 households. A 6-week radio buy on Cumulus Radio will reach an average of 332,000 households.
- **Statewide newspaper advertisements on English and Spanish publications.** Ad buys will be in the following publications: Barrington Times, Bristol Phoenix, Portsmouth Times, Sakonnet Times, The East Providence Post, Warren Times-Gazette, Westport Shortlines, The Valley Breeze publications consisting of coverage in: Cumberland-Lincoln, North Smithfield-Woonsocket, Smithfield-Scituate-Foster-Gloucester, The North Providence Breeze, The Valley Breeze-Pawtucket. The Southern RI Publication of newspapers consisting of: Narragansett Times, North Kingstown Standard Times, East Greenwich Pendulum, Kent County Daily Times, Chariho Times, and Coventry Courier. Additionally, the Pawtucket Times, Nuevos Horizontes, the Westerly Sun, and Woonsocket Call.
- **Paid social media advertising:** In addition to organic postings, we will "boost" certain posts to reach additional Facebook users. Over a 4-week period, a typical boost will put our messaging in front of 5,000-15,000 additional Rhode Island residents.

**PAID MEDIA**

- YouTube
- Google Search
- Programmatic display
- Pandora audio and video
- Hulu and Roku
- English, Spanish and Portuguese radio stations
- English and Spanish cable
- English and Spanish broadcast

**Out-of-Home**

- Digital billboards
- Traditional billboards
- Digital gas Station TVs
- Digital convenience stores
- Digital C-store TVs
- Bus wrap
- Bus shelters

**Print + Online**

Media outlets across the state, including, English and Spanish print and digital outlets and those reaching minority populations

Print and digital advertising across the state (bilingual)



**BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?**

RENTAL AND UTILITY ASSISTANCE AVAILABLE FOR ELIGIBLE RI HOUSEHOLDS.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

RentReliefRI is being supported, in whole or in part, by federal award number 15A0113 awarded to the State of Rhode Island by the U.S. Department of Treasury.



[www.RentReliefRI.com](http://www.RentReliefRI.com)

**BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?**

RENTAL AND UTILITY ASSISTANCE AVAILABLE FOR ELIGIBLE RI HOUSEHOLDS.



[www.RentReliefRI.com](http://www.RentReliefRI.com)

**¿ESTÁ ATRASADO EN LOS PAGOS DEL ALQUILER O LOS SERVICIOS PÚBLICOS DEBIDO A LA COVID-19?**

ASISTENCIA PARA EL PAGO DEL ALQUILER Y LOS SERVICIOS PÚBLICOS DISPONIBLE PARA LOS GRUPOS FAMILIARES ELEGIBLES.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

**RentReliefRI**

RentReliefRI is being supported, in whole or in part, by federal award number 15A0113 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**TV Advertisements**



[Thankful: messages of thanks from customers TV spot](#)



[Lifeline: it's more than a virus TV spot](#)



[Never Easy: get help to apply TV spot](#)

**Thankful :30**

[Version 1](#)

[Version 2](#)

**A Lifeline to Help :30**

[English](#)

[Spanish](#)

**You've Heard about RentRelief :30**

[English](#)

[Spanish](#)

**Spread the Word Rhode Island :15**

[English](#)

**Never Easy :15**

[English](#)

**Word Games :30**

[English](#)

[Spanish](#)

Station	Network	Dial Position	Total Spots
WJAR-TV	NBC	10	483
WLNE-TV	ABC	6	245
WPRI-TV	CBS	12	406
WNAC-TV	FOX	64	182
ENAC-TV	CW	28	158
EPRI-TV	MyNetwork	12.2	148
WRIW-TV	Telemundo	51	415
Cable			1456
<b>Total</b>			<b>3493</b>



## CAMPAIGN PERFORMANCE

Summer/Fall 2021



Target any RI renters from the specified zip codes (web/cellphone/streaming service)



700,000 impressions with a retarget campaign delivering another 125,000 impressions.

**2-3x**

Average renters in specified zip codes would see our ads 2-3 times per week for the month of August.



12-week plan includes digital display advertisements on the inside of every RIPTA bus in the state



Over 5,558 weekly bus trips on 59 statewide fixed bus routes



messaging visible on the exterior of 15 RIPTA buses on alternating routes



3 mo. digital web ad buy to rotate on local news media outlet with priority placement  
500,000 impressions/month



Front Page Takeover  
Advertisements on news outlet homepage



Appearance on popular morning television show, the Rhode Show


Winter/Spring 2022


	<b>1.7 million</b> fully played video	<b>47%</b> video fully played rate	<b>2,216</b> clicks	<b>3.7 million</b> impressions
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	<b>88%</b> viewability rate	<b>2,669</b> clicks	<b>3.2 million</b> impressions
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	<b>32,940</b> clicks	<b>142,181</b> impressions
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	<b>21,331</b> fully played videos	<b>724,835</b> impressions
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	<b>986,480</b> fully played videos	<b>97%</b> video fully played rate	<b>1 million</b> impressions
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	<b>626,721</b> fully played videos	<b>98%</b> video fully played rate	<b>644,875</b> impressions
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## Out-of-Home Advertisements

### Billboards



### Gas Station TV



### Convenience stores/gas stations



## RIPTA Public Buses

Exterior wrap and interior digital displays ads

**BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?** RENTAL AND UTILITY ASSISTANCE AVAILABLE FOR ELIGIBLE RI HOUSEHOLDS.

**¿ESTÁ ATRASADO EN LOS PAGOS DEL ALQUILER O LOS SERVICIOS PÚBLICOS DEBIDO A LA COVID-19?**

ASISTENCIA PARA EL PAGO DEL ALQUILER Y LOS SERVICIOS PÚBLICOS EN TODO EL ESTADO DISPONIBLE PARA LOS GRUPOS FAMILIARES ELEGIBLES.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

About RI Housing: RI Housing is a division of the Rhode Island Department of Community Affairs. It is a 501(c)(3) non-profit organization. For more information, visit [www.rihousing.com](http://www.rihousing.com).  
About RentReliefRI: RentReliefRI is a program of the Rhode Island Department of Community Affairs. It is a 501(c)(3) non-profit organization. For more information, visit [www.RentReliefRI.com](http://www.RentReliefRI.com).

