Texas Rent Relief Program

Committee Staff Report
to the
House Committee on Urban Affairs
April 5, 2021
87th Legislature
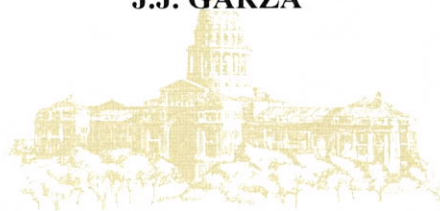
April 5, 2021

P.O. Box 2910
Austin, Texas 78768-2910

The Honorable Philip Cortez, Ph.D.
Chairman, House Committee on Urban Affairs
Members of the House Committee on Urban Affairs
Texas State Capitol, Rm. E2.408
Austin, Texas 78701

Dear Mr. Chairman and Committee Members:

At the direction of Chairman Cortez, the committee staff of the House Committee on Urban Affairs has enquired into the Texas Rent Relief Program. The program, operated by the Texas Department of Housing and Community Affairs (TDHCA) and funded by the federal government, provides rent and utility bill assistance to eligible Texans who have suffered economic losses due to COVID-19.

The committee staff hereby submits its report on the information gathered over the past few weeks. We wish to thank Bobby Wilkinson, Executive Director of TDHCA, Michael Lyttle, Chief of External Affairs at TDHCA, and the staff of Horne LLP for their assistance in compiling the data necessary for this report. Additionally, we would like to commend them for their expertise, cooperation, and patience in helping us understand the challenges the program faces while attempting to improve the program's performance.

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THE TEXAS RENT RELIEF PROGRAM

Background

The COVID-19 pandemic has ravaged people and economies across the world. More than 550,000 Americans have succumbed to the disease, with almost 49,000 Texans among them. In the last year, nearly 600,000 Texans have lost their jobs.

Early last year as the disease began to spread rapidly, many state and local public health officials ordered people to avoid crowds, work from home when possible, and implement rigorous safety measures. Restaurants, bars, and other hospitality and travel industry businesses were order to close or drastically reduce occupancy levels.

The employees of these businesses, many of whom earn below average wages, were hit particularly hard by these rules. Workers faced sudden unemployment, and those who were eligible for unemployment compensation found those benefits paid substantially less than the amount the workers had earned previously. Congress did increase unemployment benefits early in the pandemic, but workers still struggled to pay all their bills.

With millions of workers unemployed, the potential for mass evictions loomed. The Centers for Disease Control banned evictions to keep the health crisis from getting worse. Landlords, however, found their incomes and cash flow significantly reduced as some renters paid less than full rent or made no payment at all. Landlords face the possibility that back rent amounts have grown so large that many renters may never be able to pay them. Additionally, many jurisdictions banned the termination of vital services like electricity and water to aid families hurt by the pandemic.

Renters are facing considerable anxiety over ever increasing back rent and unpaid utility bills. Landlords face similar anxiety over whether they will ever recover back rent. Utility companies, both public and private, also face the possibility of not collecting on services they have provided. So, in December of 2020, Congress made rent and utility bill relief a major part of the economic relief package.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 provide economic stimulus and financial relief for workers, families, and businesses impacted by the Coronavirus pandemic. The package includes $25 billion for emergency rental assistance to families that are unable to pay rent and utilities due to pandemic. States and local governments have been given the funds to provide assistance to eligible households.

The State of Texas and its local governments of 200,000 people or more were allocated $1.95 billion dollars. Texas' local governments were granted a total of $638,872,974. Houston was given $70.1 million, and Harris County $73.8 million. San Antonio received $46.8 million, and Bexar County was granted 13.9 million. In all, 36 cities and counties received money.[1]

The Department of Treasury did not release funds for statewide programs until January 27, 2021.

States were given greater flexibility to design their own programs,[2] within the confines of eligibility standards and coverage parameters. After subtracting the local governments' portion from the total state appropriation, almost $1.31 billion remained for the Texas Rent Relief Program. The Texas Department of Housing and Community Affairs (TDHCA) was charged with creating the program, determining the eligibility of applicants, and distributing the money. The total allocation for rent relief is 4.5 times larger than the annual state appropriation for TDHCA.

With the equivalent of 313 full-time employees[3], all dedicated to other programs, and the need to establish a new program with an online method for taking and assessing applications, TDHCA turned to an outside vendor, to develop the program's infrastructure. TDHCA "selected Horne LLP as the all-inclusive contractor charged with managing the entire program…" at a cost of $42,570,947. Of the four states allocated more than $1 billion, Texas was the first to open its rent relief program.[4]

Rent Relief Program Launches

The timing of the opening coincided with a natural disaster, Winter Storm Uri. As the storm drove temperatures into the single digits, blanketed the state in snow, and cut power and water to millions of Texans, the number of phone operators contracted to assist with online filing was reduced to about one-third. After the freeze, the vendor increased the number of operators.[5]

A few days later on February 19th news broke that the "application process has been closed [while] Texas Rent Relief reviews and improves the system."[6] During the House Committee on Urban Affairs hearing on March 3, 2021, TDHCA Executive Director Bobby Wilkinson mentioned software issues, but did not elaborate[7]. TDHCA later reported that "the system was nonfunctional due to system admin access issues…." The system was down for one day.[8]

When Mr. Wilkinson testified on March 3rd, he reported 52,000 requests for financial assistance had come in, totaling about $180.2 million. He acknowledged that no payments had actually been made and no one had received any money. Then he added that "We are going to start making payments this week."[9]

On March 10th Mr. Wilkinson testified again before the Urban Affairs Committee, mainly on the other programs at the department. While he mentioned he had addressed the committee the week before on the Rent Relief Program, he did not say that payments had not gone out the previous week as he anticipated.[10] The next day at the monthly TDHCA board meeting, Mr. Wilkinson told the board that no payments had been made and the number of requests was 70,000 totaling about $259 million, for an average of about $3,600 per application.

Mr. Wilkinson told the board that "the call center was doing great." He also said, "On the back end, the ability to review has been impaired, so we are working with the vendor to make some software changes to speed up the review process and try to get some payments out the door."

Software Issues Slow Response

On March 19th, news broke that only three payments had been made while the program had been opened more than a month. The Houston Chronicle reported that Brooke Boston, Deputy Executive Director of Programs at TDHCA said "We had some major system issues happen and so it's really only been maybe, like, 14 days that we've been fully in our new system." The comments were made on a Zoom call with officials from the Department of Treasury.

The report also listed a number of complaints from tenants and landlords, including problems with accessibility, inability to enter phone numbers, unanswered phone calls, and the inability to check the status of an application.[11]

After struggling with what was supposed to be a "turnkey" software system supplied by Horne LLP, TDHCA reported the following on March 25th to the committee:

> The system did not function to the level of satisfaction established by the contractor (Horne) and TDHCA. The contractor made some modifications but those changes proved insufficient. Seeing that the system failed to meet the needs of the program, the contractor switched to using a new software called Neighborly.[12]

TDHCA reports the launch of the new software was made Saturday, March 13th.[13] TDHCA also reported that "[t]he application system was shut down for one day on March 12th while the new application system was brought online."[14] This apparently is the change in software to which Ms. Boston referred on the Zoom call of March 19th.

On March 23, 2021, a television news report said that almost 170,000 people had applied for financial relief, but only 134 had been approved. One Houstonian who had applied for rent money reacted this way when he found out so few had been approved:

> We feel helpless, you know, and that shouldn't be that way, when we have this big pot of money to help people."

