

Tenants

Q1: Will you be able to let landlords know that a client (tenant) is in the application process and that it could take 30 days?

A1: It is the tenant's responsibility to let the landlord know. If the landlord has not yet applied when the tenant application is under review, outreach will be conducted to encourage landlord participation.

Q2: Are cable/internet bills also eligible?

A2: Internet / Cable expenses are not eligible under our program

Q3: Per the information on the Treasury Website, it is my understanding that rental payments can be made directly to tenants if the landlords do not wish to participate in the program. This is not an option for Rutherford County Program, why?

A3: Rutherford County will not be making payments directly to tenants. We evaluated the risk of fraud and abuse and to minimize the County's risk, we are following the same protocols established by the Tennessee Housing Development Agency by making payments directly to landlords and utility providers. We determined that this is the best course of action for our County. We encourage tenants and landlords to work together to submit qualifying applications.

Q4: Will people who have previously used LIHEAP funds be allowed to participate?

A4: Yes, as long as the requested time frame for assistance doesn't overlap. Please provide your LIHEAP assistance with your uploaded documents

Q5: If someone only needs utility assistance, does only the tenant need to apply, not the landlord?

A5: The Tenant will need to apply for the utility assistance. The program will still require documentation that proves they are renters, such as a lease confirming the name and address of the tenant, and past due utility account statements confirming address of tenant.

Q6: Will there be people available to provide one-on-one assistance with the application process?

A6: We encourage applicants to add users (friends or volunteers from the community resource agencies) to their accounts to help them submit documents. Utilizing the portal will be the more expedient way to provide information. The call center can help applicants add users to their accounts. Documents can be uploaded via PDF or a clear photo or screen shot from their computer, Laptop, tablet or mobile device.

Q7: Is Student housing included in shared living if they qualify?

A7: Yes.

Q8: If we upload a copy of our lease, will the Landlord need to provide a copy as well?

A8: Both Tenants and landlords are required to submit a copy of their lease or rental agreement during the application process.

Q9: Which Definition of Income is being used?

A9: We are using adjusted gross income as defined for purposes of reporting under IRS Form 1040, line 11.

Q10: Will getting unemployment due to COVID reasons be enough to qualify for assistance?

A10: This is one of the eligibility requirements- see other FAQs on this website for additional qualification requirements.

Q11: I've been approved for COVID-19 Rental Relief Funds that will cover my past due utility balance; however, the current portion of my utility bill is due soon. How should this be handled?

A11: We encourage you to communicate with your utility company about this situation and make every effort to pay your current bill. We are working diligently to get the funds to landlords and utilities as quickly as possible; however, it's important for you to stay in contact with your landlord and utility company throughout this process.