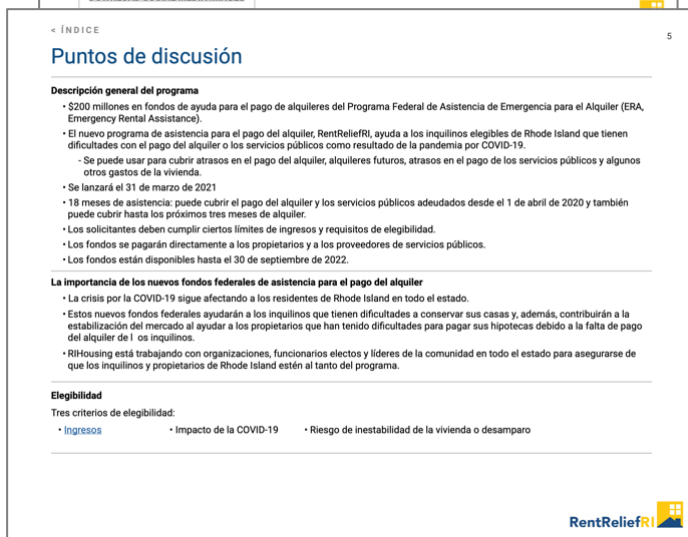
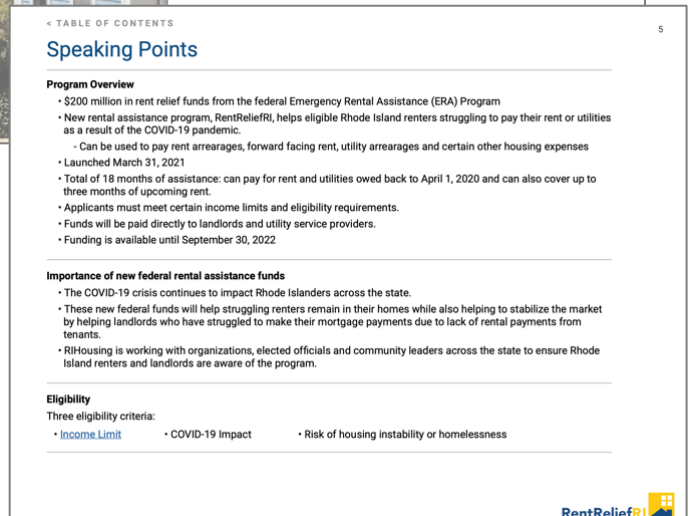
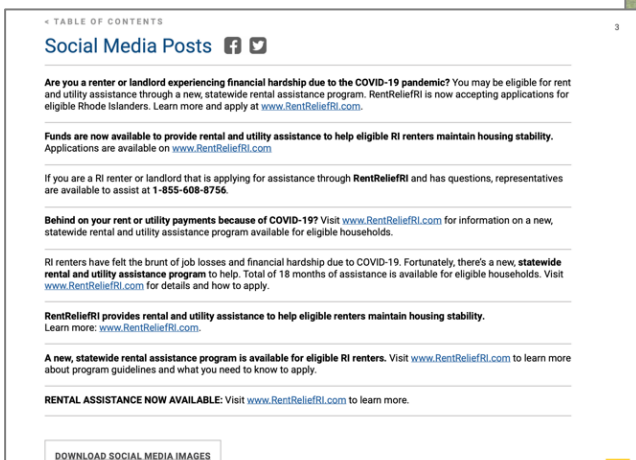


Bus shelters across state



## Grassroots Outreach

## Bilingual Community Engagement Toolkit



## Tenant, Partner and Landlord Tutorials

**RECERTIFICATION PROCESS:**

- Using your existing credentials, log into the online application: [www.RentReliefRI.com](http://www.RentReliefRI.com).
- Select "Case Summary" and click "New Case/Recertify" in the lower left hand corner of the screen. If you have a new landlord since your original case was approved, you will select "Recertify/New Landlord"
- Applicant will need to upload a revised attestation document to update their income information or provide new documentation to demonstrate their current income (paystubs, direct deposit screenshots, etc.)

**TENANT**  
 How to recertify

**Entering Landlord Information**

The **Landlord Info** screen requires you to enter basic contact, address, and identification information.

To enter landlord information:

- On the **RentReliefRI/Landlord** side menu, click **Landlord Info**. The **Landlord Info** screen appears.

- Complete the required fields and any optional fields as needed:
  - Company Name:** The name of your organization, corporation, or LLC.
  - Phone Type:** The phone that you want to be contacted through.
  - Tax ID Type:** EIN Your Employer Identification number. SSN Your Social Security number.

**LANDLORD**  
 How to register as landlord

## STEP-BY-STEP GUIDANCE



RentReliefRI - Tenant Representative Application  
 877 views · Sep 17, 2021

**TENANT REPRESENTATIVE**  
[How to apply on behalf of tenant, video](#)

## Door knocking campaigns



## Trackable QR Codes

<p>Website</p> <p>RentReliefRI for Doorhangers</p> <p>No folder</p> <p>Sep 14, 2021</p> <p>qrco.de/bcOBz7</p> <p>www.RentReliefRI.c...</p>	<p>1895 Scans</p> <p>Details →</p>		<p>Download</p>
<p>Website</p> <p>RentReliefRI Utilities - National GridMarketing</p> <p>No folder</p> <p>Oct 12, 2021</p> <p>qrco.de/bcSq49</p> <p>rentreliefriutilities...</p>	<p>1634 Scans</p> <p>Details →</p>		<p>Download</p>

## Targeted Outreach



Eblasts, hard copy mailings, outbound calls, virtual event, video, webpages for National Grid customers



PROVIDENCE WATER

Tap Water Delivers

Bill stuffer sent out to all water board customers

## BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?

Rental and utility assistance available for eligible RI households.

Have questions or need assistance?

**1-855-608-8756** M-F: 8:30 a.m. - 5:30 p.m. Sat: 8:00 a.m. - 1:00 p.m.



SCAN TO LEARN MORE AND APPLY!



[www.RentReliefRI.com](http://www.RentReliefRI.com)

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**RentReliefRI x nationalgrid**

Rhode Island renters struggling to make their rent or utility payments have a lifeline for help.

Dear Customer,

The RentReliefRI program provides rental and utility assistance to eligible Rhode Island households.

RIHousing is partnering with National Grid to assist potentially eligible customers who have overdue utility payments that occurred during the COVID-19 pandemic.

You are receiving this email because you have been pre-screened and may be eligible for assistance.

**RENTRELIEFRI**  
Rhode Island renters struggling to make their rent or utility payments have a lifeline for help.

Apply for rent or utility assistance >

The RentReliefRI program provides rental and utility assistance to eligible Rhode Island households.

RIHousing is partnering with National Grid to assist potentially eligible customers who have overdue utility payments that occurred during the COVID-19 pandemic.

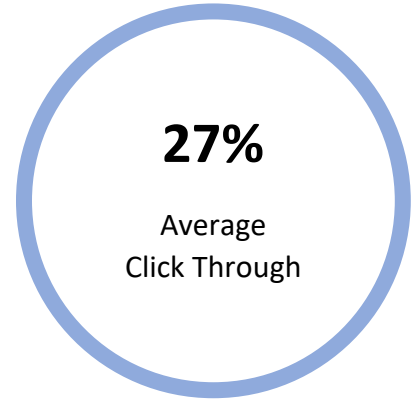
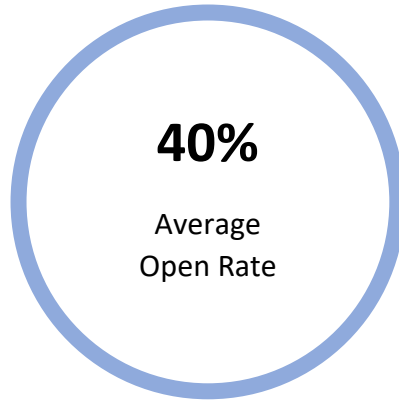
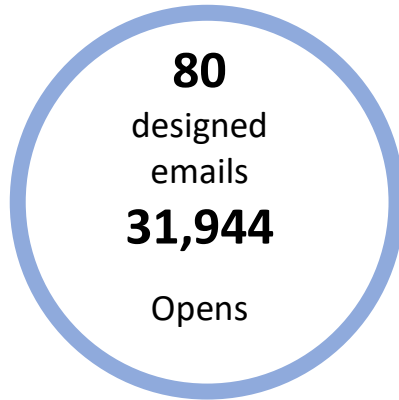

You are receiving this email because you have been pre-screened and may be eligible for assistance.

**ABOUT RENTRELIEFRI**

- The RentReliefRI program provides up to 18 months of rental and utility assistance. The program can pay for rent and utilities owed back to April 1, 2020 and can also cover up to three months of upcoming rent.
- Renters may apply for help with paying for utilities even if they do not need help paying for rent.
- There is no monthly cap on eligible rent relief, and the funds do not need to be reimbursed or paid back.

**HOW TO APPLY**

**Eblasts:**

[View in browser](#)

As you may know, Rhode Island has received \$200 million in federal assistance to help eligible Rhode Island renters struggling to pay their rent or utilities as a result of the COVID-19 pandemic.

Tenants and landlords can apply for assistance at [RentReliefRI.com](#). Applicants can also get assistance with their application through our Call Center (1-855-608-8756) or one of our [community-based partner organizations](#).