Mr. Wilkinson did say "I'm sorry" to those who have been waiting to receive money. He promised that things would change for the program and the people it serves.[15] However, a very large backlog of applications has amassed, and hundreds of new applications arrive daily. And the sentiments of those who are waiting for word are perhaps best summed up by one Houston resident who said, "It's very stressful."
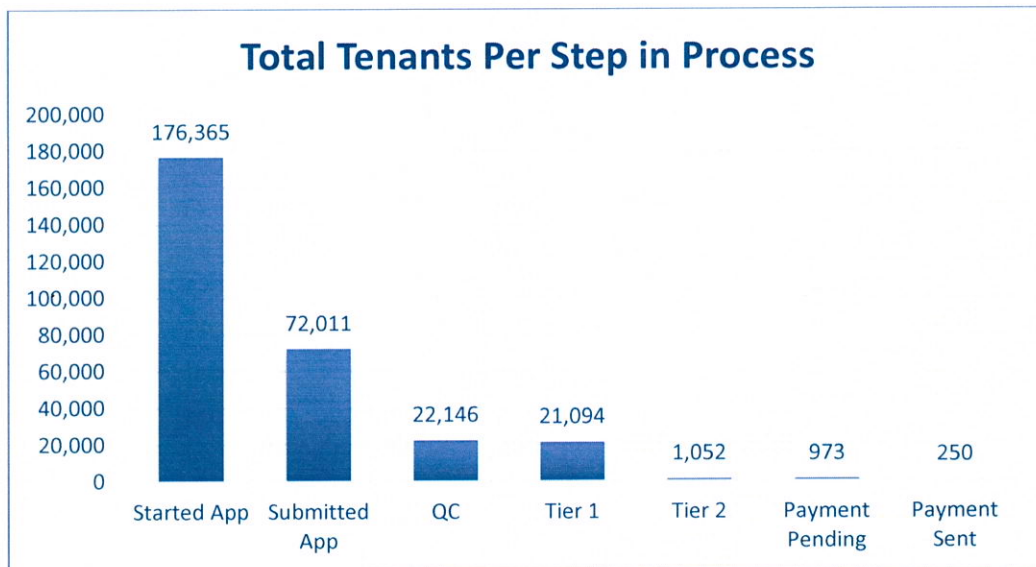
The Backlog

Establishing exact numbers on the people who are applying and how much money has been sent to applicants is difficult, in part because the numbers are constantly changing. Every day new applications come in, and very recently, money has begun to be sent out.

The committee staff has sent two questionnaires to TDHCA, the first asking for responses by the end of the day on Friday, March 25th, and the second asking for comparable answers by the end of the day on Thursday, April 1st, which contained numbers through March 31st. After getting the first set of answers and discussing them with representatives of TDHCA and Horne LLP, committee staff was better able to hone in on the appropriate questions to ask. Committee staff would like to express its gratitude to both organizations for their kind assistance.

The process of applying is done almost exclusively online. The call center answers questions applicants may have about the process, documentation necessary, qualifications, etc. A very small number of applications have been completed over the phone, but the number is statistically insignificant.

Applications by Step in Approval Process

There are seven stages an application must clear before payment is received. The chart below show the total number of applications that have made it into each step of the process.

Total Tenants Per Step in Process

Step	Total
Started App	176,365
Submitted App	72,011
QC	22,146
Tier 1	21,094
Tier 2	1,052
Payment Pending	973
Payment Sent	250

Through March 31st, TDHCA reports that 176,365 tenants had begun filing for financial assistance. The number has eliminated duplicate applications that clouded the response in the first questionnaire. The total value of the started applications is $513.6 million, for an average of $2,907 per started application.

However, as will be made clear later, few tenants finish an application the first time they log on to the website. The number of applications actually submitted is 72,011, meaning that 104,354 tenants are still in the process of completing their applications.

After an application is submitted, it goes through a review process to ensure eligibility and the completeness of the application. Applications can be returned because of missing information or other issues. After that review, applications are submitted to Quality Control (QC) to determine payment. As of March 31st, 22,146 tenants had reached this level. So, of the 72,011 submitted applications, 49,865 are still in review or have been returned as incomplete.

Once in QC, applications go through a Tier 1 review, followed by a Tier 2 review. Applications that make in through both processes are sent money. On March 31st, there were 21,094 tenants in Tier 1. A total of 1,052 tenants were in Tier 2.

After completing Tier 2, an application is approved for payment, but processing a payments does take time. As of March 31st, a total of 973 tenants had been approved for financial assistance, but their payments were in processing. As of March 31st, 250 tenants had payments sent to them.

Through March 31st, 0.14 percent of tenants who have begun applications have received money, and 0.35 percent of tenants who have submitted applications have received money.
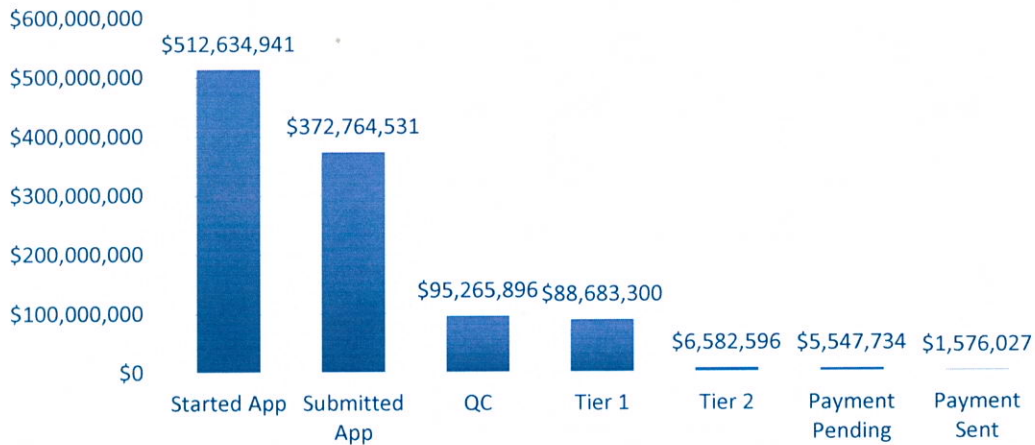
The chart below shows the total dollar value of requests at each step in the application and approval process.[16]

Through March 31st, 0.31 percent of the total dollar value of the applications begun has been paid, and 0.42 percent of the total dollar value of the applications submitted as been paid.

On April 1st, TDHCA submitted a *Program Update for the Rent Relief Program* dated Thursday, April 1st. The document claims that "as of Friday, April 2, the Texas Rent Relief Program will have distributed more than $2.3 Million in rent and utility assistance to Texans." This projection would add approximately $700,000 to the "Payment Sent" total.[17] TDHCA did not update any of the other numbers it sent in its April 1st response to the committee staff's questionnaire.

Over the 45 days since the program's inception through March 31, "Submitted Applications" have averaged a total value of $8,283,656 per day. The additional $700,000 projected to be distributed over April 1st and 2nd would not significantly alter the percentage of the total dollar value of submitted applications that have been paid.

