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What is the FEMA Landlord Direct Payment Plan?

The FEMA Landlord Direct Payment Plan is a federal program providing housing assistance to hurricanes Katrina and Rita tenants. It pays, on behalf of FEMA and the evacuee, all or part of the tenant's rent obligation and is sponsored and funded by the Federal Emergency Management Agency.

Evacuees currently living in apartments or other rental units are being funded by FEMA, through programs administered by state and local governments.

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What role does Corporate Lodging Consultants play?

CLC is the largest third-party lodging administrator in the United States, processing payments totaling more than \$700 million for more than 13 million corporate hotel rooms annually. You can read more about CLC at www.corplodging.com.

Through a previous contract with FEMA, CLC - a private government contractor - administered the FEMA Short-Term Lodging program, which housed more than 700,000 hurricanes Katrina and Rita tenants in nearly 12,000 nationwide hotels.



Under the FEMA Landlord Direct Payment Plan, CLC is the payment agent for the program, qualifying landlords and processing FEMA payments to landlords.

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How does the FEMA Landlord Direct Payment Plan work?

Once a landlord registers and becomes qualified for the program, FEMA payments for rental housing for qualified tenants will be distributed to the landlord through CLC.

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How do I sign up for the plan?

Landlords, currently housing tenants, wishing to be paid by FEMA beginning March 1st, 2006, MUST register with CLC for an account under the Landlord Direct Payment Plan.

CLC recommends registering via www.corplodging.com. This web site provides real time verification of tenant direct payment qualification and is an automated system. Registering by fax or mail will add delay to the process.

To register, simply visit our web site at www.corplodging.com/femadap and click on the "Create An Account" link to register for the program.

Any landlord not registered with CLC cannot be paid by FEMA/CLC for tenants' rents. Landlords should collect rent directly from the tenants.

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Am I required to use the Disaster Assistance Program (DAP) agreement?

Yes. This contract is between CLC and the owner of the rental unit. FEMA determines all language in the contract and does not permit alterations or changes.

If you do not wish to accept a contract from CLC/FEMA for the Landlord Direct Payment Plan, you will not be paid by FEMA for housing of evacuees. The evacuees will be directly responsible to you for rental payments.

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What if I don't have access to e-mail?

CLC will either fax or express mail the lease registration form. Complete Part A of the contract for each unit being rented by an individual/family who is receiving FEMA rental assistance. Call CLC's Landlord Support Center at 866.362.0742 to have the appropriate paperwork faxed or mailed to you.

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My FEMA lease agreement is currently with a governmental entity. Why would I elect to participate in the Landlord Direct Payment Plan?

FEMA will discontinue rental payments through state and local governments. All rental assistance payments for qualified hurricanes Katrina and Rita tenants will be made by CLC on behalf of the federal government.

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What do I do if I have a lease with my state or local government?

If you currently have a lease with your local or state government you will be contacted by that entity to initiate termination of the lease.

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Do I need to sign a lease with the evacuee?

Yes. In order to provide you with all of the ordinary protections of your standard lease, including tenant safety and property damage, you must require a signed lease from the tenant. Neither CLC nor FEMA will execute a lease with the tenant.

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Is CLC or FEMA assuming the lease agreement between my property and the evacuee?

No. Because neither CLC nor FEMA will be participating in the lease between your property and the tenant, please use your standard lease to assure that the tenant is obligated to abide by all your normal lease terms including deposits, codes of conduct, etc.

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What happens if the evacuee damages my property?

All of the remedies for addressing this issue that are available to you in your standard lease are still available.

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Can FEMA assist with renting my available units to other evacuees?

Yes. You can register and continually update your available unit information by logging on to the CLC web site at www.corplodging.com/femadap. Your ability to enter this information is password protected.

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How do evacuees find out about my available units?



They may do so by logging on to www.corplodging.com/femadap. Click on the "Search Apartments" link at the top of the page, and enter the requested information. The system will search for available units meeting the specific criteria entered.

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Once I've registered for the FEMA Landlord Direct Payment Plan, what evacuee/applicant information will I be asked to provide?

You will be asked to supply information on each tenant staying at your property. This includes the tenant's name and the last four digits of their social security number.

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How will I know if an evacuee is qualified to stay at my property under the FEMA Landlord Direct Payment Plan?

