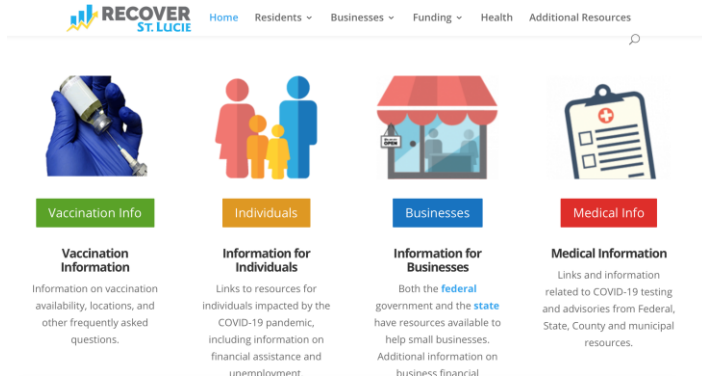


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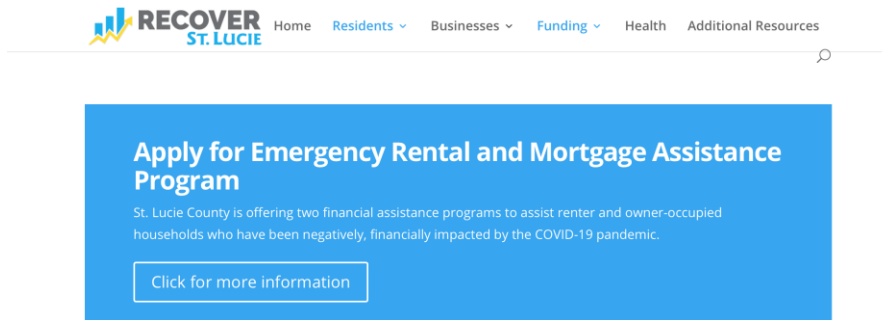
HOW TO APPLY

Step 1: Visit www.recoverstlucie.org

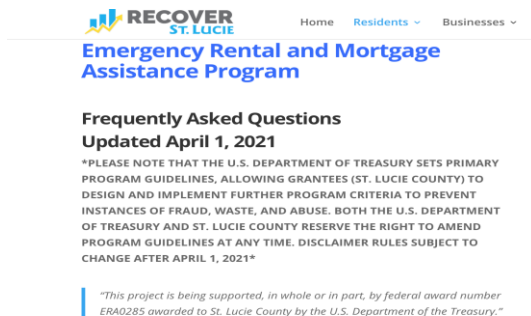
Step 2: Scroll down and select the Individuals tab



Step 3: Locate and select the “Click for more information tab”

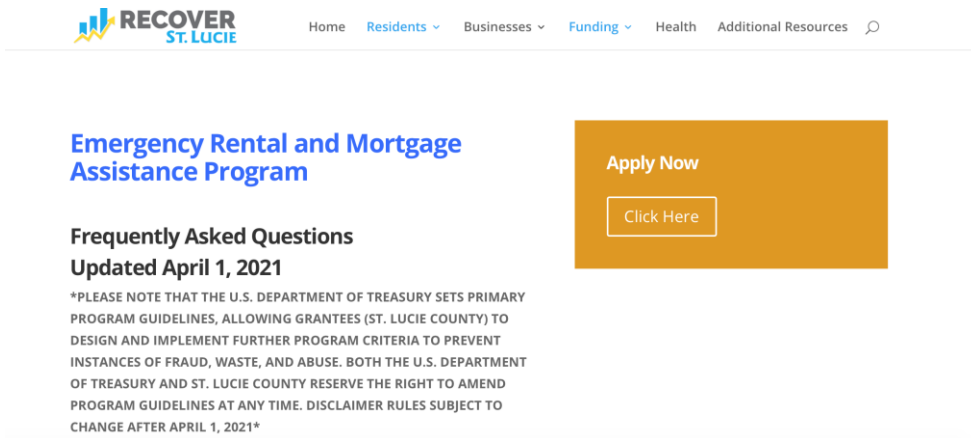


Step 4: Review the Frequently Asked Questions prior to filling out an application, located on this page. This resource is here to assist with determining your household’s eligibility, and provide examples of required documentation.



