



Info Session

Eviction Diversion Program



City of
Philadelphia



What We Will Cover:

- About the Program
- Application Lifecycle Overview
- Submitting an Application
- Application Review & Program Communication
- EDP Pathways
- Targeted Financial Assistance (TFA)
- Links to Program Documents
- How to Get Help



About the Program

About EDP

- A landlord-initiated program required by Philadelphia code § 9-811(1) ahead of a court filing.
- Available as a stand-alone resource anytime.
- Applies to privately owned residential properties (PHA owned housing runs its own program).
- The goal is to connect landlords and tenants outside of court to help resolve all issues.



About EDP (Cont.)

- Services can include mediation, housing counseling, financial assistance, and direct negotiation resources.
- If resolution is reached in EDP you may be able to avoid going to court.
- Landlords can recover back rent owed while avoiding vacancies and unit turnover costs.





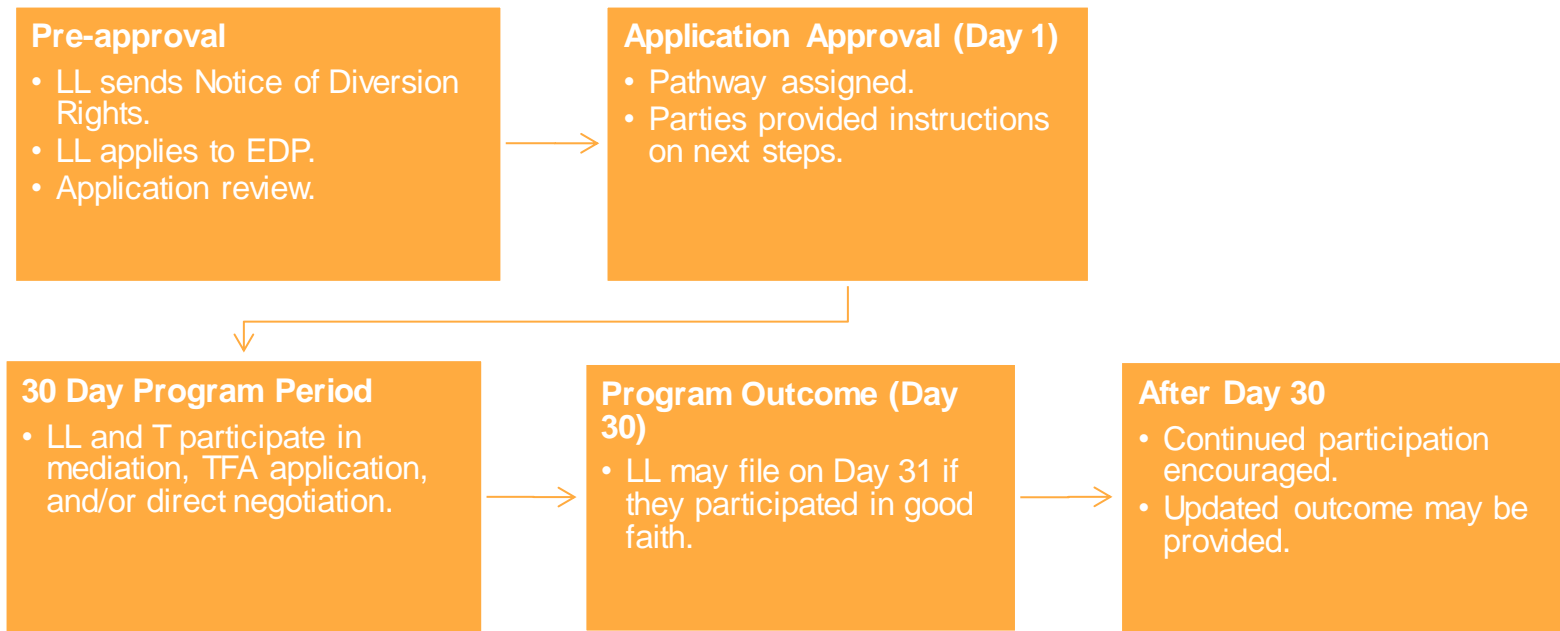
EDP Successes

- Eviction filings are down approximately 40%.
- Landlords and tenants reach agreements in approximately 70% of the cases where they participate in mediation.
- Targeted Financial Assistance is stabilizing landlords and tenants with average payments of \$4,200 going directly to landlords per household.
- Eligible landlords with approved applications get TFA money in an average of 33 days, with over half receiving it within 30 days.



