

FREQUENTLY ASKED QUESTIONS

What do I need in order to apply?

- *You will need basic demographic information
- *First two pages of your tax return for 2020 or 2021 or
- *Last 30 days of paystubs or
- * Letter from local, state or federal government assistance program within last 12 months. (ie, SNAP, TANF, WIC) Applicants may provide a letter from another local, state, or federal government assistance program that verified the applicant's household income or status as a low-income family, provided the determination for such program was made after January 1, 2020.
- *Executed lease agreement (Include all pages, applicable pages signed and dated by all parties)
- *Income for all household members age 18 and over
- *Tribal enrollment card (for Federally Recognized tribes)
- *Valid landlord contact information name, address, phone, email

How do I know if I qualify for the program?

In order to be eligible for the Muscogee Nation Rental/ Utility assistance program all applicants must illustrate that your income is 80% of the area median income based on USA HUD guidelines in the state in which you reside, that you have a housing insecurity and that the COVID-19 Pandemic has affected your household.

Do I have to submit my application online?

Muscogee (Creek) Nation has made significant efforts to ensure that all applications can be submitted electronically. However, if you are unable to submit an electronic application our Processors can assist and take your information over the phone. Please make sure you have all pertinent information in front of you before you call ERAP at 918-549-2915 for assistance.

Required documents can be submitted by:

- ***Fax** – 918-304-3256
- ***Mail to** - Emergency Rental Assistance Program PO BOX 580 Okmulgee, Ok 74447
- * **Drop Box**- Blue drop box located in front of the Executive Office building on the Tribal Complex.
- ***Email** - eradoc@muscogeenation.com
- ***Portal** – Log on to your account through the portal and upload documents.

How long will it take to process my application?

Muscogee (Creek) Nation has committed to an electronic process in order to review and approve applications for payment assistance. **However, completeness of the application will determine the length of time in which it**

takes to process an application. The ERAP requires cooperation from applicants to retrieve information necessary to verify eligibility for the program.

Time Frame for the application process is ERAP 9-12 weeks and Utility Assistance 6-9 weeks due to high volume of applications and staff shortages.

Who receives the payment for ERAP/UA?

All payments for the ERAP will be made to landlords or property management companies, as required by federal law.

All payments for Utility Assistance will be made to the utility service provider or landlord where applicable.

Can I be reimbursed for payments?

No payment for reimbursement will be made to the applicant.

Are Rental Assistance payments taxable income?

Payments made to landlords and property management companies may be considered taxable. Muscogee (Creek) Nation's Finance Department will issue 1099's to landlords and property management companies as required by Federal law.

Does Social Security count as income?

Some Social Security Income may count. If you have filed your taxes, please submit those for income verification purposes. If you have not yet filed, please provide your social security statement (award letter) and evidence of any other income with your application.

Helpful Information

The information on this page is not all-inclusive and assistance is not guaranteed. Cases are reviewed on a case-by-case basis, and subject to review/approval.

If you have received or are currently receiving Covid-19 ERAP/UA benefits from another agency, you may not concurrently receive these benefits from multiple programs.

To view the status of your application log into your Muscogee Nation Camphouse Portal and you will be able to see the application as it changes. Non-tribal and other Federally Recognized tribes will need to contact the ERAP/UA phone number at 918-549-2915.

Additional documents/information may be requested if needed

Monthly Income:

- * One month's worth of paystubs, at minimum showing GROSS pay for wages dated within the last 30 days from the time of the application
- * Social Security benefit letter dated within the last 12 months
- *Unemployment benefit letter and documents showing you received unemployment
- *Any other income for EVERYONE in the household 18 and over earned or unearned needs to be verified

*TANF, WIC, SNAP Benefit approval letter (most recent approved award letter within the last 12 months)

Do I have to enter names and income on my ERAP/UA application?

Yes, you must answer all the questions and complete all the required fields in the ERAP/UA application such as:

*All Household members at the time of your application

*All income for your household ages 18 and over

Other Income examples include:

*Social Security Retirement

*Social Security Disability

*Supplemental Security Income (SSI)

*Child Support

*Alimony

*Unemployment

*Temporary disability

*Wages

*Self-Employment earning (six months of records required)

Proof of Rent arrears: Lease and Past Due notices with signatures on the lease by both parties. Ledger, Notice of rent arrears issued by the rental property owner. Eviction Notice, Court papers filed against tenant.

If all fields are not completed, this will cause your application to stay in DRAFT status meaning your application has not been successfully submitted and CANNOT be processed. If you have trouble filling out your application please call **918-549-2915** for a processor to help you fill out your application.

Should I stop paying my rent/utilities when I apply for ERAP/UA?

No, please continue to pay or make payment arrangements with your landlord or utility company.

What are some of the fees ERAP does not cover in paying rent?

(Including but not limited to)

*Security Deposits

*1st Months' rent

*Pet fees

*Parking Space fees

*Damages

*Repair fees

*Washer/dryer, furniture

*Court cost/fees for evictions

Fees not covered by ERAP will be the tenant's responsibility to pay.

Deadline for the ERAP/UA applications is **June 30, 2022.**

Should your landlord need to return an ERAP payment where do they need to send payment?

Muscogee Nation Finance Department

Attn: ERAP Program/Tenant Name

PO Box 580

Okmulgee, Ok 74447

UTILITY INFORMATION

Muscogee Nation Emergency Utility Assistance Program can assist with deposits or reconnection fees only. This is separate from the total balance due.

*You must submit a new utility application with your current monthly billing statements

*You must provide all pages of your billing statement

*Utility cap amount is limited to 15 months per utility request

*We can pay for a utility reconnection fee as long as it is on the billing statement

*Payment plans for Utilities - you must provide the letter/statement showing the payment plan and total amount

*If your application for ERAP/UA is in rejected status for unresponsive tenant/landlord you may reapply

This includes

*Gas

*Electric

*Water

*Rural water

*Propane

*Internet (No Cable)