



Delaware State Housing Authority (DSHA)

Delaware Housing Assistance Program (DEHAP)

Frequently Asked Questions (FAQs) About the System Upgrade

Impacts to Tenants and Manager/Owners

How will I access my application in the new system?

- The login credentials will be emailed directly to the email associated with the original account. When the program reopens on August 11, 2021, all applications will be accessible again through the DEHAP website at <https://decovidhousinghelp.com/how-to-apply/>.
- DEHAP will also have updated "How-To" Videos and User Manuals on this page detailing how to initiate an application or access an existing account within the new portal.

Will I lose my place in line for processing?

All application processing will be paused during the software upgrade period. When the program reopens, the existing applications will continue to be processed where they left off when the system went offline. New applications will be processed in accordance with program guidelines. Your current status will remain the same when the new portal opens.

I owe rent at the beginning of August, will the update postpone my payment?

All applicants who have in progress applications will see a pause in the processing of that applications while the system is offline. Regular processing will resume on August 11, 2021.

How do I find out my status while the application system is offline?

- All active applications in the system with valid emails addresses are sent a notification of the status their application was in at the time the system temporarily went offline.
- During the upgrade period, DEHAP staff will not be able to retrieve your application status directly.
- Please check your registered email to see the notification.

I'm struggling with paying other bills, are there other assistance programs available?

There are several other Several initiatives continue to support Delaware families, Delaware workers, and Delaware small businesses affected by the COVID-19 crisis. For information of food assistance, child meal programs, other housing support, and unemployment assistance, please visit **Delaware's Coronavirus Community Resources** page at: <https://coronavirus.delaware.gov/community-resources/>

How will my payments be made in the new system?

- DSHA will make a payment directly to the property owner/manager. Payments are made at least once a week.
- The portal will request ACH/direct deposit information to make this payment. A small test deposit will be made in your account to validate the payment. The Payee will need to log in to their account and verify the amount to begin accepting payments.
- Documentation such as a voided check to confirm account information is required.
- Direct deposit is strongly encouraged. Please be aware checks may take longer to process and must be mailed to the entity/address listed on the W9.



Eviction Moratorium

The Federal Eviction Moratorium under the CDC ends on July 31st, the application system will be down during that time. What should renters do if they are facing evictions but can't apply to the program while it is offline?

Applications with open eviction cases cannot be paid until documentation has been provided showing that the eviction case has been withdrawn, satisfied, or resolved via agreement. These cases will be conditionally approved until this documentation is submitted. DEHAP also cannot pay off existing judgements post-eviction.

Effective June 15, 2021, to serve as documentation of a resolved case, Stipulated Agreements must use the DEHAP Stipulated Agreement Format available [here](#).

If I am experiencing legal problems related to my lease, who can I reach out to for help?

Delaware Legal Help Link is provided as a public service by Delaware's nonprofit civil legal aid providers and other justice community partners. It is designed to help people with civil legal problems in Delaware find the best help for your situation. Please visit <https://delegalhelplink.org/>

For information about civil protections or to file a complaint about a lease situation, visit the Delaware Department of Justice's website at <https://attorneygeneral.delaware.gov/>

Utilities Assistance

What utilities are covered in this update to the program?

Utilities assistance will be available for regulated utilities in Delaware: water, wastewater, gas, and electric.

I had my utilities shut off, can I apply for assistance and get them turned back on?

DEHAP can pay the past due bills for utilities for eligible tenant households.

I am about to have my utilities shut-off, I received a shutoff notice from my utility company. Will this program help me pay my past-due bills?

Yes, you should immediately call your utility company and tell them you are applying for DEHAP.

I am struggling with my bills. Can I receive future assistance for utilities?

DEHAP utility assistance can pay arrears only.

What information do I need to submit to be eligible for utility assistance?

Household eligibility information and your utility bill for each regulated utility you are requesting assistance.

What if I am not eligible or need assistance before the new portal is available?

Assistance may be available through LIHEAP at <https://www.dhss.delaware.gov/dssc/liheap.html>