



Info Session

Eviction Diversion Program



City of
Philadelphia



What We Will Cover:

- About the Program
- Application Lifecycle Overview
- Submitting an Application & Completing the Tenant Form
- Application Review & Program Communication
- EDP Pathways
- Upcoming Improvements to the System
- How to Get Help
- EDP Successes



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.





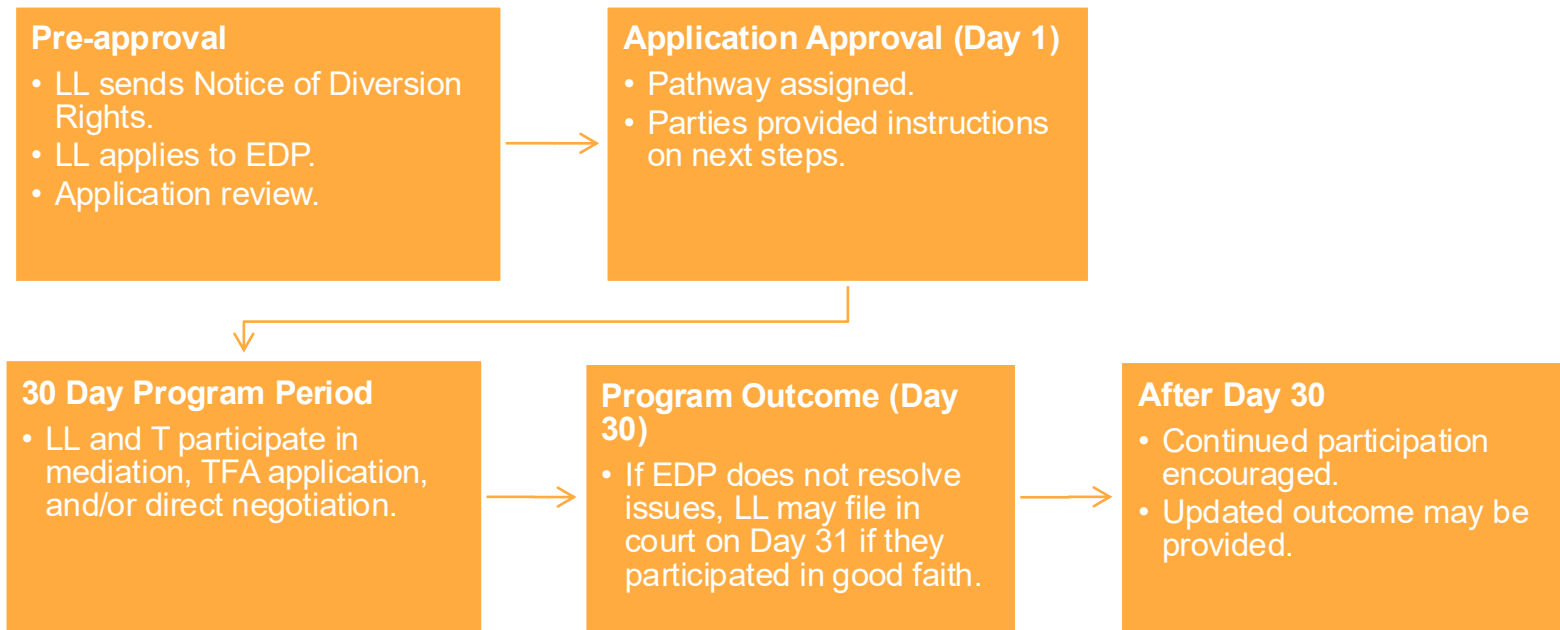
EDP Successes

- 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.