**We need your help to ensure that renters and landlords across the state are aware of this important program.**

RIHousing has created a [Community Engagement Toolkit](#) that you can use to engage community members and make them aware of this assistance. The toolkit includes program information, social media posts, messaging and more. We hope that you will share information on this critical resource on your municipal website, through social media or other regular communications with residents and community partners. We are also happy to provide printed copies of materials for distribution to residents.

RIHousing staff are also happy to assist by participating in virtual or in-person informational meetings for the residents of your community.

Please contact Eric Ethier at [ethier@rihousing.com](mailto:ethier@rihousing.com) if you are interested in hosting a live or virtual information session or if you would like a package of printed materials.

**RentReliefRI Program Overview:**  
 Rhode Island renters struggling to cover rent and utility payments due to COVID may qualify for up to 18 months of emergency assistance. The program can pay



THANK YOU FOR REGISTERING!

**RentReliefRI**  
**Application Assistance Training**  
 Thursday, August 12, 2021 @ 10 a.m.


Thank you for registering for our training on how to assist tenants in completing their RentReliefRI applications for affordable housing property managers and staff.

This training is intended for any subsidized housing development, including, but not limited to, public housing authorities, Low-Income Housing Tax Credit Developments and PBCA developments.

The training will be held via Microsoft Teams.

[Click here to join the meeting](#)

Or call in (audio only)  
 +1 401-433-7369 / 741 407 9388 United States, Providence  
 Phone Conference ID: 741 407 9388



We hope you will help us spread the word!  
**[We've created more tools and resources to help RentReliefRI program applicants.](#)**

**We need your help.**  
 The success of the RentReliefRI program depends on renters and landlords across the state knowing about the program and how they can apply. [We are hoping you can share program information with your clients, customers, community members and partners to ensure this information reaches those who need it most.](#)

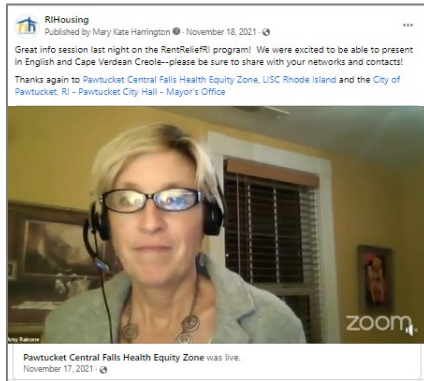
Please consider sharing information on your website, on social media channels and in any other outreach efforts you may be undertaking.

**Holding an outreach or community event?**  
 Let us know and we are happy to participate and/or supply you with handouts and program information to share.

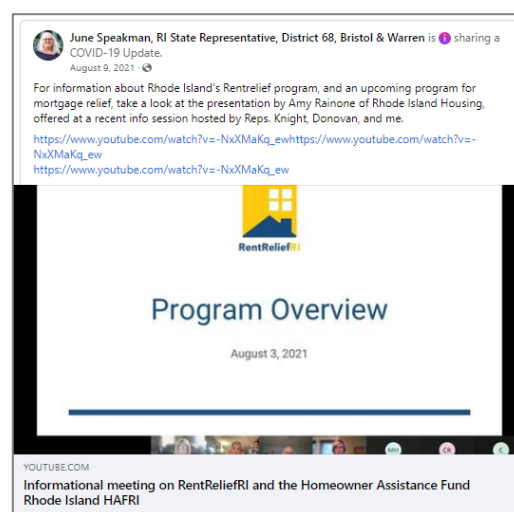
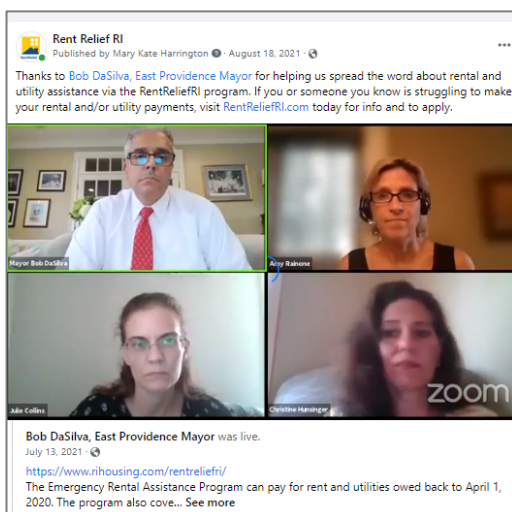
**Have someone who needs assistance in completing their application or is facing eviction?**  
 Click [here](#) to view a list of RentReliefRI Assistance Partners who can help.

## Events

### Virtual Events



- [AARP Tele Town Hall](#)
- RI LISC Creole Informational Event
- Providence Mayor
- RI Elder Info



Virtual event with Mayor of East Providence

Informational Event with General Assembly members



## Onsite Application Assistance events

Rent Relief RI added an event.  
 April 20 at 1:30 PM

**Rental and utilities assistance available through RentReliefRI.**

In partnership with Senate President Dominick J. Ruggerio

Need help on the application?  
 ¿Necesitas ayuda con la aplicación?

**SATURDAY, APRIL 30, 10 AM - 2 PM**

**North Providence High School**  
 (2nd Floor Library)  
 828 Mineral Spring Avenue, North Providence

[www.RIHousing.com/RentReliefRI-Appointments](http://www.RIHousing.com/RentReliefRI-Appointments)

Appointments are required.  
 Es necesario programar una cita.

About RentReliefRI RentReliefRI is being supported, in whole or in part, by federal award number ERA0513 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**SAT, APR 30**  
**Rent Relief RI Application Assistance Event**  
 North Providence High School  
 6 Went · 4 Interested

RIHousing  
 Published by Mary Kate Harrington · December 9, 2021

Thanks to **Community College of Rhode Island (CCRI)** for helping us spread the word about the upcoming Onsite Application Assistance on December 18 at CCRI's Liston Campus in Providence. Appointments are required to meet with a program rep.

Visit <https://www.rihousing.com/rentreliefri-appointments/> to learn more and to apply.

**Get Rent Relief.**

Meet with a Rent Relief RI program representative:

**Saturday  
 December 18  
 9 am–1 pm**

CCRI Liston Campus  
 One Hilton St., Providence

**¡Hay ayuda disponible a través de RentReliefRI!**

Los representantes del programa estarán disponibles:

**Sábado  
 18 de diciembre  
 9 am–1 pm**

CCRI Liston Campus  
 One Hilton St., Providence

Community College of Rhode Island (CCRI)  
 December 9, 2021

Struggling with rent or utility payments? Help is available from RentReliefRI for eligible Rhode Island renters! Assistance does NOT need to be reimbursed or p... See more

551 People reached    19 Engagements    – Distribution score    [Boost a post](#)

**RentReliefRI OnSite Assistance - 05.14.2022**

CCRI Newport - 1 John H Chafee Blvd, Newport

Need help completing your application? P... Read more

**Free · 30 minutes**

Booking for CCRI Newport - 1 John H Chafee Blvd, Newport

**SELECT STAFF (OPTIONAL)**

Anyone

May 14

**DATE**      **TIME**

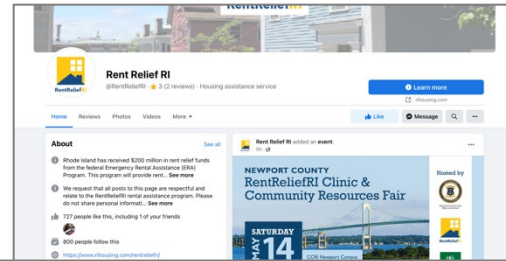
< > May 2022							10:00 AM	10:30 AM	11:00 AM
Su	Mo	Tu	We	Th	Fr	Sa	11:30 AM	12:00 PM	12:30 PM
1	2	3	4	5	6	7			

## Online Appointment Scheduling System



### Social Media

Ongoing paid and organic posts to RI Housing and RentReliefRI Facebook pages, Twitter, Instagram and LinkedIn



- Are you a RI renter?
- Have you experienced a reduction in income or financial hardship due, directly or indirectly, to COVID-19?
- Are you behind on your utility payments?

