DEHAP

Rental Assistance

What is DEHAP?

- **Rental and utility assistance** for Delaware Renters who were affected directly or indirectly by the COVID -19 pandemic.
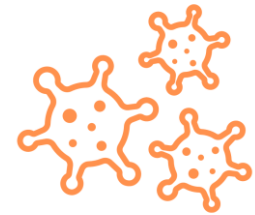
Shutdowns or Closures

Unpaid Leave or Layoffs

Reduced Hours

Financial Hardship Related To COVID-19

How Can DEHAP Help?

Program covers:

➔ Late rent

➔ Forward rent

➔ Security Deposits

➔ Utilities

➔ Late Fees

➔ Court Fees

Program Maximums:

➔ A maximum of $2,000 per month up to 18 months (Rent)

➔ A maximum of $1,500 per month (Utilities)

How Can DEHAP Help?

DEHAP Rental Assistance

$75,983,200 **in Rental Assistance**	**$3,056,831** **in Utility Assistance**
$108,079 **in Security Deposit Assistance**	**$79,148,100** **in Total Assistance**

*Last updated June 2022

Eligibility Requirements For Tenants

Eligible households must have:

- **One or more individuals who qualified for unemployment *OR* experienced a reduction in income**, incurred significant costs, or experienced other financial hardship due directly or indirectly to the pandemic;

- **Risk of experiencing homelessness or housing instability**, which may include: past due utility or rent notice or eviction notice, or housing cost burden (rent is more than 30% of monthly income) AND

- **Income at or below 80% of Area Median Income** for the county of residence according to the below table. Can be verified through 2020 or 2021 form 1040.

County	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person
Kent/Sussex	$52,000	$59,450	$66,850	$74,300	$80,250	$86,200
New Castle	$59,050	$67,450	$75,900	$84,300	$91,050	$97,800

DEHAP Application Process

1	2	3	4	5
Tenant AND Landlord Submits Application		Application Sent For Review	Application Sent For Audit	Application Approved or Denied

What's Needed To Apply? Landlords

DEHAP
Rental Assistance

W-9
Form

Direct Deposit
Information

Information
On Property &
A Rent Ledger

Past Due
Statements

What's Needed To Apply? Tenants

DEHAP
Rental Assistance

Proof of Identification

Government-issued driver's license or identification card U.S. Passport

Resident Alien Card

Temporary Resident Identification Card

Any other documentation also accepted by the DE Division of Motor Vehicles, or

A recent (<60 days) piece of official mail (such as bank statement, utility bill, or pay stub) with name and current address

Income Documents

Calendar year 2020 IRS tax returns (Form 1040 or 1040A)

Documentation of eligibility for other federal or state benefits, such as SNAP, TANF, WIC, Housing Choice Voucher)

Self-Certification of Income Form

Documentation of all sources of current household income for the last 30 days.

Self Certification Documents

If available, confirmation of eligibility for or receipt of Unemployment Benefits (must include tenant's name/identifying information), such as Statement of Monetary Determination or other statement from the Department of Labor.

If Unemployment documentation not available, applicant must complete COVID-19 Hardship Self-Certification Form

Rental Documents

Copy of signed lease or other documentation of landlord/tenant relationship

Lease may be expired, but must include current rent amount, or a renewal or addendum with current rent also provided.

Tenants requesting assistance for utilities owed to the landlord must also include bills for these utilities.

Common Tenant Application Issues

- Not fully submitting application

- Not including all household members on application (all adults on lease must be on app and income doc provided)

- Not including all required docs

- Address on ID does not match property – need other proof of residence

Common Landlord Application Issues

- Not fully submitting application

- Not updating ledger on recertifications

- Not getting linked to tenant application

- Property and user organization

- Ledger detail (not that common)

- Need detail by month and state charges

- W-9/EIN not validated (not that common)

- Owner name on Property tab must exactly match IRS and W9

Where Can Me Or My Tenant Go For Questions?

