

## Frequently Asked Questions (FAQ)

**Q: How do I know if I am eligible to apply for assistance through the EPRR program?**

**A:** To be eligible to apply you must have an active eviction court case number; meet income level requirements, and you have not received assistance in the OHCS current biennium (7/25-6/27).

**Q: What is an OHCS biennium?**

**A:** The two-year budget period for the State of Oregon 7/25-6/27; 7/27-6/29 as an example.

**Q: How do I apply for assistance?**

**A:** You can submit an online application at <https://pplfirst.com/programs/or-eprp/> or you can call the Intake message line **833-746-8167** please leave Your full name, phone number, complete address, date of birth, and your eviction court case number. If you do not leave all the required information, you will not get a call back.

**Q: Do I have to be a US citizen to receive assistance?**

**A:** These services are available regardless of immigration status, and there is no immigration consequence to anyone receiving support from this program.

**Q: Can my income affect my eligibility?**

**A:** The review of your application does consider income as criteria for eligibility. PPL will follow the program guidance as we evaluate your application.

**Q: How long does it take to process my application so that I know if I am eligible for assistance?**

**A:** The time it takes to process an application depends on how quickly both the tenant and the landlord respond to outreach and document requests from the PPL staff. Once the application is fully approved – it will be about 10 days for the landlord to receive the payment.

**Q: What expenses can be covered through this application?**

**A:** Multiple opportunities can be cover including:

- Past due rent
- Future rent up to 1 month to stabilize the Household
- Rental security deposits
- Utilities paid to Landlord or utility company
- Rental fees (pet fees, housing related legal fees, application fees etc.)
- Repairs and damage remediation up to \$2,500
- Partial payments to reduce the housing debt for an application allowing the Tenant to relocate

**Q: Does my Landlord have to be part of the application process?**

**A:** Yes, your Landlord needs to agree to be part of the application process in order for the application to be approved, and paid out. The payment will only be delivered to the Landlord.

**Q: What happens if my Landlord does not cooperate, will I receive payment instead?**

**A:** If your Landlord does not cooperate, the application will be denied. EPRR does not offer direct payments to the tenant.

**Q: Can I reapply for more assistance later?**

**A:** Tenants are allowed to apply but can only be approved for up to a max of \$8K per OHCS biennium.

**Q: What do I do if my Landlord has not received payment?**

**A:** If your Landlord has not received payment, please contact us at 833-771-1829 or email us at [orepr@pplfirst.com](mailto:orepr@pplfirst.com) please include your full name and application number in the email Subject Line.

**Q: I know someone who needs rent assistance, can I give them your contact information?**

**A:** Yes, you can refer them to the <https://pplfirst.com/programs/or-epr/> website to complete an online application. The person must have an active eviction case number to be eligible.

**Q: How do I update my contact information?**

**A:** If there has been a change in your contact information, please contact us at 833-771-1829 or email us at [orepr@pcgus.com](mailto:orepr@pcgus.com), with your full name and application number in the email Subject Line.

**Q: What if I need legal assistance with my case?**

**A:** Tenants whose Landlord has taken them to eviction court can call: Eviction Defense Project line **(888-585-9638)** or Email the Project at: [evictiondefense@oregonlawcenter.org](mailto:evictiondefense@oregonlawcenter.org)) to seek legal help. Tenants should leave a message with or email with their name, date of birth, and eviction case number.

**Q: What happens if I am denied for assistance?**

**A:** A participant/applicant may contest any decision made by PPL that denies or limits eligibility or terminates or modifies and benefits. The applicant has a maximum of thirty (30) day to request an administrative review. PPL will Inform the applicant/participant and OHCS in writing of the final determination and basis for the decision within ten days of the determination.

**Q: What are examples of reportable income**

**A:**

- Wages, salary, tips, bonus, commissions, etc.(W-2) Severance payments
- Worker's Compensation
- Interest/dividends from assets, including banking accounts
- Net Income from the operation of a business or profession
- Income from self-employment, including direct sales consulting (ie. Mary Kay, Tupperware, Uber/Lyft services, or online sales
- Unemployment benefits
- Social Security or Supplemental Social Security (SSI)
- Annuities, pensions, or retirement funds. (IRA, 401K)
- Insurance policies, disability, death benefits, or similar types of periodic receipts
- Alimony or Child Support
- Regular contributions or gifts received from organizations or other persons not residing in the dwelling (including online donations such as GoFundMe or through a local bank)
- Temporary Assistance for Needy Families (TANF)
- All regular, special pay, and allowances of a member of the Armed Forces, except the special pay to a family member serving in the Armed Forces who is exposed to hostile fire
- Ask your processor for other options.