**Section 378.115 Accessibility and Transparency**

a) In addition to federal requirements, with respect to any program covered by the IL ERA Act, the Authority will make publicly accessible by publishing on its website any important information, including, but not limited to, the following:

1) application forms for households and landlords, including any joint application forms;

2) program eligibility requirements;

3) the Authority's procedures and processes for administering the applicable program;

4) the Authority's procedures and communication methods for notifying program applicants of defective applications due to incompletion, errors, missing information, or any other impediment;

5) the Authority's procedures and methods for applicants to remedy defective applications due to incompletion, errors, missing information, or any other impediment; and

6) any other important program information critical to applicants, including renters and landlords relating to the application requirements and process, eligibility determination, and disbursement of payment.

b) The Authority will ensure that important program information, including the application and all marketing materials, is language accessible by publishing to its website the same in both English and Spanish. To the extent administratively feasible, the Authority will make efforts to provide certain program information, such as frequently asked questions and responses, in other languages.