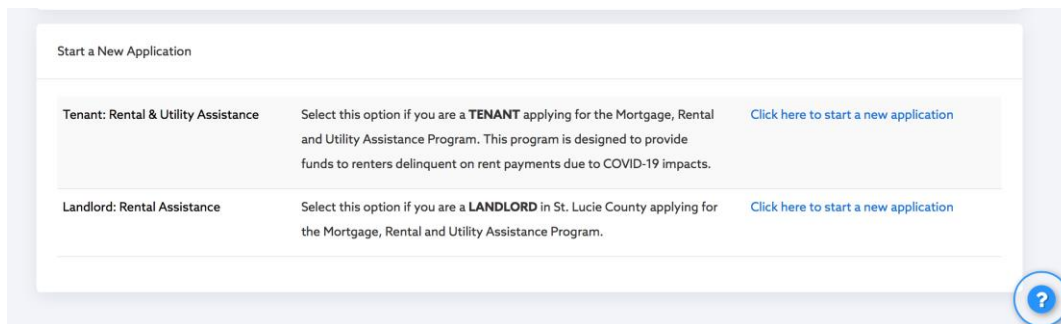
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Step 5: Once you have completed your review of the Frequently Asked Questions, select “Click Here” to apply.

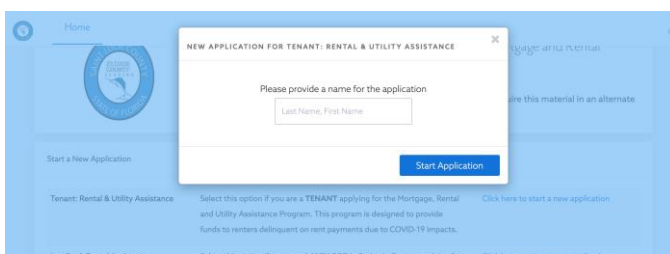


Step 6: If you are a new user to Neighborly software, select the “Register” button and follow the instructions to set up your new account. Please choose an e-mail address and password that you can easily access. If you are an existing user, select the “Sign In” button and enter your e-mail address and password to login. **Please Note:** Google Chrome is the preferred web browser to use Neighborly Software.

Step 7: If you are a Tenant or Homeowner, select “Click here to start a new application” next to the Tenant: Rental & Utility Assistance. If you are a Landlord, select “Click here to start a new application” next to Landlord: Rental Assistance.



Step 8: Please type your full Last Name followed by a comma and then your full first name. Example: Smith,Joe





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Step 9: Please record your CASE ID number for easy access to your application.

Step 10: Select “Click here to continue” to start your application.

Step 11: Please read the Program Overview section completely before moving forward. This resource is here to provide basic eligibility criteria for applicants. Once you have read this section in its entirety, select “Complete & Continue.”

Step 12: Answer all questions completely in each section. If you need technical assistance with the completion of the application please call the **Public Information Line at (772) 462-1705** to speak to a Service Advocate.

Tenant: Rental & Utility Assistance Application
Id: 32638

View Users (1) Print Application

- Program Overview
- A. Eligibility*
- B. Applicant Information
- C. Household Members
- D. Income Verification

A. Eligibility

The following questions will help determine whether your household meets basic eligibility for the St. Lucie County Emergency Rental Assistance (ERAP) or Mortgage Assistance Programs.

A.1. Is your household income at or below the 80% area median income level?

Yes
 No

Household Size	1	2	3	4	5	6	7
Income 80%	\$38,900.00	\$44,450.00	\$50,000.00	\$55,550.00	\$60,000.00	\$64,450.00	\$68,900.00

A.2. Are you delinquent on your rent and/or utility payments or know you won't be able to pay next month's rent?