Application Lifecycle Overview

Timeline






Submitting an Application



NOR and Proof of Delivery

- The Notice of Diversion Rights provides information to the tenant about the program and next steps.
- Can be found on the Homepage of the website here: <https://eviction-diversion.phila.gov/#/>
- Sending the notice is a required step in the program.
- Proof of delivery must be included in the application.
- A full list of acceptable forms of proof of delivery can be found on the FAQ tab on the website.



3 Examples of Acceptable Forms of Proof of Delivery

- An image of the dated Notice and a stamped envelope addressed to the tenant.
- An image of the dated Notice with the tenant's hand-written or DocuSign signature.
- A photo of the dated Notice taped to the tenant's door or mailbox that also shows the tenant's unit or street number.



Application Materials

- Proof of Notice of Diversion Rights Delivery
- Ledger
- Tenant contact information
 - The information provided on the application is used by program partners in tenant outreach.
 - Please ensure you are using the most current contact information by reaching out directly to your tenant.
- Rental license number

Sample Ledger

Rent Ledger

Tenant Name: Joe Schmoe

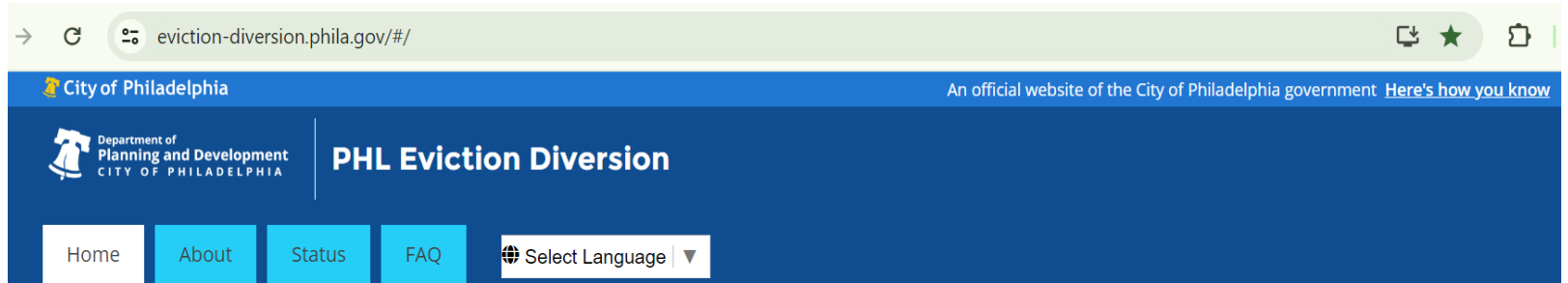
Landlord Name: Stanley Hubert

Unit Address: 1234 Market St, Philadelphia PA, 19107

Move in Date: 9/1/2023

Charge and Date	Amount Due	Amount Paid	Balance
September 2023	\$2625	\$2625	\$0
October 2023	\$875	\$875	\$0
November 2023	\$875	\$0	\$875
December 2023	\$875	\$0	\$1750
January 2024	\$875	\$0	\$2625
February 2024	\$875	\$0	\$3500
March 2024	\$950	\$0	\$4375
April 2024	\$950	\$0	\$5250
		Total Arrears	\$5250

How to Initiate and Application



The screenshot shows the top portion of a web browser displaying the URL eviction-diversion.phila.gov/#/. The page header includes the City of Philadelphia logo and the text "City of Philadelphia" on the left, and "An official website of the City of Philadelphia government" with a link "Here's how you know" on the right. Below this is a dark blue navigation bar with the Department of Planning and Development logo and the text "PHL Eviction Diversion". The navigation bar contains buttons for "Home", "About", "Status", and "FAQ", along with a "Select Language" dropdown menu.

Please ensure you are using [the current version](#) of the Notice of Tenant Rights (2022 NOR).