Total Value of Requests Per Step in Process

Chart showing total value of requests per step in the process:

- Started App: $512,634,941
- Submitted App: $372,764,531
- QC: $95,265,896
- Tier 1: $88,683,300
- Tier 2: $6,582,596
- Payment Pending: $5,547,734
- Payment Sent: $1,576,027

Y-axis scale: $0, $100,000,000, $200,000,000, $300,000,000, $400,000,000, $500,000,000, $600,000,000

Applications by Time Period

The chart below shows the number of applications by how long the application has been pending. Not surprisingly, given the software issues early in the program, most applications at each stage in the process are at least 30 days old.
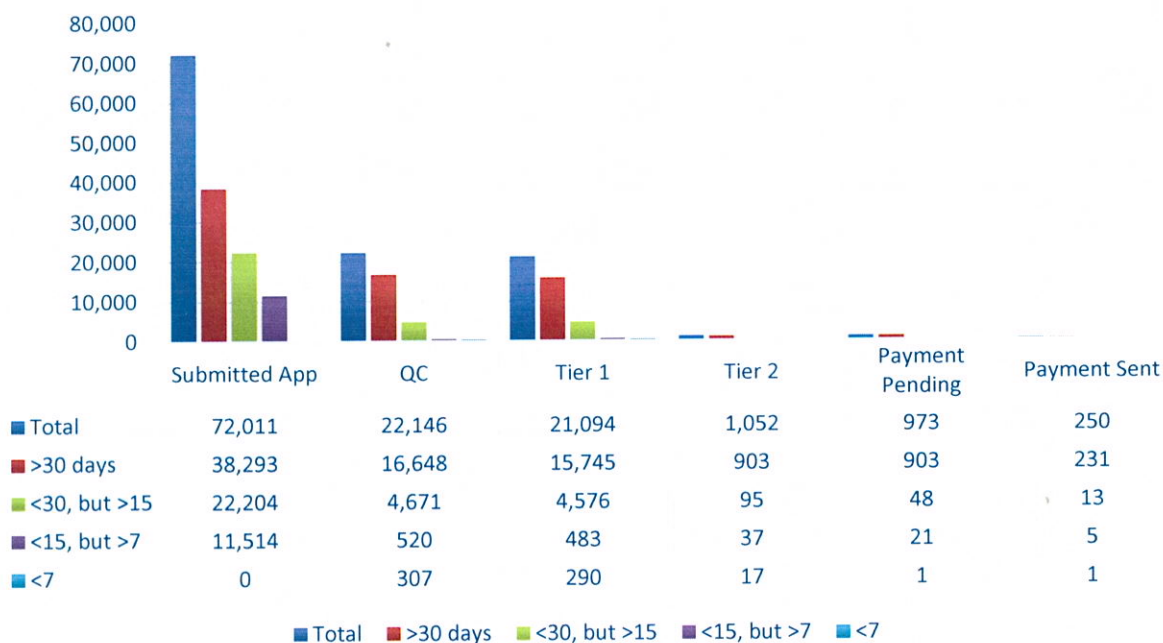
Because the program opened on February 15th, and as of March 31st, was exactly 45 days old, the applications at each stage which are older than 30 days cover a 15 day period. Conveniently, we can compare applications in the first 15 days to applications in the second 15 days to applications in the third 15 days.

In the first 15 days, 38,293 applications were submitted. In the second 15 days, 22,204 applications were submitted. In the third 15 days, 11,514 applications were submitted. Whether the backlog of cases without approval and the news of the program's troubles has discouraged tenants from applying is unknown, but it must be of concern.

Unfortunately in our haste to get the appropriate questions developed to submit to TDHCA so that this report could be compiled over the Easter weekend, we neglected to ask for a breakdown of applications begun, but not yet submitted by time period. Committee staff has subsequently sent an email to TDHCA to request the information, but whether it will be available in time for the hearing on April 7th will not be know until the day before the hearing at the earliest.

Regardless, committee members are rightfully concerned that the assistance tens of thousands of Texans need is not getting to them. Despite having applied, in many cases weeks ago, tenants remain anxious and stressed about the lack of approval or denial. Landlords, too, await decisions as rent goes uncollected or greatly reduced.

Applications by Time Period

	Submitted App	QC	Tier 1	Tier 2	Payment Pending	Payment Sent
Total	72,011	22,146	21,094	1,052	973	250
>30 days	38,293	16,648	15,745	903	903	231
<30, but >15	22,204	4,671	4,576	95	48	13
<15, but >7	11,514	520	483	37	21	5
<7	0	307	290	17	1	1

Legend: ■ Total ■ >30 days ■ <30, but >15 ■ <15, but >7 ■ <7

Committee members should consider requesting clear goals regarding the number of backlogged cases TDHCA should clear daily. Each day on average, almost 4,000 tenants begin the application process, and about 1,600 submit applications. Until TDHCA can match the daily number of submitted applications with payments sent the backlog will continue to grow.

Since the change to the Neighborly software, TDHCA reports that "the vendor increased staffing to more than 400 people to review and process applications." The agency further states that two new contractors have been brought on adding another 200 analysts to the program. TDHCA says that number will grow to over 1,000 in the next month.[18] TDHCA does not indicate the cost of the additional employees.

Application Difficulties

As is reflected in the numbers above, tenants are taking multiple visits to the website and multiple phone calls to the call center before they are able to submit an application. Almost 60 percent of tenants who have started applications have yet to complete them. As of March 31st, 176,365 tenants had begun applications, but only 72,011 had submitted them.

The parameters set by the federal government require significant documentation for an application to be eligible for consideration. Clearly the information necessary to complete the application is not easily at hand for most people.

For a description of eligibility and the necessary documentation, please see Appendix A.

To compound the difficulties, the below average income workers that are the target of the program often do not have broadband Internet service or computers. For those who have lost their jobs or those at lower wage levels, a smart phone may be the only access to the application process they have. Weeding through the multi-webpage application process is extremely difficult on the small screen of a mobile phone.

While landlords are able to help tenants apply, landlords with a small number of rental units may not be substantially better connected to the web than their tenants. This may be especially true in rural and low income areas.

As further evidence of the difficulties of the application process, the call center has received 481,264 calls for help, or 2.7 calls per application begun. In our first questionnaire, we asked for statistics related to applications submitted unaided by the call center, applications submitted with only one visit to the website, and whether callers had the necessary information to complete an application. Unfortunately, the statistics necessary to answer these questions are not tracked.

The TDHCA response to the first questionnaire did point out that "90% of calls are resolved by providing: 1-[sic] Application status, 2. Application submitted, 3. Eligibility information and 4. Technical support."[19]

As has been reported, early in the program's inception complaints of long call wait times were considerable. In late February committee staff called the call center twice, and waited on hold at least 20 minutes before hanging up without speaking to an operator. TDHCA and the contractor did respond to complaints by adding more operators. TDHCA now reports that since the program's inception the Average Speed to Answer is 2 minutes and 53 seconds. The average call time is reported as 5 minutes and 32 seconds. For the previous seven days ending March 31st, the Average Speed to Answer is 2:07, and Average Call Time is 6:47.

While an online application process and call centers is certainly convenient to most applicants and the agency, there should be some concern that many applicants are simply unable to access the web in a manner conducive to finishing an application. It is likely that these people are the very people who need the help the most.

Manning and equipping local offices is time consuming and expensive. The local governments that were awarded money directly have often turned to local nonprofits and charitable groups to help reach people without web access. Local governments are aided by economies of scale and confined geographic areas. Additionally, larger local governments also provide utility service like water and electricity, so helping people apply will also benefit those utilities.

Whether TDHCA can do the same in rural areas should be explored. Whether TDHCA could enlist the help of privately owned electric retail providers to assist people in applying should also be explored.

TDHCA has conducted webinars with landlords to get them involved in assisting tenants. After all, the landlord will the payments. Landlords generally have found the webinars helpful, but they are also frustrated with the length of time it is taking to process applications.

Conclusion

TDHCA was handed a major task in establishing a statewide rent relief program. The amount of money to be awarded dwarfs TDHCA's annual budget. Additionally, it appears that the number of people working on the program will be more than three times the number of employees at TDHCA. The Texas Rent Relief Program was the first to open of the four states receiving at least $1 billion in aid. TDHCA has also attempted to adjust to complaints and criticism about the program.

The initial promise of a turnkey website and software fizzled out quickly. The first update could not meet expectations either. The second update did find thousands of duplicate applications and submitted applications with incomplete information, which will require more work by the applicants to resubmit those claims. The software failures created a backlog that has forced TDHCA to contract for 3 to 4 times the number of analysts originally hired. Whether such actions will reduce the backlog quickly is yet to be determined, but TDHCA says, "The pace of processing and payments is increasing daily...."[20]

Committee members should consider requesting clear goals regarding the number of backlogged cases TDHCA should clear daily. They should also request the TDHCA explore assistance from local nonprofits, charitable groups, utility providers, or perhaps request the contractor reach out less digitally connected and isolated populations.

