



Community Services Agency

Rental Assistance Rent Relief Program

May 13, 2020—information subject to change

If you are in need of Rental Assistance, please follow the steps below:

1. **Temporary Moratoriums.** *Mountain View residents only*, if you are unable to pay rent by the due date, please be sure to notify your landlord in writing within 7 days after rent is due. You can access the Notification to Landlord of Eviction Protection due to COVID-19 Pandemic form at www.csacares.org or pick-up a physical copy at Community Services Agency (CSA), 204 Stierlin Rd. Mountain View, CA 94043, Monday through Friday, from 9:00am to 4:00pm.

Important to note: there are temporary eviction moratoriums in Mountain View, County of Santa Clara, and the State of California for your protection. We recommend that you attend a Mountain View Temporary Eviction Moratorium webinar offered through the City of Mountain View Rent Stabilization Program. You can register at www.mountainview.gov . For any legal questions or concerns, please contact the City of Mountain View Rent Stabilization Program at 650.282.2514 or email csfra@housing.org .

2. **Please call 650.968.0836 and leave a voicemail or email RentHelp@csacares.org** and kindly wait for a call back. We are experiencing a high volume of calls right now; however a CSA staff member will call you back to conduct a rental screening and determine your eligibility.
3. **Determining eligibility.** We encourage all residents of Mountain View, Los Altos, and Los Altos Hills to call 650.968.0836, leave a voicemail, and wait for a rental screening to determine eligibility. We strongly recommend that individuals do not *self-select themselves out of this opportunity and always communicate with a CSA staff member for any questions or concerns.*
4. **Documentation required.** While you are waiting for a call back from a CSA staff member, we recommend that you begin to collect the following documentation required. You can access the Community Services Agency Rental Requirements: City of Mountain View Rental Assistance Relief for COVID-19 packet at www.csacares.org or pick-up a physical copy at Community Services Agency (CSA), 204 Stierlin Rd. Mountain View, CA 94043, Monday through Friday, from 9:00am to 4:00pm. Please note, in addition to this rental packet, you will need to submit 1) proof of address within the last 30 days, 2) proof of monthly or annual income to ensure you are at or below the 120% Area Median Income, and 3) proof of loss of income related to COVID-19.
5. **Rental Screening.** A CSA staff member will call you back. Upon having completed a rental screening with a CSA staff member, he/she, will guide you through the rental process. All documentation will be submitted directly to the assigned CSA staff member. Please be sure to maintain an open communication with your landlord and the assigned CSA staff member at all times. Please be patient with CSA staff, CSA is here to help you.

For all questions and concerns or to register for a webinar and learn more about CSA's rental process, please contact Eonis Cibrian Pelayo, Community and Public Relations Coordinator, at 650.669.9551 or ecibrianpelayo@csacares.org.

For all CSA Programs and Services updates, please follow our website at www.csacares.org or follow our Facebook page at www.facebook.com/CSAcares/. Please be sure to always communicate with CSA staff for the most updated and accurate information.