



**Community Services Agency
Rental Assistance Rent Relief Program
November 12, 2020—information subject to change**

If you are in need of Rental Assistance, please see the information below:

1. **Financial Assistance.** For financial assistance, please call 650.968.0836 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.
2. **Determining 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.* 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.
3. **Mountain View COVID Relief Program.** Starting October 1st, 2020 anyone applying for rental assistance because of COVID-19 will need to meet the following criteria to apply: 1) Economic hardship caused by the pandemic (*hours cut, lay-off or loss of childcare*), 2) earn at or 50% the area median income, and 3) be a Mountain View resident.

If you have been assisted with your first and second month's rent, we will place you on a waiting list for additional assistance, we will be in touch to review your situation. All assistance will be approved based on funding availability and eligibility. Thank you.

4. **Temporary Moratoriums.** Please note, there are temporary eviction moratoriums in local cities, County of Santa Clara, and the State of California for a tenant's protection. We recommend that Mountain View tenants 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 further information about temporary moratoriums, please contact the City of Mountain View Rent Stabilization Program at 650.282.2514 or email csfra@housing.org.
5. **Legal Matters.** For any legal questions or concerns about your housing, please contact Law Foundation of Silicon Valley at 408.280.2424 or go to www.lawfoundation.org/housing.

For all CSA programs and services updates, please follow our "Making it Work Mondays" video log series every Monday at 10:00a on our webpage at www.csacares.org or follow our Facebook page at www.facebook.com/CSAcares/.