What is DEHAP?

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

● **Meet income requirements** for the county of residence according to the below table. Can be verified through 2020 or 2021 form 1040.
DEHAP Application Process

1. Tenant AND Landlord Submits Application
2. Application Sent For Review
3. Application Sent For Audit
4. Application Approved or Denied
What’s Needed To Apply? Landlords

- W-9 Form
- Direct Deposit Information
- Information On Property & A Rent Ledger
- Past Due Statements
Where Can Me Or My Tenant Go For Questions?

Check out FAQs & Bi-Weekly Webinar call on decovidhousinghelp.com

Reach out to the DEHAP Call Center
866-935-0407

Tenants can contact DEHAP Community Navigators
## What’s The Status?

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved for Payment</td>
<td>Approved – absolute max in this status would be two weeks, if approved right after payment batch was done</td>
</tr>
<tr>
<td>Paid</td>
<td>Status will flip to Paid after sent to bank/cleared. This will prompt auto-email to you with details.</td>
</tr>
<tr>
<td>Denied</td>
<td>Primarily eligibility. Can appeal.</td>
</tr>
<tr>
<td>Denied – No Appeal Allowed</td>
<td>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</td>
</tr>
<tr>
<td>Applied</td>
<td>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.</td>
</tr>
<tr>
<td>In Progress</td>
<td>Review has started</td>
</tr>
</tbody>
</table>

  - 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.
<table>
<thead>
<tr>
<th>Case #</th>
<th>Address</th>
<th>Name</th>
<th>Post Due Rent</th>
<th>Monthly Rent</th>
<th>Future Rent</th>
<th>Status</th>
<th>Applied</th>
<th>Date</th>
<th>Document</th>
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<tbody>
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<td></td>
<td>$5,200.00</td>
<td>$1,312.50</td>
<td>$1,831.25</td>
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<td>$333.00</td>
<td>$1,100.00</td>
<td>$1,100.00</td>
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<td>$1,312.50</td>
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</table>
Application Reminders

- Provide your tenant the correct email address
- If you work with property management company, upload the property agreement with your W9
- Double check you EIN number, Bank Account, and Social Security number
- Verify your baking information in the portal
- Update a new rent ledger to keep your case active
Program Changes

● What Are The Program Changes?
  ○ Increasing documentation requirements
  ○ Decreasing income limits
  ○ Capping the amount of program assistance distributed

● Why Are These Changes Happening Now?
  ○ New federal U.S. Treasury program guidelines
Program Changes

- How Will These Changes Affect Me?
  - Portal to pause soon
    - No new applications will be accepted
    - Existing applications will continue to be processed
    - Emergency applications will still be accepted through Community Navigators

- How Can I Stay Up To Date?
  - Visit decovidhousinghelp.com website
  - Continue attending bi-weekly landlord calls
Question & Answer