



# Appeals Roadmap

A California Emergency Rental Assistance Program (ERAP) determination is the program's decision on the application submitted by a tenant and/or the landlord/owner. If you disagree with any part of the decision, **you have the right to submit an appeal.**

You have **30 calendar** days from when you receive your ERAP award notification or denial notice to submit a **one-time appeal** using the CA COVID-19 Rent Relief Appeal System.

**If you have questions contact our call center: 833-430-2122. If you need to request help submitting an appeal or need language assistance, please call 833-687-0967. Visit [www.HousingIsKey.com](http://www.HousingIsKey.com) for more information.**

## 1 Check Your Email

Log in to the email you used to submit your rent relief application. You will be sent a notification with your ERAP Award or denial notification which includes a website link to begin the appeal submission process.

## 2 Access The CA COVID-19 Rent Relief Appeal System Link

Review your ERAP determination letter sent to your email. If you do not agree with the decision (for example, the amount you received or if your application was denied) you may begin the appeal submission process, please click the link provided in the email "CA COVID-19 Rent Relief Appeal System Link".

## 3 Register Your Information in the Appeal System

Enter the email you used to login to your rent relief application.  
Enter your application CASE ID.  
Select your language preference.  
Click "log in".

**4**

#### Receive Email Verification

You will receive a notification to verify your email. Check your email inbox.

**5**

#### Receive Welcome Email to Complete Your Appeals Request

You will receive a link to access the appeal form. Click the link "Click here to access the appeal form." Please have all your paperwork and information ready.

**6**

#### Fill Out the Appeal Form

Select a reason why you wish to appeal

Write a response to state the reasons you are appealing in the box section.

Click on "Click here to upload file".

Click "Upload selected file".

Upload up to five (5) documents to support your appeal. We recommend submitting new documents not included in your original application that help support your appeal.

**7**

#### Provide Your Applicant Signature

Click on the box next to the question: "Are you the appeal's applicant?"

Please enter your full name in the box.

Sign your full name above the line. If you need to erase your signature to re-sign, you may click the button "clear signature".

Verify all your information is correct. Click submit.

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#### Receive Appeal Submission Confirmation Email

You will receive an email confirmation with the information you submitted in your appeal request. Our goal is to complete appeal determinations within 30 days, however, each appeal is unique and may take longer.