



## Hotel Assistance Program – FAQs

### **What type of assistance is available?**

The Hotel Assistance Program can provide eligible applicants with up to three months of future hotel or motel costs. Eligible applicants will be able to choose from a list of participating hotels with current availability.

Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded. The program does not reimburse for previous hotel or motel costs incurred by the applicant.

Same day reservation requests are not guaranteed.

### **Am I eligible to apply for the Hotel Assistance Program?**

Eligible applicants must:

- Have been a renter during COVID-19 pandemic – between March 2020 and now
- Have been affected financially, directly or indirectly, by the COVID-19 pandemic
- Fall under the [program income limits](#)
- Receive unemployment benefits or experienced a reduction in household income
- Be at risk of experiencing homelessness or housing instability

Eligible applicants must live in any New Mexico county (excluding Doña Ana County and Bernalillo County) or within the Albuquerque city limits.

### **Is there a cap or maximum amount of assistance I can receive?**

Applicants can receive up to 15 months of assistance across all programs (rental and utility, hotel, and relocation assistance). Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for assistance is not exceeded.

For example, an applicant could receive 6 months of hotel assistance, 3 months of relocation assistance, and 6 months of rental and utility assistance. After 15 months of assistance, applicants are no longer eligible for more assistance under our program.

### **Can it be used to pay past due hotel bills?**

The program does not reimburse for previous hotel or motel costs incurred by the applicant. The program only covers future hotel or motel costs.

### **Where do I apply for hotel assistance? How do I apply?**

The application for hotel assistance is available at [RentHelpNM.org](https://RentHelpNM.org).

### **What if I live in Dona Ana County or Bernalillo County outside of Albuquerque city limits?**

Doña Ana County or in Bernalillo County (only outside of CABQ limits) administer their own Emergency Rental Assistance Programs.

If you live in Doña Ana County, please visit: [DonaAnaCounty.org/rent-utilities-assistance](https://DonaAnaCounty.org/rent-utilities-assistance)

If you live in Bernalillo County and outside of CABQ limits, please visit: [Bernco.gov/economic-development/rent/](https://Bernco.gov/economic-development/rent/)



### **How long can I stay at the hotel? Is there a cap for hotel assistance?**

Eligible applicants may receive up to three months of future hotel or motel costs. Applicants may reapply for additional assistance at the end of the three-month period if needed and if the 15 month time limit for total assistance is not exceeded.

### **How do I choose a hotel?**

Eligible applicants will be able to choose from a list of participating hotels with current availability after submitting their application. After submission, the applicant will be contacted by an award processor to help identify the best option from the participating hotels with current availability.

Applicants will not be guaranteed the hotel of their choice.

### **What documents do I need for my hotel assistance application?**

Applicants will be asked to submit the following documents:

- Proof of ID
- Proof of Income
- Proof of Previous Tenancy
- (Optional) Proof of Unemployment Support
- (Optional) Eviction notice, summons, and/or any court related notice

View a comprehensive checklist of required documents [here](#).

### **How does the hotel payment work?**

The State of New Mexico will pay your hotel/motel directly on behalf of the applicant. The award will be credited to the applicant's bill.

### **How quickly can I receive hotel assistance?**

The State of New Mexico is currently processing and awarding hotel assistance applications. Award processors are working diligently to review and award applications.

To ensure your application is reviewed and processed as timely as possible, please ensure you upload all required documents and enter up-to-date contact information.

### **Can I bring my pets to stay with me at the hotel?**

Applicants must let the State of New Mexico know that they would like to have any pets stay with them at the hotel. The program does not pay for any pet fees. Applicants are responsible for paying any and all pet fees.

The State of New Mexico cannot guarantee that it will place an individual in a pet-friendly hotel/motel, in which case, the applicant must find another place for their pets to stay.

### **Am I responsible for damages and incidentals?**

The applicant is responsible for paying for any and all damage to the hotel.

### **What is the code of conduct?**

The code of conduct is an agreement between the applicant and the State of New Mexico. Under the code of conduct, the applicant agrees to obey and abide by a set of rules to ensure a safe stay at the hotel/motel. Applicants who do not obey the rules outlined in the code of conduct lose the chance to receive more housing assistance from NM ERAP.

Please view the code of conduct [here](#).



**What are the expectations of me as a guest at a hotel?**

As a guest at a hotel, you are expected to follow all of the hotel's rules and ordinances. Applicants must also follow the code of conduct. Please view the code of conduct [here](#).

**What happens if I'm asked to leave due to a code of conduct violation?**

If you are asked to leave the hotel/motel due to a code of conduct violation, the State of New Mexico may not help you with any other housing needs. This includes other housing assistance from the Emergency Rental Assistance Program, Relocation Assistance Program, and Hotel Assistance Program.

**My request for assistance was denied. What do I do now?**

If the request for assistance was denied, the applicant has the right to appeal the decision. Appeal forms must be completed and submitted within 45 business days of award notification to the applicant. Appeals will be responded to within 14 business days and will be final.