Maricopa County households experiencing financial hardship due to or during the COVID-19 Pandemic may be eligible for Emergency Rental Assistance (ERA)

Qualifying households may be eligible for rental and utility payments for past due, owed (including judgements), or future months. Utility assistance is available for electric, gas, water, sewer, and trash utilities

Eligibility Criteria
To qualify for assistance, the following criteria must be met:
- Household is living at or below 80% of the Area Median Income (AMI); and
- Household demonstrates a risk of experiencing homelessness or housing instability; and
- Household meets one of the following criteria:
  - Since March 13th 2020, a household member has qualified for Unemployment Insurance from the Arizona Department of Economic Security (DES)
  - OR
  - The household has experienced financial hardship, reduced income, or increased expenses due to or during the COVID-19 Pandemic.

Application Prioritization
The funds are intended for those most in need. According to federal guidelines, applications for assistance will be prioritized using the following criteria:
- Households living at or below 50% of the Area Median Income (AMI)
- Households with a household member that has been unemployed for the past 90 days AND households living at or below 80% AMI

Additional Local Resources
- Community Legal Services: 1-800-852-9075, https://clsaz.org
- 211 Arizona: 2-1-1, https://211arizona.org
- AZ Eviction Help: https://azevictionhelp.org
WHERE TO APPLY
Residents interested in applying for Emergency Rental Assistance must submit their application based on the community they live in.

Chandler
AZCEND
Phone: 480-963-1423 ext. 118 | Website: www.azcend.org
Client Portal: https://hsdclientportal.maricopa.gov/
Address: 345 S California St, Chandler, AZ 85225
Office Hours: Monday, Wednesday-Friday, 7:30 AM-4 PM and Tuesday, 7:30 AM-7 PM

Gilbert
AZCEND
Phone: 480-892-5331 | Email: CAP@azcend.org | Website: www.azcend.org
Address: 132 W Bruce Ave, Gilbert, AZ 85233
Office Hours: Monday-Wednesday, Friday, 7:30 AM-4 PM and Thursday, 10:30 AM-7 PM

Glendale
CITY OF GLENDALE COMMUNITY ACTION PROGRAM
Phone: 623-930-2854 | Online Application: www.glendaleaz.com/cap
Application Assistance: Available at all Glendale Public Libraries;
More information: www.glendaleazlibrary.com
Note: You may have a Glendale mailing address, but be located in another agency's jurisdiction

Mesa
CITY OF MESA
Phone: 480-644-5440 | Email: ERAPinfo@mesaaz.gov
Online Application: www.mesaaz.gov/government/coronavirus/emergency-rental-utility-assistance-program
Address: 635 E Broadway Rd, Mesa, AZ 85204
Office Hours: Monday-Friday, 8 AM-4:30 PM
Note: If you are unable to attach required documentation to your application, please send the documented via email at ERAPdocs@mesaaz.gov or fax at 480-644-5559

Phoenix
CITY OF PHOENIX HUMAN SERVICES DEPARTMENT
Central Intake Line: 602-534-AIDE (2433) | Website: www.phoenix.gov/renthelp
Online Application Portal: phoenix.gov/rentassistapply
DES Online Application Portal: https://era.azdes.gov [era.azdes.gov]
Addresses:
  • Travis L. Williams Family Services Center: 4732 S Central Ave, Phoenix, AZ 85040
  • John F. Long Family Services Center: 3454 N 51st Ave, Phoenix, AZ 85031
  • Sunnyslope Family Services Center: 914 W Hatcher Rd, Phoenix, AZ 85021
Office Hours: Monday-Saturday, 7:00 AM-6:00 PM

County
MARICOPA COUNTY HUMAN SERVICES DEPARTMENT & LOCAL COMMUNITY ACTION PROGRAM OFFICES
Phone: 602-506-0589
Communities: Avondale, Buckeye, Carefree, Cave Creek, Chandler, El Mirage, Fountain Hills, Gila Bend, Goodyear, Guadalupe, Litchfield Park, Peoria, Queen Creek, Scottsdale, Sun City, Sun City West, Sun Lakes, Surprise, Tempe, Tolleson, Youngtown, Wickenburg, and other Unincorporated Areas
Website: www.maricopa.gov/renthelp | Client Portal: https://hsdclientportal.maricopa.gov/
Contact Information: www.maricopa.gov/humanservices