

**ARE YOU A CITY OF DALLAS RESIDENT IN DANGER OF  
EVICTON OR FORECLOSURE DUE TO A LOSS OF REVENUE  
CAUSED BY COVID-19?**

**YOU MAY BE ELIGIBLE FOR  
RENTAL OR MORTGAGE ASSISTANCE\***



**YOU MUST HAVE AT LEAST THE DOCUMENTS LISTED BELOW  
BEFORE YOU BEGIN THE PRE-SCREENING PROCESS:**

**Requirements for Pre-Screening**

- ✓ Participants must provide documentation of the impact of COVID-19 to their circumstance, including but not limited to the following:
  - Proof of job/income loss, temporary or permanent
  - Reduction in work hours/income
  - Increased healthcare and household expenses that attributed to insufficiency of rent/mortgage payments (i.e. increased child-care expenses due to school closures).
- ✓ Copies of the following: valid, current Passport or State ID Card or Driver's license (for each adult in the household)
- ✓ Birth Certificate for at least each minor. NOTE: some programs will require a birth certificate for each household member
- ✓ Proof of income, if any (unemployment benefits, check stubs, TANF, etc.)
- ✓ Proof of occupancy for all household members

**Additional documents may be needed as applicants progress through the process**

- ✓ For those applying for rental assistance:
  - A copy of your current lease
  - Late or eviction notice(s) for monthly rent or proof of circumstance (any paperwork that can support how the household was adversely affected by COVID-19).
- ✓ For those applying for mortgage assistance:
  - A copy of the most recent mortgage statement

**GET PRE-SCREENED AT [DALLASCITYHALL.COM](http://DALLASCITYHALL.COM)  
DON'T HAVE INTERNET? CALL 469-749-6500  
CALL CENTER HOURS: M-F, 9A.M.-5P.M.**

\* Assistance is subject to eligibility. Length may vary and is based on the program in which the applicant qualifies. Because of high call volume, you may be able to complete the prequalification screening process fastest at [dallascityhall.com](http://dallascityhall.com)



**¿ES USTED UN RESIDENTE DE DALLAS EN PELIGRO DE EVICCIÓN O UNA EJECUCIÓN HIPOTECARIA POR PERDIDA DE INGRESOS CAUSADA POR EL COVID-19?**

**USTED PUEDE SER ELIGIBLE PARA LA ASISTENCIA HIPOTECARIA O ALQUILER\***



**USTED DEBE DE POR LO MENOS TENER LOS DOCUMENTOS ENLISTADOS ABAJO ANTES DE EMPEZAR EL PROCESO DE PREEVALUACIÓN EN LÍNEA O POR TELÉFONO:**

Los siguientes serán requeridos para el proceso de preevaluación

- ✓ Los participantes deben de proveer documentación del impacto de COVID-19 en sus circunstancias incluyendo, pero no limitantes a lo siguiente:
  - Prueba de Pérdida de trabajo o ingresos, temporalmente o permanente (\* Los empleados actuales de la Ciudad de Dallas no son elegibles)
  - Reducción de horas de trabajo o ingresos
  - Incremento de gastos médicos y del hogar que se atribuyeron a la insuficiencia de los pagos de alquiler o hipotecas (ejemplo incremento de gastos de guardería a causa del cierre de las escuelas).
- ✓ Copias de los siguiente: pasaporte valido y actual o identificación del Estado o licencia de manejar (de cada adulto en el hogar)
- ✓ Acta de Nacimiento por lo menos para cada menor de edad. NOTA: algunos programas requerirán actas de nacimiento para cada miembro del hogar
- ✓ Prueba de ingresos, si hay alguno (beneficios de desempleo, cheque de pago, TANF, etc.)
- ✓ Prueba de ocupación para cada miembro del hogar

Documentos adicionales pueden ser necesitados a medida que los aplicantes avanzan el en proceso:

- ✓ Para aquellos aplicando para asistencia de alquiler:
  - Una copia de su arrendamiento actual
  - Notas de evicción o de pagos tardíos de alquiler mensual o pruebas de circunstancia (cualquier documentación que indique que el hogar fue afectado por COVID-19).
- ✓ Para aquellos aplicando para la asistencia de hipotecaria:
  - Una copia de la declaración de hipoteca más reciente

**SEA PREEVALUADO EN DALLASCITYHALL.COM  
¿NO TIENE INTERNET? LLAME AL 469-749-6500  
HORAS DEL CENTRO DE LLAMADAS: L – V, 9A.M.-5P.M.**

\* La asistencia está sujeta a la elegibilidad. La duración de la asistencia puede variar y es basada en el programa al cual el aplicante califique. A causa de un volumen alto, usted puede completar el proceso de preevaluación más rápido en dallascityhall.com



City of Dallas

# Dallas Rental and Utility Assistance

For information specifically regarding COVID-19 for rental and utilities (among other things) visit <https://dallascityhall.com/Pages/Coronavirus-Resources.aspx>

