



City of Surprise CARES Housing Stability Program Information



The City of Surprise has initiated a program to assist persons and families vulnerable to housing stability due to job loss, reduced hours, mandated quarantine, and/or care of children or dependent adults **directly** related to the COVID-19 pandemic.

The City of Surprise CARES Housing Stability Program provides financial assistance in the means of up to three (3) consecutive months of Rental or Mortgage Assistance, and up to three (3) consecutive months Utility assistance if in conjunction with rental/mortgage assistance. Assistance will be such to bring an account in arrears current and may be granted to cover a current payment due but cannot pay ahead. The purpose of this program is to assist person/families in maintaining stable housing. **Your lender/landlord's agreement to participate is required, since rental/mortgage assistance is provided directly to lender/landlord on the residents' behalf.**

Eligibility:

- City of Surprise Resident with proof of residency at least 30 days prior to 3/27/2020. *Short term leases are not eligible.*
- Loss of income/housing stability **must** be directly related to COVID-19 (i.e. verifiable proof of loss of income effective 3/27/2020, forward)
- Households who are not in violation of their current lease agreement and do not owe back rent to landlord or property management prior to 3/27/2020
- Income Qualify (see chart below)
- Cannot currently be receiving federal housing subsidy, or living in federally subsidized housing, or any housing that has a federally insured mortgage, or have had City of Surprise Housing assistance in past 12 months
- Resident may be current on their rent/mortgage provided they are at risk of imminent default per financial review. Resident must have clear verification of amount past due. Homeowner must be no less than 30 days from Trustee Sale Date.
- **Funding for this program is limited. This program is available to City of Surprise residents whose housing stability has been directly affected by COVID-19. Eligible residents may receive up to 3 consecutive months of rental/mortgage and/or utility assistance.**
- City of Surprise Neighborhood Services staff will strive to ensure that coordination will be made with other community agencies that are providing COVID-19 assistance to avoid duplication of services related to the CARES act funding.

Application Checklist

- ✓ Assessment
- ✓ Participation Agreement
- ✓ Completed Application
- ✓ Identification (State Issued ID, Driver's License, Passport, etc.)
- ✓ Proof of household size
- ✓ Proof of Surprise Residency i.e. ID, Utility Bill, Lease, etc.
- ✓ Proof of Income/Loss of Income
- ✓ Landlord Packet
- ✓ **Eligible participants must be able to maintain rent/mortgage payments post assistance and be current with insurance and taxes as applicable on owned homes.**

This program is made available to City of Surprise Residents who fall under Income Limit Guidelines below
Program Year 2020 Income Guidelines

| PY 2020 Income Limit Area | Program Year 2020 Income Limit Category | 1 Person | 2 Person | 3 Person | 4 Person | 5 Person | 6 Person | 7 Person | 8 Person |
|---------------------------------------|---|----------|----------|----------|----------|----------|----------|----------|----------|
| Phoenix-Mesa Scottsdale, AZ MSA | Extremely Low Income Limits (30%) | \$16,350 | \$18,700 | \$21,050 | \$23,350 | \$25,250 | \$27,100 | \$29,000 | \$30,850 |
| | Very Low Income Limits (50%) | \$27,250 | \$31,150 | \$35,050 | \$38,900 | \$42,050 | \$45,150 | \$48,250 | \$51,350 |
| | Low Income Limits (80%) | \$43,600 | \$49,800 | \$56,050 | \$62,250 | \$67,200 | \$72,250 | \$77,200 | \$82,200 |



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Application/Program Process

1. Applicants experiencing financial hardship are strongly encouraged to contact their lender, on-site manager or lease agent by phone or email right away to let them know if you may need rental assistance or a payment plan for your next monthly rental payment.
2. Initial Assessment for referral to CARES Housing Stability program - Verify current housing instability is directly related to income loss due to COVID-19. Complete assessment via the [Participant Portal](#)
3. Once available, complete and submit the Application with supporting documentation to Neighborhood Services Division via the [Participant Portal](#)
4. After eligibility is confirmed, program coordinator may contact participant to complete paperwork for rental/mortgage and or utility assistance.
5. Applicants will be required to submit all requested supporting documentation/verification **with** application.
6. Incomplete Applications **will not** be accepted
7. If all of the required documentation is NOT submitted, consideration for the program will not be provided.
8. This program is a first come, first serve, and is only available as funding permits
9. Participants will be required to complete limited case management with assigned Program Coordinator.
10. City of Surprise CARES Program will make all housing payments directly to Landlord, Rental Agency, Mortgage Company or Bank.
11. City of Surprise CARES Program will make all Utility payments directly to Utility Company.
12. This document is not all inclusive of the complete **City of Surprise CARES Housing Stability Program** guidelines

*Community Legal Services provides tips for tenants and home owners affected by COVID-19 and sample forms in both English and Spanish on their website: <https://clsaz.org/covid-19/>

For more information, please contact the City of Surprise CARES Housing line at 623-222-1640