

Hall County, GA Emergency Rental Assistance Program Frequently Asked Questions

What are the eligibility requirements for the Hall County Emergency Rental Assistance Program?

To qualify for rental assistance, applicants must meet the criteria listed below. Application review requires verifiable supporting documentation for each of the program requirements. The submission of an application does not guarantee financial assistance.

To be eligible, applicants must:

1. Be a renter whose home is located anywhere in Hall County, GA.
2. Have household gross income at or below the low-income limits.

Household Size	1	2	3	4	5	6
50% AMI Level	\$25,250	\$28,850	\$32,450	\$36,050	\$38,950	\$41,850
80% AMI Level	\$40,400	\$46,150	\$51,900	\$57,650	\$63,300	\$66,900

3. Have at least one household member that:
 - o Is qualified for unemployment benefits, **OR**
 - o Has experienced a reduction in household income, incurred significant costs, or has experienced a financial hardship due to COVID-19
4. Demonstrate housing instability or a risk of becoming homeless

Households that previously applied for and/or received rental assistance are eligible to apply again for unpaid rent costs.

If my household income is higher than the amount listed but I have lost my job can I apply?

Yes. You may report your income as monthly income and as long as your total gross income based on the monthly amount (as supported by 60 days payment documentation) you may be eligible for assistance.

Are people who rent a room eligible to apply?

Yes, if they can provide proof of an executed lease or rental agreement for the room.

Can I apply if I own my mobile home but pay space rent to a landlord?

Yes, if you can provide an executed lease or rental agreement with the property owner.

Will you help me pay my mortgage?

No. The Emergency Rental Assistance Program provides rental assistance to renters only. Please contact your lender directly to discuss payment options.

What are the steps to apply?

STEP 1: Prior to starting your application online, review all eligibility criteria and the list of required documentation. Gather all necessary documentation and have it ready to upload.

STEP 2: Complete the pre-screening questions at:

[:www.hallcounty.org/RentalAssistance](http://www.hallcounty.org/RentalAssistance)

STEP 3: If you receive the message indicating you may be eligible, begin the application by filling in your name, email address, phone number and password (and confirm your password).

STEP 4: Complete the application, including uploading all needed documentation, and click “submit.”

STEP 5: You can check the status of your application at:

www.hallcounty.org/RentalAssistance

STEP 6: Your application and documents will be reviewed, and your landlord contacted. You will be contacted if additional information is required.

What documents are required?

The Hall County application portal will require the following information to create an account:

Tenant Household intake will require valid information for the following:

- rental address
- applicant identification
- total household income
- unemployment details for all household members, if applicable
- COVID-19 impacts
- assistance request
- lease for household rental unit
- attestations, as required.

To qualify for rental assistance, applicants must meet the minimum eligibility criteria stated in the Program Guidelines. Applications must reflect each program requirement and be supported with verifiable documentation. Submission of an application does not guarantee financial assistance.

Landlord intake will include providing valid information for the following:

- lease for applicant household as tenants at subject property address
- rent ledger showing applicant household is behind on payments.
- notice of past due rent.
- Eviction Notice
- W-9
- payment information (check).

What documents will I need?

Identification. Provide one acceptable form of identification which include:

- United States Employment Authorization Card
- United States Certificate of Naturalization
- Learner's Driving Permit with Photo
- Non-Drivers Identification Card
- Current Driver's License
- State-issued REAL ID Card
- Passport
- United States Permanent Resident Card

Income verification. Provide all that are applicable of the following:

- Letter from employer reflecting a decrease in income
- Unemployment award letter
- Paystubs for the past 60 days for all jobs
- Form 1040/1040A (pages 1 + 2 only)
- W-2's from all jobs
- Bank Statements reflecting a reduction in salary (need past showing higher wages and current showing reduction)
- Self-employment income profit and loss and balance statements
- Payment notifications from any gig economy jobs (UBER, Lyft, Mary Kay, etc.)
- Social Security award letter
- Retirement payment notification
- Other regular income statements

Rental Assistance information.

- Copy of lease, all pages and signed
- Notice of past due rent
- Eviction notice
- Contact information for your landlord (name, address, email, and phone)
- Amount of rents due (past due, current, and forward for up to 3 months)