

Cinnaire's Resident Rent Relief Fund (RRRF) FAQs

How can RRRF help?

- Household can receive up to 90% of rent owed, not to exceed \$1,500. Funds awarded will be treated as a credit to past due rent paid on behalf of residents who qualify.
- Benefit is paid directly to the landlord.
- Late fees and court fees incurred between April 2020 – present will be forgiven upon acceptance of RRRF funds.

Who is eligible for an RRRF grant?

- Households who reside in a unit within Cinnaire's Portfolio.
- Households facing financial hardship due to the COVID-19 pandemic.
- Households with unpaid rent balances incurred from April 2020 – present. Rent must be behind at least 30 days.
- Households that have not received a RRRF benefit previously.

What qualifies as a financial hardship due to the COVID-19 pandemic?

- Loss of employment.
- Decrease in income.
- Medical event that resulted in significant cost to household or reduction of income.
- Childcare changes.
- Other financial hardships related to COVID-19.

What is the application process for RRRF?

- Landlords and Residents will work together to apply. The landlord will obtain a self-certification from the resident(s) they are applying for.
- Landlord will answer household and income questions on behalf of the residents via the online application portal. A self-certification will need to be uploaded for every household applying for the benefit as well as an Aged Receivables Detailed Report for each property.
- Applications will be processed on a first come, first served basis. If an application is denied because of incomplete or missing information, the landlord can re-submit, and the resubmission application date will be used for prioritization.
- Once awards have been designated, Landlord will receive notice with next steps, including a Grant Agreement. Funds will only be dispersed once all necessary documents are received.

What documents will households need to provide the landlord?

- Landlord will view photo ID.
- Self-Certification of Financial Hardship.
- Release of Information.
- Income and household information.



Am I guaranteed assistance once I apply?

- No, application may be denied if incomplete or eligibility criteria not met.
- Number of applications may exceed funds available.

What if the funds run out prior to my application being approved?

- You will be eligible to apply through the landlord on future rounds if funds become available.
- An announcement of a new funding round will be posted and communicated to landlords.

What if the household's back rent is not fully covered by the RRRF Grant?

- A condition of the RRRF Grant Funds is that the Landlord will make a reasonable payment plan of no less than 6-months for the funds still owed. If the payment plan is followed, the Landlord will not evict household for non-payment.

How will I know the status of my application?

- Landlords will receive status updates via the online application portal.
- Next steps will be communicated through an email from the online application portal.

Who should I contact if I have questions?

- Landlords should direct any questions to the Asset Manager assigned to your property. Asset Managers will be given the information to appropriately address questions related to RRRF. RRRF/AM will not answer resident questions directly.