If you answered **YES** to the following, you may be eligible for utility assistance via RentReliefRI.

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

# RENTRELIEFRI

## ISN'T JUST FOR RENTAL ASSISTANCE.

[www.RentReliefRI.com](http://www.RentReliefRI.com)

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

### Milestone Posts

CELEBRATING A MILESTONE

# \$30M \$30M

in RentReliefRI assistance approved to date!!

RentReliefRI

# OVER \$155 MILLION

IN RENTRELIEFRI ASSISTANCE TO

# 24,000+ RI HOUSEHOLDS

Get Help with Utility & Rent. RentReliefRI

### Thankful campaign

“ I cannot express to you enough what a saving grace this is to my children and I. This truly changed our lives and saved it from a lot of upcoming misery if we were evicted and/or had our utilities shut off. ”

RentReliefRI

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

“ I greatly appreciate what you and your entire team have done and continue to do for our community. You've been nothing short of caring, helpful and understanding throughout this process. Thank you a thousand times over. ”


RentReliefRI

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

**A series of Answers to Frequently Asked Questions in both English and Spanish**

**Rent Relief RI**  
 Published by HubSpot · December 2, 2021 ·

More answers to the most commonly asked questions we receive about the RentReliefRI program:  
 "What will Rent Relief RI cover?"  
 The program can pay for rent and some utilities owed back to April 1, 2020.  
 There is no monthly cap on eligible rent relief. The monthly amount is determined by the rent payment agreed to in your lease and documented arrearages. The program will also cover the security deposit and up to three months of upcoming rent.  
 Utilities include electricity, water, trash, and heat. You may apply for help with paying for utilities even if you do not need help paying for rent. Applicants are eligible for up to a total of 18 months of assistance.  
 More FAQs are found on our website: [https://hubs.ly/H0\\_NqkK0](https://hubs.ly/H0_NqkK0)



480 People reached    11 Engagements    - Distribution score    [Boost post](#)

**Rent Relief RI**  
 Published by HubSpot · December 8, 2021 ·


Are you a RI renter behind on your utility bills? The RentReliefRI program provides rental AND utility assistance to help eligible renters maintain housing stability. Visit [https://hubs.ly/H0\\_HpD70](https://hubs.ly/H0_HpD70) for details and to apply.

**DID YOU KNOW?**    [www.RentReliefRI.com](http://www.RentReliefRI.com)

**You don't have to be behind on rent to apply to RentReliefRI.**

The program offers financial assistance to RI renters having trouble making their utility payments. Applicants for utility assistance still need to apply by completing the online application.

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.



480 People reached    11 Engagements    - Distribution score    [Boost post](#)

**Rent Relief RI**  
 Published by HubSpot · December 2, 2021 ·


"¿Qué cubrirá Rent Relief RI?"

El Programa de Asistencia de Emergencia para el Alquiler puede cubrir el pago del alquiler y los servicios públicos adeudados hasta el 1 de abril de 2020. No hay un límite mensual en cuanto a los fondos de ayuda para el alquiler que sean elegibles. El monto mensual está determinado por el pago del alquiler acordado en su contrato y los atrasos registrados. El programa también cubrirá el depósito de seguridad y hasta los próximos tres meses de pa... See more

[See Translation](#)

356 People reached    4 Engagements    - Distribution score    [Boost post](#)

**Program "Wind Down"**




RentReliefRI has been a lifeline for RI renters impacted by the COVID-19 pandemic.

RentReliefRI ha sido un salvavidas para los inquilinos de RI afectados por la pandemia de COVID-19.

**The program closes to new applications on June 1, 2022.**

**El programa se cierra a nuevas solicitudes el 1 de junio de 2022.**

About RentReliefRI  
 RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

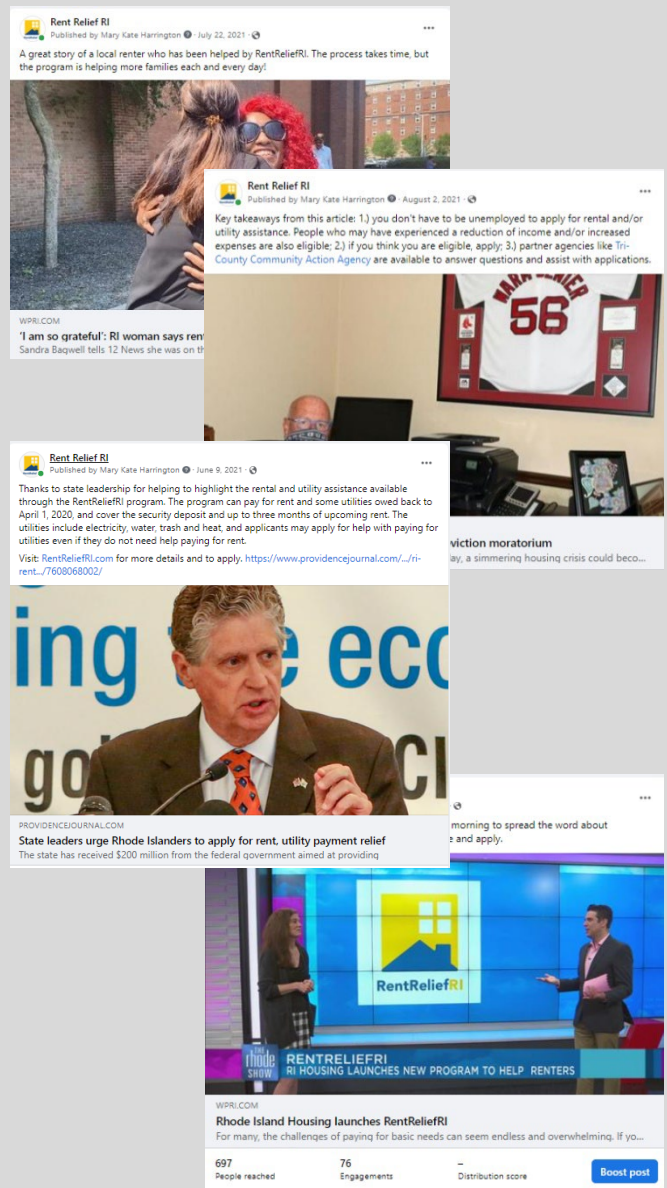


## Earned Media

Selection of early media coverage from program launch:

TO DATE		
Pre-Launch Announcement	WPRI	March 16, 2021
Senator Reed: federal funds announcement	Charlho Times	March 29, 2021
Program Launch	Providence Business News	April 1, 2021
Program Launch	What's Up Newport	April 1, 2021
Program Launch	<a href="http://Patch.com">Patch.com</a>	April 1, 2021
Program Launch	RI News Today	April 3, 2021
Program Launch	WPRI	April 5, 2021
Interview: General Program Overview	The Public's Radio	April 5, 2021
Program Launch		April 14, 2021
The Rhode Show		April 23, 2021
WPRI Interview	WPRI	May 10, 2021
WPRI Interview	WPRI	June 8, 2021
Providence Journal article	Providence Journal	
IN PROGRESS		
Senator Reed media event	Jack Reed Press Release	June 18, 2021
Senator Reed media event	WPRI	June 18, 2021
Senator Reed media event	Providence Business News	June 18, 2021
Senator Reed media event	WJAR 10	June 18, 2021
Senator Reed media event	UpRiseRI	June 19, 2021
Partner Coverage – Patch	Patch	June 23, 2021
Interview: Program Overview	Jim Vincent Show	June 23, 2021
Interview: Program Overview	The Rhode Show	June 30, 2021
Interview (eviction moratorium ending and what that means for Rhode Island)	Motif Magazine	To run in July 2021 issue
Warwick "Buzz"	Warwick Beacon	April - June, 2021
Series of Op-Eds	ProJo and RING	July 2021
PSAs	Radio and TV	July 2021
Press Releases	'Milestone' Press releases: \$XX number of assistance out the door and/or XX households assisted	July 2021 and ongoing

## Repurposing of Earned Media via website and social media channels



**Rent Relief RI**  
 Published by Mary Kate Harrington • July 22, 2021 •  
 A great story of a local renter who has been helped by RentReliefRI. The process takes time, but the program is helping more families each and every day!