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

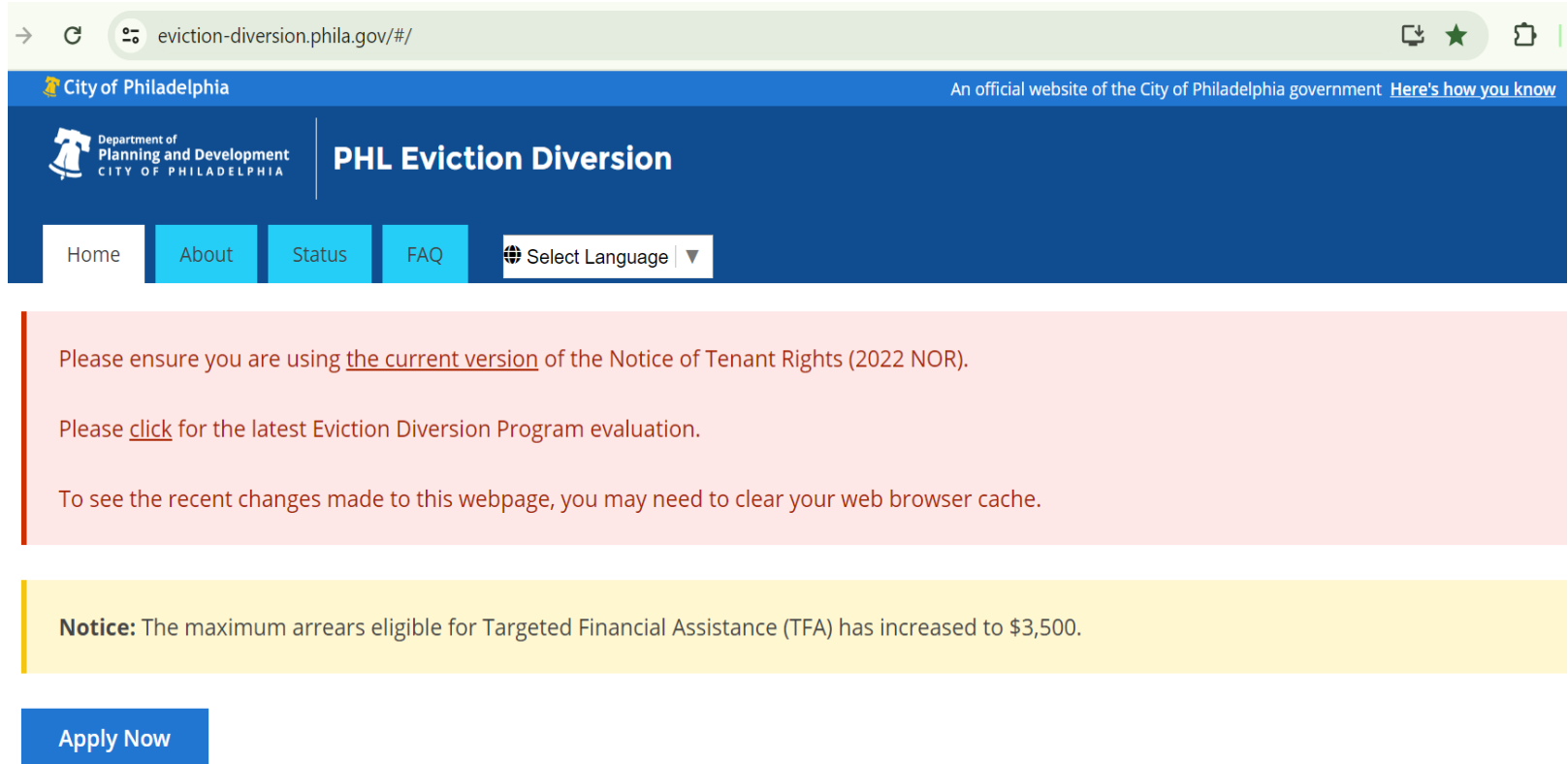
Landlord Name: Stanley Hubert

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 'PHL Eviction Diversion' website. The browser address bar displays 'eviction-diversion.phila.gov/#/'. The website header includes the 'City of Philadelphia' logo and the text 'An official website of the City of Philadelphia government Here's how you know'. The main navigation bar features the 'Department of Planning and Development CITY OF PHILADELPHIA' logo, the title 'PHL Eviction Diversion', and a menu with 'Home', 'About', 'Status', 'FAQ', and a 'Select Language' dropdown. Below the navigation bar, there are three informational boxes: a pink box with instructions on using the 'current version' of the Notice of Tenant Rights (2022 NOR), a link to the latest program evaluation, and a note about clearing the browser cache; and a yellow box with a 'Notice' that the maximum arrears eligible for Targeted Financial Assistance (TFA) has increased to \$3,500. At the bottom, there is a blue 'Apply Now' button.

eviction-diversion.phila.gov/#/

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 ▼

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



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: ([REDACTED])
- Application for Eviction Diversion Program approved on [REDACTED]
- Request Address: [REDACTED]
- 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?: \$ [REDACTED]
 - (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, or have direct access to the property owner at the time of the mediation session.
- Agreements may be made before a mediation session occurs.
- Parties are required to attend and participate.
- Agreements are made in writing and sent to both parties by email.



