

Lane County Rent Assistance Programs: Denial and Grievance Policy

Effective May 1, 2021

Denial

A household may be found ineligible for assistance and denied assistance at the time of the Emergency Rent Relief Lane County (ERRLC) pre-screening, during the ERRLC application process, or after the application is complete. Households who are ineligible or who become ineligible for ERRLC will be notified and the reason for ineligibility reason will be indicated. The following items are grounds for denial:

- 1) Incomplete Documentation: a household failed to provide all of the documentation that was requested of them during the application process.
- 2) Over Income: a household was found to have income over 80% Area Median Income (AMI).
- 3) Not an Eligible Household: a household was found to be ineligible for ERRLC due to other eligibility criteria or did not meet the minimum pre-screen threshold to qualify (examples of ineligibility criteria include households that are not renters, and households that do not reside in Lane County).
- 4) Receiving Maximum Allowable Benefit: A household who has received the maximum allowable subsidy or assistance under the provisions of this program will be denied.
- 5) Applicants that receive or have received other sources of assistance that duplicate the ERRLC assistance, including federal, state, and local assistance provided for the same costs will be denied.
- 6) Arrears that occurred before March 13, 2020.
- 7) Fraudulent or Duplicate Applications: Applicants that have purposefully reported false and/or inaccurate information will be denied for submitting fraudulent applications. Additionally, applicants with duplicate applications will have their duplicate application(s) denied. (See ERRLC Fraud Policy).
- 8) Other: a household is ineligible for some other reason. It is anticipated that most ineligible households will be ineligible for one of the above-listed reasons. If a household is found ineligible for some other reason, the applicant will be notified of the reason.
- 9) No Funding: a household does not receive assistance because funding has been exhausted.

Grievance

Households who are found ineligible for Lane County Rent Assistance Programs and who disagrees with the ineligibility decision may file a grievance in accordance with the Lane County Human Services Division Grievance Procedure.