

## **Frequently Asked Questions (FAQ)**

### **Family Life Center: CDBG-CV Application**

#### **Program Eligibility**

**Q: What types of rental properties are eligible for assistance?**

A: Properties with proof of valid and current tenancy are eligible.

**Q: Do I qualify if I currently reside in government-funded housing?**

A: Households that receive federal or state rent subsidies (where a percentage of the rent is paid by the household and the balance is subsidized by government) are not eligible.

**Q: How do I establish my household's eligibility for this program?**

A: Eligibility includes being a full-time Maui resident occupying a primary residence with a current and valid tenancy in the County of Maui; being 18 years of age or older; demonstrating a loss of income due to the COVID-19 pandemic; and having a total household income that does not exceed 80% of the HUD Area Median Income limits for 2020.

**Q: What income is included when determining my household income?**

A: All income from all household members is included.

**Q: Do I qualify if I received or am receiving rent relief assistance through another program?**

A: Households may qualify for rent relief assistance even if they receive assistance from another source, provided the total amount of assistance does not exceed the actual rent. However, households that receive rent assistance under the HUD Emergency Solutions Grant program are ineligible for the State's Rent Relief Program.

**Q: If I received unemployment benefits, Pandemic Unemployment Assistance, or Pandemic Unemployment Compensation, does that count towards my income for this program?**

A: Yes. However, SNAP (food stamps) is not included as income.

**Q: Do I need to claim eligible immigration status to apply for this program?**

A: No.

**Q: My household is a mixed-immigration status household. I do not claim eligible immigration status, but my child does. Can we still apply?**

A: Yes.

**Q: Can I apply if I live with roommates?**

A: A household is considered everyone that is sharing a lease. If you are living with roommates and are sharing a lease, you and your roommates may apply for assistance as a household. The household would then be the total of all members listed on the lease, meaning that the income for the entire household would be calculated.

**Q: What if I'm ineligible but am at risk of losing my tenancy for other reasons?**

A: Please call us at (808) 877-0880 to determine if FLC has any additional resources.

## Application Process

**Q: What documents do I need to provide in order to apply?**

A: The required documents are listed on the application page.

**Q: In what languages is the application available?**

A: Interpretation services will be provided for households needing assistance.

**Q: When is the deadline?**

A: The application will be available until the funds have been exhausted.

**Q: How are you prioritizing applicants?**

A: Applications will be reviewed and approved on a first-come, first-served basis.

**Q: Will I be notified if I am deemed ineligible for assistance?**

A: Yes, you will be notified if you are ineligible and the reason will be provided.

**Q: What file types can we upload?**

A: PDF or JPEG files can be submitted. If a document is unclear, the agency will contact you to resubmit the information.

## Program Details

**Q: If I'm eligible, what assistance will I receive?**

A: You can receive a rent amount of maximum \$1,000 a month or a mortgage amount of maximum \$1500 a month.

**Q: Is there a maximum amount of assistance I can receive?**

A: Yes, your actual rent or \$1,000 maximum a month.

**Q: How will I receive the assistance?**

A: Applicants will not receive payments. The assistance will be paid directly to your landlord who will receive a check.

**Q: How soon can I expect to receive assistance?**

A: Once a complete application is approved, the payment will be disbursed to your landlord within five business days.

**Q: How will this information be used or shared?**

A: Your sensitive information will be protected at all times and coded to ensure duplicate payments are not made.

**Q: Do I need to continue to pay my rent?**

A: You will be responsible for any portion of your rent that exceeds the payment amount.

**Q: Will the rent relief be counted as income on my landlord's income tax?**

A: Yes.

**Q: Does my landlord have to accept the benefit?**

A: No.

**Q: Will I need to report any funds received from this program as income?**

A: No.

**Q: Do I have to tell my landlord that I applied for this program?**

A: You may have to provide some landlord information depending on whether your landlord is also the property owner. In this case, landlord involvement would be required.

**Q: Can a landlord apply on behalf of their tenant(s)?**

A: No.

**Q: Am I required to pay back the assistance?**

A: No.

## **Distribution of Funds**

**Q: I have been selected to receive assistance. How will I know whether my landlord has received the benefit on my behalf?**

A: Both you and your landlord will receive notification that the payment has been made.

**Q: I was notified that the assistance was paid to my landlord. My landlord now claims that they never received assistance and is seeking to have me evicted. What should I do?**

A: Please contact Family Life Center to verify that the check was directed to the correct address or account.