There are undoubtedly other operational and technical issues not mentioned in this report. Committee staff should be directed to continue to monitor the program, routinely request updated numbers, and inform committee members of the program's progress.

APPENDIX A - Checklist

Texas Rent Relief Program Checklist
What You Need to Request Assistance
03/14/2021

For Tenants

☐ Government-issued or personal ID for at least one household member on the lease.

☐ Copy of lease agreement, or if no written lease agreement, rent receipt for the three most recent complete month paid by the tenant to establish a pattern of paying rent.

☐ Notice of late rent payment OR notice to evict, if applicable.

☐ Decide the months for which you are going to ask for assistance:

   o Past due rent can be for any and all months for your current unit back to March 13, 2020.

   o You are allowed to request assistance for your current month and up to 2 more months of future assistance right now if you will be in the unit.

☐ Decide the months and which utility bills you need help with.
   You will be required to provide copies of past due utility bills.

   o Past due utilities can be for arrears and late fees for utilities at your current unit back to March 13, 2020 (if you have not received assistance for that period yet).

   o You are allowed to request assistance for your current utilities and up to 2 more months of future utility bills if you will be in the same unit.

☐ If your landlord has started eviction proceedings, you will need: Court Docket #, Justice of the Peace Precinct #, and County.

☐ Unemployment benefits letter and/or unemployment benefits statement(s), if applicable.

☐ Know that you will be asked to sign a certification. To read this ahead of time, you can click here. You will be promising that everything you provide is true and that you have not already received assistance for the same months.

☐ For all household members 18 years of age or above (or head or co-heads of household if all members are under 18), income documentation must be provided from one of the four options below. Please note that if you follow options 1 and 2, you will only have to provide documentation one time. If you choose options 3 and 4 and reapply for additional assistance after three months, you will need to provide income documentation again.

Option 1: Eligibility through Other Programs

   ☐ If your household has 6 or fewer members and is receiving SNAP, LIHEAP or SSI (for the head or co-head of household) benefits, provide a letter or documentation of that program eligibility OR,

   ☐ If you are living in a rent-restricted property, you or your landlord can provide evidence of your most recent income certification (as long as it is no older than one year from when you apply for assistance).

   ☐ If you have either of the items above, you must also sign a certification that your income is still below the limit.

<u>Option 2:2020 Tax Return</u>
- ☐ Filed 2020 IRS Form 1040 if you completed your 2020 federal income taxes OR

<u>Option 3: Source Documents for 2020 Tax Return</u>
If you have not yet completed your federal income taxes for 2020 OR you are not required to file a federal income tax return for 2020, you will need to provide all of the applicable annual income documentation from this list:
- ☐ 2020 IRS Form W2
- ☐ Current Social Security Benefits letter or 2020 Form 1099-SA (including benefits paid to minors)
- ☐ 2020 Form 1099-R
- ☐ 2020 IRS Form 1099-MISC for contractor income

<u>Option 4: Other acceptable income documentation:</u>
- ☐ Check stubs from your employer for the previous 30 days
- ☐ Current unemployment benefits letter including gross benefit amount
- ☐ Current letter from your employer verifying gross wages (pay rate, hours/week, pay date)
- ☐ Current Pension/Retirement Benefit letter (if applicable)
- ☐ Award letter for Social Security (not SSI) annuities, insurance policies, retirement funds, pensions, disability benefits, death benefits or other types of similar periodic receipts.
- ☐ Current Annuity Payment letter
- ☐ Current Interest Statement 1099- INT and Current Dividend Statement 1099- DIV
- ☐ Certification of Income Form (for Self- Employed, Cash, or Zero Income)

For Landlords
☐ Government-issued ID (ONLY if individual/sole proprietor).

☐ Proof of Ownership. This can be a screen shot or **photocopy of your county's r**eal property record, or Appraisal District information that shows the property address and lists the same owner entity as the applicant applying.

    ☐ When applicable, landlords must provide one or more documents to establish a relationship between entity owning the property (entity in the real property record), and entity listed on lease and W-9 (if different entities).

        ■ Example documents accepted include but are not limited to: contract or agreement between owner/company owning the property and the property management company, partnership agreement, bond issuance document or a Land Restrictive Agreement (LURA).

        ■ These documents must be executed (signature present by all parties).

☐ For landlords applying on behalf of a tenant or providing some of the documentation for a tenant, see items listed above. In general, items you can help by providing for them will include:

RENT
RELIEF

Texas Rent Relief Program Checklist
What You Need to Request Assistance
03/14/2021

○ Copy of lease agreement, or if no written lease, agreement a landlord attestation certifying to the term and amount of rent.

○ Notice of late rent payment OR notice to evict if applicable.

○ If you are an affordable property and the tenant is living in a rent-restricted unit, provide evidence of the household's most recent income certification (as long as it is no older than one year from when you apply for assistance).

○ Household Certification & Income Documentation, as listed above (if not being provided by tenant).

☐ Completed IRS Form W-9.

☐ If involved in eviction proceedings, Court Docket #, Justice of the Peace Precinct, and County.

☐ Know that as the landlord you will be asked to sign a certification. To read this ahead of time, you can click here.

APPENDIX B - Program Update

TEXAS RENT RELIEF

Program Update
April 1, 2021

Summary

TDHCA has addressed challenges that came with creating and launching a $1.3 billion dollar rent relief program from the ground up. The pace of processing and payments is increasing daily, and as of Friday, April 2, the Texas Rent Relief program will have distributed more than $2.3 Million in rent and utility assistance to Texans.

Background

On January 27, 2021, the Texas Department of Housing and Community Affairs (TDHCA) received $1.3 billion in Coronavirus Response and Relief Supplemental appropriations from Treasury. The Federal government provided very little guidance up front and allowed states maximum flexibility in how to design their programs.

After creating a foundational outline for a statewide program, TDHCA and our vendor, Horne, built an application system and online presence from the ground up in less than a month, making Texas one of the first states to publicly seek applications.

The Texas Rent Relief program launched on Monday, February 15, 2021. To announce the program, TDHCA engaged in a public outreach campaign including statewide news media outreach and a statewide paid media campaign consisting of print, direct mail and digital advertising targeting major metros as well as minority and rural communities. We also shared an outreach toolkit for agencies and industry organizations to promote the program among their networks.

Challenges

Application System Design

During that first week, TDHCA discovered issues with proprietary online application system designed by the vendor; the system was not able perform application reviews or process payments, and was not easy for applicants to navigate. In the week that followed, changes and updates to bring the system to an acceptable standard proved insufficient, during which time the volume of applications continued to increase.

On March 1, Horne and TDHCA chose to purchase and implement Neighborly, an off-the-shelf application system that could deliver an online user-friendly experience while allowing the ability to perform application reviews, process payments and provide adequate reporting details to meet federal requirements.

The new Neighborly system launched on Saturday, March 13, by which time a significant backlog of applicants had amassed in the original system all requiring review.

Application Errors

In transitioning applicants from the original system into Neighborly, the vendor discovered tens of thousands of duplicate applications and applications submitted with incomplete information.

Progress

In alignment with new Neighborly application system launch, TDHCA and the vendor increased staffing to more than 400 people to review and process applications.

To address the backlog of applications that built up before the March 13 launch of the Neighborly system, TDHCA added two additional contractors to perform application reviews, bringing the total team to more than 600 analysts. Over the next month, that number will increase to more than 1,000 total staff working on this project.

These analysts are reviewing all applications for missing and incomplete documentation and input errors and reaching out to applicants to let them know what is needed to proceed.

