



FREQUENTLY ASKED QUESTIONS ABOUT THE RENT & UTILITY ASSISTANCE PROGRAMS

What type of assistance does Loudoun Cares offer under these programs?

Loudoun Cares offers rent relief, eviction prevention, and utility assistance.

If you need help with additional items such as food, diapers, car repair, medical, etc. please call our ConnectLine at 703-669-4636.

Do I have to live in Loudoun County to receive help?

Yes, our programs are for Loudoun County residents only. If you live in a different county, please check with your local Department of Family Services for programs in your area.

For assistance in neighboring counties, please contact the following:

Fairfax County, VA: (703) 324-7500 | Clarke County, VA: (540) 955-3700

Fauquier County, VA: (540) 422-8400 | Prince William County, VA: (703) 792-7500

What if I own my home? Can you help me with overdue mortgage payments?

No, we do not currently offer programs that help with mortgage payments.

However, home owners may be eligible for utility assistance. Visit our website www.loudouncares.org/help to complete our pre-screening.

Can you help with utilities?

Loudoun Cares has several programs that provide utility assistance. Visit our website www.loudouncares.org/help to complete our pre-screening to see how you can qualify.

Do I need to have a formal lease to get rental assistance?

Yes, you must have a signed lease agreement with your landlord. The landlord should provide you with the signed lease along with any additional amendments to lease.

In addition to my current lease, what other documents will my landlord need to provide?

Your landlord will need to provide the following:

- Signed lease
- Current ledger/statement showing how much you owe
- Additional amendments to lease
- Completed and signed federal W-9 Form

The federal W-9 has to have been signed within the year of receiving funding. (A federal W-9 is an IRS form that is required so that we can issue a tax document to the IRS showing the income that the landlord has received from this program.) As the payment process may take up to 3 weeks, your landlord will also be required to sign an Understanding Agreement stating their acceptance of this possible waiting period.

Are there any additional documents that I will need to submit?

Loudoun Cares Resource Agents will need you to provide the following:

- Copy of Picture Identification
- Proof of income documentation
- Proof of participation in government assistance programs (if applicable)
- Copy of utility bill (if applicable)
- Any other supporting documentation that may be required to verify your situation

I have a 5- or 30-Day Pay or Quit Notice from my landlord. Am I eligible for these programs?

Yes, you remain eligible for this program. These notices are usually the first step before any legal eviction action. Getting one doesn't stop you from getting help from this program.

I have an Eviction Summons (Unlawful Detainer), am I eligible for these programs?

Yes, you may qualify for our Eviction Prevention Program. To see if you're eligible, complete the pre-screening process at loudouncares.org/help.

I've been struggling to cover my rent. Am I eligible for this program?

Yes, households experiencing a housing cost burden (rent is more than 30% of total household income) may be eligible for assistance.

Are there other requirements?

In addition to meeting the requirements mentioned earlier (such as residing in Loudoun County and having a current lease for the property in question), your total household income must be at or below 80% of the Average Median Income, and your need for assistance must be related to the economic impacts of COVID-19. See below for details.

What does it mean that my need for assistance must be related to the economic impacts of COVID-19?

Households must have been impacted by COVID-19 economic factors that include one or more of the following (supporting documents may be requested):

- Job loss due to economic impact of COVID-19 at one's workplace
- Reduced work hours due to economic impacts of COVID-19
- Place of employment closed due to economic impact of COVID-19
- More than a 10% increase in rent between 2021 and 2023
- More than a 20% increase in utilities between 2021 and 2023
- Increased household expenses (childcare, medical bills, food, etc.)
- Health issues as a result of COVID-19 factors
- Mental health issues as a result of COVID-19 factors
- You receive government assistance
 - SNAP (Food Stamps)
 - Free and Reduced School Lunch
 - TANF (Temporary Assistance for Needy Families)
 - Section 8/Housing Choice Vouchers
 - WIC Coupons (Women, Infants, and Children Supplemental Nutrition Program)
 - Head Start Program
 - CCDF Voucher (Childcare and Development Program)
 - Live in a LIHTC (Low-Income Housing Tax Credit) Apartment
 - Live in an Affordable Dwelling Unit (ADU) Program Apartment
 - Medicaid
 - Medicaid CHIP Child Health Insurance
 - Medicare Part D
 - SSI (Social Security Insurance)

How can I determine whether my income falls within 80% or less of the Average Median Income (AMI)?

To figure out your total monthly income before taxes, add up all the money you receive in a month. This includes wages, child support, Social Security Insurance or Disability, alimony, pension, retirement pay, TANF, and any other sources of income for everyone in your household who is 18 or older (including extended members of your family such as grandparents, aunt/uncle, etc.) This total should not exceed a certain amount based on the number of people you are responsible for in your household, based on the chart below:

MAX INCOME (BEFORE TAXES) BY # OF PERSONS IN HOUSEHOLD:						
Household Size	1	2	3	4	5	6
Yearly Income	\$86,700	\$99,050	\$111,450	\$123,800	\$133,750	\$143,650

*If you're a household of more than 6 persons, take the pre-screen to see if you qualify.

How long is each program available?

Rental Assistance Program - This program is scheduled to start on May 15, 2024 (subject to change) and will continue until December 31, 2026, or until the funds are exhausted.

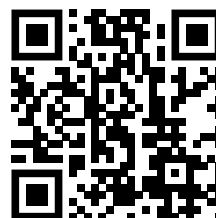
Eviction Assistance Program - This program will run until the funds are exhausted.

Utilities Assistance Program - This program will run until December 31, 2026 or until the funds are exhausted.

Is there a limit to the amount of assistance I am eligible to receive?

All funding decisions are based on several factors and will be determined on a case-by-case basis, depending on the level of need and within the limits of our funding source.

ALL APPLICANTS MUST COMPLETE OUR PRE-SCREEN
by visiting loudouncares.org/help
or scanning the QR code



Limited funding. Subject to availability.

If you need help filling out the pre-screen or need resources other than rent, eviction, and utility assistance, contact us on the ConnectLine (703) 669-4636 (HELP).

Rent, Eviction, and Utility Programs are funded by Loudoun County utilizing the American Rescue Plan Act Fund (ARPA).