Please [click](#) for the latest Eviction Diversion Program evaluation.

To see the recent changes made to this webpage, you may need to clear your web browser cache.

Notice: The maximum arrears eligible for Targeted Financial Assistance (TFA) has increased to \$3,500.

[Apply Now](#)



Application Review & Program Communication



Application Review

- Applications are usually reviewed within 3 business days.
- EDP Review team provides detailed instructions on how to resubmit documents if application is incomplete.
- 30 day program period begins on the day of application approval.



Notifications and Status Page

- All parties will receive step-by-step instructions and updates through program notifications.
- Notifications are sent as a text and an email.
- Parties can check the status of their program participation by entering their EDP application number into the status page here:
 - <https://eviction-diversion.phila.gov/#/Status>

Check Your Application Status

City of Philadelphia An official website of the City of Philadelphia government. [Here's how you know.](#)

Department of Planning and Development CITY OF PHILADELPHIA **PHL Eviction Diversion**

Home About Status **FAQ** Select Language ▼

Check Your Application Status

Please enter your Applicant ID (starting with EVP-).
Your Applicant ID is included in any correspondence you receive from the PHL Eviction Diversion system (emails & text messages).

Applicant ID:

Check Status



EDP Application Status

- Date of Application: ()
- Application for Eviction Diversion Program approved on ()
- Request Address: ()
- Here are responses the landlord provided in the program application. Please review to help reach an agreement.
 - (a) Rent or Fees Owed: **Yes**
 - (b) What is the amount the landlord claims is owed in rent or fees?: \$ ()
 - (c) Is the lease term over and the landlord would like the tenants to move out?: **No**
 - (d) Are there issues other than rent the landlord wishes to resolve?: **No**

Your request has been approved.

- **Targeted Financial Assistance (TFA) Application Status:** Eligible for TFA: Await contact from your Service Representative for next steps
- Please review the information below:
 - Landlord Agreement and Affidavit for TFA ([english / spanish](#)).
 - Tenant Agreement and Affidavit for TFA ([english / spanish](#))
 - [Tenant Participation Instructions](#)



Participation Outcome

- All applications receive an outcome.
- Outcomes describe party participation at day 30.
- Parties are encouraged to continue participating if any process is on- going at day 30.
- You can access your outcome in two ways:
 - Monitoring text and email
 - Checking status page



EDP Pathways



4 Pathways in the Eviction Diversion Program

- Mediation Only
- Targeted Financial Assistance (TFA) Only
- Mediation and TFA
- Direct Negotiation



Mediation

- Tenants are assigned a HUD certified Housing Counselor who supports the tenant through financial counseling and other supportive services.
- A mediation is a facilitated conversation to help the parties reach agreement.
- Sessions are telephonic.



Mediation (Continued)

- Any landlord representative must have decision making authority.
- Agreements may be made before a mediation session occurs.
- Parties are required to attend and participate.
- Agreements are made in writing and signed by both parties.



Direct Negotiation

- A pathway that encourages direct communication between landlords and tenants.
- Resources include agreement writing templates, sample agreement, and tips for writing agreements with your tenant.
- Agreements can include anything at issue, including payment plans, graceful exit agreements, and repairs.
- If an agreement is reached, notify the program by emailing a copy to: EvictionDiversionProgram@coraservices.org.



Targeted Financial Assistance

- Landlord receives City payment that covers arrears and stabilizes tenant for four additional months.
- Funding is not a loan, does not need to be paid back.
- TFA payments cover arrears up to \$3,500 and two forward months of rent.



Mediation and TFA

- A pathway for parties who want to resolve issues of non-payment and other issues outside of non-payment.
- Landlords and tenants can request mediation if eligible for TFA.
- Parties must reach an agreement in mediation in order to receive TFA funding.



Targeted Financial Assistance (TFA)



Eligibility and Covered Months

- Eligibility criteria:
 - Tenant's income is below 80% AMI.
 - Money owed by the tenant is under \$3,500.
 - Landlord opts into TFA.
 - No Landlord-Tenant court filing since the launch of Targeted Financial Assistance (1/26/23).
- TFA payment includes a tenant's arrears up to \$3,500.
- TFA payment also includes two forward months of rent.



