



SJC Emergency Rental Assistance Frequently Asked Questions

What are the eligibility requirements for the St Johns County ERAP Program?

To qualify for rental assistance, applicants must meet the criteria listed below. Application review requires verifiable supporting documentation for each of the program requirements. The submission of an application does not guarantee financial assistance.

To be eligible, applicants must:

1. Be a renter whose home is located anywhere in St Johns County, FL.
2. Have household gross income at or below the low-income limits.

Gross Annual Household Low-Income Limits:

	50% AMI	80%AMI
1 person household:	\$26,200	\$41,900
2 person household:	\$29,950	\$47,900
3 person household:	\$33,700	\$53,900
4 person household:	\$37,400	\$59,850
5 person household:	\$40,400	\$64,650
6 person household:	\$43,400	\$69,450

3. Have at least one household member that:
 - Is qualified for unemployment benefits, **OR**
 - Has experienced a reduction in household income, incurred significant costs, or has experienced a financial hardship due to COVID-19
4. Demonstrate housing instability or a risk of becoming homeless

If my household income is higher than the amount listed but I have lost my job can I apply?

Yes. You may report your income as monthly income and as long as your total gross income based on the monthly amount (as supported by 60 days payment documentation) you may be eligible for assistance.

Are people who rent a room eligible to apply?

Yes, if they can provide proof of an executed lease or rental agreement for the room.

Can I apply if I own my mobile home but pay space rent to a landlord?

Yes, if you can provide an executed lease or rental agreement with the property owner.



Will you help me pay my mortgage?

No. The Emergency Rental Assistance Program provides rental and utility assistance to renters only. Please contact your lender directly to discuss payment options.

What are the steps to apply?

STEP 1: Prior to starting your application online, review all eligibility criteria and the list of required documentation. Gather all necessary documentation and have it ready to upload.

STEP 2: Please visit <https://stjohns-crr.ungork.io> to apply for the St. Johns County Emergency Rental Assistance program.

STEP 3: If you receive the message indicating you may be eligible, begin the application by filling in your name, email address, phone number and password (and confirm your password).

STEP 4: Complete the application, including uploading all needed documentation, and click "submit."

STEP 5: You can check the status of your application at <https://stjohns-crr.ungork.io>

STEP 6: Your application and documents will be reviewed, and your landlord and utility providers contacted. You will be contacted if additional information is required.

If I don't have any outstanding rent payments, can I apply for prospective (future) rent?

No, the St Johns County Emergency Rental Assistance will provide up to 12 months of rental and utility assistance, for a maximum grant award of \$5,000.00. No prospective rent or utilities will be awarded.

If I am a renter, does my landlord also have to apply?

Yes, both the tenant and the landlord are required to participate. While the tenant will sign the agreement with the county, the award goes directly to the landlord.

I received an award from another program to help with my rent. Can I still apply to ERAP?

Maybe! ERAP requires that assistance being provided for rent, utility and/or home energy costs does not duplicate any other assistance, including federal, state, or local assistance for those same costs. Applicants must disclose all rental, utility, and/or home energy assistance they have received, will receive, or have applied for from any sources *for the period of time covered in their application to ERAP.*



What is the eligible period covered by an ERAP award?

The ST Johns County ERAP program may cover outstanding payments as far back as March 13, 2020, but not before that date.

Do I need to submit any documentation to apply?

Yes

Tenant applicants must verify their identity, their household income, submit a current lease and verify their COVID impact.

Landlords must submit a signed, current w9, a back due rent ledger and provide either an EIN or SSN that matches their w9 to receive an award.

NOTE: please see SJC Emergency Rental Assistance Program [Policies](#), [Procedures](#), and [Guidelines](#) for a complete list of eligible documentation