

## GENERAL QUESTIONS: TENANTS & LANDLORDS

*For detailed program information, [click here](#).*

**Q1. I have a few questions regarding if I am eligible for the program. How can I get my questions answered?**

A1. Most eligibility questions can be answered by reviewing the detailed program information provided on the [Healthy at Home Eviction Relief Website](#). (I've added hyperlink) If after reading the information in detail you still have a question, and to ensure the most efficient service, please submit your questions online to the following address based on the type of questions/issues you are experiencing:

Program eligibility	<a href="mailto:Evict.eligible@ky.gov">Evict.eligible@ky.gov</a>
Website issues	<a href="mailto:Evict.technical@ky.gov">Evict.technical@ky.gov</a>
Other	<a href="mailto:Evict.other@ky.gov">Evict.other@ky.gov</a>

**Q2. When should I expect a response to my question(s) that I submitted online?**

A2. Please be patient with us and don't leave multiple messages. Based upon the volume of questions received, our Support Line will be responding as quickly as possible so please do not duplicate any question submittals. Also, please do not leave a recorded message on the Support Line if you have already submitted a question(s) online, as this will slow our response rate.

**Q3. I submitted a question by email but have not received a response yet.**

A3. Check your email's spam/junk folder to ensure the response was not routed to that area.

**Q4. Can I call the Support Line and ask that someone complete my application over the phone?**

A4. Due to the nature of the information required, applications can only be completed online. You can complete the application from either a computer or a mobile device, including uploading pictures of the required documentation.

**Q5. My unit is in Fayette County. Can I receive assistance through the Healthy at Home Eviction Relief Fund?**

A5. Yes. Tenants in 119 of Kentucky's 120 counties are potentially eligible. Tenants in Jefferson County are not eligible for this program, but may be eligible for [Louisville's Federally Funded Eviction Prevention Program](#).

**Q6. I just left a voice mail on the Healthy at Home Eviction Relief Fund Support Line, when should I expect a return call?**

A6. Email is your best bet. Due to the high demand, there could be a delay in returning voice messages so we are strongly encouraging everyone to email in their questions versus calling the Support Line.

**Q7. I submitted my online application. How do I know if my tenant or landlord submitted their application?**

A7. You can always check the status of your application by returning to the confirmation email you received upon submitting your application and clicking on the status link. The statuses are as follows:

Status	Description
Application Initiated	The first status after an application has been initiated
Landlord Verification Pending	This is when the tenant has completed an application and is waiting for the landlord to complete an application
Tenant Verification Pending	This is when the landlord has completed an application and is waiting for the tenant to complete an application
Application Submitted	The status is changed to application submitted after the landlord completes his application. This does the date and time stamp on the tenant application to put it in the queue for review
Application Incomplete	This status is when the KHC admins mark a claim as incomplete and will reach out to landlord and/or tenant.
Application Re-Submitted	This is when the landlord or tenant resubmits the missing documents
Application Denied	This is when KHC denies an application
Application in Review	This is when KHC administrators add review comments on the application
Approved	This is when KHC administrators approve the application
Payment Sent to Landlord	This is when KHC administrators mark the application paid and therefore closed-out
Application Withdrawn	This is when the applicant withdraws the application KHC administrators can apply this status

**Q8. What hours can I call the Health at Home Eviction Relief Fund Support Line?**

A8. A recorded message can be left at any time on the Support Line. Recorded calls left on the support line will be returned Monday-Friday, 8 am to 5pm. All calls will be returned from the 1-833-KYRENTS (1-833-597-3687) number so please be sure to answer the call.

**Q9. I submitted my application online, why type of response should I expect?**

A9. Applications are accepted starting on September 8, 2020. Beginning on September 21, 2020 Kentucky Housing Corporation (KHC) will begin reviewing and processing applications. Do not expect any communication from KHC until after September 21, 2020. However, you are encouraged to check your application status to ensure you completed the application and uploaded all necessary documents.

**Q10. How do you decide whom to pay first?**

A10. Eviction relief lump sum payments will be made to landlords on a first-completed, first-paid basis. Once BOTH the tenant and the landlord have COMPLETED their application, they have reserved a place in line to receive payment, if approved.

**Q11. How is this related to the CDC's national evictions moratorium?**

A11. Our program is not formally connected to the CDC, but both aim to keep people housed during the COVID19 pandemic. In early September, the federal Center for Disease Control issued a [national moratorium on most evictions](#) for nonpayment of rent, effective September 4<sup>th</sup> through December 31<sup>st</sup>. To be covered by the moratorium, tenants MUST sign the CDC's declaration form [\[INSERT LINK TO FORM THAT BEN IS REVIEWING\]](#) AND send it to their landlord. The Healthy at Home Eviction Relief Fund does NOT require you to complete this form, but we HIGHLY RECOMMEND that you do, provided you can

declare the accuracy of the statements in that form. The form is available in the application process, and the program will email it to your landlord if you upload it into the application system.

## TENANT-SPECIFIC QUESTIONS

**Q12. I did not submit an application but did receive an email stating that my landlord submitted an application and now I am requested to submit one. Am I required to submit an application?**

A12. If you want assistance you must apply. Submitting your application could determine that you are eligible for assistance, and therefore provide back rent directly to your landlord on your behalf. However, you are NOT required to complete an application if you are not interested in receiving assistance. You are encouraged to communicate with your landlord on whether or not you are submitting an application.

**Q13. What if all my back rent isn't covered by this Program?**

A13. Tenants whose back rent is not completely covered by this program can enter into payment plans with their landlords and/or seek funding from other programs.

**Q14. I think I need legal assistance regarding housing/eviction. Where can I get help?**

A14. A 24/7 legal aid hotline has been set up at 1-833-540-0342, along with a website, [kycovidlegalhelp.org](http://kycovidlegalhelp.org)

**Q15. What other information or resources are available?**

A15. The following links may offer more resources:

Team Kentucky Fund:	<a href="http://teamkyfund.ky.gov/">teamkyfund.ky.gov/</a>
KY Equal Justice Center:	<a href="http://kyrenterhelp.org">kyrenterhelp.org</a>
Community Action Agencies:	<a href="http://www.capky.org/">www.capky.org/</a>
Fayette County:	<a href="http://covid19renterhelp.org/">covid19renterhelp.org/</a>
Jefferson County:	<a href="http://louisvilleky.gov/government/develop-louisville/eviction-prevention">louisvilleky.gov/government/develop-louisville/eviction-prevention</a>

## LANDLORD-SPECIFIC QUESTIONS

**Q16. As a landlord, I have submitted my application and see that my tenant has also completed their application. If the applications are approved, when can I expect to receive the lump sum payment?**

A16. Payments issued from the Kentucky Housing Corporation to individual landlords are anticipated to be dispensed no sooner than September 25, 2020.

**Q17. I did not submit an application but did receive an email stating that my tenant submitted an application and now I am requested to submit one. Am I required to submit an application?**

A17. If you want assistance you must apply. Submitting your application could determine if you could receive up to 90% of back rent paid in a lump sum directly to you, the landlord. However, you are NOT required to complete an application.

**Q18. What if all of the back rent owed by my tenant isn't covered by this program?**

A18. To receive payment from the Health at Home Eviction Relief Fund, a landlord must forgive 10% of the back rent owed and any late fees, penalties, and interest associated with nonpayment of rent. This

program can pay up to \$6,500 for eligible households earning at or below 50% of area median income (AMI) and up to \$4,000 for eligible households earning between 51% AMI and 80%AMI.

If a tenant will still owe rent after assistance is paid, they can enter into a payment plan with their landlord and/or seek funding from other programs.