CORPUS CHRISITI

EMERGENCY RENTAL ASSISTANCE PROGRAM

Applicant Journey

1 CREATE A PROFILE

Visit the City of Corpus Christi's website and click APPLY NOW to access the Application Portal. You will then be prompted to register with a unique username and password. You can also begin an application by calling or visiting the Contact Center for support from program staff.

2 COMPLETE THE APPLICATION

The online application allows you to quickly enter information about your household to be considered for program assistance. For a list of required and recommended documents, refer to the checklist available on the City of Corpus Christi's website.

3 SUBMIT

Once you have provided all required or available documentation and your application is complete, the system will prompt you to submit your application. You will receive a confirmation email following submission. Your landlord or utility provider will also receive an email (if their email has been provided) notifying them of your application and inviting them to complete the requirements necessary to process your application.

4 ELIGIBILITY REVIEW

Your application will be assigned to a Case Manager for review to verify your eligibility. Case Managers will contact both renters and landlords or utility provider via the application portal. Please respond to messages as quickly as possible for a faster processing time. They may also reach out by email or phone. *If your Case Manager needs information from you, they will reach out to you through the application portal, email, or phone. Your status will be available on the application portal.*

5 APPROVAL NOTIFICATION

When your rental or utility assistance is approved, you will receive an email confirmation detailing the amount to be paid to your landlord or utility provider on your behalf.

6 PAYMENT

Your landlord or utility provider will be paid an assistance check on your behalf.