



Virtual Town Hall for Chicago Housing Providers

March 30, 2022

Join on Zoom at tinyurl.com/HousingProviderTownHall
for Spanish and ASL translations



Agenda

- Welcome
- Eviction Fact or Eviction Fiction (10 mins)
- Available Resources (15 mins)
- Understanding Mediation(15 mins)
- Question and Answer (25 mins)
- Close

Submit your questions to the Zoom or Facebook chat



Our goals are for you to:

- 1.) Understand which resources are available to you and your tenants
- 2.) Understand mediation and in-court processes
- 3.) Get your questions answered or get connected with someone who can help answer your questions



Eviction Fact or Eviction Fiction

Daniel Hertz, Department of Housing

Bob Glaves, Chicago Bar Foundation

Elliot Heilman, Center for Conflict Resolution

Join on Zoom at tinyurl.com/HousingProviderTownHall
for Spanish and ASL translations

★ Eviction: Fact or Fiction?

If my tenant owes me rent, I can force them out without filing an eviction.

FICTION

★ Eviction: Fact or Fiction?

Mediation can help me resolve issues with my tenant(s) without going to eviction court.

FACT

★ Eviction: Fact or Fiction?

If my tenant is having trouble paying for rent, there is no longer financial help available.

FICTION

★ Eviction: Fact or Fiction?

As a housing provider, there is no help available to me.

FICTION



What to Know

- Financial and legal help is still available for both tenants and landlords
- You can access mediation services to try to resolve your issues with your tenant(s) before filing for an eviction



Finding Resources

Daniel Hertz, Department of Housing

Rodrigo Carillo, Illinois Housing Development Authority

Mark Sanders, Department of Family and Support Services

Danielle Matthews, Neighborhood Housing Services

Joseph Lopez, Spanish Coalition for Housing

Bob Glaves, Chicago Bar Foundation

Cornelius Sams Sr, Far South CDC

Janece Simmons, Far South CDC

Join on Zoom at tinyurl.com/HousingProviderTownHall
for Spanish and ASL translations

★ What is the status of rental assistance applications submitted in December?

- **The Department of Housing (DOH) continues to process rental assistance applications. As of this week:**
 - 26% of applications have been processed
 - Over \$144 million has been dispersed to nearly 19,000 households
- You can visit [Chicago.gov/RentHelp](https://chicago.gov/RentHelp) for information about how to check the status of a submitted application
- **The Illinois Housing Development Authority continues to process rental assistance applications. As of this week:**
 - 80% of submitted matched applications have been reviewed
 - \$33 million has been dispersed
- You can check the status of your application at ilrpp.ihda.org/status





Are any rental assistance programs open for applicants right now?

- **The Department of Family and Support Services (DFSS) Rental Assistance Program (RAP) is still accepting applications.**
 - RAP provides funding to Chicagoans who are at risk of becoming homeless.
 - For more information, visit chicago.gov/fss



Where can I get help if I need housing assistance?

- **IHDA will launch the Illinois Homeowner Assistance Fund Program in April**
 - The program will provide financial assistance of up to \$30,000 toward past-due mortgage, property tax, homeowner's insurance and homeowner/condominium/co-op association payments
- **The program will be open for homeowners:**
 - With household incomes less than 150% of AMI
 - Who own and occupy their property as their primary residence
 - Who are at least 30 days late on their mortgage or property taxes
 - Who have experienced a financial hardship directly related to the COVID-19 pandemic that began, continued or worsened after January 21, 2020
- **For more information and to watch an information session in English or Spanish about the program visit illinoishousinghelp.org/ilhaf**



Where can I get help if I need housing assistance?

- **Under the City's Foreclosure Prevention Program (FPP) and Housing Counseling Centers Programs, HUD-approved agencies offer free services to homeowners at-risk of foreclosure**
 - Both programs provide information, advice and assistance to current and potential homeowners
 - Services offered include one-on-one counseling and stand-alone courses
- **Neighborhood Housing Services of Chicago, Far South CDC and the Spanish Coalition for Housing, all provide free services to landlords and homeowners needing assistance**
- Visit chicago.gov/homeowners for more information including a full list of Housing Counseling Centers



Neighborhood Housing Services
of Chicago, Inc.





Where can I get help if I need housing assistance?

The Spanish Coalition for Housing's Chicago Bilingual Landlord Association (CBLA) provides services to support small landlords to become informed and empowered owners through education and counseling on topics including:

- Conflict resolution
- Landlord and tenant rights
- Understanding City ordinances
- Tenant screening
- Contracts and notices
- Landlord training and certification




★ How can I get help with my utility bills?

- If you receive a disconnection notice, it is important that you call your utility company immediately to discuss your options
- For financial help with your gas or electric bill, contact CEDA to see if you qualify for Low Income Home Energy Assistance Program (LIHEAP)
 - Visit cedaorg.net or call 1-800-571-CEDA (1-800-571-2332)
- You may also be eligible for the Low-Income Household Water Assistance Program (LIHWAP) program and the Utility Billing Relief Program (UBR) for assistance with water and sewer bills
 - Visit chicago.gov/UBR and cedaorg.net or call 1-800-571-CEDA (1-800-571-2332)
- Visit CUBHelpCenter.com or call 1-800-669-5566 for more information about your rights as a utility customer

★ How can I get connected to legal help and other resources?