Looking Ahead

The review process and timeline becomes more efficient each day as reviewer teams become more proficient in knowing how to navigate the materials and understanding the review tools in place. Subsequently, funding distribution continues to ramp up at a rapid pace with more than $2.3 Million in aid distributed as of Friday, April 2.
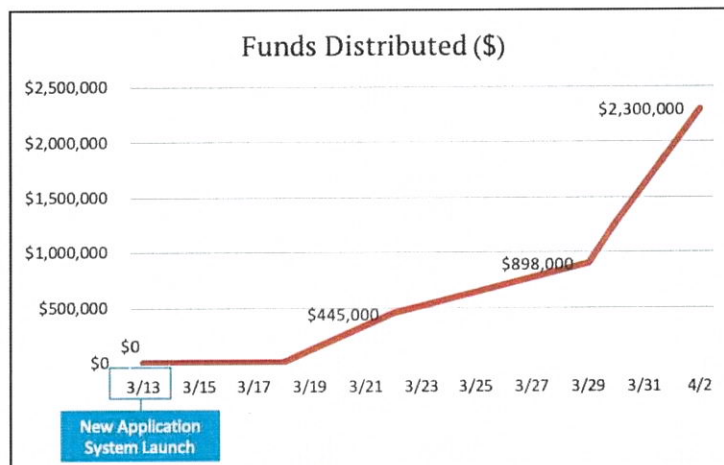
The program is sending emails directly to applicants and using the TexasRentRelief.com website, TDHCA social media channels and earned media interviews to provide guidance to applicants, including:

- Asking them to log into their accounts and confirm their contact information and their landlord's contact information is correct
- Reminding them to properly upload all required documentation such as past due utility bills, all pages of their lease, etc.
- Reminding those who started, but haven't submitted an application, that their application is not in review until they hit the "submit" button

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APPENDIX C - Questionnaire Response, April 1, 2021

Requested Updated Information Regarding the
Texas Rent Relief Program for the
Committee on Urban Affairs
March 30, 2021

Please provide the latest numbers available through a consistent time period, such as Noon, 5 p.m. or Midnight, Wednesday night, March 31st. We would like the latest data, but we do need to keep the end of the reporting period uniform across the answers. Feel free to select the end of the reporting period that can bring the latest data and be maintained across the answers.

The priority of the questions are the highest levels of the outline below. If answers cannot be obtained for the lowest levels, i. or 1. for example, in time to get the answers back to the Urban Affairs Committee by 5 p.m. on Thursday, April 1, 2021, please report the answers to the primary questions, and send the lower level answers after the Easter Holiday.

1. How many individuals have begun filing for financial assistance through the website? (This should be the updated statistic reported as about 171,000 in the phone call with Horne LLP, Michael Lyttle of TDHCA, and J.J. Garza of the House Urban Affairs Committee. That number was the total number of individuals who had started applications, after eliminating duplicates.) 176,365 tenants.

   a. If available, please report the total value of these applications? (The value may not be obtainable because many applications may not provide enough to determine a value? $512,634,940.58 requested.

2. How many individuals have submitted an application through the website? (This will be the number of people who have "clicked" submit. The number should include applications submitted but may have missing info or returned. This was reported 54,477 on the phone call.) 72,011 tenants.

   a. Please report the total value of these applications. $372,764,531.20 requested.
      i. How many are older than 30 days? 38,293 tenants.
         1. Total Value of these applications? 200,839,595.10 requested.
      ii. How many are older than 15 days, but less than 30 days old? 22,204 tenants.
         1. Total Value of these applications? 111,053,123.80 requested.
      iii. How many are older than 7 days, but less than 15 days old? 11,514 tenants.
         1. Total Value of these applications? $60,871,812.35 requested.

3. How many applications are in QC (Quality Control)? (This was reported as 21,066 on the phone call.)

22,146 tenants.
   a. Total Value of these applications?
      $95,265,896.44
         i. How many are older than 30 days?
            16,648 tenants.
               1. Total Value of these applications?
                  $71,304,757.45 requested.
         ii. How many are older than 15 days, but less than 30 days old?
            4,671 tenants.
               1. Total Value of these applications?
                  $18,376,357.70 requested.
         iii. How many are older than 7 days, but less than 15 days old?
            520 tenants.
               1. Total Value of these applications?
                  $3,368,235.67 requested.
4. How many applications are in Tier 1? (This was reported as 20,476 on the phone call?)
   21094 tenants.
   a. Total Value of these applications?
      $88,683,299.82 requested.
         i. How many are older than 30 days?
            15745 tenants.
               1. Total Value of these applications?
                  $65,756,443.83 requested.
         ii. How many are older than 15 days, but less than 30 days old?
            4,576 tenants.
               1. Total Value of these applications?
                  $17,701,129.77 requested.
         iii. How many are older than 7 days, but less than 15 days old?
            483 tenants.
               1. Total Value of these applications?
                  $3,104,674.44 requested.
5. How many applications are in Tier 2? (This number was reported as 590 on the phone call.)
   1,052 tenants.
   a. Total Value of these applications?
      $6,582,596.62 requested.
         i. How many are older than 30 days?
            903 tenants.
               1. Total Value of these applications?
                  $5,548,313.64 requested.
         ii. How many are older than 15 days, but less than 30 days old?
            95 tenants.
               1. Total Value of these applications?
                  $675,227.93 requested.
         iii. How many are older than 7 days, but less than 15 days old?
            37 tenants.
               1. Total Value of these applications?

$263,561.23 requested.

6. How many applications have been approved for financial assistance, but payments are being processed, but not sent?
973 tenants.
   a. Total Value of these applications?
   $5,547,734.02 requested.
      i. Older than 30 days?
      903 tenants.
         1. Total Value of these applications?
         $5,175,820.37 requested.
      ii. Older than 15 days, but less than 30 days old?
      48 tenants.
         1. Total Value of these applications?
         $253,786.32 requested.
      iii. Older than 7 days, but less than 15 days old?
      21 tenants.
         1. Total Value of these applications?
         $115147.33 requested.

7. How many applications have been approved for financial assistance, and the payment sent?
250 tenants.
   a. Total Value of these applications?
   $1,576,027.03 requested.
      i. Older than 30 days?
      231 tenants.
         1. Total Value of these applications?
         $1,422,218.47 requested.
      ii. Older than 15 days, but less than 30 days old?
      13 tenants.
         1. Total Value of these applications?
         $98,775.45 requested.
      iii. Older than 7 days, but less than 15 days old?
      5 tenants.
         1. Total Value of these applications?
         $51,206 requested.

8. How many calls have come into the call center since the program's inception?
Total: 481,294.
   a. How many calls have been received and completed in the last 7-day period?
   47,130
      i. Since the program's inception, what is the Average Speed to Answer?
      2:53
      ii. Since the program's inception, what is the Average Call Time?
      5:32
      iii. What is the Average Speed to Answer for the last 7-day period?
      2:07
      iv. What is the Average Call Time for the last 7-day period?
      6:47

9. How many landlords have originated the application for assistance and invited tenants?

13,174 landlords.

10. What is the actual number of applications completed through the website by day for March 26 through the end of the time period for the other answers for this questionnaire?

4,517 complete applications.

APPENDIX D - Questionnaire Response, March 25, 2021

Questions for Texas Rent Relief Program
from the House Committee on Urban Affairs
Please Return by Friday, March 25, 2021 by 5 p.m.

What is the Texas Rent Relief Program?
The Texas Rent Relief Program is entirely new, built from the ground up using $1.3 billion from the Department of the Treasury. The U.S. Department of Treasury provided funds and FAQs, but not detailed rules or system tools for delivery. TDHCA took on the enormous responsibility of building a system to accept applications, help tenants and landlords submit documentation, manage application files, and process eligibility while tracking large amounts of data and providing a historical record of the implementation in adherence with federal rules and requirements.

