



The City of Pomona  
Emergency Rent/Mortgage and Utility  
Assistance

**FREQUENTLY ASKED QUESTIONS**

**(For Phone-In Questions during the 2-Week Application Period)**

**I. GENERAL QUESTIONS**

**1. Will I have to pay the assistance back?**

NO, this program is a grant. Repayment is not required.

**2. I do not have a computer and it is hard to apply over the phone. Can I submit the application at City Hall?**

Yes, you can drop off your application at City Hall, Mondays through Thursdays, from 7:30 a.m. to 6:00 p.m. Please drop off application at the Library drop box. You can also mail your application to the City of Pomona, but the application has to be postmarked prior to **May 28, 2020 5:59 p.m.**

**3. Whose application will you review first? Is it first come-first served basis?**

Processing of application will **NOT** be on a first come-first served basis. The City will be doing a lottery to determine the applications to be reviewed first.

**4. What If I could not submit before 5:59 p.m. on May 28, 2020? Will you re-open the program?**

It will depend on availability of funding after this first round of application. The City will be advising the public if the program will re-open.

**5. I own a house in Pomona, but my monthly mortgage is \$2,000. I am unable to pay my mortgage payment since I lost my job, can you raise your assistance to \$2,000 because that is my monthly mortgage?**

The maximum assistance the City can provide is one time of up to \$1,500. We advise that you contact your mortgage lender to determine if they offer any mortgage relief. Some banks may have set-up 90-day payment deferral options on loans and mortgages or if the difference can be delayed.

**6. What If I could not submit before 5:59 p.m. on May 28, 2020? Will you still accept my application?**

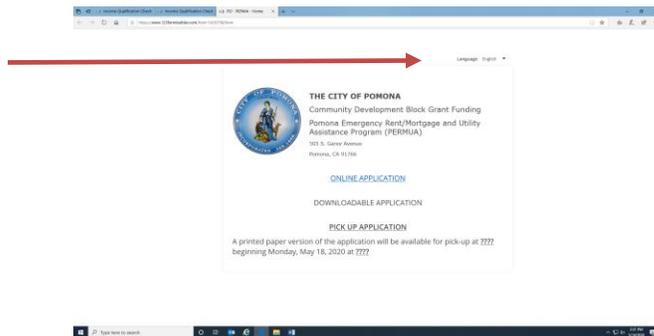
The City will no longer accept applications after May 28, 2020 at 5:59 p.m., unless it is by mail and postmarked prior to this deadline.

## 7. I do not have a Social Security Card. Can I still apply for the program?

Yes. You can submit your ITIN, in lieu of a Social Security card. Please remember to still provide or include in your application SSN cards or birth certificates for other household members.

## II. ON-LINE APPLICATION QUESTIONS

### 1. Do you have a Spanish application? The on-line application is only in English?



Yes. At the top of the application, you will see English. You can click on the drop down menu and select Spanish for the Spanish application.

### 2. I cannot proceed with my on-line application because I cannot upload my documents/ I cannot upload my documents because I do not have a scanner/ Or I am contacting you because the application said that I need to call about my hard copy documents if I cannot upload them on-line.

#### Answer Options:

2.1 Yes, you can come down to City Hall to submit the supporting documentation to us. Please place the supporting documentation in an envelope and clearly label **“supporting documentation for on-line application”**. Also, make sure that the envelope has your name and address. You can drop off the supporting documentation at the Library drop box.

**Important: The supporting documentation should still be submitted prior the deadline of May 28, 2020 at 5:59 p.m.**

2.2 If you do not have a scanner, you can take a picture of the documents from your phone and attach that picture to your application, instead of a scanned document. Please make sure that the photo of the document is clear and centered.

2.3 Another option is for you to download the application on-line and submit a hard copy application. You can drop-off the application and complete

supporting documentation at the Library drop box on or before May 28, 5:59 p.m.

**3. I am a day laborer and I do not receive pay stubs. How do I show proof of income?**

Options:

3.1 If you are submitting an on-line application, on the income screens, there is a drop down menu that provides day laborer. Please select that field and sign on the signature box. On the narrative explanation for non-submission, please indicate that you are paid on cash basis.