TFA Protection Period

- By accepting TFA funds a landlord agrees to a “Protection Period.”
- Protection Period refers to two-month period after the last covered month assistance.
- During this time, a landlord agrees not to file in Landlord/Tenant court.
- Tenants are responsible for paying rent during the Protection Period.

TFA Payment Time Periods





Financial Specialists

- All TFA approved applications are assigned a Financial Specialist.
- Financial Specialists provide instructions and support parties with any questions related to TFA.
- Financial Specialists will direct you to complete a TFA application by either:
 - Logging into the Rent Assist portal using an account you created for Phase 4
 - Or
 - Creating a new Rent Assist portal account.

Navigating to the Portal



Philadelphia Eviction Diversion Targeted Financial Assistance

Welcome to EDP Targeted Financial Assistance. Please sign in or register to create a new landlord account.

Targeted Financial Assistance is part of the Eviction Diversion Program. If you have not applied to participate in the Eviction Diversion Program yet, please submit an application at <https://eviction-diversion.phila.gov> before completing your Targeted Financial Assistance application.

For Phase 4 participants who land on this page:

As of January 20, 2023 Phase 4 of the Emergency Rental Assistance Program is closed. Please note: All applications at PHL Rent Assist are now closed for resubmission, review, and payment.

Our Help Desk staff will remain available to answer questions about the following:

- Outstanding Payments
- Appeals

To submit a Help Desk request use the "Click here for help" button at the top of this page.

Tenants can learn about their rights and responsibilities at www.phillytenant.org.

[Login or Register](#)



TFA Required Documents

- Financial Specialists review documents submitted by landlords and tenants.
- Landlord required documents include:
 - Bank verification documents
 - IRS Form W9
 - Landlord affidavit
 - In some cases, you may be asked to provide proof of property ownership and/or authorization to act on behalf of property owner



TFA Required Documents (cont.)

- Tenants required documents include:
 - Tenant affidavit
 - In rare cases, photo ID or proof of residence will be requested.



After TFA is Awarded

- Landlords must notify the tenant of the TFA payment within 5 days of receiving funds.
- Funds must be applied in full satisfaction of Tenant's obligation.



Video Instruction Help (On the “About” Tab of website)

- How to Apply for EDP
 - Step-by-step application instructions here: <https://dpd-eviction-diversion-documents.s3.amazonaws.com/landlord+instruction+video.mp4>
- How to create a Rental Assistance portal account
 - Here you can watch video instructions for setting up a portal required for TFA approval:
https://www.canva.com/design/DAFZiHhBLW8/CIAZfpYtITMni2i3wPHhFA/watch?utm_content=DAFZiHhBLW8&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink



Accessing Program Documents

- 2022 Notice of Diversion Rights
 - <https://dpd-eviction-diversion-documents.s3.amazonaws.com/NOTICE+OF+DIVERSION+RIGHTS+FINAL+3.10.2022.pdf>
- Sample Rent Ledger
 - <https://dpd-eviction-diversion-documents.s3.amazonaws.com/Template+Rent+Ledger.docx>
- Landlord Affidavit
 - <https://dpd-eviction-diversion-documents.s3.amazonaws.com/Landlord+Agreement+-+Eviction+Diversion+Targeted+Rental+Assistance+Program+%5B2.8.2023%5D.pdf>



Contact Page

- Questions about your application:

Landlord Liaison, CORA Good Shepherd Mediation
445-204-8027 | EvictionDiversionProgram@coraservices.org

- Questions related to EDP and a Municipal Court filing:

Municipal Court Liaison, DHCD
(267) 809-7597 | Michal.Bilick@phila.gov

- Questions about your TFA application:

Financial Specialist, PHDC
(Contact information will be provided to you after application approval.)



Takeaways

- We are here to help. Each step in the process has designated program staff to help guide both parties.
- Landlords are finding resolutions with their tenants through EDP when both parties engage proactively.
 - 70% of parties assigned to mediation that come together through this process reach agreement.
- Targeted Financial Assistance is stabilizing landlords and tenants with average payments of \$4,200 going directly to landlords per household.
 - The majority of eligible landlords and tenant pairs are receiving financial assistance in under 30 days.