How is this program different from those operated by cities such as the City of Houston and San Antonio?
Unlike cities, which launched their programs last summer using CARES Act funding, TDHCA's Texas Rent Relief Program is helping Texans statewide, not just in limited cities. Additionally, the U.S. Department of Treasury only announced FAQs for the funding provided to the Texas Department of Housing and Community Affairs on January 9, 2021 – *about half a year after cities received funds from other sources*. The Texas Rent Relief Program application was announced one month after TDHCA received the rules for eligible uses and began taking applications Feb. 15, 2021.

Of the four states that received more than $1 billion in funding, **only Texas launched its program in February**. California followed *a full month later*. Texas approved applications for U.S. Department of the Treasury's emergency rental assistance program the same week California began taking applications. Texas moved quickly to meet the urgency of those in need.

California
State-administered allocation: **$1,497,605,326.90**
State-administered program start date: **3/15/2021**

Texas
State-administered allocation: **$1,308,110,629.80**
State-administered program start date: **2/15/2021**

Florida
State-administered allocation: **$871,237,608.50**
State-administered program start date: **TBD**

New York
State-administered allocation: **$800,652,297.60**
State-administered program start date: **TBD**

1. Requests and payments
   a. How many requests for financial assistance have been received? (Please keep a uniform reporting period for all answers.)

- A total of 164,530 applications have been received; however, we know there are duplicate applications and our contractor is in the process of de-duplicating applications.
  i. How many have been received through the website?
    1. How many requests have been received through the website unaided by calls to the phone center?
       a. Statistic not tracked. Call center helps applicants apply to the online portal.
    2. How many applications have been completed in one visit to the website?
  ii. How many calls have come into the call center?
       a. 437,819 calls.
    2. Of those phoning in, how many or what percentage of applicants have all the necessary information on hand to complete an application on the first call?
       a. Statistic not tracked. The call center supports calls to provide information and assistance to any caller whether they apply or not and this is not captured in our disposition options. 90% of calls are resolved by providing 1- Application status, 2. Application submitted, 3. Eligibility information and 4. Technical support.
    3. How many or what percentage of phone calls are terminated before the application is complete because of a lack of information?
       a. Statistic not tracked. The call center team helps applicants determine which federally mandated documents are needed for eligibility and offers assistance to applicants with gathering documents if needed.
  b. How many requests have been approved, but payment is in processing?
    - 416 households have been approved for assistance but payment is in processing.

    i. What is the total value of these requests?
    - $2,195,712

  c. How many requests have been approved and the payment sent?
    - 159 applicants have received payment.
    i. What is the total value of these requests?
    - $928,416

  d. How many requests have been denied?
    - 41 applicants have been deemed ineligible
    i. What is the total value of these requests?
    - Not available

  e. How many requests have originated with the assistance of a landlord?
    - Currently there are 12,513 landlords who have originated the application for assistance and invited tenants.
2. Performance Measures and Goals

a. Please innumerate the following goals and performance measures for the components of the program.
   i. Goal - The number of phone in requests processed per day or period of days?
      a. The call center goal for service is define by answering all calls received with an average speed of answer of less than 10 mins. During the last 7-day period the Average Speed of Answer has been 1:29 mins. Average call time is 6:05 mins for the same period.
      2. Performance Measure - The actual number performed per day or period of days?
         a. All calls received are answered daily within the service level noted above.
   ii. Goal - Number or percentage of completed requests by phone per day or period of days?
      a. Please refer to questions above. All calls received are answered as this is an inbound call center. The center does not control or limit the number of calls received.
      2. Performance Measure - Actual number or percentage of phone in requests completed per day or period of days?
         a. During the last 7-day period the call center has received and completed 44,847 calls.
   iii. Goal - Total number of phone in requests completed per day or period of days?
      1. Performance Measure - Actual number of phone in requests completed per day or period of days.
         a. As stated above, all calls received are answered and processed daily.
   iv. Goal - Number of requests completed through the website per day or period of days?
      1. Performance Measure - Actual number completed through the website per day or period of days?

Submit_CompletedDate	total
1	3/9/2021	1
2	3/11/2021	7
3	3/13/2021	8458
4	3/14/2021	3813
5	3/15/2021	6443
6	3/16/2021	4754
7	3/17/2021	4988
8	3/18/2021	5555
9	3/19/2021	3112
10	3/20/2021	1311
11	3/21/2021	1120
12	3/22/2021	5577
13	3/23/2021	3822
14	3/24/2021	2674
15	3/25/2021	3524
16	3/26/2021	925

v. Goal - Number of completed requests in one visit to the website?
    1. Performance Measure - Actual number completed in one visit?
        a. Statistic not tracked. The Texas Rent Relief Program website includes a **document checklist** for both landlords and tenants. If a landlord or tenant has all of the documents ready before logging in to apply, then applications can be completed in one visit. The call center team is available to help applicants needing help applying or submitting documents.

vi. Goal - Number of completed requests in two or more visits to the website?
    1. Performance Measure - Actual number completed in two or more visits?
        a. Statistic not tracked. See above.

vii. Goal - The Number of determinations on granting or denial per day?
    1. Performance Measure - Actual number of determinations made.?
        a. Denied and Approved (granting)

	Case_ModifiedDate	123 Count
1	3/23/2021	207
2	3/22/2021	140
3	3/24/2021	106
4	3/25/2021	139
5	3/17/2021	7
6	3/19/2021	107
7	3/21/2021	6
8	3/26/2021	53
9	3/20/2021	16
10	3/18/2021	27
11	3/15/2021	2
12	3/16/2021	1
13	3/12/2021	1
14	3/14/2021	1

        b. Approved (granting cases)

	Case_ModifiedDate	1²₃ Count
1	3/23/2021	198
2	3/24/2021	105
3	3/25/2021	139
4	3/22/2021	128
5	3/17/2021	1
6	3/19/2021	102
7	3/21/2021	6
8	3/26/2021	52
9	3/20/2021	15
10	3/18/2021	24
11	3/15/2021	1
12	3/16/2021	1
13	3/14/2021	1

c. Denied application breakdown by date:

	Case_ModifiedDate	1²₃ Count
1	3/22/2021	12
2	3/17/2021	6
3	3/23/2021	9
4	3/19/2021	5
5	3/18/2021	3
6	3/24/2021	1
7	3/20/2021	1
8	3/15/2021	1
9	3/12/2021	1
10	3/26/2021	1

        viii. Goal - Number of determinations reviewed for accuracy or appealed?
            1. Performance Measure - Actual number of determinations reviewed or appealed?
                a. Appealed applications:
                    i. 3/23/21: Count = 2 applications

3. Backlog of cases
    a. How many requests have been denied?
        i. Denied due to incomplete information? Applications that are incomplete are not denied. They become inactive, but inactive applications can be processed once applications submit federally required documentation.

- Denied because applicant did not qualify? 41 applicants have been deemed ineligible because they did not qualify for assistance under the rules and requirements established by the U.S. Department of the Treasury.
  b. How many requests for assistance by phone have been made since the program opened?
    a. 88 Applications
    ii. How many of these requests are unanswered?
      a. All 88 intake applications via phone were answered.
  c. Average length of time from initial effort to make a request and payment?
    a. Statistic not tracked.
  d. Average length of time from initial effort to make a request and determination (grant/denial).
    a. Statistic no tracked.
  e. How many pending applications are older than 30 days and pending?
    a. Completed applications older than 30 days = 18,406
  f. How many pending applications are older than 15 days and pending?
    a. Completed applications Older than 15 days = 46,610 (including 18,406)
  g. How many pending applications are older than 7 days and pending?
    a. Completed applications Older than 7 days = 57,427 (including 18,406 and 46,610)

4. Operations and Costs
   a. Who is the vendor for the application (intake) software?
      We originally selected Horne LLP as the all-inclusive contractor in charge of managing the entire program including designing and managing the online application system, reviewing applications and marketing the program.
      i. What was the value of the original contract?
      $42,570,947
      ii. What modifications have been necessary to the original software?
      Our contractor created and implemented a custom application system intending to be a "turnkey" software solution. The system did not function to the level of satisfaction established by the contractor and TDHCA. The contractor made some modifications but those changes proved insufficient. Seeing that the system failed to meet the needs of the program, the contractor switched to using a software called Neighborly.
      iii. What additional costs has the agency incurred due to these modifications?
      None.
   b. Who is the vendor for the review (assessment) software? n/a
      i. What was the value of the original contract?
      ii. What modifications have been necessary to the original software?
      iii. What additional costs has the agency incurred due to these modifications?
   c. Who is the vendor for the operation of website?
      Horne is the contractor for the website. They have subcontracted with other companies to manage the website.
      i. What was the value of the original contract? The line item on the Horne contract for Outreach and Marketing – which includes the website is $2,601,760.

ii. What modifications have been necessary to the operations of the website?
An initial website was launched that met the basic needs for the program. A newer website was launched increasing its user friendliness.

iii. What additional costs has the agency incurred due to these modifications?
None.

d. Please describe the nature of problem that caused the website to be shut down, and report when the website was unavailable for the intake of requests for financial assistance?

