



## Ten Steps for Accelerating Emergency Rental Assistance

State and local administrators of the federal Emergency Rental Assistance Program can get more relief to more renters more quickly by adopting the following proven practices. NCSHA encourages all ERAP grantees to adopt them.

**1. Promote actively all of your self-attestation policies as options of first resort.**

Treasury Department rules do not require you to ask applicants for documentation before allowing them to self-attest to their eligibility. Make self-attestation, as you allow it, explicit as a first option in all your forms, marketing, and outreach.

**2. Use proxies to qualify more people more quickly.**

Treasury Department rules allow grantees to simplify the income eligibility determination for renters receiving other federal assistance or living in low-income areas. This approach can save time and help get assistance to people and places who need it most.

**3. Communicate regularly with applicants while reviewing their applications.**

An email or other notification saying an application has been received, an update on where it is in review, a heads-up that additional information may be needed, an estimate of when it will be paid all can build credibility for your program, encouraging more people to apply.

**4. Let applicants know as soon as they have been approved.**

Even if processing and issuing payment will take a while longer, informing applicants as soon as they have been approved can give them peace of mind — and help avoid drastic, worst-case actions.

**5. Follow up with applicants who abandon applications.**

Some applicants may stop in the middle of the process for a small reason that a quick contact can correct. Direct your vendors to be proactive here. Enlist property managers and community-based groups in this kind of follow-up.

**6. Make bulk payments to landlords and utilities.**

Treasury Department rules allow grantees to share information with utility providers and landlords for determining household eligibility and to combine assistance for multiple households into a single “bulk” payment made to a utility or landlord.

**7. Use letters of intent to obligate more funds more quickly.**

Treasury Department officials have said letters of intent, which make binding commitments to provide funds to landlords and renters, will meet the forthcoming federal definition of ‘obligation’ for the purpose of the program.

**8. Enlist your program’s beneficiaries in your marketing.**

More than a million needy renters and many thousands of landlords nationwide have been made whole through your efforts. Ask those you’ve helped for a quick word of thanks on social media, and share their stories — every day — through all your communications channels.

**9. Keep the public informed of your program’s progress.**

Online dashboards showing the program metrics you want to show are an easy way to build awareness and credibility with the public — and one more way to alert renters in need that you may be able to help them. NCSHA’s website has many dashboard examples [here](#).

**10. Make your program website more user-friendly.**

The Treasury Department has developed recommended practices [here](#).