

# Community Services Agency (CSA)

## Rental Assistance Eligibility Criteria, COVID-19

*Last Edited, Thursday, 3.26.2020. Information is subject to change.*



**For rental assistance, please call 650.968.0836 and leave a voicemail or email [RentHelp@csacares.org](mailto:RentHelp@csacares.org).**

Please state your name and number and indicate that you need rental assistance. A Community Services Agency (CSA), staff member will return your call within 72 business hours.

A CSA staff member will conduct a telephone screening to determine your eligibility and how to best financially assist you.

### **For Rental Assistance through City of Mountain View Grant**

- Mountain View residents only (*multiple months*)
- Proof of Mountain View Residency
- Up to 120% AMI households
- Proof of income (paystubs, bank statement, letter from employer)
- Proof of loss of income (after 3/17/2020)

The rent relief package offered by the City of Mountain View is now active and ready for renters in need. To apply, either call our mainline at 650-968-0836 or email [RentHelp@csacares.org](mailto:RentHelp@csacares.org). Please leave your name and phone number and a Case Manager will call you within 72 hours to assist you.

If the caller meets all City of Mountain View requirements, they can pick up a rental assistance packet outside of CSA, 204 Stierlin Rd. Mountain View, CA 94043. M-F during business hours, 9:00a-4:00p. The individual must submit all paperwork via email/text to the assigned CSA staff member, so their rental assistance request can be processed through CSA.

**Please call CSA at 650.968.0836 or email [RentHelp@csacares.org](mailto:RentHelp@csacares.org) for a rental screening.**

CSA may be able to provide financial assistance through other funding sources.

Santa Clara County Board of Supervisors approved a temporary COVID-19 Temporary Moratorium on Evictions, on Tuesday, 03.24.2020 until 05.31.2020. If you need a legal referral for tenants and/or have any additional questions or concerns about rental assistance, please call Eonis Cibrian Pelayo, Community and Public Relations Coordinator, at 650.669.9551 or email [ecibrianpelayo@csacares.org](mailto:ecibrianpelayo@csacares.org).

*We are experiencing a high volume of calls and emails.  
Please be patient with CSA staff, we will get back to you.*