The website was not shutdown. The application system was not functional on two separate days: on February 19, 2021 the system was nonfunctional due to system admin access issues and on March 12, 2021 the application system was shut down for one day while the new application system was brought online.
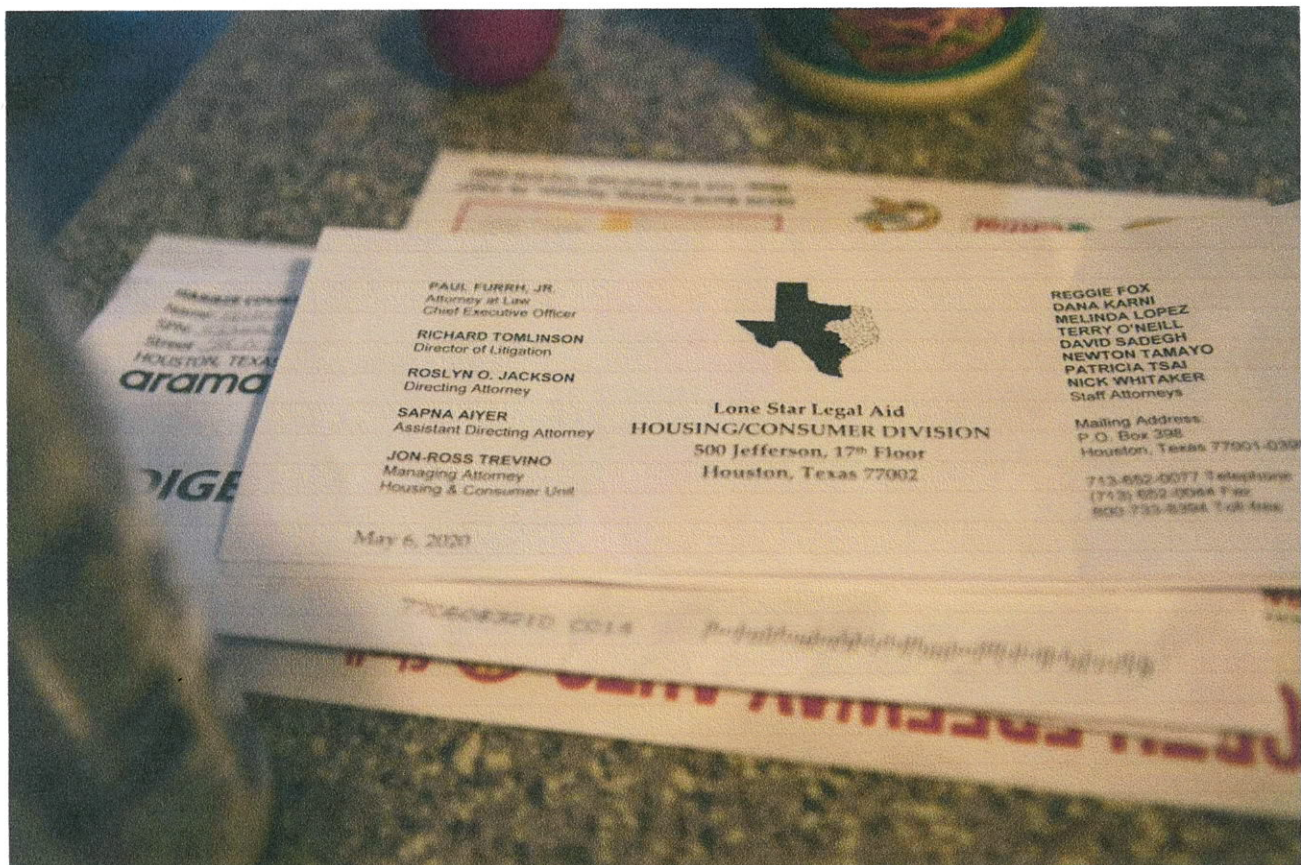
APPENDIX E - News Articles

The Texas rent relief program has been open for a month. It's made just 3 payments.

Sarah Smith , Staff writer March 19, 2021
Updated: March 19, 2021 10:13 p.m. Comments

[Sarah Smith](#)

Lylian Walk speaks from inside her apartment where she is facing eviction after making an incomplete rent payment after losing her job. Photographed Tuesday, May 12, 2020, in Houston.

Mark Mulligan, Houston Chronicle / Staff photographer

This story has been updated to include comments from the Texas

Department of Housing and Community Affairs.

The Texas rent relief program has only made three payments despite being online for over a month, according to a video shared with the Houston Chronicle.

"We've paid three payments which is better than none but is way too few," Texas Department of Housing and Community Affairs director Brooke Boston said on a Friday Zoom call. "We had some major system issues happen and so it's really only been maybe, like, 14 days that we've been fully in our new system."

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Boston's remarks came as part of a Zoom webinar run by the Department of the Treasury for agencies administering the Emergency Rental Assistance Program to share best practices and find resources.

"This is a $1 billion rental assistance program that the State of Texas is standing up completely from scratch. While the funding will be extremely helpful to many thousands of Texans, it did not come with program guidelines or mechanisms for delivery," Texas Department of Housing and Community Affairs spokesperson Kristina Tirloni said in an email.

The Texas rent relief program opened Feb. 15. Tenants and landlords quickly complained about the program's accessibility. Among the

top issues: The website would not allow applicants to enter their phone numbers, no one answered the phone number provided and people could not check their application status.

After a slew of complaints, the Texas Department of Housing and Community Affairs took down the website and put a new one back up in the hopes of smoothing the process.

"While the website was also improved, the system upgrade referenced on the webinar was the back-end application software system," Tirloni wrote in an email. "Upgrades to the system were unsuccessful, so a new system was procured by the vendor to provide the necessary program functions.

Boston referenced the new system in the Friday call.

"We actually had to switch out systems partway through," Boston said on the Friday call. "On average from time of receipt to time we get somebody through and approved in the queue for payment right now might be, let's say, a month, but a week from now that may be 2 ½ weeks. I don't want to paint my average as a trend yet."

After the state switched programs, Tirloni said, the vendor upped their staff to 400 people and is "temporarily redeploying about 75 percent of its staff to focus specifically on assisting applicants."

"Most applications are currently missing information or documentation necessary to qualify applicants for federal funds," she said. "We are reviewing all applications and helping applicants provide the documentation necessary to qualify for federal assistance."

The Houston-Harris rental assistance program, which is separate from the state program, has so far paid or pledged $10.8 million to 3,190 applicants. The city-county program launched the week of Feb. 22.

"It is important to note that this is not an issue limited to Texas," Tirloni said. "Because there are not previous programs from which to model this new rental assistance program, many states are similarly creating systems."

