

# Housing Retention Program

## Frequently Asked Questions (FAQs)

1. Who do I contact for more information about the program?

The Community Based Organizations that are administering this program are on the last page of the application and are listed below:

<p><b>Centro La Familia Advocacy Services</b> 302 Fresno St. Ste. 102 Fresno, CA 93706 559-237-2961 Email: <a href="mailto:centrolafamiliaadvocacy@gmail.com">centrolafamiliaadvocacy@gmail.com</a> Website: <a href="https://www.centrolafamilia.org">https://www.centrolafamilia.org</a></p>	<p><b>Education and Leadership Foundation</b> 4290 E. Ashlan Ave Fresno, CA 93726 559-291-5425</p>
<p><b>Jakara Movement</b> 6089 N. First Fresno, Ste. 102 Fresno, CA 93710 559-549-4088</p>	<p><b>Reading and Beyond</b> 4670 E. Butler Ave. Fresno, CA 93702 559-214-0317 Website: <a href="http://www.readingandbeyond.org/our-work/housing-assistance">http://www.readingandbeyond.org/our-work/housing-assistance</a></p>
<p><b>The Fresno Center</b> 4879 E. Kings Canyon Rd Fresno, CA 93727 559-898-2565 Website: <a href="https://thefresnocenter.weebly.com/housing-retention.html">https://thefresnocenter.weebly.com/housing-retention.html</a></p>	<p><b>West Fresno Family Resource Center</b> 1802 E. California Ave. Fresno, CA 93706 559-621-2967 Email: <a href="mailto:kparker@wfresnofrc.org">kparker@wfresnofrc.org</a> <a href="http://www.wfresnofrc.org/housing-retention-program">http://www.wfresnofrc.org/housing-retention-program</a></p>

2. What are the eligibility requirements for this program?

- Must be a resident of the City of Fresno
- Must meet the income guidelines
- Have been negatively impacted by COVID-19
- Are behind on your rent, mortgage or other housing bills

3. How much can I receive in assistance?

The grant will pay \$1,500 per individual or \$3,000 per household.

4. Can I apply with multiple organizations?

No, we are only accepting one application per household. Applying with multiple organizations could disqualify you.

5. Can I pick any of the above organizations?

Yes, you can pick one of the six organizations above. The choice is yours.

6. Once I have filled out my application, how do I submit it?

You will need to contact the organization for instructions on how to submit your application. Some organizations require you to drop off the paperwork or email it.

7. Is there other documentation that is required with the application that I must submit?

Yes, see the required documents that will need to accompany your application.

- Income verification: paystubs (current month), EDD, last year's tax documents (2019)
- Address verification: rental agreement, utility bill, etc.
- Rent agreement or Mortgage statement: If you don't have one, we need a statement from the person you rent from.
- If laid-off, hours cut from employer – Letter of Proof
- If you suffer from financial loss – Letter of explanation
- If PG&E, phone bill or internet are behind, submit proof. If you qualify, payment will be made directly to the carrier.

8. If I need help filling out the application, who do I contact?

You can contact any of the six organizations above and they can help you fill out the application and answer any questions you may have.