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 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 from one year of application submission date.
- 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.



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

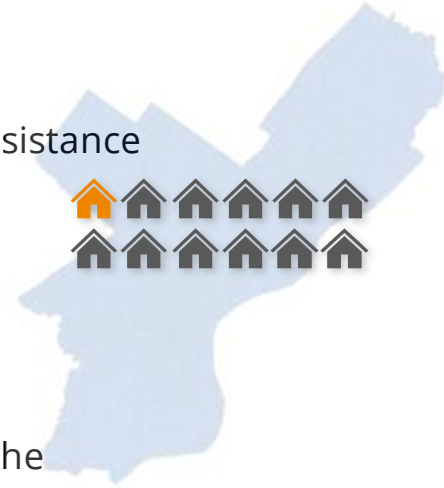
- Landlords must notify the tenant of the TFA payment within 5 days of receiving funds.
- Funds must be applied in full satisfaction of Tenant's obligation.



Upcoming Improvements to the Application

Improvements to the System

- A new, **unified system** integrated with the Targeted Financial Assistance (TFA) process.
- A **Tenant Form** to ensure built-in tenant responses.
- **Edited notifications**, each with clear guidance on next-steps.
- **Resubmission Form** allows for more flexible engagement with the program, including changing pathways and submitting updated documentation.
- **Status Page** now provides specific details of mediation and TFA payment.
- **Program outcomes** now use descriptive and personalized language to describe participant experience in the program.



Streamlined Application Questions

- Two separate applications are now merged.
 - A unified system reduces the burden on landlords.
 - A two-step application process is reduced to one-step.
- Documents are now requested up-front.
 - The old system required TFA eligible parties to undergo secondary application screening *before* uploading banking and property documentation.





The Tenant Form

- The new application automatically requests tenant input for each approved application through the Tenant Form.
- Tenants are asked to confirm address and provide demographic information.
- Tenants are asked for feedback on issues they would like resolved through Eviction Diversion Program (EDP).
- If eligible for TFA, tenants are asked to sign the *Tenant Affidavit*, a document required to receive funding.



Status Page: Basic Application Information

Eviction Diversion Program Status:

- EDP application submission date: **02-20-2025 09:41 AM**
 - Application approved: **Yes**
 - EDP application approval date: **02-25-2025**
 - Days since application approval: **56**
 - Last Day of Required 30 Days: **03-27-2025**
 - Assigned EDP pathway: **TFA + Mediation**
 - Property building address: **1234 MARKET ST, Philadelphia, Pennsylvania 19107 United States**
 - Landlord's name: **Michal Test**
- *And other application basic information



Status Page: Mediation Specific Information

Mediation Status:

- Is mediation required?: **Yes**
- Housing counselor's name: **N/A**
- Mediation session time/date: **N/A**
- Mediation call-in code: **N/A**
- Mediation cancellation note: **[CANCELATION NOTES]**
- Mediation status: **Mediation Completed**



Status Page : TFA Specific Information

Targeted Financial Assistance Status:

- PHDC Assigned Financial Specialist assignment date: **04-22-2025**
- PHDC Assigned Financial Specialist: **Financial Specialist**
- Signed Tenant Affidavit: **Yes**
- Signed Landlord Affidavit: **Yes**
- TFA status: **Application Approved, Awaiting Payment**
- TFA status details: **Application Approved, Awaiting Payment**
- TFA payment total: **\$5,000**
 - The arrears payment covers all arrears up until: **04-30-2025**
- TFA monthly rent covered in payment: **\$1000**
 - This payment must be applied to rent due after: **02-01-2025**
- Protection period end date: **06-30-2025**



Status Page: Outcome Specific Information

Outcome:

- EDP Outcome: **No Agreement in Mediation Session**
- EDP Outcome Detail: **N/A**
- TFA Outcome: **N/A**
- TFA Outcome Detail: **N/A**

Resources

Welcome to the City's Eviction Diversion Program (EDP) Resource Page. Here landlords and tenants can find tools and resources to help apply to and successfully participate in the program.