'I'm sorry:' Agency behind rent relief program makes changes after Texans wait for money

Published March 23, 2021

HOUSTON, Texas (KTRK) -- A software issue is a reason why Texas leaders said its rental relief program is struggling to get money in the hands of tenants.

For more than a month, the state has offered tenants a way to get rent relief. But five weeks later, some are still waiting.

"It's very stressful," a Houston resident explained. "It's very confusing. It's meant to help people, but we're not hearing anything."

SEE ALSO: [Struggling renters starting to see help but $145M still available in Houston and Harris County program](#)

The Houstonian, who didn't want to reveal his identity, requested several months' rent. When we told him only 134 people have been approved out of nearly 170,000, he couldn't believe it.

"I mean, what are they doing with the money? It's just sad," he said.

The [Texas Department of Housing and Community Affairs](#) is behind the program. The state launched its portal before other large states, even before Houston and Harris County. But it discovered a software issue was causing errors and duplicates.

Despite the delay, officials said they stand by the decision to open the portal in mid-February.

"What if we had waited on the original software application until March 1, and now we're discovering it's having issues and we're looking for a fix? I'm still happy we got out there when we did," said Bobby Wilkinson, Texas Department of Housing & Community Affairs executive director.

The agency said an outside vendor made changes and relaunched the site a week ago. There are hundreds of more people processing applications, and money is starting to flow. On Tuesday alone, more than $400,000 were distributed and more is coming soon.

SEE ALSO: [From rental relief to food assistance, how you can get help in Houston and surrounding areas](#)

Originally, the program received $1.3 billion from the federal government. On Tuesday, ABC13 learned, the state will receive an additional billion for the program. It's still far behind other programs. So far, it's approved about 134 applicants. The program for Houston and Harris County has approved 4,151, totaling more than $14 million.

"That's going to change," Wilkinson said. "That's going to change rapidly. I'll beat them on dollars pretty quick, and I want to beat them on percentage out the door within the month."

Officials said once applicants submit all documents, the money should arrive in a couple of weeks. These are funds they know people need.

"I'm sorry," Wilkinson said to people waiting on the money.

These are words that for struggling Texans are nice, but getting the money would be better before they're out of a home.

"I don't want to think about that, honestly," a Houston tenant said. "I don't want to go there."

It's a grave reality that hundreds of thousands of Texans face, which is why they hope the changes the state made to the relief program work.

Those who still wish to apply should visit the Texas Rent Relief website.

Follow Nick Natario on Facebook, Twitter and Instagram.
Report a correction or typo

Struggling renters starting to see help but $145M still available in Houston and Harris County program

HOUSTON, Texas (KTRK) -- Rent relief is starting to get into the hands of people who need it, but some programs are doing it faster than others.

Ebony Green is one of those who was able to get money to help with several months of rent.

"Three [months], and I'm getting married in July," said Green. "That's a real blessing. A real, real blessing."

Rental relief portals opened last month. Officials with the Houston and Harris County program said it has distributed money to 3,806 families, totaling about $13 million, and has about $146 million remaining.

SEE ALSO: [Applications for $159 million COVID-19 rental relief fund opens](#)

If you need help, you can get it for several months. You can apply online, or now get in-person assistance at nine area agencies, including the YMCA. But if you're struggling to apply online, there's now a new way to get in-person help.

There are a dozen locations across Harris County with agencies that will navigate the process with you.

"We have seen individuals who were helped with five, six months of rent being behind. For most families, that's just tremendous help," explained Dario Lipovac, YMCA senior program director.

But before you arrive, make sure you have certain documents such as proof that you live in Harris County and proof of income.

Fort Bend County is also offering rental and utility assistance. The program started with about $23 million. ABC13 asked for an update on this program, but as of Monday night, we haven't received a response. Money is moving out a lot slower at the state level.

We've learned that 167,000 people have applied for help, but only 134 have been approved. Texas Department of Houston and Community Affairs officials explained it had issues with the online application, and a lack of staff to handle the demand. As of March 13, it uploaded a new system to eliminate errors and prevent duplicates.

SEE ALSO: [$1 billion in Texas' rent relief program still available](#)

There are also nearly 400 to handle the work with an outside vendor to handle demand, and the state agency deployed about 75% of its staff to focus on assisting applicants. Approximately $431 million

has been requested, but it's unclear how much of that has been distributed. To learn more about the state's program, visit Texas Rent Relief's website.

Follow Nick Natario on Facebook, Twitter and Instagram.
Report a correction or typo

Need help paying rent? Houston, Harris County assistance fund now open | Get details and link

Publsleo Feb 2 4, 2021

HOUSTON — Help is on the way for Houston renters. The city and county have teamed up to offer $159 million in rental relief.

Applications opened Thursday morning.

Alice Frazier said with her 9-year-old granddaughter to think about, she always makes sure to pay her rent.

"You got to have a place to live, you can't survive without it," she said.

Prince Harry Goes on Tour of L.A., Talks 'The Crown', Baby

Even if it means giving up other things.

"I have to back up on some things, lack some things that we might need. I have to manage and budget myself," Frazier said.

Like so many others in the Houston area, Frazier needs help. She says she will be applying to receive some of the rental relief fund money.

"This program really can set you free from your rental debt for good," Cristina Cave said.

Cave is a community relations manager at BakerRipley.

How to sign up

The fund is processed through BakerRipley and Catholic Charities. It's available through this website: http://houstonharrishelp.org/.

Registration is now open — **again, it is not first come, first serve** so there is no need to try and be the first to sign up.

You'll need to enter your household information, location and past-due rent amount. You also need to provide documentation to prove income, COVID-19 impact and housing instability.

To qualify, your household income must be at or below 80% of the median family income. For example, for a family of four, income must be at or below $63,050.

"What we want is to help those with the biggest need, that is going to be our priority," Cave said.

The rent money will go straight to landlords who will have to credit renters' accounts within five days. They also must stop pursuing eviction and legal action.

Houston Mayor Sylvester Turner said [money to help those affected by last week's winter storm is on the way](#).

RELATED: ['Give what you can' | Donations needed for Greater Houston Winter Storm Relief Fund](#)

"For people who don't have insurance, who don't have financial means. And, quite frankly, we know that federal help is coming but people need those dollars spent on their homes to try to get their homes repaired, like, right now, like, yesterday," Turner said.

The city has already raised more than $5 million. It is hoping to get money to those who need it now.

[You can still donate](#), but applications to receive assistance haven't opened.

For now, you can text "HOUSTONFREEZE" to 898211 and they will let you know when you can apply for the money.

For those without internet access, the organizations opened a special phone line where you can call to apply or ask any questions. Call [832-402-7568](#) for help.

ENDNOTES

[1] Emergency Rental Assistance Program, Payments to States & Eligible Units of Local Government, 11-12. https://home.treasury.gov/system/files/136/Emergency-Rental-Assistance-Payments-to-States-and-Eligible-Units-of-Local-Government.pdf

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[5] Testimony of Bobby Wilkinson, Executive Director of TDHCA, Public Hearing of the House Committee on Urban Affairs, March 3, 2021.

[6] Landlords, tenants can apply for emergency rental funds assistance, Douglass Clark, Amarillo Globe-News, February 19, 2021, https://www.amarillo.com/story/news/2021/02/19/emergency-rental-assistance-funds-available/6773737002/

[7] Testimony of Bobby Wilkinson, Executive Director of TDHCA, Public Hearing of the House Committee on Urban Affairs, March 3, 2021.

[8] TDHCA response to Questions for Texas Rent Relief Program from the House Committee on Urban Affairs. March 25, 2021

[9] Testimony of Bobby Wilkinson, Executive Director of TDHCA, Public Hearing of the House Committee on Urban Affairs, March 3, 2021.

[10] Testimony of Bobby Wilkinson, Executive Director of TDHCA, Public Hearing of the House Committee on Urban Affairs, March 10, 2021.

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[18] Ibid.

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