

# EMERGENCY RENTAL ASSISTANCE PROGRAM

Maricopa County households experiencing financial hardship due to or during the COVID-19 Pandemic may be eligible for Emergency Rental Assistance (ERA)

Qualifying households may be eligible for rental and utility payments for past due, owed (including judgements), or future months. Utility assistance is available for electric, gas, water, sewer, and trash utilities

## Eligibility Criteria

To qualify for assistance, the following criteria must be met:

- Household is living at or below 80% of the Area Median Income (AMI); and
- Household demonstrates a risk of experiencing homelessness or housing instability; and
- Household meets one of the following criteria:
  - Since March 13th 2020, a household member has qualified for Unemployment Insurance from the Arizona Department of Economic Security (DES)

OR

- The household has experienced financial hardship, reduced income, or increased expenses due to or during the COVID-19 Pandemic.

### 50% Area Median Income

Household Size	Household Income
1	\$27,650
2	\$31,600
3	\$35,550
4	\$39,500
5	\$42,700
6	\$45,850
7	\$49,000
8	\$52,150

### 80% Area Median Income

Household Size	Household Income
1	\$44,250
2	\$50,600
3	\$56,900
4	\$63,200
5	\$68,300
6	\$73,350
7	\$78,400
8	\$83,450

## Application Prioritization

The funds are intended for those most in need. According to federal guidelines, applications for assistance will be prioritized using the following criteria:

- Households living at or below 50% of the Area Median Income (AMI)
- Households with a household member that has been unemployed for the past 90 days AND households living at or below 80% AMI

## Additional Local Resources

- Community Legal Services: 1-800-852-9075, <https://clsaz.org>
- 211 Arizona: 2-1-1, <https://211arizona.org>
- AZ Eviction Help: <https://azevictionhelp.org>
- COVID-19 Legal Hotline: 1-866-611-6022, 12 PM - 3 PM Tuesday and Thursday, <https://azbar.org/for-the-public/legal-help-education/covid-19-legal-hotline/>

## WHERE TO APPLY

Residents interested in applying for Emergency Rental Assistance must submit their application based on the community they live in.

### Chandler

AZCEND

Phone: 480-963-1423 ext. 118 | Website: [www.azcend.org](http://www.azcend.org) |

Client Portal: <https://hsdclientportal.maricopa.gov/>

Address: 345 S California St, Chandler, AZ 85225

Office Hours: Monday, Wednesday-Friday, 7:30 AM-4 PM and Tuesday, 7:30 AM-7 PM

### Gilbert

AZCEND

Phone: 480-892-5331 | Email: [CAP@azcend.org](mailto:CAP@azcend.org) | Website: [www.azcend.org](http://www.azcend.org)

Address: 132 W Bruce Ave, Gilbert, AZ 85233

Office Hours: Monday-Wednesday, Friday, 7:30 AM-4 PM and Thursday, 10:30 AM-7 PM

### Glendale

CITY OF GLENDALE COMMUNITY ACTION PROGRAM

Phone: 623-930-2854 | Online Application: [www.glendaleaz.com/cap](http://www.glendaleaz.com/cap)

Application Assistance: Available at all Glendale Public Libraries;

More information: [www.glendaleazlibrary.com](http://www.glendaleazlibrary.com)

Note: You may have a Glendale mailing address, but be located in another agency's jurisdiction

### Mesa

CITY OF MESA

Phone: 480-644-5440 | Email: [ERAPinfo@mesaaz.gov](mailto:ERAPinfo@mesaaz.gov)

Online Application: [www.mesaaz.gov/government/coronavirus/emergency-rental-utility-assistance-program](http://www.mesaaz.gov/government/coronavirus/emergency-rental-utility-assistance-program)

Address: 635 E Broadway Rd, Mesa, AZ 85204

Office Hours: Monday-Friday, 8 AM-4:30 PM

Note: If you are unable to attach required documentation to your application, please send the documented via email at [ERAPdocs@mesaaz.gov](mailto:ERAPdocs@mesaaz.gov) or fax at 480-644-5559

### Phoenix

CITY OF PHOENIX HUMAN SERVICES DEPARTMENT

Central Intake Line: 602-534-AIDE (2433) | Website: [www.phoenix.gov/renthelp](http://www.phoenix.gov/renthelp)

Online Application Portal: [phoenix.gov/rentassistapply](http://phoenix.gov/rentassistapply)

DES Online Application Portal: <https://era.azdes.gov> [[era.azdes.gov](http://era.azdes.gov)]

Addresses:

- Travis L. Williams Family Services Center: 4732 S Central Ave, Phoenix, AZ 85040
- John F. Long Family Services Center: 3454 N 51st Ave, Phoenix, AZ 85031
- Sunnyslope Family Services Center: 914 W Hatcher Rd, Phoenix, AZ 85021

Office Hours: Monday-Saturday, 7:00 AM-6:00 PM

### County

MARICOPA COUNTY HUMAN SERVICES DEPARTMENT &  
LOCAL COMMUNITY ACTION PROGRAM OFFICES

Phone: 602-506-0589

Communities: Avondale, Buckeye, Carefree, Cave Creek, Chandler, El Mirage, Fountain Hills, Gila Bend, Goodyear, Guadalupe, Litchfield Park, Peoria, Queen Creek, Scottsdale, Sun City, Sun City West, Sun Lakes, Surprise, Tempe, Tolleson, Youngtown, Wickenburg, and other Unincorporated Areas

Website: [www.maricopa.gov/renthelp](http://www.maricopa.gov/renthelp) | Client Portal: <https://hsdclientportal.maricopa.gov/>

Contact Information: [www.maricopa.gov/humanservices](http://www.maricopa.gov/humanservices)