Once you have registered for the program at www.corplodging.com/femadap click on the Applicant Qualification link on the MY CLC page. Enter a tenant's name and the last four digits of his or her social security number. The system will immediately indicate whether the tenant is qualified for the program. If you do not have Internet access, you may contact the CLC Landlord Support Center at FEMAhousing@corplodging.com or 866-362-0742.

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Who determines applicant qualification?

FEMA is solely responsible for determining tenant eligibility.

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What happens if the evacuee isn't approved for rental reimbursement?

If the tenant you have entered appears to not qualify for the FEMA Landlord Direct Payment Plan, please try one of the following options:

- 1) Verify that you have correctly entered the tenant's last name and last four digits of the social security number.
- 2) Enter the information for another occupant living in that unit.

If the tenant(s) does not show as qualified, the tenant is responsible to the landlord for payment of housing.

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How long will FEMA reimburse me for evacuees staying at my property?



As long as a tenant is deemed qualified by FEMA, they can participate in the Landlord Direct Payment Plan. CLC will provide you, in writing, a 30-day notice of the termination of a tenant from the program.

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What happens if an evacuee vacates the premises?

Evacuees housed under the FEMA Landlord Direct Payment Plan are to notify FEMA at the time they vacate a property.

Landlords are responsible for notifying CLC if an evacuee vacates the premises, or of any actual or planned lease terminations or evictions. Please proactively determine that all qualified evacuees are still housed at your property by establishing contact with each evacuee on a monthly basis or by routinely walking your property.

Landlords who fail to notify CLC of vacations, terminations or evictions are in violation of the FEMA DAP Agreement, which may constitute fraud. Please contact CLC with these updates prior to the 22nd of each month in order to avoid being paid by CLC for the following month, and then needing to refund the payment for tenants no longer occupying the property.

Steps for notifying CLC:

1. Enter your user account at www.corplodging.com/femadap and follow the instructions for terminating a lease; or
2. Fax notification to CLC at 866-362-0740; or
3. Mail notification to CLC at: Attn: Landlord Support Center 8110 E. 32nd St. North Wichita, KS 67226

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Can I evict an evacuee or terminate a lease?

Eviction procedures are determined by the provisions of your lease with the evacuee as well as any applicable laws. You must notify CLC if a tenant is evicted, or payment will be discontinued after the eviction.

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Can FEMA disqualify an evacuee during the term of the original lease?

Yes. In the event this should happen, CLC will provide you, in writing, a 30-day notice of the termination of a tenant from the program.

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I have more than 50 tenants whom I need to register for the Landlord Direct Payment Plan. Do I have to enter each one individually?



If you wish to have immediate, real-time verification of a tenant’s qualification for the plan, it is necessary to register each tenant individually on CLC’s Web site.

However, landlords who do not prefer real-time verification, and who have more than 50 tenants they wish to register online, can contact the Landlord Support Center at 866-662-0742. The Landlord Support Center will e-mail the landlord the appropriate documents and instructions for online registration.

Landlords registering their tenants by fax or mail must still register each tenant individually.

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Do I need to provide CLC hard copies of my evacuee leases?

No. Although the government entity you were previously paid through may have required a copy of your lease with the tenant, CLC does not require this paperwork, as you will have provided the necessary lease information during the registration process.

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Is CLC responsible for any unpaid rents from my local or state government?

No. Your local or state government entity should have notified landlords of the last date for which they would make payment for qualified evacuees. CLC is responsible for lease payments after that date.

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Will Corporate Lodging Consultants pay for month-to-month leases?

Yes, as long as FEMA deems the tenant qualified for the Landlord Direct Payment Plan and the tenant is occupying the unit.

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How long will CLC pay for a qualified evacuee on a month-to-month lease?

CLC will pay on the lease until FEMA determines the tenant is no longer qualified for the plan. CLC will provide the landlord a 30-day notice once FEMA determines the tenant is disqualified.

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How do I register a month-to-month lease?

A month-to-month lease is registered the same way as a longer-term lease, per the instructions for registering a lease above. For each month a month-to-month lease continues, landlords must extend the “lease end date” on CLC’s Web site:

- Log on to www.corplodging.com/femadap
- Enter your username and password



- Click on Properties/Leases
- Click on the name of the tenant you need to update
- Scroll down to "Lease End Date"and enter the new date
- Save changes

In order to ensure receipt of the following month's rent by the 5th day of that month, please extend the lease on CLC's Web site before the 22nd of the current month.

