

Allegheny County Emergency Rental Assistance is available if you lost your job or income due to COVID-19.

How the process works



- 1.** The application is only available online. If you don't have access to the internet at home, or you are helping a non-English speaker, call ACTION-Housing at 412-248-0021 to schedule an appointment with them to help you.



- 2.** We want to make sure your personal information stays secure, so you must create a username and password once you get to the application. To do that, you'll need an email account. If you don't have one, sign up for a free sign up for a free Google or Yahoo account. If you've already got an email account that isn't Google or Yahoo (like through Comcast or Hotmail) that's okay, too.



- 3.** Write your username and password down somewhere only you can see it. You'll need it if you want to come back to the application to add documents, change your contact information or check the status of your application.



- 4.** After you submit your application, it will move through five steps:
 - **Application Review** - Your application and supporting documents will be reviewed.
 - **Contact Log** - Someone from one of our partner organizations will contact you if they need anything additional.
 - **Eligibility Review** - ACTION-Housing will determine if you meet eligibility criteria. If so, your application will move to the next step. If not, you will receive a written denial which you will have the ability to appeal.
 - **Landlord** - We will contact landlords to confirm their participation, find out how much rent is owed and how to send payment. If a landlord doesn't participate, renters will be contacted about payment.
 - **Payment Processing**



Remember you can see where your application is in the process by logging back in at any time.



- 5.** Once you apply for rental assistance, we'll get in touch with you about what happens next. Although the Allegheny County Department of Human Services supports this effort, we are working with other partners. The person who contacts you will be from another organization like ACTION-Housing, the Urban League or YWCA. We're all working together to help so please answer their phone call or respond to their email.