3.2 If you are submitting a hard copy application, please use the income self-certification form that is part of your application packet.

**III. PROGRAM REQUIREMENTS**

**1. I am a property owner. I do not live in Pomona, but I own a rental property in Pomona. Do I qualify for the program?**

No, but your tenant may qualify if your tenant is experiencing hardship due to COVID-19. Have your tenant apply to the PERMUA Program on-line at (<http://www.ci.pomona.ca.us/index.php/component/content/article/21-government/2038-cares-act-funding>) or get an application at City Hall Monday-Thursday 7:30 a.m.-6:00p.m. Hardcopies are located by the visitor parking lot.

**2. I have not paid my rent since February, and I am afraid the landlord will evict me. Can you help me pay for my rent?**

The City can only assist individuals unable to pay their rent beginning March 2020. However, there is an existing moratorium on eviction in the City of Pomona. Tenants may not be evicted for failure to pay rent due to the financial impact of COVID-19. Tenants will have up to six months following the expiration of the local emergency to repay back rent due. We advise that you contact your landlord to work out a payment plan for repayment of rent. Do not leave your home.

If you receive a "Notice to Pay Rent or Quit", it is important to inform your landlord, before the deadline listed in the notice, the reason why you were not able to pay for your rent. If they were for reasons related to COVID-19 make sure to let him know.

#### IV. INCOME QUESTIONS

**1. What do you consider as income?**

Income are salaries and wages, tips, benefits, profits from operating your business. The full list of what to consider as income is included in the application, under Income Inclusion.

**2. How do you compute income?**

We will take your household's total monthly income and multiply that over the next 12-month period. Your household's total annual income may not exceed the Income Limits for your household size. For example, the total household income cannot exceed \$90,100 for a household size of four.

**3. I lost my job due to our company closing its business. I no longer have contact with my employer. How do I prove that I lost my job due to COVID-19?**

You can submit your unemployment benefit, which will indicate that you lost your job.

**4. Is the Federal Pandemic Unemployment Compensation \$600 per week that was added to individuals collecting Regular Unemployment Compensation considered income?**

Yes. This is a benefit and therefore considered income. Please include this additional \$600 in your income sources in your application and benefit supporting documentation.

**5. I have savings of \$10,000 but I have set this money aside for my children's schooling. Does that mean I am not low income? Will this disqualify me from the program?**

We will not count the actual value of your savings as income. Only 2% of your, or \$200, is income. We will combine that amount with the entire household income and that total may not exceed the Income Limits based on your household size. This Income Limits is included in the application.

**6. My daughter is pregnant. Do we consider her child as part of our household?**

No, we will not yet count her unborn baby part of the household.

**7. I do not file Income tax returns. What do I provide instead?**

We would need an estimate of your income prior to COVID-19. Your supporting documentation could be your Social Security Statement, bank statements, and other similar documentation to show your income prior COVID-19.

## **V. LEAD SAFE HOUSING RULE REQUIREMENTS**

### **1. What if my Landlord do not make the lead corrections? Will I not be qualified to receive the assistance?**

Unfortunately, this program is funded with Federal funds, and one of the requirement for using this funding is to comply with the Lead Safe Housing Rule. Your Landlord must undertake the measures to stabilize lead based paint hazards found during the inspection.

After receiving the assistance, your Landlord can apply to the City's Lead Education Awareness Control and Healthy Homes Program. This will provide funding of up to \$20,000 per unit to address hazardous lead based paint surfaces and to address other housing hazards. Please further details, please encourage your Landlord to call the Lead Program Team at (909) 620-2001.

## **VI. DUPLICATION OF BENEFITS**

### **1. If I receive rental assistance from the Pomona Housing Authority, can I apply?**

No. The applicant must **NOT** have received any other funding for business assistance from federal, state, local or other entities. HUD does not allow for the Duplication of Benefits (DOB). To be verified.

### **2. If I had a rental and utility assistance application declined or cancelled, can I apply?**

Yes, If you did not sign a loan agreement you may apply.