



## FAQs on RICHLAND COUNTY'S EMERGENCY RENTAL ASSISTANCE PROGRAM (ERAP)

*Note: Richland County will revise/update this information as more questions are received and the federal government provides additional guidance.*

### Q: What is ERAP?

**A:** The Emergency Rental Assistance Program (ERAP) is a U.S. Treasury-funded initiative providing financial assistance for Richland County renters who are unable to pay rent or utilities because of the COVID-19 pandemic.

### Q: What does the assistance include?

**A:** Assistance can include:

1. Eligible late (arrears) payments made directly to your landlord, property management agent or utility provider for rent or utilities accrued after March 13, 2020; or
2. Eligible monthly payments made directly to the landlord or property management agent for three months of future rent, up to a maximum of 12 months; or
3. Monthly payment combination of the above two items
4. In addition, three months' supplemental assistance may be provided to ensure housing stability for a household after the initial 12-month period, if funding is still available.

### Q: How do I apply?

**A:** Richland County's ERA program will launch on Monday, April 5. **Please note: Applications cannot be submitted before April 5.**

**Online:** If at all possible, apply online for the fastest application review and results.

- The most efficient way to submit your application is through the Richland County online application portal:  
<https://portal.neighborlysoftware.com/erap-richlandcountysc/Participant>
  - The portal is available 24 hours a day, seven days a week.

**By phone:** Customer service representatives can assist residents with questions or more information: Call **855-216-9198**.

- The call center is open:
  - 8:30 a.m.-4:30 p.m. Monday through Friday
  - 8:30 a.m.-12:30 p.m. Saturdays
  - Closed Sundays and holidays