



Rental/Mortgage Assistance Program

www.impactca.org | supportiveservices@impactca.org

Purpose of Service

The purpose of this service is to provide emergency financial assistance to prevent homelessness, and/or establish permanent housing for residents of Columbus and Franklin County. Customers are strongly encouraged to apply for assistance online by visiting us at www.impactca.org and clicking on **"Apply for Program/Service"**.

Service Criteria

- ✓ Customer's household must be at or below 200% of the federal poverty level based on household income for the past 30 days. (*\$2,127 for an individual or \$4,367 for a family of 4*) Customers are expected to pay what they can toward total rent due, we will assist with gap funding up to \$3,000.

Customers need the following items:

- Disclose the emergency need or event causing rent to fall behind. Disclose if the emergency need is COVID-19 related. (In most cases emergencies occurring after March 1st or later would qualify).
- Customers generally must have **sustainable income**. (The ability to pay rent/mortgage after assistance is received but because of the COVID-19 pandemic, we are currently being more flexible and will assess case by case)
 - Examples of income include employment, SSI and SSDI.
- Proof of paid deposit (if assistance is for 1st month's rent)

Due to IMPACT's funding constraints, we are restricted to paying past due rent, we are unable to cover the following charges:

- Attorney Fees, Late Fees, Extermination Fees, Pet Fees, Court Costs

Document Checklist

- ✓ Online application or IMPACT's Rental/Mortgage Assistance Packet
- ✓ 30 days proof of income for all household members 18 years and older
- ✓ Driver's license or Picture Id (Primary Applicant)
- ✓ SSN Cards of All Household Members (*Awaiting guidance on our ability to serve those W/O SSN cards or numbers*)
- ✓ Signed copy of tenant/landlord Lease Agreement
- ✓ Past due rent documentation (eviction notice, 3 day notice, landlord ledger of past due rent)
- ✓ Proof of Emergency (if available) e.g. (Furlough letter, No childcare, etc.)
- ✓ Proof of Sustainable Income (if available)

HOPE Fund Community Message

An Eviction Prevention Program

IMPACT Community Action is here to serve you. We are working in partnership with the Housing Stabilization Coalition to help as many people as we can during this challenging time. Our current rental assistance program helps individuals and families prevent eviction and homelessness. Emergency need for our current service does not have to be COVID-19 related.

The need is high, so we expect extremely high call volume for this program and appointments may be full. We are scheduling appointments daily but they fill up quickly. Please call **1-866-747-1040** to check for available openings.

Starting June 1st, IMPACT will launch an online application process for rental assistance, found on IMPACT's home page at WWW.IMPACTCA.ORG.

You will no longer need an in-person appointment to apply for assistance. You will now be able to apply directly online. For those that do not have access to apply online, you may call the 1-800 number to schedule an appointment. IMPACT and its partners established the Hope Fund in order to prevent evictions and homelessness for families that have been impacted by COVID-19. Please stay tuned to our website and social media for updates to this program. If you need to reach an IMPACT customer service representative **please call (614) 252 – 2799 or email us at supportiveservices@impactca.org**

Q1. Who is priority at getting dollars from the Hope Fund?

Individuals or families that are at risk of eviction. (Landlord notification required)

Q2. How many month's rent are we paying

Up to three months not to exceed \$3,000

Q3. What are the qualifications for Rent Assistance?

200% or below the Federal Poverty Level based on a household's past 30-days proof of income. The emergency need for assistance must be COVID-19 related (i.e. loss of job, childcare barriers, illness, etc)

Q4. How long does the process take to approve a rent application?

3 to 10 business days. Turn around time depends upon all documentation from the customer and landlord has been provided in a timely manner

Q5. What documents do I need?

ID, Social Security Card, 30 days Proof of Income, Lease, Eviction Notice, Proof of sustainable income to pay rent moving forward and must be a COVID-19 related emergency.

Q6. Will I need to get information from my landlord?

Yes. We will need your landlord's name, number, email address so that we can send them a housing fee form and request a W9 to complete for processing.

Q7. Can I give the housing fee form and W9 to my landlord.

No. This information must be sent from the agency to the landlord.

