



## **Rental & Utility Assistance Application Process**

### *Frequently Asked Questions (FAQ)*

#### **How do I apply for assistance?**

To apply for assistance, you must complete the intake process, which includes:

1. Application: Fill out the application on our website.
2. Supporting Documentation: Provide required documentation.
3. Intake Interview: Participate in a phone intake with a case manager to assess your needs and determine eligibility.

#### **Can I apply for both rent and utility assistance?**

Unfortunately, you are only able to apply for one service.

#### **What documentation is needed to apply for rental assistance?**

Completed Application, Photo ID, Social Security Card (all household members), Copy of Lease (1<sup>st</sup> 8 pages), One Year Ledger, Proof of Income, Benefits Documents, Proof of Financial Impact, Late Notice or Eviction Notice (*if applicable*)

#### **What documentation is needed to apply for utility assistance?**

Completed Application Photo ID, Social Security Card (all household members), Proof of Income, Benefits Documents, (3) Utility Bills (current and previous 2 months), Proof of Financial Impact, Disconnection Notice (*if applicable*)

#### **What is a one-year ledger?**

A one-year ledger is an account statement of your rent payments over the course of a year. If you have not lived at your residence for a year, then it will go back to your move-in date. You can obtain that documentation from your landlord/leasing office.

#### **How long does the intake process take?**

The process varies depending on the volume of applications and the availability of required documentation submitted. From application submission to payment, it can typically take 1-3 weeks. We strive to assist applicants as quickly as possible.

#### **Can I apply for assistance if I have already received help from Under 1 Roof in the past?**

Yes, you can reapply for assistance twelve months after your last approval date. However, eligibility will be reassessed based on your current situation and our program guidelines.



**Are you only accepting applicants who have had a COVID-19 impact?**

No, however documentation of a financial impact is required. For example: If you had to use your rent money to pay for car repairs, a copy of the paid invoice will have to be submitted.

**I am currently behind on my rent for 3 months, are you able to assist?**

At the current moment, our funding is only able to assist with the current month. If there are any past due arrears, we will be unable to assist. We can however provide you with resources in your zip code/location.

**How will I know if I have been approved for assistance?**

A case manager will contact you via email to inform you of your application decision. If approved, you will receive details on the amount of assistance provided and the timeline to which payment will be remitted to your property manager.

**What if my application is denied?**

If your application is denied, our case managers will provide information on other resources and services that may be available to you. We are committed to helping you find the support you need.

**I submitted all required information; why was my application denied?**

We understand your concern and appreciate you taking the time to apply. While we strive to assist as many people as possible, our funding is limited, and we must prioritize applicants who meet specific eligibility criteria.

If you submitted an application and feel you meet all the requirements to receive assistance, and none of the clearly defined reasons for denial apply to you, your application may have been denied for one of the following reasons:

- The financial hardship you reported did not occur within the last 2-3 months.
- The hardship was not considered sufficient to warrant assistance.
- Insufficient or unverifiable documentation was provided to support your hardship.
- We exhausted our available funding for the month.

**I reside in a boarding house/shared housing. Can I apply for rental assistance?**

Unfortunately, we are unable to offer rental assistance for boarding houses or shared housing at this time.

**Can I apply for deposit assistance?**

Currently, we do not have funding for deposit assistance. However, our case managers can offer information on alternative resources and services that might be available to you.



**Can I visit the office to complete my application in person?**

Due to the high volume of applicants, we require applications to be submitted online. However, if you are elderly, vision impaired, or do not have access to a smartphone or computer, you can call us at 214-343-4000 to schedule an appointment to apply in person.

**I need assistance with my mortgage. Can I apply for help?**

At this time, we are unable to provide assistance with mortgages. However, funding availability may change from month to month. We recommend checking our website periodically for updates.

**Will Under 1 Roof cover any late fees that I accrued while waiting for assistance?**

No, if approved, Under 1 Roof will only assist with the base rent amount or the approved assistance amount. By applying to our program, you acknowledge and accept any risks or responsibilities associated with late fees.

**Do you offer immediate emergency assistance for rent or utilities?**

We understand the urgency of your situation, but unfortunately, we are unable to provide immediate emergency assistance for rent or utilities. Our application process can take up to 3 weeks and cannot be expedited.

**Why can't you assist with a past due balance?**

This decision is guided by the specific criteria set forth by the funding source for our rental assistance program, and not by Under 1 Roof.

Our funding partners establish guidelines that we must follow to ensure compliance and fairness in distributing the available resources. One of these guidelines is that applicants should not have outstanding balances at the time of application.

**How can I contact Under 1 Roof for more information?**

You can contact us through the following:

Phone: 214-343-4000 or Email: [intake@under1roofdallas.org](mailto:intake@under1roofdallas.org)

For more detailed information, please visit our website at [www.under1roofdallas.org/intake](http://www.under1roofdallas.org/intake)