

Rental Assistance in Bernalillo County

Updated 1-27-2022

State of New Mexico Emergency Rental Assistance Program (ERAP)

The **State of New Mexico Emergency Rental Assistance Program (ERAP)** is a federally funded financial assistance program available to New Mexico households who need help paying for rent and utilities and who were financially impacted by Covid. See website for FAQs and for eligibility and documentation requirements and application: <https://www.renthelpnm.org>

This program is administered by NM Department of Finance Authority (DFA):

"This assistance can be used for past unpaid, current and future rent and utility bills/ payments. Eligible households may receive up to 15 months of assistance paying for rent and utilities. Current and future rent and utility payments will be provided for 3 months at a time. Households may reapply for additional assistance at the end of the 3-month period if needed until the overall time limit of 15 months for assistance is reached."

"Applications can be submitted by the renter in need of assistance or by a landlord on behalf of the renter." **Ask your landlord** if they are participating in the [ERAP bulk payment program](#). If so, they can submit your application to DFA (if not and they're interested in this program, they can register to partner with DFA on the [renthelpnm.org](https://www.renthelpnm.org) website to set up bulk payments).

NOTE: If you live in Bernalillo County outside of Albuquerque city limits, you need to apply for ERAP at <https://www.bernco.gov/rent>

(Bernalillo County applicants can verify if they are located outside the City of Albuquerque before applying by using the provided locator [Map](#). Click [here](#) for a short video on how to use the map.)

If you are a renter and your landlord has filed in Bernalillo County Court for eviction, there is now a program to assist you!

The program is **Court Outreach for Rental Assistance Program (CORA)**.

Both the [City of Albuquerque](#) and Bernalillo County have entered into partnership with ERAP and the Bernalillo County Metropolitan Court (where eviction hearings are held) to help you avoid eviction and to provide your landlord with rental assistance if they will participate in this program.

If you live in Albuquerque and your landlord has filed for eviction for non-payment of rent and you have received a court summons (notice of eviction hearing), call **(505) 768-3896** for more info or to schedule an in-person appointment with one of the City of Albuquerque CORA representatives. (TTY users, call 711). Or, if you live in Albuquerque and have gone to court for eviction and need help applying for rental assistance, call this number.

The staff at CORA can help you create an online account, scanning and uploading of documents, and submittal of your application. **If you live in Bernalillo County, but outside of Albuquerque**, you can get help from the county CORA staffperson at your court hearing, but you must attend court.

From DFA regarding all ERAP assistance: “Receiving [ERAP] assistance will have **no immigration effects** for applicants or family members... Information about immigration status, social security numbers, or ITINs are not required to receive [ERAP] assistance. Any information provided in application process for ERAP is confidential and will not be shared with immigration enforcement.”

New ERAP Programs:

- **Relocation Assistance Program (RAP):** First and last month's rent and security deposit, plus 3 months' future rent and utilities. See FAQs for this program below.
- **Hotel Assistance Program (HAP):** 3 months of future motel or hotel costs. Eligible applicants will be able to choose from a list of participating motels/hotels with current availability (type “no-info” in online HAP application questions asking about specific motel info). Applicants may reapply for an additional three-month period if needed if the 15 month time limit for assistance is not exceeded. See FAQs for this program below.

City of Albuquerque Health and Social Services Centers (see list below)

The [City of Albuquerque’s 4 health and social services centers](#) has two rent and utility assistance programs (when funding is available). For info and eligibility requirements, click on each of these two programs:

- [CDBG-CV Eviction Prevention Program \(rent and utilities\)](#)
- [Emergency Rental and Utility Assistance Program](#)

No walk-ins are allowed. Call the center that serves your address to be pre-screened and request an appointment. If you don't know which center serves your residence address, call 311 to find out:

- **Alamosa** Health and Social Services Center, 6900 Gonzales SW, 836-8800
- **East Central** Health and Social Services Center, 7525 Zuni SE, 767-5700
- **John Marshall** Health and Social Services Center, 1500 Walter SE, 848-1345
- **Los Griegos** Health and Social Services Center, 1231 Candelaria NW, 761-4050

For homeowners:

United South Broadway offers foreclosure prevention counseling services.

