



## **Eligibility Requirements**

A Landlord is required to offer a rent payment plan to tenants leasing commercial retail property from a Landlord until **May 15, 2021**.

The landlord must notify all tenants of the availability, terms, and application process for its program.

## How To Apply



Tenants should contact their landlord to find out the details of the payment plan and submit an application.

A landlord should use existing procedures or develop new procedures for a tenant to apply for the payment plan, either online or by telephone.

The application process will be different for each landlord.

## How to Get Approved



A landlord will be required to approve the application when a tenant can show the following:

The tenant must provide evidence of a financial hardship resulting directly or indirectly from the public health emergency:

That is in addition to any current delinquency or a future inability to make rental payments existing prior to the start of the public health emergency, and

Would disqualify the tenant from being able to rent the unit or space based on the same qualification criteria that was applied to the tenant at the time he or she was approved to rent the unit or space, and

Agree in writing to make payments in accordance with the payment plan.

If the application is denied, the tenant may file a written complaint at the Department of Consumer and Regulatory Affairs.

## What to do if the application is rejected