**Rent Relief RI**  
 Published by Mary Kate Harrington • August 2, 2021 •  
 Key takeaways from this article: 1.) you don't have to be unemployed to apply for rental and/or utility assistance. People who may have experienced a reduction of income and/or increased expenses are also eligible; 2.) if you think you are eligible, apply; 3.) partner agencies like Tri-County Community Action Agency are available to answer questions and assist with applications.

**Rent Relief RI**  
 Published by Mary Kate Harrington • June 9, 2021 •  
 Thanks to state leadership for helping to highlight the rental and utility assistance available through the RentReliefRI program. The program can pay for rent and some utilities owed back to April 1, 2020, and cover the security deposit and up to three months of upcoming rent. The utilities include electricity, water, trash and heat, and applicants may apply for help with paying for utilities even if they do not need help paying for rent.  
 Visit: [RentReliefRI.com](https://www.providencejournal.com/.../rent-.../7608068002/) for more details and to apply: <https://www.providencejournal.com/.../rent-.../7608068002/>

**State leaders urge Rhode Islanders to apply for rent, utility payment relief**  
 The state has received \$200 million from the federal government aimed at providing...

**Rhode Island Housing launches RentReliefRI**  
 For many, the challenges of paying for basic needs can seem endless and overwhelming. If yo...  
 697 People reached 76 Engagements — Distribution score [Boost post](#)

## Partner Outreach

### Selection of partners promoting program on website/e-newsletters, etc.

Agency Name	Website and e-newsletter	Webpage/Link
Center for Justice		<a href="https://www.wpri.com/news/local-news/providence/new-ri-rental-relief-program-set-to-launch-at-the-end-of-the-month/">https://www.wpri.com/news/local-news/providence/new-ri-rental-relief-program-set-to-launch-at-the-end-of-the-month/</a>
East Bay Community Action Program		<a href="https://www.ebcap.org/programs/rentreliefri/">https://www.ebcap.org/programs/rentreliefri/</a>
Vantage Point Inc. (Behavioral Health Services)		<a href="https://www.vantagepointinc.org/post/rental-assistance">https://www.vantagepointinc.org/post/rental-assistance</a>
Chamber of Commerce		
Valley Affordable Housing Corp.		<a href="https://www.valleyaffordable.org/a-message-to-residents-regarding-coronavirus-covid-19/">https://www.valleyaffordable.org/a-message-to-residents-regarding-coronavirus-covid-19/</a>
City of Central Falls		<a href="https://www.centralfallsri.gov/housing">https://www.centralfallsri.gov/housing</a>
City of Providence		<a href="https://www.providenceri.gov/pema/covid-19-housing-resource-guide/">https://www.providenceri.gov/pema/covid-19-housing-resource-guide/</a>
City of Pawtucket		<a href="http://www.pawtucketri.com/COVID19">http://www.pawtucketri.com/COVID19</a>
The Economic Progress Institute		<a href="https://www.economicprogressri.org/index.php/covid-19/">https://www.economicprogressri.org/index.php/covid-19/</a>
Lucy's Hearth		<a href="https://www.lucyshearth.org/220-2/">https://www.lucyshearth.org/220-2/</a>
Homes RI		<a href="https://homesri.org/evictionfaq/">https://homesri.org/evictionfaq/</a>
Blackstone Group Leasing & Management		<a href="https://blackstonei.com/coronavirus-resources/">https://blackstonei.com/coronavirus-resources/</a>
Providence Housing Authority		<a href="https://prohousing.org/housing/rental-assistance/landlord/">https://prohousing.org/housing/rental-assistance/landlord/</a>
RI Navigator		<a href="https://rinavigator.org/life-stressors/housing-homelessness/">https://rinavigator.org/life-stressors/housing-homelessness/</a>
Community Cares Alliance		<a href="http://www.communitycaresri.org/Resources/MoneySenseTips.aspx">http://www.communitycaresri.org/Resources/MoneySenseTips.aspx</a>
NeedyMeds		<a href="https://www.needy meds.org/co_pay_program.taf?function=detail&amp;program_id=5664">https://www.needy meds.org/co_pay_program.taf?function=detail&amp;program_id=5664</a>
USC RI	Website and e-newsletter	
Providence Chamber of Commerce	e-newsletter	<a href="http://www.providencechamber.com/news/details/rentreliefri-community-engagement-toolkit">http://www.providencechamber.com/news/details/rentreliefri-community-engagement-toolkit</a>
Town of Middletown		<a href="https://www.middletownri.com/380/Updates-Closures-Cancellations">https://www.middletownri.com/380/Updates-Closures-Cancellations</a>
Newport Housing Authority	RentReliefRI one-pager posted to website	
Community College of RI	RentReliefRI one-pager posted to website	
Town of Warren	RentReliefRI one-pager posted to website	

**SEE YOU SOON!**

### RentReliefRI

## Application Assistance Training

Thursday, August 12, 2021 @ 10 a.m.

Thank you for registering for our training on how to assist tenants in completing their RentReliefRI applications for affordable housing property managers and staff.

This training is intended for any subsidized housing development, including, but not limited to, public housing authorities, Low-Income Housing Tax Credit Developments and PBCA developments.

The training will be held via Microsoft Teams.

[Click here to join the meeting](#)

We hope you will help us spread the word!

[We've created more tools and resources to help RentReliefRI program applicants.](#)

**We need your help.**

The success of the RentReliefRI program depends on renters and landlords across the state knowing about the program and how they can apply. [We are hoping you can share program information with your clients, customers, community members and partners to ensure this information reaches those who need it most.](#)

Please consider sharing information on your website, on social media channels and in any other outreach efforts you may be undertaking.

**Holding an outreach or community event?**

Let us know and we are happy to participate and/or supply you with handouts and program information to share.

**Have someone who needs assistance in completing their application or is facing eviction?**

### Informational/Partner Engagement Sessions

Event/Session Name	Date	Audience	# Participants
Town Managers/Mayors: Virtual Information Session	March 16, 2021	Mayors and Town Managers	14
Application Assistance Partner Tutorial	April 19, 2021	Assistance partners	85
Landlord Virtual Training	May 12, 2021	Potential landlords, HCVP landlords, etc	51
Application Assistance Partner Tutorial	May 11, 2021	Assistance Partners	13
Application Assistance Partner Tutorial	May 18, 2021	Assistance Partners	15
Landlord Virtual Training	May 19, 2021	Potential landlords, HCVP landlords, etc	23
Crossroads partner training	May 24, 2021	Assistance Partners	3
Application Assistance Partner Tutorial	May 25, 2021	Assistance Partners	21
Landlord Virtual Training	May 26, 2021	Potential landlords, HCVP landlords, etc	22
Family Service of RI Partner Training	June 22, 2021	Assistance Partners	3

## National Grid partnership

**RentReliefRI x nationalgrid**

**Rhode Island renters struggling to make their rent or utility payments have a lifeline for help.**

Dear Customer,

The RentReliefRI program provides rental and utility assistance to eligible Rhode Island households.

