



TEMPORARY RENTAL ASSISTANCE (TRA) FAQ



WHAT ARE THE CLIENT'S RESPONSIBILITIES AFTER THEIR TRA GOT APPROVED?

- Review the service plan carefully. Please sign and return it to the county.
- Submit the documents listed on service plan to the social worker every month. The documents should be sent to ALL the designated emails that CWS Housing team will share with you. The documents include but not limited to:

1- Rent receipt (Landlords should provide receipts when they receive the rent portion)

2- 5 pages of PSE&G bill

3- Job search forms

4- Housing search forms

5- 13-months PSE&G bill history (Find the instructions on page 2)

HOW TO GET 13-MONTH BILL HISTORY?

The 13-month billing history can be retrieved in PSE&G website:

- 1-** Log in to your online PSE&G account at <https://nj.pseg.com/>
- 2-** On your home page, look for “billing and payment history” and click on the link.
- 3-** On the new page look to the right, scroll down until you see “Account Statement” and click on it.
- 4-** There are options for 6, 13, 24 months bill. Select the 13-month option to be emailed to you in .PDF form.
- 5-** When you receive the email, download the attachment and send a copy to your social worker.



TEMPORARY RENTAL ASSISTANCE (TRA)



WHAT HAPPENS WITH BACK RENT AND PSE&G BILLS WHEN TRA CASE IS APPROVED?

- When TRA is approved, Hudson County Department of Social Services will assign a social worker to the case.
- The TRA social worker will contact PSE&G office and register the case. This avoids disconnection or interruption in service, even if the county does not pay the PSE&G every month.
- Notify the social worker that you have back rents, TRA will send the full payment to your landlord.

WHAT TO DO IN CASE OF EMERGENCIES OR DELAY IN PAYMENT WHILE ON TRA?

- In case of emergencies such as interruption of gas and electricity service or situations when the landlord does not receive their check from the county, please contact the county social worker or their supervisors only.

TEMPORARY RENTAL ASSISTANCE (TRA)



HOW TO BE PREPARED FOR THE TIME TRA ENDS?

TRA is a temporary assistance that supports families for limited period of time. TRA should not be used as a long-term or permanent solution for rent and bill payments. The best strategy is to:

- Search for employment: As soon as the TRA gets approved, begin looking for employment. For more information, please contact the CWS Jersey City Employment team at: mmbodou@cwsglobal.org
- Plan for future housing: Landlords should be notified at least 60 days prior to the end date on contract, if the tenants plan to leave the apartment or renew their contract. Plan in advance and notify your landlord on either renewing your current contract or looking for other affordable housing options.
- Save money: Saving is important while on TRA, because:
 - Savings help with expenses such as a new security deposit, 1st month rent, and moving expenses in case you plan to move to a new apartment. This is crucial, because your current landlord will return the security deposit 30 days after you move out of the apartment. In many cases TRA and CWS Jersey City will not support with any of the expenses mentioned above.
 - Savings will help with rent and bill payments, if you plan to stay in your current apartment and the TRA ends.



NEED MORE DETAILS?



Department of Human Services | Emergency Assistance ([nj.gov](https://www.nj.gov))

(201) 420-3000

257 Cornelison Ave, Jersey City, NJ 07302





NEED MORE DETAILS?



Department of Human Services | Emergency Assistance (nj.gov)

(201) 420-3000

257 Cornelison Ave, Jersey City, NJ 07302

