**Eviction Prevention Email TEMPLATES**

**Suggested Email to Frontline Staff:**

**Dear Staff Members,**

If you are working with low income or unemployed individual who may be behind on their rent and/or facing other life challenges, **please direct them to dial 211 to speak with an intake specialist at the 211/Lifeline Call Center.**

The City of Rochester and Monroe County have implemented a handful of programs designed to help tenants experiencing housing instability in the midst of the COVID pandemic. These include an Emergency Rent Assistance program which can cover back rent, as well as the [Tenant Defense Project](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.tenantdefense.org_&d=DwMFAg&c=4sF48jRmVAe_CH-k9mXYXEGfSnM3bY53YSKuLUQRxhA&r=ZgPB_q35XbsOCzw-ZzYngptTYdkxL7pYkqgcDtQRFwkXrU3Lpc9XrHa-Eo9sFzbb&m=P8A3qtk0EQgkUtVSnOBXouI5U_L7U_ACkZwDoap9cV8&s=E14X18kycVqmug0U21cK6ZtgAC-8H-C2QsLWKsESP8Y&e=) which provides all tenants with access to a free lawyer in court. A listing of programs can be found at [www.CityofRochester.gov/EvictionPrevention](http://www.CityofRochester.gov/EvictionPrevention)

Calling 211 is often the easiest way for tenants to get connected. Intake specialists will ask a series of questions about their living and employment status to help identify any support programs that they may be qualified for, including Emergency Rent Assistance. The specialist will help start their application and provide a handoff to the appropriate agency to complete their enrollment. The 211 line also recently implemented a callback option, providing callers a solution to avoid waiting on hold. The 211 hotline is also open 24 hours, and the phone lines may be less busy late in the evening or early in the morning. **Please make sure to encourage families to sign up as soon as possible**.

**Please note:** As of April 2021, Landlords are now able to initiate an application on behalf of their tenants for overdue rent. They will need to get the tenant’s consent and income documentation to apply. Landlords can apply directly through Providence Housing and should start by emailing a request to [eppi.app@dor.org](mailto:eppi.app@dor.org)

As always, general questions about housing issues and community resources can be directed to the Housing Hotline operated by the Housing Council at PathStone. Call (585) 546-3700 between 9am and 1pm weekdays.

***Did you know:*** *According to a recent surveys of property owners by the County and City of Rochester in partnership with the Ash Center at Harvard University, approximately 25% of rental units in the city of were behind on rent as of March. With property owners expected to file a wave of evictions in May, there is urgency to help connect these families to resources as quickly as possible.*

*That could mean more than 26,000 renters are facing the threat of eviction. The likelihood of an upcoming eviction and other forms of housing displacement was highly correlated with low income neighborhood, with renters in these areas facing a 25% or higher chance of housing displacement****. With housing stability being a well-documented social determinant of health, this presents and enormous threat for the health of vulnerable families in a normal year, let alone during a pandemic.***

**Suggested Email to At-Risk Tenants/Families:**

**Dear Community Member,**

If you are behind on your rent and/or facing other life challenges, **please call 211 to speak with an intake specialist at the 211/Lifeline Call Center.**

The City of Rochester and Monroe County have launched programs designed to help families struggling with housing issues in the face of the COVID pandemic. These include an Emergency Rent Assistance program which may cover back rent, as well as the [Tenant Defense Project](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.tenantdefense.org_&d=DwMFAg&c=4sF48jRmVAe_CH-k9mXYXEGfSnM3bY53YSKuLUQRxhA&r=ZgPB_q35XbsOCzw-ZzYngptTYdkxL7pYkqgcDtQRFwkXrU3Lpc9XrHa-Eo9sFzbb&m=P8A3qtk0EQgkUtVSnOBXouI5U_L7U_ACkZwDoap9cV8&s=E14X18kycVqmug0U21cK6ZtgAC-8H-C2QsLWKsESP8Y&e=) which could provide you with access to a free lawyer in court. A listing of programs can be found at [www.CityofRochester.gov/EvictionPrevention](http://www.CityofRochester.gov/EvictionPrevention)

**Please sign up as soon as possible!** Calling 211 is the easiest way to get connected and now has a callback option so you don’t have to wait on hold. The 211 hotline is also open 24 hours, and the phone lines may be less busy late in the evening or early in the morning.

The 211 intake specialist will ask you a series of questions about your living and employment status to see if you qualify for any programs, including Emergency Rent Assistance. The specialist will help start your application and connect you with the right agency to complete your enrollment. **They will help make the process easy!**

If you aren’t sure where to start, the Housing Council Hotline is a great first place to call. They can answer general questions about housing issues and community resources. Call (585) 546-3700 between 9am and 1pm weekdays.

**Note:** Starting in April 2021, landlords can also start an application for overdue rent on your behalf. They will need to get your consent and income documentation to apply.

**Suggested Email to Landlords/Property Owners:**

**Dear Landlords and Property Owners,**

We understand that many landlords and property owners are missing a significant portion of their rental income due to non-payment during the pandemic. This is putting tremendous strain on the rental housing sector and local small business property owners.

The City of Rochester and Monroe County have implemented several programs to help mitigate these issues, including an Emergency Rent Assistance program which may cover back rent. A listing of programs can be found at [www.CityofRochester.gov/EvictionPrevention](http://www.CityofRochester.gov/EvictionPrevention)

**Please encourage your tenants to sign up as soon as possible.** Calling 211 is the easiest way to get connected and now has a callback option so you don’t have to wait on hold. The 211 hotline is also open 24 hours, and the phone lines may be less busy late in the evening or early in the morning.

The 211 intake specialist will ask tenants a series of questions about your living and employment status to see if you qualify for any programs, including Emergency Rent Assistance. The specialist will help start their application and connect them with the right agency to complete your enrollment.

Starting in April 2021, landlords can also start an application for overdue rent on behalf of a tenant. You will need to get their consent and income documentation to apply. Landlords can apply directly to Providence Housing by emailing a request to [eppi.app@dor.org](mailto:eppi.app@dor.org)

If you aren’t sure where to start, the Housing Council Hotline is a great first place to call. They can answer general questions about landlord/tenant issues and community resources. Call (585) 546-3700 between 9am and 1pm weekdays.