



## Pasco H.E.A.R.T. Assistance Program

### Frequently Asked Questions

**1. What is the purpose of H.E.A.R.T. funds?**

The purpose of H.E.A.R.T. funds is to provide rental and utility assistance to Pasco County tenants who have been financially impacted by COVID-19.

**2. Who can apply?**

Any renter in Pasco County can apply if the household earns less than 80% of the Area Median Income (see chart below left); has experienced a significant financial impact from COVID-19; and resides in Pasco County as a legal resident. Households that earn less than 50% of the Area Median Income (see chart below right), as well as applicants who have been unemployed for 90 days or more, will be prioritized.

Income Level	80% AMI
<b>Household Size</b>	
1	\$39,400
2	\$45,000
3	\$50,650
4	\$56,250
5	\$60,750
6	\$65,250

Maximum Area Median Income (April 2020)	
Number of Persons in Household	50% AMI (Very Low)
1	\$24,650
2	\$28,150
3	\$31,650
4	\$35,150
5	\$38,000
6	\$40,800

**3. How much assistance can I receive?**

If you qualify, you could receive up to 12 months of rental assistance, with the potential of another 3 months, depending on need and availability. Future rent payments can only be paid in 3-month installments, and this assistance only applies to bills due in 2021.

**4. How do I know if I qualify?**

Please review the income guidelines first. If you believe your gross income (before taxes for your entire household) falls within these guidelines, you should apply. Please note, submitting an application does not guarantee assistance.

**5. How do I re-apply for additional months help?**

Please follow the instructions on the re-certification form. This form will be emailed to you in your original documents and will explain how to submit for re-certification.

- 6. *How can I apply if the portal has filled up, or I missed the application when it went live?***  
You can apply through outside agencies that are also administering this program. Visit the Pasco County Community Development (H.E.A.R.T.) website page to see which agencies you can apply to and to fill out an application <http://bit.ly/2OciT5K>.
- 7. *How can I contact my Case Manager?***  
You can use the chat feature in the portal, or you can call the Human Services line at 727-834-3297, and a message will be sent to your case manager to return your call.
- 8. *My application is going through a partner agency; how do I contact them?***  
Each agency will be communicating directly with applicants. Check the [Pasco County Community Development \(H.E.A.R.T.\) webpage](#) for agency contact information.
- 9. *When can my landlord/vendors expect to receive payment?***  
All vendors are paid within a few weeks of the application being approved. Please contact your case manager or the nonprofit agency you applied to for additional information.
- 10. *I am a landlord and my tenant does not want to apply. What can I do to get the rent money due to me?***  
A dedicated Pasco County team member is working directly with landlords. Landlords will need a signature and back up document from your tenant. Please call 727-834-3447 for landlord contact information.
- 11. *What is the difference between applying through the County portal and a nonprofit agency?***  
There is no difference. The program is the same, and Pasco County is providing a wide variety of options for you to apply.
- 12. *I am behind in my mortgage payments. Can this program help me?***  
No. This program, designed by the U.S. Treasury, only allows Pasco County to cover rent and tenants' utilities. Should other assistance become available, it will be announced on MyPasco.net.
- 13. *What kind of documentation will I need to apply?***  
The application includes a list of specific information you will need, including a fully executed lease; government-issued photo i.d. for all adults in the household and identification for the children (if any) in the home; 60 days of paystubs or tax returns/W2's; landlord information; and other documents.
- 14. *What if I don't have a lease?***  
A fully executed lease is needed to receive assistance through this program.
- 15. *How do I turn in documents if the Portal won't let me/isn't working?***  
Please contact your case manager to discuss how you can submit your documentation.
- 16. *What if I pay my electric bill online and don't have a paper 'bill'?***  
To be eligible for utility assistance, you must present a bill of some kind (e.g., electronic version from your utility's website) with a household member's name, address, account number, a breakdown of what is owed, and a remit address where the check can be sent.