



COVID-19
Financial
Assistance
Program

House Wake! COVID-19 Financial Assistance Program

Frequently Asked Questions

What is the House Wake! COVID-19 Financial Assistance Program?

Wake County and the City of Raleigh launched this program in March 2021 to provide financial assistance to tenants, landlords and utility companies to cover rent and utility shortfalls resulting from a financial hardship due to COVID-19.

For households where financial assistance is not enough, House Wake! COVID-19 Financial Assistance Program is offering two additional services.

- For renters who need legal counsel to negotiate filed evictions with landlords, Legal Aid of NC will provide pro bono (free) legal services on tenant rights information, CDC eviction moratorium guidance with technical assistance to complete affidavits and mediation services. Legal Aid of NC is also offering households below 50% of area median income additional prevention services for persons at-risk of homelessness.
- For households below 50% of area median income unable to maintain their current home and are at-risk of homelessness due to the COVID-19 pandemic, Wake County is offering Homeless Prevention & Relocation Services.

Who is eligible for help from the House Wake! Financial Assistance Program?

Applicants are eligible if:

- ✓ They live in Wake County and can show proof of residency;
- ✓ They have a legally binding NC lease that covers the assistance period;
- ✓ One or more member of the household has qualified for unemployment benefit, has experienced a reduction in income, incurred significant costs or experienced other financial hardships due to COVID-19; and
- ✓ Their income does not exceed 80% of area median income (AMI), with priority given to households with incomes below 50% AMI.
- ✓ Are at risk of homelessness or housing instability if rent or utility bills remain unpaid.

How do I apply for the program?

You can apply by:

- Visiting wakegov.com/housing
- Emailing housing@telamon.org
- Calling **919-899-9911** and requesting an application be sent to you



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How long does the approval process take?

Once you have submitted all the necessary information and supporting documents, you can expect to be contacted to discuss your application within 72 hours Monday – Friday.

Who is running the program?

Wake County and the City of Raleigh are combining resources and have partnered with Telamon Corporation to be the program administrator for the program. Telamon staff will receive applications for all interested residents and process them accordingly.

For eviction prevention, if an agreement cannot be made in the first step, residents will be referred to Legal Aid of North Carolina. They have partnered with Wake County to offer free legal counsel for tenants facing eviction.

What documents do I need to apply?

In order to process your application, please submit the following documents:

- House Wake! Financial Assistance Application
- Copy of your lease agreement
- Copy of your NC Driver's License or NC Identification Card
- COVID19 Economic Impact Supporting Documentation
- Current wage and income verification documents

What if my landlord does not agree to rent forgiveness?

If your landlord does not agree to the first step in the program, and you meet eligibility requirements, then you will be recommended for step two in the program. It provides free legal services to help tenants facing eviction or who may need additional legal assistance.

How many months of assistance can I apply for?

Residents can receive financial assistance for any back rent and/or utility bills owed since April 2020, in addition to assistance for the current month.

If you continue to experience economic hardships after the initial agreement period, you may apply for additional financial assistance. Program staff will work with you to develop a plan to access additional services and mainstream benefits you may be eligible for. Following the initial three-month period, if additional periods of support are approved, House Wake! will continue to pay 100% rent and utility payments for households under 50% area median income (AMI). Tenants earning over 50% AMI will have an added requirement to begin paying 30% of their



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income toward rent and utilities upon recertification. If your utilities are included in rent, you will pay 30% of your income toward rent and House Wake! will pay the remaining balance. If utilities are not included in your rent, you will pay 30% of your income toward rent and the program will pay the remaining balance and continue to pay 100% of allowable utility expenses.

For utility-only applicants, House Wake! will pay 100% of approved utility payments regardless of your income.

All approved applicants will have their options discussed and an agreement made that fits their circumstances. All additional periods of assistance are dependent on available funding.

What type of utility bills are covered in this program?

You can receive assistance paying for:

- Electric
- Water
- Sewer
- Gas / Oil
- Trash/Recycling
- Internet

Cable and telephone services are ineligible for assistance.

I have more questions, who can I speak to?

You can call **919-899-9911** or email housing@telamon.org for questions regarding the program.

I don't have access to a computer, can I still apply?

Yes! Applications can be mailed or faxed to you if you call **919-899-9911**. You will then receive instructions on how to submit your information.

What if I'm not a renter, but still need utility payment assistance?

While this program is just for renters, there are numerous other programs with the county and city that can help with utility assistance!

For Wake County programs visit: wakegov.com/staywarm or call **919-212-7000**.

For City of Raleigh programs visit: raleighnc.gov or call **919-996-3245**.