



Office of Housing & Human Services, Housing & Community Development Division

P.O. Box 7800 • 2008 Classique Ln • Tavares, FL 32778

Frequently Asked Questions

Coronavirus Relief Fund Housing Assistance Program

Q: How do I apply for the Housing Assistance Program?

A: Lake County residents can apply by filling out the online application. If you are unable to access the Internet please call 352-268-9299 for assistance.

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 all applications rejected.

Q: When does the application process reopen?

A: Lake County will communicate the next application opening date on social media and on this webpage.

Q: When does the application process end?

A: The application process ends on Saturday, December 19, 2020, or when the funds are depleted, whichever comes first.

Q: What are the eligibility criteria?

A: Applicants must meet all criteria to be considered for the Housing Assistance Program.

- Eligibility requirements include:
- Reside in Lake County, Florida
- Pay rent (lease in your name) or have your main residence (mortgage in your name) in Lake County, Florida
- You or another adult in your household lost job or experienced a reduction in hours at work due to COVID-19 (Adult with COVID impact must be the applicant)
- You are a U.S. Citizen or permanent legal resident (Adult applying for the assistance must be a U.S. Citizen or permanent legal resident)

P 352.268.9299

Board of County Commissioners • www.lakecountyfl.gov

Timothy I. Sullivan
District 1

Sean M. Parks, AICP, QEP
District 2

Wendy R. Breeden
District 3

Leslie Campione
District 4

Josh Blake
District 5

- Income at or below 120% of the area median income (See chart below)

| Family Size | Household Income Limit |
|-------------|------------------------|
| 1 | \$61,080 |
| 2 | \$69,840 |
| 3 | \$78,600 |
| 4 | \$87,240 |
| 5 | \$94,320 |
| 6 | \$101,280 |
| 7 | \$108,240 |
| 8 | \$115,200 |
| 9 | \$122,136 |
| 10 | \$129,115 |

Q: Will you validate my address?

A: The applicant's address will be validated by the system for Lake County residency. Please make sure to enter your physical address in the system. If there is an issue validating an address, you will receive an email requesting additional information needed to validate your Lake County residency.

Q: What documents do I need to apply?

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

- Photo I.D. for the applicant and all household members 18 or older (e.g., U.S. Government issued driver's license, passport, etc.)
- Birth certificate for minor children
- Copy of lease, eviction notice or statement from landlord showing passed due balances, mortgage statement showing past due balances (if property taxes and insurance are escrowed, these amounts be separately identifiable), utility statement showing past due balance
- Printed, signed, and scanned PDF of required forms which will need to be witnessed by 2 individuals and uploaded to the application

Q: How do I prove I lost my job or experienced a reduction in hours at work?

A: Applicants must submit one form of documentation showing a loss of income (only one is required), such as:

- Self-certification (form provided as part of the application process)

- Report pre COVID-19 annual income and projected annual income for next 12 months (required for the head of household and each household member 18 and older)

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

A: Funds will be paid directly to your landlord, mortgage company or utility company.

Q: Is this the same program as Lake County's COVID-19 Rental Assistance Program?

A: No. The County has been providing eviction prevention and deposit assistance with the County's regular SHIP funds while funds are available.

Q: Am I able to apply to the Housing Assistance Program if I previously applied for AND received assistance from the County's COVID-19 Rental Assistance Program?

A: Possibly, if you are requesting assistance with different household expenditures. You will be required to sign a document stating that you have not received assistance from any other source.

Q: Am I able to apply to the Housing Assistance Program if I previously applied for and did NOT receive assistance from the County's COVID-19 Rental Assistance Program?

A: Yes, if you meet the eligibility criteria.

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

A: Yes. The program is open to all residents who live within the boundaries of Lake County. Cities/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 certain residents be prioritized?

A: Application to the program is on a first-come, first-served basis for eligible residents until the funds are depleted. If the funds are not spent or identified for payment by December 30, 2020, they will be returned to the U.S. Department of Treasury.

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: No. Documents cannot be edited after the application has been submitted.

Q: Will the application work with my browser?

A: Submittable recommends the following supported browsers: Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari.

Q: I do not own a scanner. What are my options for scanning my documents?

A: If you own a smartphone, you can scan your documents with a camera phone by using an app like TurboScan™.

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 if documents are missing, falsified or illegible.

Q: How many households is Lake County helping?

A: Lake County expects to assist approximately 400 households. If the funds are not spent or identified for payment by December 30, 2020, they will be returned to the U.S. Department of Treasury.

Q: Do I have to pay back the money?

A: No. Residents do not have to pay back the money.

Q: Where is this money coming from?

A: The funds for the Lake County Housing Assistance Program are part of the County's Federal CARES Act funding.

Q: How much money will I receive?

A: The maximum award is \$3,000. The amount you are awarded will depend on the past due balances for rent, mortgage, or utilities. Assistance with past due balance prior to March 1, 2020 will not be allowed. The funds will be paid directly to your landlord, mortgage company or utility company.

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

A: You will receive a status update by email after your application has been reviewed.

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.

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 from Lake County Government or the United Way of Lake and Sumter County. Payment is expected within 15 business days after you receive an email approving your application. The funds will be paid directly to your landlord, mortgage company or utility company.

Q: How will I know 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: 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, please call (352) 268-9299.

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

A: Residents can contact (352) 268-9299 for more information regarding the Lake County Housing Assistance Program.

Q: How do you provide proof of reduction in hours if you are self-employed?

A: You will self-certify on the form provided with the application.

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 the paper, mail-in process, will their applications be delayed?

A: Applicant requesting a paper application should call (352) 268-9299 to obtain their application, as well as receive proper instruction for submission. Paper applications may take a few more days to process to allow time for mailing. Once a paper application is received, it will be date stamped to determine placement with digital application and will be reviewed at the same time as the digital applications.

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 contact (352) 268-9299, only after you have successfully submitted your application and received your confirmation code. Program staff will mark your record exempt from public record requests.