## Rental and Utility Assistance

### **City of Dallas Office of Community Care – Community Center Social Services Program (CCSSP)**

- To make an appointment: call 214-670-8416 every Monday and Wednesday from 9:00 a.m. to 11:00 a.m.; no walk-ins
- For questions: call 214-670-8442
- Visit <https://dallascityhall.com/departments/community-care/Pages/ccssp.aspx> for a list of the documentation needed for assistance

### **Catholic Charities Dallas – COVID-19 Assistance**

[https://ccdallas.org/covid-19-assistance-application/?utm\\_term=rental%20assistance%20programs&utm\\_campaign=Services&utm\\_source=adwords&utm\\_medium=ppc&hsa\\_acc=6021399202&hsa\\_cam=1405779061&hsa\\_grp=80041127018&hsa\\_ad=397729237103&hsa\\_src=g&hsa\\_tgt=kwd-382832608&hsa\\_kw=rental%20assistance%20programs&hsa\\_mt=b&hsa\\_net=adwords&hsa\\_ver=3&gclid=Cj0KCQjw-j1BRDkARIsAJcfmTFeHXhd62VsKsNisyCYdkaVCR91JvuoxvjlK4XXjreAusvXEeW0WZUaAjE8EALw\\_wcB](https://ccdallas.org/covid-19-assistance-application/?utm_term=rental%20assistance%20programs&utm_campaign=Services&utm_source=adwords&utm_medium=ppc&hsa_acc=6021399202&hsa_cam=1405779061&hsa_grp=80041127018&hsa_ad=397729237103&hsa_src=g&hsa_tgt=kwd-382832608&hsa_kw=rental%20assistance%20programs&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gclid=Cj0KCQjw-j1BRDkARIsAJcfmTFeHXhd62VsKsNisyCYdkaVCR91JvuoxvjlK4XXjreAusvXEeW0WZUaAjE8EALw_wcB)

- Fill out the application on the website in either English or Spanish
- A case manager will reach out after application is submitted but financial assistance is not yet guaranteed; there are limited funds
- If you have questions filling out the application, call 214-257-0674 to leave a voicemail with your name, preferred language, and state that you need help completing the online application
- Please gather one of the following eligibility documents:
  - Letter from employer demonstrating job loss or reduction in hours
  - Pre-Covid and post-Covid paystubs showing a reduction in hours
  - Pre-Covid and post-Covid bank statements showing loss of income or reduction of income due to COVID-19
  - Letter from child-care place/school showing closure due to COVID-19
  - Documentation showing added or increased childcare expenses
  - Doctor's note stating you cannot work during COVID-19 outbreak due to medically being at high-risk
- Please also gather some of the supporting document that you might need assistance with:
  - First and last page of lease
  - Mortgage bill
  - Utility bills

## **Jewish Family Services**

The application is in English and Spanish. We have also set up a dedicated phone line for this program: (214) 390-4795.

### *ELIGIBILITY AREA:*

For eligible individuals and households who principally reside within the City of Dallas.

### *ELIGIBILITY CRITERIA:*

- Principal residence must have been within the eligible area since at least March 1, 2020
- Applicants must possess household incomes of 80% or less of the Dallas area median income and provide proof that their incomes have been adversely affected by the current pandemic (loss of job, reduced hours, reduction in pay, increased healthcare expenses, added childcare expenses).
- Applicants cannot already be receiving CARES Act-funded housing assistance from another entity or agency.
- Applicants cannot be a city employee or an immediate family member of a city employee.
- Applicants cannot be currently occupying housing owned by an immediate family member, utilizing a housing choice/project-based voucher, or living in public housing.
- Meeting these criteria does not obligate the city or its non-profit partners to provide assistance to any applicant.

### *OVERVIEW:*

A maximum amount of \$1,500 per month for up to three months will be provided under this program for housing expenses such as rent, mortgage payments, and utilities. Funds can be used to pay all of any part of these expenses, including arrears that occurred after (but not before) March 1, 2020. Funds will be issued in the form of a grant and will be paid directly to the landlord or mortgagee on behalf of the applicant. Provided assistance will never exceed the difference between 30% of the household's income and the program's reasonable rent standard. Assistance will not be provided to households without prior approval from the City of Dallas.

## Utility Assistance

Dallas County Health and Human Services – Comprehensive Energy Assistance Program (CEAP)

- Relief to low-income residents of Dallas County; utility assistance also provided
- Priority is given to households with elderly, disabled, and children under 5 years old
- Visit <https://www.dallascounty.org/departments/dchhs/comprehensive-energy-assistance-program.php> for more information and **ELIGIBILITY** requirements
- Call 214-819-1848 for assistance. \*\*\*note that the online CEAP application is temporarily unavailable

Dallas County Health and Human Services – Emergency Window Air Conditioner Program (flyers below)