



## Pasco H.E.A.R.T. 2.0 Assistance Program

### Frequently Asked Questions

**1. *What is the purpose of H.E.A.R.T. 2.0 funds?***

The purpose of H.E.A.R.T. 2.0 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, right); 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, left), as well as applicants who have been unemployed for 90 days or more, will be prioritized.

Number of Persons in Household	50% AMI (Very Low)	80% AMI (Low)
1	\$25,850	\$41,350
2	\$29,550	\$47,250
3	\$33,250	\$53,150
4	\$36,900	\$59,050
5	\$39,900	\$63,800
6	\$42,850	\$68,500
7	\$45,800	\$73,250
8	\$48,750	\$77,950

\*If your household has more than 8 members, please use the amounts above for a Household of 8.

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

If you qualify, you could receive up to 18 months of rental assistance, depending on need and availability. The total amount of rental assistance must also take into account previous assistance received under H.E.A.R.T. and CARES. Future rent payments can only be paid in 3-month installments.

**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 given to you by the agency who provided assistance.

6. ***How can I request assistance if I missed applying through the portal during the 10-day window?***

You can apply through outside agencies that are also administering this program. Visit the [Pasco County Community Development \(H.E.A.R.T. 2.0\) webpage](#) to see which agencies you can apply to and to fill out an application.

7. ***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 \(H.E.A.R.T. 2.0\) webpage](#) for agency contact information. If you do not know or remember your partner agency, please check with the Coalition for the Homeless of Pasco County.

8. ***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 for additional information.

9. ***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.

10. ***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.

11. ***What if I don't have a lease?***

A fully executed lease is ***required*** to receive assistance through this program.

12. ***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.