RIHousing is partnering with National Grid to assist potentially eligible customers who have overdue utility payments that occurred during the COVID-19 pandemic. You are receiving this email because you have been pre-screened and may be eligible for assistance.

The RentReliefRI program provides up to 18 months of rental and utility assistance. The program can pay for rent and utilities owed back to April 1, 2020 and can also cover up to three months of upcoming rent. Renters may apply for help with paying for utilities even if they do not need help paying for rent. There is no monthly cap on eligible rent relief, and the funds do not need to be reimbursed or paid back.

In order to apply, you will need to visit: [www.RentReliefRIutilities.com](http://www.RentReliefRIutilities.com).

If you need help in completing your application, please call the RentReliefRI Call Center at 1-855-608-8756 to learn how to apply to the program.

We encourage you to apply for this assistance as it will help you get caught up with overdue payments and back on track.

About RentReliefRI  
RentReliefRI is a grant supported, in whole or in part, by federal award number 840017 awarded to the State of Rhode Island by the U.S. Department of Treasury.

## Marketing Materials



**This program is only for renters and their landlords.**

**Rhode Island has received \$200 million in rent relief funds from the federal Emergency Rental Assistance (ERA) Program. This program provides rental and utility relief payments to help eligible renters maintain housing stability.**

The Emergency Rental Assistance Program can pay for rent and utilities owed back to April 1, 2020. The program also covers up to three (3) months of upcoming rent. Utilities may include electricity, water, trash, and heat. Renters may apply for help with paying for utilities even if they do not need help paying for rent. Applicants are eligible for a total of 18 months of assistance. A \$50/month internet stipend is also available to applicants.

There is no monthly cap on eligible rent relief. The monthly amount is determined by the rent payment agreed to in the lease. RentReliefRI assistance does not need to be reimbursed or paid back. v.09.21

**ELIGIBILITY CRITERIA:**

Tenant applicants **must meet all** of the following criteria to be considered for rent relief:

- Household income must meet certain income limits. Limits vary by location and household size. Income Limits are available online at RentReliefRI.com.
- You must have qualified for unemployment benefits or have experienced a reduction in household income, incurred significant costs, OR experienced other financial hardship due, directly or indirectly, to COVID-19.
- Applicants must show they are at risk for becoming homeless or loss of housing. This may include submitting past-due rent and utility bills or eviction notices at application.

**APPLICATION AND PAYMENT PROCESS:**

Applications will be accepted on a rolling basis through September 2022 via an online portal. Both landlords and tenants may initiate an application for the program. Information from both the tenant and landlord will be required to successfully complete an application. Assistance completing applications is available through a network of partners throughout the state.

**Applicants should have the following documents:**

**Tenants**

- Documentation demonstrating that you live in Rhode Island (ex; bank statement, utility bill, driver's license)
- Proof of income (ex; wage statements, unemployment letter, 2020 tax return)
- Signed copy of your lease agreement or documentation showing tenancy (a pattern of rent payment)
- Documentation demonstrating your rental/utility arrearage (ex; past due utility bill, eviction notice, 5 day demand letter, communication from landlord)

\*If you have received a notice from the court for an eviction proceeding against you, please have that documentation available.

**Property Managers/Landlords**

- W9 Form
- Rent arrearage documentation (ex; ledger, past due notice)
- Proof of property ownership (ex; mortgage statement, real estate tax bill, water/sewer bill)
- Tenant contact information (ex; cell phone, email address)

**\*\*Even if you do not have these documents, please call 1-855-608-8756 or reach out to our partners for help completing the application. Partner listing is available online at [www.RentReliefRI.com](http://www.RentReliefRI.com).**

 **Visit [RentReliefRI.com](http://RentReliefRI.com) for additional details and information.**

**About RentReliefRI**  
RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

 EQUAL HOUSING OPPORTUNITY

Program Flyer, detailed

[www.RentReliefRI.com](http://www.RentReliefRI.com)

# BEHIND ON YOUR RENT OR UTILITY PAYMENTS BECAUSE OF COVID-19?

¿ESTÁ ATRASADO EN LOS PAGOS DEL ALQUILER O LOS SERVICIOS PÚBLICOS DEBIDO A LA COVID-19?

## RENTAL AND UTILITY ASSISTANCE AVAILABLE FOR ELIGIBLE RI HOUSEHOLDS.

ASISTENCIA PARA EL PAGO DEL ALQUILER Y LOS SERVICIOS  
PÚBLICOS DISPONIBLE PARA LOS GRUPOS  
FAMILIARES ELEGIBLES DE RI.

Visit [www.RentReliefRI.com](http://www.RentReliefRI.com)  
to learn more about program  
guidelines and what you  
need to know to apply.

Visite [www.RentReliefRI.com](http://www.RentReliefRI.com) para  
obtener más información sobre las  
pautas del programa y lo que debe saber  
para presentar su solicitud.



RentReliefRI



#### About RentReliefRI

RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.

#### Acerca de RentReliefRI:

Rent Relief RI cuenta con el respaldo total o parcial de la concesión federal número ERA0013 otorgada al estado de Rhode Island por el Departamento del Tesoro de EE. UU (U.S. Department of Treasury).



Program Flyer, simple



RentReliefRI

HELP FOR LANDLORDS

## WHAT LANDLORDS NEED TO KNOW

### Rental Assistance is Landlord Assistance.

#### What is RentReliefRI?

RentReliefRI is a new rental assistance program for eligible Rhode Island renters struggling to pay their rent or utilities as a result of the COVID-19 pandemic. It also helps landlords as it ensures you are able to meet your financial obligations. Both landlords and tenants may initiate an application for the program. Information from both the tenant and landlord will be required to successfully complete an application.

#### Who is eligible for Rent Relief RI?

Tenant applicants MUST MEET ALL the following criteria to be considered for rent relief:

- Household income must meet certain income limits. Limits vary by location and household size.
- Qualified for unemployment benefits OR have experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to COVID-19.
- At risk of experiencing homelessness or housing instability. This may include submitting past-due rent and utility bills or eviction notices when you apply.

#### What are the income limits?

Eligible households must be at or below 80% of Area Median Income (AMI), which translates to approximately \$69,200 annual income for a family of four in most parts of the State. Income Limits are available online at [www.RentReliefRI.com](http://www.RentReliefRI.com).

#### What costs are covered?

RentReliefRI can pay for rent and some utilities owed back to April 1, 2020. The program will also cover up to three months of upcoming rent. Applicants are eligible for up to a total of 18 months of assistance. A \$50/month internet stipend is also available to applicants.

#### How much rent will RentReliefRI cover?

There is no monthly cap on eligible rent relief. The monthly amount is determined by the rent payment agreed to in the lease and documented arrearages.

#### How do landlords get paid?

Once approved, payment will be sent to landlords as soon as possible via direct deposit.

#### How will landlords know when a tenant applies for assistance from the program?

Once your tenant has completed all requirements for their section of the application, the landlord will be contacted to verify and complete the landlord section of the application.

#### If a tenant refuses to apply for the program, is there any way for the landlord to still process a request for rental assistance?

Unfortunately, if a tenant is not willing to participate, we are not able to offer assistance. The program requires that the tenant attest to such items as income, COVID hardship, attestation that benefits are not being duplicated, etc. They are also required to provide backup documentation for that information. Without the tenant providing this information and attesting to the truthfulness of their situation, we are not able to provide assistance.

v.09.21

## Landlord Frequently Asked Questions

**STRUGGLING WITH RENT OR UTILITY PAYMENTS?**

## Help is available from the RentReliefRI program.

**NEED HELP IN COMPLETING AN APPLICATION?**

Program representatives will be available:

**Saturday, December 18, 2021 | 9 a.m.-1 p.m.**  
**CCRI Liston Campus**  
One Hilton St. Providence, RI

Visit [www.RIHousing.com/RentReliefRI-Appointments](http://www.RIHousing.com/RentReliefRI-Appointments) to schedule an appointment to meet with a program representative.

