



## **Residential Rent Relief Programme (RRRP) Phase Two Q&A**

### **1. What is the RRRP?**

The Residential Rent Relief Fund aims to help tenants in social housing who were financially affected because of the COVID-19 pandemic (these tenants or housing beneficiaries are defined in the Social Housing Act, Regulations and Policy).

### **2. Who can apply?**

Only social housing delivery agents who have social housing units under their care [management] and are regulated by the SHRA. These agents can apply on behalf of their tenants. All social housing institutions including municipal-owned entities and other delivery agents are eligible to apply on an institutional basis behalf of their tenants.

### **3. What is the applicability period?**

The rent relief funding is a temporary grant that will apply from 1 April 2020 to 31 March 2021 and it is a separate grant to assist and support, given the impact of the pandemic during that period.

### **4. How does one apply?**

The landlord must complete the RRRP Phase 2 application form. The application can be downloaded from the SHRA website.

### **5. What source of information is to be provided with the application? As part of the application requirements, the institution applying will be required to provided *interalia*:**

- Motivation letter that fully articulates the measures undertaken and the cost implication for the applicable period.
- Source information to support the motivation (i.e., Board resolutions, Annual Financial Statements, management accounts, loan repayment agreements).
- A breakdown of the claim on a project basis and includes the unit number and tenant(s) identity number.
- Lease agreements.

- 6. Can claims be motivated to replenish and reinstate tenant deposits?** Yes, deposit reinstatement is supported so long as the tenant meets the qualification criteria. Supporting documents must be submitted with the application.
- 7. What is a Social Housing Landlord responsible for?** They are responsible for submitting supporting documents and a motivation required. These are contained in the application form. Applications should be done on a project basis.
- 8. Can a tenant apply on their own?** No, as part of the second phase only Social Housing landlords can apply.
- 9. What is a tenant responsible for?** In phase 2 of the RRRP, the tenant will not be directly participating in the application process.
- 10. When can we start applying for rent relief?** Landlords can start applying immediately.
- 11. Is there a deadline to submit applications?** It will be preferred that application are submitted by the end of February 2023, to give the SHRA enough time to process applications by 15 March 2023.
- 12. How will the grants be approved?** Given the variety of measures that various institutions had initiated during the period, applications will be assessed based on the motivation and supporting evidence.
- 13. Can a claim be submitted for a tenant that has left or evicted?** Yes. Claims can be submitted for those tenants for who have left. However, the grant will be approved on the condition that where credit control measures have been instituted the applicant would put in place measures to reverse the blacklisting.
- 14. Can you submit claims for tenants who were successfully awarded relief in phase 1?** To avoid double payment, tenants who have not claimed or been successful or have had partial payments processed in phase one of implementation will be limited to the amount owing on their account for the corresponding time (1 April 2020 - March 2021).
- 15. Do you have to do a reversal for tenants that have been blacklisted?** Yes. If you have successfully claim for the tenant, then they must be removed from blacklisting.

**17. Does the tenant have to be a South African?** The tenant must be a South African citizen or have a valid permanent residence permit.

**18. What is a valid lease agreement?** A lease agreement would be used to validate the contractual agreement between the Social Housing Landlord and Tenant. Tenants must have been renting the property for his/her private and primary residential use since 31 March 2020 (or before).

**19. What must be the income of the tenant to apply?** The tenant's combined household income must be R15 000 per month or less.

**20. Can you claim for tenants who fall outside the R15 000 income bracket?** No, the tenants must be within the income brackets of R1 500 – R15 000.

**21. Do I need a repayment agreement in place?** No.

**22. How do I access an application form?** Applications must be submitted on the original application form which one can download from the SHRA website, or by sending an email to [rentrelief@shra.org.za](mailto:rentrelief@shra.org.za). The application form will also be emailed to all SHIs and ODAs with units under the SHRA's regulation.

**23. Where does a landlord send a completed application form to?** The completed application forms must be emailed to [rentrelief@shra.org.za](mailto:rentrelief@shra.org.za).

**24. How will the landlord be paid?** All funds will only be paid into South African bank account and will be paid out to the landlord, on approval of the application.

**25. Will SHRA also send communication to the on the applicants' outcome of their applications?** Whether approved or rejected? Yes, the SHRA will communicate to the applicant/landlord on the outcome of their application.

**26. Who do I contact for more queries about the residential relief fund?** Email [rentrelief@shra.org.za](mailto:rentrelief@shra.org.za) or 011 274 600.