

Lake County Emergency Rental Assistance Program FAQ

Application

Q: How do I apply for the Emergency Rental Assistance Program?

A: Lake County residents can apply by filling out the online application which can be found at [our application portal: https://lakecountyfl.submittable.com/submit](https://lakecountyfl.submittable.com/submit). If you are unable to access the internet, paper applications are available at the Lake County Housing and Human Services Office at 2008 Classique Lane, Tavares, FL 32778. Paper applications should be a last resort, as it may delay the review process.

Q: May multiple individuals in my household apply for assistance?

A: No. The program only allows for one application per household. Households with multiple applications will have duplicate applications rejected.

Q: When does the application process open?

A: The Emergency Rental Assistance Program opened on Monday, February 22, 2021 at 2 P.M.

Q: When does the application process end?

A: The application portal will close on Friday, April 30, 2021 at 11:59 p.m.

Q: Am I able to save and come back to my application?

A: Yes.

Q: May I edit my documents after I submit my application?

A: Yes. You will need to email the County from within your Submittable application to request your application be opened for editing.

Q: What if my application is incomplete?

A: You will not be able to submit your application until it is complete. Applications will be automatically rejected, and the applicant instructed to re-apply if documents are missing or illegible.

Q: Is this the same program as Lake County Coronavirus Relief Fund Housing Assistance Program?

A: No. The County, in partnership with the United Way of Lake and Sumter Counties, provided past due rent, mortgage, and utility assistance to those affected by COVID with income at or below 120% of the area median income from CARES Act funds received from the Florida Housing Finance Corporation for eviction and foreclosure prevention. Applicants were required to be past due. This program is no longer accepting applications.

Q: Is this the same program as Lake County Phase 2 Resident Assistance Program?

A: No. The County provided assistance with rent and mortgage payments to those affected by COVID-19. This program is no longer accepting applications.

Q: Am I able to apply to the Emergency Rental Assistance Program if I previously applied for AND received assistance from the County's SHIP Rental Assistance Program, the County's Coronavirus

Relief Fund Housing Assistance Program (through the County or the United Way of Lake and Sumter Counties), or the Lake County Phase 2 Resident Assistance Program?

A: Yes. As long as there is not a duplication of benefits (that is, receiving two different awards for the same expense), all eligible applicants are encouraged to apply.

Q: Am I able to apply to the Emergency Rental Assistance Program if I previously applied for and did NOT receive assistance from County's SHIP Rental Assistance Program, the County's Coronavirus Relief Fund Housing Assistance Program (through the County or the United Way of Lake and Sumter Counties), or the Lake County Phase 2 Resident Assistance Program?

A: Yes, if you meet the eligibility criteria.

Q: What if I don't receive or I delete my confirmation information?

A: Please check your spam and junk mail folders for your email. If you still cannot locate your confirmation information, contact [Submittable support at submittable.com/help/submitter](https://submittable.com/help/submitter)

Q: If my application is approved, will I get a notification?

A: Yes, you will receive an email with the status of your application.

Q: If an applicant elects to use a paper application, will their applications be delayed?

A: Applicants requesting a paper application can pick one up at the Housing and Human Services Office at 2008 Classique Lane, Tavares, FL 32778. Paper applications may take a few more days to process, and will require scheduling a follow-up appointment once documentation has been collected.

Q: Who can I contact if I have any questions?

A: Residents can contact the County's temporary call center at **(877) 927-1057** or email CRFhousingassistance@lakecountyfl.gov for more information regarding the Lake County Emergency Rental Assistance Program.

Eligibility

Q: What are the eligibility criteria?

A: Applicants must meet all criteria to be considered for the Emergency Rental Assistance Program. Eligibility requirements include:

- 1) Applicant must live in Lake County and leased premises must be their primary residence.
- 2) Applicant must be obligated to pay rent. A written lease with terms and conditions is required. The minimum terms to be included: landlord name and address, tenant name, leased property address, start date, end date, amount of rent, frequency of payment (monthly, weekly, etc.), clause related to non-compliance with lease terms (example: termination/eviction clause), where/how rent is to be paid and to whom. Other allowable fees must be clearly identified in the lease agreement to be eligible. The lease must be signed by the tenant and landlord.
- 3) Applicant's rent must be past due. Past due rent must be the result of a COVID-19-related financial impact.
- 4) Applicant must demonstrate that the household is at risk of becoming homeless or experiencing housing instability by providing a Lake County Rental Ledger Form certified by the landlord that shows that their housing costs are past due.