**NOTE: Appointments are required to meet with a program representative.**



SCHEDULE APPOINTMENTS ONLINE

**IMPORTANT! You will need to bring the following information/documentation to the appointment:**  
*Even if you do not have these documents, you may still be eligible.*

- Identification  
(ex. In-state or out-of-state ID; passport; state or city-issued ID; any form of Government issued ID; expired IDs are acceptable)
- A signed copy of the Self-Attestation form (available online at [www.RentReliefRI.com](http://www.RentReliefRI.com); hard copies will be available onsite.)
- Proof of residency (ex; bank statement, utility bill, driver's license)
- Proof of income (ex; wage statements, unemployment letter, 2020 tax return)
- Signed copy of your lease agreement or documentation showing tenancy (a pattern of rent payment)
- Documentation demonstrating your rental/utility arrearage  
(ex; past due utility bill, eviction notice, 5 day demand letter, communication from landlord)
- Landlord contact information (address, email and phone number) or written statement that landlord is unwilling to participate

\*If you have received a notice from the court for an eviction proceeding against you, please have that documentation available.  
\*\*Please note: A Self-Attestation Form may be used in instances where documentation is not available.

**Can't make it on December 18?**

The RentReliefRI Call Center and a network of partner agencies are available to assist you with submitting your application and answering any questions you may have.

Visit [www.RentReliefRI.com](http://www.RentReliefRI.com) for a complete list of partner agencies.

**RentReliefRI Call Center:**

**1-855-608-8756**

M – F: 8:30 a.m.– 5:30 p.m. | Sat: 8 a.m. – 1 p.m.



**About RentReliefRI**

RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.



**On-site assistance promotional flyer, in partnership with the Governor and Community College of Rhode Island**





RentReliefRI

HELP FOR RENTERS

ASSISTANCE PARTNERS

v.04.05.2022

Need help with your RentReliefRI application or legal services? The partner agencies below are available free of charge to assist you. Please reach out to them for information on scheduling an appointment.

APPLICATION ASSISTANCE

Blackstone Valley Community Action Program (BVCAP)

Appointments Required  
210 West Avenue, Pawtucket  
401-475-5071 | cwalker@bvcap.org  
M - F: 8:30 a.m. - 4 p.m.

Center for Southeast Asians

270 Elmwood Avenue, Providence  
401-274-8811  
Khmer, Lao, Vietnamese, Hmong, Spanish, Portuguese, Portuguese Creole, Cantonese

City of Providence

Mayor's Center for City Services  
Appointments Required  
25 Dorrance Street, Suite 101, Providence  
401-421-2489 or 3-1-1  
mccs@providenceci.gov  
M - F: 8:30 a.m. - 4:30 p.m.

Community Action Partnership of Providence County

Appointments Required  
518 Hartford Avenue, Providence  
401-273-2000 ext. 337 and 338  
M - F: 9 a.m. - 4 p.m.  
English, Spanish, French, additional languages as needed

Community Care Alliance

Appointments Required  
245 Main Street, Woonsocket  
401-235-7000  
M - F: 8 a.m. - 4 p.m.

Comprehensive Community Action Program (CCAP)

Appointments Required  
311 Doric Avenue, Cranston  
401-467-7013  
M - F: 8 a.m. - 4 p.m.

Crossroads RI

Garraly Judicial Complex  
1 Dorrance Street, Providence  
401-865-6216  
M - F: 9:30 a.m. - 1 p.m.  
English, Spanish

Cultural & Linguistic Advocacy and Support Services (CLASS)

Appointments Required  
425 Broadway, Providence  
401-781-6464 | dcrodmas@gmail.com  
M - F: 9 a.m. - 5 p.m.  
English, Spanish

Direct Action for Rights & Equality Inc. (DARE)

Appointments Required  
340 Lockwood Street, Providence  
401-351-6960 | dare@daretowin.org  
M - F: 10 a.m. - 6 p.m.  
Evenings & weekends by appointment  
English, Spanish

DORCAS International Institute of RI

Appointments Required  
220 Elmwood Avenue, Providence  
401-784-8686 | rentrelief@diiri.org  
M - F: 9 a.m. - 5 p.m.  
English, Spanish, Portuguese, French, Swahili, Somali, Kinyarwanda, Kibemba, Arabic, Pashto, Dari, Russian, Ukranian, additional languages as needed

East Bay Community Action Program

Appointments Required  
100 Bullocks Point, Riverside  
19 Broadway, Newport  
401-437-1000 ext. 1152

Family Service of RI

Stella Londono | 401-648-5944  
Waldy Rodriguez | 401-639-2343

Genesis Center

Appointments Required  
620 Potters Avenue, Providence  
401-781-6110 ext. 29 | cackley@genceneter.org  
Tuesdays 9 a.m. - 12 p.m.  
English, Spanish, French, Fang

George Wiley Center

Appointments Available, Walk-Ins Accepted  
32 East Avenue, Pawtucket  
401-728-5555 | georgewileycenterri@gmail.com  
M - F: 10 a.m. - 6 p.m.  
Wed.: 6 p.m. - 8 p.m.  
English, Spanish, Cape Verdean Crioulo/Portuguese

Higher Ground International

Appointments Available, Walk-Ins Accepted  
250 Prairie Avenue, Providence  
401-270-3582 | contact@highergroundintl.org  
M - F: 9 a.m. - 2 p.m.  
Nights/Weekend hours available by appointment  
English, Liberian English, Various Ethnic Vernaculars

Oasis International

Appointments Available, Walk-Ins Accepted  
600 Broad Street, Providence  
401-421-1252 | akinfolarin@mnsn.com  
M - F, 9 a.m. - 5 p.m.  
English, Yoruba, Hausa, Igbo, Creole dialects

ONE Neighborhood Builders

66 Chaffee Street, Providence  
401-378-3162 | communitybuilding@onenb.org  
English, Spanish

Progreso Latino

Appointments Available, Walk-Ins Accepted  
626 Broad Street, Central Falls  
401-728-5920 | gmejlabaez@progresolatino.org  
M - F: 9 a.m. - 5 p.m.  
Spanish, English, Portuguese

Sojourner House

Appointments Available, Walk-Ins Accepted  
304 Pearl Street, Providence  
info@sojournerri.org  
Thurs: 9 a.m. - 1 p.m.

Tri-County Community Action Agency

401-583-0075 (Washington County)  
401-583-0076 (All Others)  
English, Spanish, additional languages as needed

Westbay Community Action Program

Appointments Available, Walk-Ins Accepted



AGENCIAS ASOCIADAS DE ASISTENCIA

\*Necesita ayuda con su solicitud de RentReliefRI o los servicios legales? Las agencias asociadas a continuación están disponibles de forma gratuita para asistirlo. Póngase en contacto con ellas para obtener información o hacer una cita.

ASISTENCIA CON LA SOLICITUD

Blackstone Valley Community Action Program (BVCAP)  
Se requiere una cita  
210 West Avenue, Pawtucket  
401-475-5071 | cwalker@bvcap.org  
M - F: 8:30 a.m. - 4 p.m.

Center for Southeast Asians  
270 Elmwood Avenue, Providence  
401-274-8811  
jmeo, las, vietnamita, hmong, español, portugués, crioulo, portugués, cantonés

City of Providence  
Mayor's Center for City Services  
Se requiere una cita  
25 Dorrance Street, Suite 101, Providence  
401-421-2489 o 3-1-1  
mccs@providenceci.gov  
M - F: 8:30 a.m. - 4:30 p.m.