Information: <https://www.unitedsouthbroadway.org/housing>

Contact: 505-764-8867, Ext. 223. Or use their online contact form.

Relocation Assistance Program – FAQs

What type of assistance is available?

The Relocation Assistance Program (RAP) can provide eligible applicants with first and last month's rent, security deposit, and three months of future rent and utilities. Future utilities are paid at an estimated average cost.

Am I eligible to apply for the Relocation Assistance Program?

Eligible applicants must:

- Have been affected financially, directly or indirectly, by the COVID-19 pandemic
- Fall under the [program income limits](#)
- Receive unemployment benefits or experienced a reduction in household income
- Be at risk of experiencing homelessness or housing instability.

Eligible applicants must live in any New Mexico county (excluding Doña Ana County and Bernalillo County*) or within the Albuquerque city limits.

Is there a cap or maximum amount of assistance I can receive?

Applicants can receive up to 15 months of assistance across all programs (rental and utility, hotel, and relocation assistance). Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded. For example, an applicant could receive 6 months of hotel assistance, 3 months of relocation assistance, and 6 months of rental and utility assistance. After 15 months of assistance, applicants are no longer eligible for more assistance under our program.

Where do I apply for relocation assistance? How do I apply?

The application for relocation assistance is available at [RentHelpNM.org](https://renthelpnm.org).

***What if I live in Dona Ana County or Bernalillo County outside of Albuquerque city limits?**

Doña Ana County or in Bernalillo County (outside of CABQ limits) administer their own Emergency Rental Assistance Programs.

If you live in Doña Ana County, please visit: DonaAnaCounty.org/rent-utilities-assistance

If you live in Bernalillo County and outside of CABQ limits, please visit:

Bernco.gov/economic-development/rent/

Do I need to identify a landlord before submitting my application?

The applicant should identify a rental property before submitting the application. Applicants will be asked to provide all available information about the rental unit and landlord in the application.

The State of New Mexico has partnered with many landlords and property managers in New Mexico to expedite rental and utility assistance. Although you do not have to choose one of the landlords/property managers currently working with the State of New Mexico, we encourage you to review the list to find available rental units. View the list [here](#).

Can the program reimburse me if I already placed a security deposit and first and last month's rent?

The program does not reimburse for previous security deposits and first and last month's rent.

What documents do I need for my relocation assistance application?

Applicants will be asked to submit the following documents:

- Proof of ID
- Proof of Tenancy (if available)
- If available, the applicant will be asked for a lease or rental agreement
- Proof of Income
- (Optional) Proof of Unemployment
- (Optional) Eviction notice, summons, and/or court related notice

View a comprehensive checklist of required documents [here](#).

Will the assistance payment come directly to me or directly to the new landlord?

The State of New Mexico will pay the landlord and/or the utility provider directly on your behalf.

When can I apply for additional or more assistance?

Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded.

I found an apartment, applied for relocation assistance, but lost my place for the apartment while my application was being reviewed and processed. What do I do now?

Applicants are encouraged to find a new rental property. Once identified, applicants can update their application with new/updated rental property and landlord information.

The State of New Mexico has partnered with many landlords and property managers in New Mexico to expedite rental and utility assistance. Although you do not have to choose one of the landlords/property managers currently working with the State of New Mexico, we encourage you to review the list to find available rental units. View the list [here](#).

My request for assistance was denied. What do I do now?

If the request for assistance was denied, the applicant has the right to appeal the decision. Appeal forms must be completed and submitted within 45 business days of award notification to the applicant. Appeals will be responded to within 14 business days and will be final.

Hotel Assistance Program – FAQs

What type of assistance is available?

The Hotel Assistance Program can provide eligible applicants with up to three months of future hotel or motel costs. Eligible applicants will be able to choose from a list of participating hotels with current availability.

Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded. The program does not reimburse for previous hotel or motel costs incurred by the applicant.

Same day reservation requests are not guaranteed.

Am I eligible to apply for the Hotel Assistance Program?