- 5) Total household income for calendar year 2020 must be at or below 80% of the area median income for Lake County ([Please refer to this chart: https://lakecountyfl.gov/cares/docs/Income-Limits-80-ADA.xlsx](https://lakecountyfl.gov/cares/docs/Income-Limits-80-ADA.xlsx)). Total household income for 2020 will be determined by adding together the adjusted gross income (IRS Form 1040 Line 11) for each household member that received income in calendar year 2020.

Q: Are there any income limitations?

A: Applicants must be at or below 80% of the area median income. ([Please refer to this chart: https://lakecountyfl.gov/cares/docs/Income-Limits-80-ADA.xlsx](https://lakecountyfl.gov/cares/docs/Income-Limits-80-ADA.xlsx)).

Q: Is this program available for residents who live outside of unincorporated Lake County (e.g., in cities and towns in Lake County)?

A: Yes. The program is open to all residents who live within the boundaries of Lake County. Cities and towns in Lake County include Astatula, Clermont, Eustis, Fruitland Park, Groveland, Howey-in-the-Hills, Lady Lake, Leesburg, Mascotte, Minneola, Montverde, Mount Dora, Tavares, and Umatilla.

Q: Will you validate my address?

A: The applicant's address will be checked for Lake County residency. If there is an issue validating that your primary residence is in Lake County, you will receive an email requesting additional information needed to validate your residency.

Documentation

Q: What documents do I need to apply?

A: All applicants will need the following documents before they fill out the application:

- Driver's license or other government-issued photo ID
- Official piece of mail that connects the household member to the leased property address
- If adult household member received income in calendar year 2020, a completed 2020 Tax Return (IRS Form 1040) for each adult. ([Please click here for a 1040 example.](#))
- For each minor child, proof of residence and/or connection to an adult resident, either by being listed on the tax return, birth certificate, or official school record
- Written lease with terms and conditions signed by both parties (landlord and tenant). The minimum terms to be included: landlord name and address, tenant name, leased property address, start date, end date, amount of rent, frequency of payment (monthly, weekly, etc.), clauses related to non-compliance with lease terms.
- Lake County Rental Ledger Form showing rent past due for each month from date the COVID hardship began through application submission date. This form must be signed and dated by the landlord. ([Please click this link to access the Lake County Rental Ledger Form.](#))

Q: What if the names do not match between the lease and the application?

A: You will need to provide documentation that demonstrates why there is a difference between the name(s) on the lease and the name(s) on the application.

Q: What if someone is on the lease, but not on the application?

A: You will need to provide some documentation showing that the person is no longer a resident at that address.

Prioritization

Q: Will certain residents be prioritized?

A: Priority will be given to applicants who are at or below 50% of the area median income ([See the chart at https://lakecountyfl.gov/cares/docs/Income-Limits-50-ADA.xlsx](https://lakecountyfl.gov/cares/docs/Income-Limits-50-ADA.xlsx)), and/or who are currently receiving unemployment benefits and have been receiving unemployment benefits for at least 90 days before the application date.

Q: Will I need to repay Lake County if I receive funding?

A: No. Residents will not need to repay the funding.

Q: Where is this funding coming from?

A: The funds for the Emergency Rental Assistance Program are coming from the U.S Department of the Treasury.

Q: How much money will I receive?

A: The maximum award for rent is \$9,000, and/or \$1,000 for utilities. The amount you are awarded will depend on the amount of rent past due balances accumulated since your COVID hardship began.

Q: Where can I check the status of my application?

A: Log in to your Submittable account to monitor the status of your application.

Q: What is the approval process?

A: Lake County Government will evaluate the applicant's documents for eligibility to make sure they are complete. Applicants will be notified by email if their application has been approved or denied.

Payment Processing

Q: Who provides the payment to me, and how long will it take?

A: Accepted applications will be processed for direct payment via check through the mail on behalf of the applicant. Payment is expected within 30 days after you receive an email approving your application. Funds will be paid directly to your landlord and/or utility company.

Q: How will I know if my application has been successfully submitted?

A: After you submit your application, you will see a confirmation screen and receive a confirmation email with a unique number. We recommend you make a copy of the confirmation screen for your records.

Q: Is there a stipulation on how I can spend the money?

A: Funds will be paid directly to your landlord and/or utility company.

Other Questions

Q: How many households is Lake County helping?

A: Lake County expects to assist approximately 1,000 households. If the funds are not spent or identified for payment by December 30, 2021, they will be returned to the U.S. Department of the Treasury.

Q: What if I am exempt from public records?

A: If you believe you are exempt from public records pursuant to Florida Statute 119.071, please email the County from within your Submittable application, only after you have successfully submitted your application and received your confirmation code. Program staff will mark your record exempt from public record requests.

Q: Why do you collect information about ethnicity, gender, etc.?

A: We collect this information as it is a requirement from the U.S. Department of the Treasury.