Community Action Partnership of Providence County  
Se requiere una cita  
518 Hartford Avenue, Providence  
401-273-2000 ext. 337 y 338  
M - F: 9 a.m. - 4 p.m.

Community Care Alliance  
245 Main Street, Woonsocket  
401-235-7000  
M - F: 8 a.m. - 4 p.m.

George Wiley Center  
Citas disponibles. Se aceptan visitas sin cita  
32 East Avenue, Pawtucket  
401-728-5555 | georgewileycenterri@gmail.com  
M - F: 10 a.m. - 6 p.m.  
miércoles: 6 a.m. - 8 p.m.

Comprehensive Community Action Program (CCAP)  
Se requiere una cita  
311 Doric Avenue, Cranston  
401-467-7013  
M - F: 8 a.m. - 4 p.m.

Crossroads RI  
1 Dorrance St, Providence  
401-865-6216  
M - F: 9:30 a.m. - 1 p.m.  
Inglés, español

Cultural & Linguistic Advocacy and Support Services (CLASS)  
Se requiere una cita  
425 Broadway, Providence  
401-781-6464 | dcrodmas@gmail.com  
M - F: 9 a.m. - 5 p.m.  
Inglés, español

Direct Action for Rights & Equality Inc. (DARE)

Se requiere una cita  
340 Lockwood Street, Providence  
401-351-6960 | dare@daretowin.org  
M - F: 10 a.m. - 4 p.m.  
Tardes + fines de semana con cita previa  
Inglés, español

DORCAS International Institute of RI  
Se requiere una cita  
220 Elmwood Avenue, Providence  
401-784-8686 | rentrelief@diiri.org  
M - F: 9 a.m. - 5 p.m.  
Inglés, español, portugués, francés, swahili, somalí, kinyarwanda, kibemba, árabe, pashto, dari, ruso, ucraniano, idiomas adicionales según sea necesario

East Bay Community Action Program  
Se requiere una cita  
100 Bullocks Point, Riverside  
19 Broadway, Newport  
401-437-1000 ext. 1152

Family Service of RI  
Stella Londono | 401-648-5944  
Waldy Rodríguez | 401-639-2343

Genesis Center  
Se requiere una cita  
620 Potters Avenue, Providence  
401-781-6110 ext. 29 | cackley@genceneter.org  
Martes 9 a.m. - 12 p.m.

Higher Ground International  
Citas disponibles. Se aceptan visitas sin cita  
250 Prairie Avenue, Providence  
401-270-3582 | contact@highergroundintl.org  
M - F: 9 a.m. - 2 p.m.  
Tardes + fines de semana disponible con cita previa  
Inglés, inglés liberiano, varias lenguas vernaculares africanas

Oasis International  
Citas disponibles. Se aceptan visitas sin cita  
600 Broad Street, Providence  
401-421-1252 | akinfolarin@mnsn.com  
M - F: 9 a.m. - 5 p.m.  
Inglés, yoruba, hausa, igbo, dialectos crioulos

ONE Neighborhood Builders

66 Chaffee Street, Providence  
401-378-3162 | communitybuilding@onenb.org  
Inglés, español

Progreso Latino  
Citas disponibles. Se aceptan visitas sin cita  
626 Broad Street, Central Falls  
401-728-5920 | gmejlabaez@progresolatino.org  
M - F: 9 a.m. - 5 p.m.  
español, inglés, portugués

Sojourner House  
Citas disponibles. Se aceptan visitas sin cita  
304 Pearl Street, Providence  
info@sojournerri.org  
Jueves: 9 a.m. - 1 p.m.

Tri-County Community Action Agency  
401-583-0075 (Washington County)  
401-583-0076 (Todos los demás)  
Inglés, español, idiomas adicionales según sea necesario

Westbay Community Action Program  
Citas disponibles. Se aceptan visitas sin cita  
427 Hartford Blvd, Warwick  
401-732-4660 | info@westbaycap.org  
M - F: 9 a.m. - 4 p.m.  
Español, Ruso

SERVICIOS LEGALES

Rhode Island Legal Services (Servicios Legales de Rhode Island)  
30 Pine Street, Providence  
401-274-2652 | elena.aceredo@gacevedo@rlis.org  
El Legal Services (RLS) ofrece asistencia y representación legal para los residentes de viviendas privadas y públicas que necesitan servicios de prevención y defensa contra el desalojo de manera que sean elegibles para la representación de RI Legal Services (RLS). Incluye aquellos que son autoconstruccionistas, que están en riesgo del 20% de los que tienen de alquiler, y los que están en riesgo de perder su hogar. El RLS también ofrece un representante tanto a los clientes del mercado privado como a los clientes del mercado público que RLS tiene un conflicto de intereses. El RLS también representa a los inquilinos que están en riesgo del 10% de los que tienen de alquiler hasta el 80% de la renta que se les otorga de ingresos medios del área que el programa beneficiaría.

Center for the Justice  
401-421-1101 | rentrelief@centerforjustice.org  
El Center for Justice (CJ) ofrece asistencia y representación legal para los residentes de viviendas privadas y públicas que necesitan servicios de prevención y defensa contra el desalojo de manera que sean elegibles para la representación de RI Legal Services (RLS). Incluye aquellos que son autoconstruccionistas, que están en riesgo del 20% de los que tienen de alquiler, y los que están en riesgo de perder su hogar. El CJ también ofrece un representante tanto a los clientes del mercado privado como a los clientes del mercado público que CJ tiene un conflicto de intereses. El CJ también representa a los inquilinos que están en riesgo del 10% de los que tienen de alquiler hasta el 80% de la renta que se les otorga de ingresos medios del área que el programa beneficiaría.

Visit RentReliefRI.com for additional details

Visit RentReliefRI.com for additional details e información.

About RentReliefRI: RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island.

Assistance Partners list in English and Spanish, with list of languages supported by the partners



RentReliefRI

TENANT REPRESENTATIVE

### HOW TO BE A TENANT REPRESENTATIVE

Rhode Island renters need our help. Rental and utility assistance is available, but many Rhode Island renters need help in filling out and completing their applications for assistance. And they want help from a trusted resource.

Applications for rent and utility assistance via RentReliefRI can be submitted by tenants, landlords or "Tenant Representatives," a trusted resource helping the tenant.

**Tenant Representatives are individuals who submit the application on behalf of the tenant. Anyone can be a Tenant Representative, but you must have the tenant's permission to fill out the application on their behalf.**



BEGIN TODAY

[WWW.RENTRELIEFRI.COM](http://WWW.RENTRELIEFRI.COM)

### TIPS FOR SERVING AS A TENANT REPRESENTATIVE

- Gather the necessary information from the applicant; a list of information needed is available online at [www.RentReliefRI.com](http://www.RentReliefRI.com).
- Have the applicant complete and sign a self-attestation form (available at [www.RentReliefRI.com](http://www.RentReliefRI.com)), which you will upload into the online application portal.

**IMPORTANT:** Be sure to use your email address under the Tenant Representative section of the application and the applicant's email address where noted. **All applicants need an email address to complete the application.** If the tenant you are assisting does not have one, you can create a free email for them so they can receive important updates and information. Tenant Representatives will also receive email updates from RentReliefRI program staff.

### Have questions or need help completing an application?

The RentReliefRI Call Center is available to help.

RentReliefRI Call Center

**1-855-608-8756**

M-F: 8:30 a.m. – 5:30 p.m. | Saturday: 8 a.m. – 1 p.m.



#### About RentReliefRI

RentReliefRI is being supported, in whole or in part, by federal award number ERA0013 awarded to the State of Rhode Island by the U.S. Department of Treasury.



Tenant Representative flyer



RIHousing  
Special Achievement: COVID Response  
**RentReliefRI: A Lifeline for Rhode Island Renters (*and Landlords*)**

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