Rental/Mortgage Assistance

**Important note about rental assistance!** Some of our contracts allow us to serve only certain cities and unincorporated areas of San Bernardino County. Depending upon the funding source at the time of request, residents of some areas of San Bernardino County may not be eligible for service.

Clients who apply for rental assistance must fill out online application form completely, missing information may cause the application to be denied. Once application is received, client should expect to be contacted by CAPSBC staff within 2-4 weeks. Clients will be contacted two (2) times by phone and once by email. If no contact has been made, a letter will be sent notifying you of our attempts to contact you regarding rental assistance.

Clients **MUST** provide the following documents, within the timeframe specified by CAPSBC staff, in order to be considered for rental/mortgage assistance.

- Must provide hardship statement
  - Must provide document proof of hardship as to why client fell behind on rent/mortgage.
  - Hardship needs to have happened in the same calendar year as asking for assistance.
  - Hardship must be signed “wet signature” by the client.
- Must have proof of all household income for the most recent 30-day period.
  - Income can include CalWorks, Social Security, Disability, Child Support, Unemployment, or other sources of income.
  - Total household Income must be more than rent/mortgage amount to qualify.
- Must provide copy of current lease agreement.
- Must provide landlord certified agreement (completed by landlord).
- Must provide self-certification rental assistance form (completed by tenant).
- Must provide W-9 dated within the past 12 months (completed by landlord only).
- Must provide all 3-day/pay or quit notices received **AND** payment ledger for the year the hardship started from landlord with the landlord information.

Additionally, to be considered for rental/mortgage assistance, clients must meet the following guidelines.

- Must not be more than 90 days in arrears and show that current month is paid and provide updated ledger to show proof of payment.
- CAPSBC does not pay legal or late fees, or any other fees charged towards rent such as trash, utilities, repairs, parking, etc. These fees should be paid by client to bring them current once assistance from CAPSBC is provided.
- Must not currently be in eviction proceedings or have received an eviction notice.
• Clients can receive assistance only once in a contract period or 12-months (whichever is greater) and only for a new emergency.
• Clients are not automatically eligible to receive assistance again when the waiting period is up.

**CAPSBC staff will call to verify all documents submitted for consideration of rental assistance.**

**If approved for rental assistance, please allow 4-8 weeks for payment to be mailed to landlord/property manager.**