Yes

Section A. Eligibility:

- Please answer each question as it applies to your household.
- If your household income, based on your family size, exceeds 80% of the area median income as listed in this section, you will not be eligible to receive assistance through this Program.
- You must be able to clearly document a negative financial impact either directly or indirectly due to the COVID-19 pandemic.
- If you are a rental Tenant that has an open eviction case or have received a Final Judgement of Eviction, you will not be eligible to receive assistance through this Program. “Three-Day Notices” to pay rent are not considered eviction notices.
- If you are renting a room within a household, you will not be eligible to receive assistance through this Program.



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- Select “Complete & Continue” when done.

Section B. Applicant Information:

- Please make sure to thoroughly review this section, select the answers that and fill in all information that directly applies to your household and situation as the Primary Applicant.
- Select “Complete & Continue” when done.

Section C. Household Members:

- Please make sure to thoroughly review this section.
- You must include ALL household members, including children or dependents under or over the age of 18 years old.
 - Types of acceptable documentation for children or dependents under the age of 18 years old:
 - Driver’s License or State issued ID (16 year or older)
 - Official Birth Certificate (hospital issued birth certificates not acceptable)
 - Social Security Card
 - School Shot Records
- After adding each household member, select “Complete & Continue”

Section D. Income Verification:

- Please make sure to thoroughly review this section prior to selecting your answers.
- Filed 2020 Tax Returns are the easiest and fastest way for our Intake team to verify your household income.
- If you have not filed your 2020 tax return yet, please visit www.recoverstlucie.org for resources available to complete this process. We encourage applicants to file their 2020 tax returns prior to applying for assistance.
- After you have entered ALL of the income information for your household, select “Complete & Continue.”



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Section E. COVID-19 Impact Statement:

- Please make sure to thoroughly review this section prior to selecting your answers. Your answers in this section will determine your eligibility to receive assistance.
- Please provide as much information as possible about your household's negative financial impacts.
- After you have completed this section, select "Complete & Continue."

Section F. Assistance Request:

- Please make sure to thoroughly review this section prior to selecting your answers.
- If you are only requesting utility assistance, please select "No" to question F.1.
- For rental or mortgage assistance, please select "Yes" to question F.1.
- Selecting the correct Program type will reduce the amount of time required to review your application.
- Based on your rental agreement or mortgage statement documentation, please enter the months of assistance you are requesting. **Please Note:** You can only request assistance past April 1, 2020 and no later than three (3) months into the future. Rental late fees are eligible, but must be thoroughly documented and verifiable through your Landlord.
- After you have completed this section, select "Complete & Continue."

Section G. Utility Assistance

- If you are not requesting utility assistance, scroll to the bottom of this section and select "Complete & Continue."
- If you are requesting utility assistance, please fill in the information completely and upload the required documentation. **Please Note:** utility assistance is only eligible for past due statements and current month due. If you utilities are included in your monthly rent, simply skip this page.
- After you have completed this section, select "Complete and Continue."



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Section H. Prior Assistance Received:

- Please review this section thoroughly before answering question F.1.
- Please fill in ALL of the months where prior assistance has been received.
Example: St. Lucie CARES
- False statements in this section could result in an automatic denial of your application.
- After you have completed this section, select “Complete & Continue.”

Section I. Required Documents:

- Please review this section thoroughly before uploading your required documentation.
- Uploading ALL required documentation that is specific to your household reducing application processing times.
- After ALL of your documentation is uploaded in this section, select “Complete & Continue.”

Submit:

- Please review this section thoroughly before attesting to each possible selection.
- The St. Lucie County Emergency Rental and Mortgage Assistance Program is funded in whole, or in part, with U.S. Department of Treasury federal funding. False statements or misrepresentations can result in your application for assistance being denied or worse, it could result in criminal prosecution.
- Please choose carefully prior to submission of your application.
- Select “Click here to electronically sign” before selecting the “Complete & Submit” button. Please note: Once you select “Complete & Submit” you cannot make changes to your application until it is assigned to an Intake Specialist and is re-opened by a Program representative.

Due to high volumes of applications received by the Program, please allow twenty-one (21) days from the date and time of your submission for assignment and initial review. For any questions regarding the status of your application after the twenty-one (21) day past submission, please contact ERAP@stlucieco.org and provide your full name and assigned CASE ID number.