

# New Mexico Relocation Assistance Program

## Frequently Asked Questions

### What type of assistance is available?

The Relocation Assistance Program (RAP) may provide eligible New Mexico applicants that have been displaced for an eligible reason from their rental unit in New Mexico with first and last month's rent, security deposit, and three months of future rent and utilities. Future utilities may be paid at an estimated average cost. If you've already moved into the unit, please see Emergency Rental Assistance.

Please note – to be eligible for relocation assistance, the landlord must agree to participate in the program. ERAP will not issue payments to the applicant.

### Am I eligible to apply for the Relocation Assistance Program?

Eligible applicants must:

- 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.

### Where do I apply for relocation assistance? How do I apply?

The application for relocation 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 (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/)

### Do I need to identify a landlord before submitting my application?

The applicant should identify a rental property before submitting the application. Applicants will be asked to provide all [available](#) information about the rental unit and landlord in the application.

The State of New Mexico has partnered with many landlords and property managers in New Mexico to expedite rental and utility assistance. Although you do not have to choose one of the landlords/property managers currently working with the State of New Mexico, we encourage you to review the list to find available rental units. View the list [here](#).

### Can the program reimburse me if I already placed a security deposit and first and last month's rent?

The program does not reimburse for previous security deposits and first and last month's rent.

### What documents do I need for my relocation assistance application?

Applicants will be asked to submit the following documents:

- Proof of ID
- Proof of Tenancy (if available)



- If available, the applicant will be asked for a lease or rental agreement
- Proof of Income
- (Optional) Proof of Unemployment
- (Optional) Eviction notice, summons, and/or court related notice

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

#### **Will the assistance payment come directly to me or directly to the new landlord?**

The State of New Mexico will pay the landlord and/or the utility provider directly on your behalf.

#### **When can I apply for additional or more 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.

#### **I found an apartment, applied for relocation assistance, but lost my place for the apartment while my application was being reviewed and processed. What do I do now?**

Applicants are encouraged to find a new rental property. Once identified, applicants can update their application with new/updated rental property and landlord information.

The State of New Mexico has partnered with many landlords and property managers in New Mexico to expedite rental and utility assistance. Although you do not have to choose one of the landlords/property managers currently working with the State of New Mexico, we encourage you to review the list to find available rental units. View the list [here](#).

#### **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.

