

Rent Relief Disqualification Reasons Communication

As of February 2023, Esusu will provide disqualification reasons in Rent Relief rejection notices to renters.



What's new

Beginning February 13, 2023, renters disqualified for Rent Relief will receive automated messages with disqualification reasons as soon as applications are processed.

With this change, we hope to create a better:

- **Renter experience:** With disqualification reasons, renters will get clarity on their application and what they can do to re-qualify.
- **Property manager experience:** Property managers will spend far less time answering questions regarding application rejections.

What can renters expect?

Renters who meet one or more of the disqualification criteria will not qualify for Rent Relief and will receive an automated notification.

Email Subject

Esusu Update: Your Rent Relief Application Has Not Been Approved

1/16/2023

Applicant's Name: Tyshawn

Applicant's Address: Augusta Unions 19 New Arashire Nevada 73399

Amount of Rent Relief Requested: \$1,000.00

Thank you for your application to our Rent Relief Program. We regret to inform you that you have not been selected as a funding recipient for our program, and we are unable to offer you a zero-interest loan at this time.

Principal Reason(s) that rent relief cannot be provided: Income insufficient for amount of credit requested

We wish you the very best and would like to offer you some links to additional resources to help you navigate your journey:

- [Esusu Renters Marketplace](#) - "The marketplace is a one-stop shop for all resident services, including other rent relief programs across the United States, information on credit-building opportunities, financial education resources, and much more."
- [findhelp](#) - findhelp's mission is "to connect all people in need and the programs that serve them (with dignity and ease)."
- [HUD](#) - The Department of Housing and Urban Development provides housing support and uplifts communities.

Disqualification criteria

- Application Incomplete
- Application has not been verified by the Property Manager
- Applicant owes property > 3 months rent and/or \$5,000 in rent
- Income insufficient for the amount of credit requested
- Change of residence
- Unable to verify information
- History of non-payment
- Applicant is not in operation area
- Multiple Active Loans
- Duplicate Applications

Esusu Disclosure: Esusu aims to help renters build financial stability now and forever. Esusu only reports on-time rent payments and does not report missed or late rent payments to the credit bureaus. Using Esusu rent reporting services does not guarantee an increase in credit scores as scores are determined by the credit agencies using multiple factors, including but not limited to the history of a renter's other timely payments being reported to the credit agencies, change in credit utilization rates, and so much more. For questions about our products and services, see Esusu's FAQs at esusurent.com/faq or email us at rentsupport@esusu.org. To opt out of rent reporting: Text us at (929) 269-8032 or email us at rentsupport@esusu.org.

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Esusu, Inc. | 200 Broadway, 3rd Floor, Suite 209 New York, NY 10038