Check out FAQs on
decovidhousinghelp.com
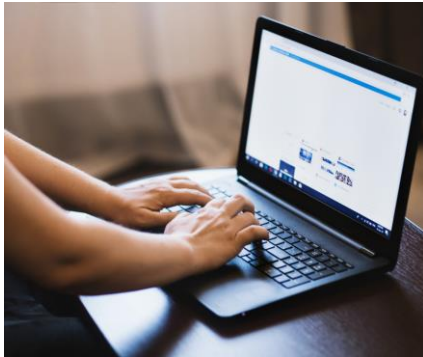
Reach out to the
**DEHAP Call Center
866-935-0407**

Contact one of the DEHAP
Community Navigators

What Are Community Navigators?

If your tenant needs assistance gathering or scanning documentation, accessing the internet, or just want some help submitting an application, community partners are available to help!

- Located in all three counties

- Translation services available

- In person and virtual assistance offered

Tips & Tricks

New Applications

- Income Document (IAF)
- Covid Hardship Form
- Photo ID Matches Address
- Occupants (new form)
- Rent Ledger

Recertifications

- Income Documents Updated (IAF)
- Rent Ledger
- Updated Utility Bill
- Occupants (new form)

Security Deposits

- Welcome Letter/Lease
- Landlord Contact
- Tenant Contact
- Letter for Ledger

What's The Status?

Approved for Payment	Approved – absolute max in this status would be two weeks, if approved right after payment batch was done
Paid	Status will flip to Paid after sent to bank/cleared. This will prompt auto-email to you with details.
Denied	Primarily eligibility. Can appeal.
Denied – No Appeal Allowed	Cases where either party has been non-responsive to at least four outreach attempts via two forms of communication over at least seven days. Can submit a new case to restart. OR - Duplicate
Applied	On the Case Info tab: If the portal only says "Invited" or "In Progress" under the Tenant's name, they have NOT completed their portion. Cannot be reviewed until done.
In Progress	Review has started If Auditor assignment is "CallOutreachCompleted" – something that was required was not provided by one of the parties and it is on track to be denied If Auditor assignment is "DSHA Auditor", contact DSHA staff

Cases | Report | Management Report | Rent Relief Dashboard | Help | English | MG

Home / Landlord

Landlord Info ✓			Monthly Rent: $1,000.00 Future Rent: $3,000.00		
Bank Info ✓	**Case #**	**Address**	**Name**		
Users			○ In Progress	Past Due Rent: $5,200.00	Unassigned	Applied	Jan 10, 2022	lltcdocv2_ysignature_template_arial.pdf
Property Info ⚠			✓ Submitted	Past Due Rent: $1,312.50 Monthly Rent: $1,312.50 Future Rent: $1,312.50	Kemi U	Applied	Jan 10, 2022	lltcdocv2_ysignature_template_arial.pdf
Tenant ✓			✗ Not Started	Past Due Rent: $333.00 Monthly Rent: $1,100.00	Unassigned	Denied - No Appeal Allowed	Jan 24, 2022	lltcdocv2_ysignature_template_arial.pdf
Landlord Documents ✓	1 A		✓ Submitted	Past Due Rent: $700.00 Monthly Rent: $700.00 Future Rent: $2,100.00	Unassigned	Applied	Jan 26, 2022	lltcdocv2_ysignature_template_arial.pdf
Property Documents ⚠						
Tenant Documents ⚠	St		st ✓ Submitted	Past Due Rent: $875.00 Monthly Rent: $875.00	Unassigned	Applied	Jan 26, 2022	
Submit						
Case Info ✓						
1099 Access History						

Program Contacts

Application status questions	**Call Center (1-866-935-0407)**
Payment questions (Yardi/September 2021 on)	**Call Center, if not answered by call center they can escalate**
Login/Password questions	**Call Center (1-866-935-0407)**

Payment questions (pre-Yardi/before Sept 2021)	Brenda Stevenson, DEHAP Program Specialist Brenda@destatehousing.com
Questions on cases that have eviction filings or upcoming Court dates	Reem Aleissa, DEHAP Program Specialist Reem@destatehousing.com
Connecting to tenants; questions for large property managers; utilities questions	Brenda Stevenson, Program Specialist Brenda@destatehousing.com
Other program issues	Marva Hammond, DEHAP Operations Manager Marva@destatehousing.com