Applying to EDP

Instructions for Landlords

- [Video Instructions for Landlords](#) - A nine-minute video that provides a step-by-step guide for completing the EDP application.
- [Written Instruction for Landlords](#) - A four-page guide to completing each step of the EDP application.

Instructions for Tenants

- [Video Instructions for Tenants](#) - A [____]-minute video that provides a step-by-step guide for submitting the Tenant Form.
- [Written Instructions for Tenants](#) - A [____]-page guide to completing the Tenant Form.

Sample Documents

- [2022 Notice of Diversion Rights](#) - A copy of the document that landlords must send to tenants before applying to EDP.
- [Rent Ledger Template](#) - An example of what a landlord's uploaded ledger may look like.

Reaching an Agreement

- [Negotiated Agreement Template](#) - An example of what a landlord and tenant's written agreement may look like.
- [Tips for Writing Agreements](#) - A document detailing useful tips landlords can use when writing an agreement.





Reaching an Agreement

- [Negotiated Agreement Template](#) - An example of what a landlord and tenant's written agreement may look like.
- [Tips for Writing Agreements](#) - A document detailing useful tips landlords can use when writing an agreement.

Targeted Financial Assistance (TFA)

- TFA Landlord Affidavit ([English/Spanish](#))- Legal document that must be signed by landlords to state they agree to the terms of TFA.
- TFA Tenant Affidavit ([English/Spanish](#)) - Legal document that must be signed by tenants to state they agree to the terms of TFA.

**For help using Adobe Fill & Sign for electronic signature, please review these [instructions](#)*

Additional Assistance

- Many common questions about EDP are addressed on our [FAQ Page](#).
- For other questions, please use the following:
 - Questions about Rental Assistance - call 311.
 - Tenant questions about EDP - call [215-523-9501](#).
 - Landlord questions about EDP - email EvictionDiversionProgram@coraservices.org.
- For information on the status of an approved EDP application, please visit the [status page](#) and enter the EDP number associated with your application.

Legal Ordinance

- [Eviction Diversion Ordinance](#)
- [Landlord Gateway Program](#)





Outcome Notifications: Day 31 Outcomes

- Currently, the end of a mediation session triggers an outcome notification, which may not align with the end of all EDP services.
- The new system generates outcome notifications in a more consistent way to avoid confusion.
- Outcome notifications are sent to the participants on **day 31** for each application.
- Outcome notifications are more descriptive and personalized.
- Outcome details include information about negotiation agreements reached and TFA eligibility and award.

Outcome Certificate

New form, officially acknowledging property owner's Good Faith participation in EDP. See an example of the certificate here:



City of Philadelphia - Eviction Diversion Program

Outcome Certificate

Application ID: _____
Outcome Certificate Date: _____
Application Approval Date: _____
Property Address: _____
Landlord Name: _____
Tenant Name(s): _____

PARTICIPATION

This record certifies that the landlord has participated in the Eviction Diversion Program in reasonable good faith for no less than thirty (30) days. This determination is based on the information available to the Program as of the date of this Certificate.

This determination is based on the descriptive outcomes at the date of this Certificate:

Eviction Diversion Program Outcome: _____
Targeted Financial Assistance Outcome: _____

You are encouraged to continue participating if the negotiation process is ongoing. Program resources remain available after 30 days of participation.

TARGETED FINANCIAL ASSISTANCE

Targeted Financial Assistance may still be available. Please review the EDP FAQ at <https://eviction.diversion.phila.gov/#FAQ> for eligibility criteria.

LEGAL NOTICE

Under Philadelphia Code § 9-811, no landlord shall take any step to evict or remove a tenant unless the landlord has participated in the Eviction Diversion Program in reasonable good faith for at least thirty (30) days.

Nothing in this Certificate shall prevent a tenant from asserting a defense for non-compliance pursuant to Philadelphia Code § 9-811, including defenses based on facts that were not available to the Eviction Diversion Program as of the date of this Certificate.

Rev: 9/30/24 EDP Certificate - No TFA



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:

Program Manager, 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.)