



# TENANTS, GET READY!

## Do you need help paying your rent?

Delaware Housing Assistance Program is upgrading its rental assistance software to add new features like future rent and utilities assistance and ensure the timely processing of approved payments. As we update the site, **you will temporarily be unable to access the portal between July 28 - August 11, 2021.**

**Here's what you can do in the meantime to get ready for the new portal.**

**Am I eligible?** *If you answer yes to all four questions, you are eligible to apply.*

1. Are you a renter living in Delaware?
2. Do you have past-due rent?
3. Are you qualified for unemployment insurance? OR, Have you been negatively impacted by COVID-19?
4. Do you know the annual income for all adults in your household? *(Must meet income limits, see below)*

County	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person
New Castle	\$54,150	\$61,850	\$69,600	\$77,300	\$83,500	\$89,700
Kent & Sussex	\$45,850	\$52,400	\$58,950	\$65,500	\$70,750	\$76,000

## What do I need to apply?

Gather these documents ahead of time to make it easier to complete your application. You can upload cell phone pictures or scanned copies.

- Your landlord's name, address and contact information** - *We will need this to contact your landlord to send payment and confirm it's your main address.*
- Copy of your lease or rental agreement** - *If you do not have a formal lease, provide two months of past payment documentation to your landlord demonstrating a pattern of payments.*
- A list of who lives in your household** - *This program includes everyone living there the day you apply.*
- Income documentation for all adults in the household:**
  - 2020 Taxable Income (1040s, 1099s or W2s)
  - Pay Stubs or other payment verification (*most recent two months*)

## What about my utility bills?

*To request help with utility bills or other expenses, have these ready.*

- A utility bill (*regulated utilities only, water, wastewater, gas, and electric*)
- A past-due notice from a utility company

If you have any questions, please see **the Frequently Asked Questions about the system upgrade** at: <https://decovidhousinghelp.com/frequently-asked-questions/>

For additional assistance, call 866-935-0407, or email questions to [DEHAPSystemUpdate@destatehousing.com](mailto:DEHAPSystemUpdate@destatehousing.com)  
**Please be aware, while the system is temporarily offline, we will not be able to provide information about individual case statuses or processing questions.**