Cook County Legal Aid for Housing and Debt (CCLAHD) offers free legal help for residents of Cook County

- All services are free for Cook County landlords and tenants regardless of income, language or immigration status
- CCLAHD can help if you are behind on your mortgage or property tax payments
- The program includes free legal aid, mediation services and connections to other resources including rental assistance
- Visit [CookCountyLegalAid.org](https://www.CookCountyLegalAid.org) or call **855-956-5763**

Cook County
LEGAL AID
for Housing and Debt 
*Helping you resolve eviction, foreclosure,
debt, and tax deed issues.*



How can I find shelter if I am at-risk of or experiencing homelessness?

- If you need to seek short-term shelter right away, **call 3-1-1** from anywhere in the City for placement
- If you are at risk of homelessness, call the Homelessness Prevention Call Center by **dialing 3-1-1** or **312-744-5000** and **ask for "Short-Term Help"**



How can I find mental health resources?

- If you are experiencing anxiety or depression, you can speak with someone and find other mental health resources by visiting chicagoconnects.com
- More information about mental health services can also be found at the Chicago Department of Public Health website at chicago.gov/cdph



What to Know

- Rental assistance applications from the last round of funding are still being processed
- There are housing and utility resources available for homeowners and housing providers
- Mental health resources are available
- For up-to-date information and resources visit:
 - [Chicago.gov/Eviction](https://www.chicago.gov/eviction)
 - [Chicago.gov/Landlords](https://www.chicago.gov/landlords)
 - [Chicago.gov/Homeowners](https://www.chicago.gov/homeowners)
 - [Chicago.gov/SweetHome](https://www.chicago.gov/sweethome)



Understanding and Accessing Mediation

Daniel Hertz, Department of Housing

Bob Glaves, Chicago Bar Foundation

Elliot Heilman, Center for Conflict Resolution

Join on Zoom at tinyurl.com/HousingProviderTownHall
for Spanish and ASL translations



What is mediation and why should I consider it?

- Mediation is an opportunity for landlords and tenants to resolve their issues with an impartial party, a mediator, who can help find a solution that works for both parties
- Mediation can be valuable if you cannot afford the time and cost associated with eviction court
- Outcomes of landlord-tenant mediation outside of court can include: agreement on a payment plan for the landlord to recover back-rent; or move out agreement

★ How can I get connected to mediation and legal help?

- A court case is not required to access mediation. The Center for Conflict Resolution (CCR) provides flexible and free services to help landlords and tenants resolve their disputes.
 - CCR offers virtual mediation via Zoom
 - Client can self-refer: Email newcase@ccrchicago.org or call **312.922.6464 ext. 22**
- Call the CCLAHD hotline at [855-956-5763](tel:855-956-5763) or visit cookcountylegalaid.org to get legal help including an Eviction Checklist for Landlords and learn more about Cook County eviction filing requirements



★ How can I get connected to mediation services in eviction court?

- Early Resolution Program (ERP) resources are available for all evictions filed after March 27, 2020
- CCR provides case management for the Early Resolution Program and offers a court-based mediation service that takes place in virtual eviction courtrooms



What to Know

- Mediation is an opportunity for landlords and tenants to find a solution that works for both parties
- You can access mediation before filing an eviction
- If you have filed an eviction already, you can still access mediation before going to court
- Early Resolution Program resources are available once you are in eviction court



Questions & Answers

Daniel Hertz, Department of Housing

Join on Zoom at tinyurl.com/HousingProviderTownHall
for Spanish and ASL translations



Submit your questions by:

1. Typing your question into the Facebook chat
2. Typing your question into the Zoom chat



Recap and Close

Daniel Hertz, Department of Housing



What to Know

- Financial and legal help is still available for both tenants and landlords
- You can access mediation services any time: before filing an eviction, after you have filed, or in court

  **Thank you!**

Please email DOH@cityofchicago.org with any additional questions



Additional Resources



Is there assistance available for internet services?

You may be eligible for subsidized monthly internet through the Affordable Connectivity Program (ACP)

- The ACP provides up to a \$30/month discount for broadband service
- You can also access a one-time discount of \$100 off a device (like a laptop or tablet)
- Visit [fcc.gov/ACP](https://www.fcc.gov/ACP) or call 877-384-2575 for more information and to apply



Is there assistance available for internet services?

Free high-speed internet is also available for Chicago Public School (CPS) families in need.

Chicago Connected provides eligible CPS families with:

- Free high-speed internet for up to four years
- Access to free digital resources and trainings
- To check your eligibility visit cps.edu/getconnected



★ How can I get help with food assistance and other benefits?

The Greater Chicago Food Depository can help you access benefits like SNAP (food stamps), Medicaid and other benefits

- **Get connected by:**
 - Applying with the State of IL at [Illinois.gov](https://www.illinois.gov) - [IL Application for Benefits Eligibility \(ABE\) Homepage](#)
 - Call the Benefits Outreach Hotline at [773-834-5416](tel:773-834-5416)
 - Fill out the online Benefits Referral Form at chicagosfoodbank.org/snap-referral



★ How can I get help with food assistance and other benefits?

Pregnant, postpartum, or nursing parents with children under 5 may be eligible for the Supplemental Nutrition Program for Women, Infants and Children (WIC)

- WIC participants can receive the following benefits:
 - Supplemental nutritious foods
 - Nutrition education and counseling
 - Screening and referrals to other health, welfare and social services
- Find out if you're eligible by visiting wic.fns.usda.gov **Pre-Screening Tool**
- Enroll by calling your local WIC clinic or **217-782-2166**
 - Find your local clinic by visiting [Illinois Department of Human Services Office Locator Website](#)