Eligible applicants must:

- Have been a renter during COVID-19 pandemic – between March 2020 and now
- Have been affected financially, directly or indirectly, by the COVID-19 pandemic
- Fall under the [program income limits](#)
- Receive unemployment benefits or experienced a reduction in household income
- Be at risk of experiencing homelessness or housing instability

Eligible applicants must live in any New Mexico County (excluding Doña Ana County and Bernalillo County*) or within the Albuquerque city limits.

Is there a cap or maximum amount of assistance I can receive?

Applicants can receive up to 15 months of assistance across all programs (rental and utility, hotel, and relocation assistance). Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded. For example, an applicant could receive 6 months of hotel assistance, 3 months of relocation assistance, and 6 months of rental and utility assistance. After 15 months of assistance, applicants are no longer eligible for more assistance under our program.

Can it be used to pay past due hotel bills?

The program does not reimburse for previous hotel or motel costs incurred by the applicant. The program only covers future hotel or motel costs.

Where do I apply for hotel assistance? How do I apply?

The application for hotel assistance is available at RentHelpNM.org.

*What if I live in Dona Ana County or Bernalillo County outside of Albuquerque city limits?

Doña Ana County or in Bernalillo County (only outside of CABQ limits) administer their own Emergency Rental Assistance Programs.

If you live in Doña Ana County, please visit: DonaAnaCounty.org/rent-utilities-assistance

If you live in Bernalillo County and outside of CABQ limits, please visit:

Bernco.gov/economic-development/rent/

How long can I stay at the hotel? Is there a cap for hotel assistance?

Eligible applicants may receive up to three months of future hotel or motel costs. Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for total assistance is not exceeded.

How do I choose a hotel?

Eligible applicants will be able to choose from a list of participating hotels with current availability after submitting their application. After submission, the applicant will be contacted by an award processor to help identify the best option from the participating hotels with current availability.

Applicants will not be guaranteed the hotel of their choice.

What documents do I need for my hotel assistance application?

Applicants will be asked to submit the following documents:

- Proof of ID
- Proof of Income
- Proof of Previous Tenancy
- (Optional) Proof of Unemployment Support
- (Optional) Eviction notice, summons, and/or any court related notice

View a comprehensive checklist of required documents [here](#).

How does the hotel payment work?

The State of New Mexico will pay your hotel/motel directly on behalf of the applicant. The award will be credited to the applicant's bill.

How quickly can I receive hotel assistance?

The State of New Mexico is currently processing and awarding hotel assistance applications. Award processors are working diligently to review and award applications.

To ensure your application is reviewed and processed as timely as possible, please ensure you upload all required documents and enter up-to-date contact information.

Can I bring my pets to stay with me at the hotel?

Applicants must let the State of New Mexico know that they would like to have any pets stay with them at the hotel. The program does not pay for any pet fees. Applicants are responsible for paying any and all pet fees.

The State of New Mexico cannot guarantee that it will place an individual in a pet-friendly hotel/motel, in which case, the applicant must find another place for their pets to stay.

Am I responsible for damages and incidentals?

The applicant is responsible for paying for any and all damage to the hotel.

What is the code of conduct?

The code of conduct is an agreement between the applicant and the State of New Mexico. Under the code of conduct, the applicant agrees to obey and abide by a set of rules to ensure a safe stay at the hotel/motel. Applicants who do not obey the rules outlined in the code of conduct lose the chance to receive more housing assistance from NM ERAP. Please view the code of conduct [here](#).

What are the expectations of me as a guest at a hotel?

As a guest at a hotel, you are expected to follow all of the hotel's rules and ordinances. Applicants must also follow the code of conduct. Please view the code of conduct [here](#).

What happens if I'm asked to leave due to a code of conduct violation?

If you are asked to leave the hotel/motel due to a code of conduct violation, the State of New Mexico may not help you with any other housing needs. This includes other housing assistance from the Emergency Rental Assistance Program, Relocation Assistance Program, and Hotel Assistance Program.

My request for assistance was denied. What do I do now?

If the request for assistance was denied, the applicant has the right to appeal the decision. Appeal forms must be completed and submitted within 45 business days of award notification to the applicant. Appeals will be responded to within 14 business days and will be final.