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Can I register a new lease with an evacuee?

Yes, as long as the tenant is qualified for the Landlord Direct Payment Plan and is not covered by the plan through a CLC payment agreement with another landlord.

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How will I know if an evacuee is registered for the Landlord Direct Payment Plan under another landlord?

If an evacuee has a lease with another landlord under the Landlord Direct Payment Plan, you will be notified when registering the evacuee on CLC's Web site. If you are registering the evacuee by mail or fax, you will be notified by the same method of communication through which you registered.

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What should I do if the evacuee is already registered for the Landlord Direct Payment Plan under another landlord?

It is the evacuee's responsibility to notify the first landlord of his/her plans to vacate the unit. It is then that landlord's responsibility to indicate to CLC that tenant has vacated the unit.

Once the first landlord communicates to CLC that the tenant has vacated the unit, the second landlord may register a new lease with the evacuee as long as they are still qualified for the Landlord Direct Payment Plan.

CLC will not pay for two leases at the same time.

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How is the rental reimbursement amount determined?

The rental amount is based on typical rental rates in your area. When you verify a tenant's qualification at www.corplodging.com/femadap, the system will tell you how much you can be reimbursed under the program.

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What if an apartment rents for more than the rental reimbursement amount?

CLC/FEMA will reimburse landlords up to the allotted amount for your geographic area. If rent at your property exceeds the amount allotted, the tenant will be responsible for paying the difference.

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What if the rent at my property is less than the allotted amount for my geographic area?

FEMA will pay your rental rate.

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Can I reduce or increase the rent during an evacuee's stay at my property?

Yes. You must notify CLC at least 30 days prior to any such change going into effect. Because FEMA determines the maximum amount of rent payable in your area, the tenant must provide any additional amount of rent over the approved rate.

If the rental rate is reduced, FEMA will pay the rental amount due up to the maximum allowable.

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Does the rental reimbursement cover a security deposit?

The tenant should provide any applicable security deposits.

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Does the rental reimbursement cover furnished apartments?

Yes, up to the FEMA-designated rental reimbursement amount.

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Does the rental reimbursement cover utilities?

No, unless utilities are included in rent.

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How do I bill for an evacuee staying at my property?

You may do so by registering with CLC at www.corplodging.com/femadap and having the tenant's qualification verified. Registration with CLC sets up the rental reimbursement amount for payment up to the amount authorized by FEMA.



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When can I start billing?

Once you have registered the payment will be automatic. It is not necessary to submit any type of monthly billing.

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When and how will I be paid?

You will be paid monthly, within five days of the rent due date, by CLC. Checks will be sent via mail to the address you have provided CLC at the time of registration.

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What if I have a billing question?

Landlords with billing questions may contact CLC's Landlord Support Center at 866.362.0742 from 7 a.m. to 5 p.m. (CST) Monday through Friday.

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What if I don't get paid from CLC/FEMA?

If you have registered each individual rental unit and the evacuee qualifies for assistance, please contact CLC immediately at the Landlord Support Center at 866-362-0742.

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If I am not enrolled in the program until after March 1, 2006 and have a qualified evacuee staying at my property, may I receive retroactive payments for that period of time?

Yes. Once you have registered with CLC, our system will automatically capture any needed retroactive payments as long as the tenant was/is qualified.

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Where do I log in?

Go to the website www.corplodging.com/femadap establish a username and password. Follow the directions and answer the questions for your account. Answer the questions regarding your property ownership and location(s). Provide the tenant's last name and last four digits of the social security for each tenant/unit you are seeking payment for.



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The system says, "no data". Now what?

Verify you have spelled the last name correctly and you have entered the last four numbers of the social security number. If the system still says "no data," you may contact CLC at 866-362-0742 for further assistance, or notify the tenant to contact FEMA to certify eligibility.

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I forgot my password?

Click on the "forgot password" button at www.corplodging.com/femadap. Your password will be e-mailed to you at the e-mail address you provided at registration.

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For more information:

Landlords

Web: www.corplodging.com/femadap
E-mail: femahousing@corplodging.com
Landlord Support Center Phone: 866.362.0742
Fax: 866-362-0740

Tenants

Call FEMA directly at 800.621.FEMA (3362)