



Irving Emergency Housing & Utility Assistance Program (EHAP)

The City of Irving is concerned about the economic hardships and impacts of the COVID-19 pandemic on the residents of the city. Having received funds from Dallas County under the Coronavirus Relief and Economic Security Act (the "CARES Act"), the City is now offering emergency rental, mortgage and utilities assistance for eligible residents.

The City has partnered with Catholic Charities of Dallas to provide financial relief specifically to those City of Irving residents impacted by COVID-19. As of August 1, 2020, Catholic Charities will be processing applications on a first-come, first-served basis.

While we are committed to helping as many residents as possible, given the funding available, we do anticipate a high demand, so please be patient. Completing and submitting the application is not a guarantee that a resident will qualify for assistance. Please review all information before applying.

In order to qualify, City of Irving residents must:

- Have lived in the City of Irving since March 1, 2020;
- Have been directly financially impacted by COVID-19 (loss of job/income; furlough; reduction in hours/pay; increased COVID-19 household expenses related to healthcare or childcare);
- Have a total household income between 80% and 120% of the Area Median Income (AMI);
- Not have received CARES Act housing assistance at the same time from another agency (such as Dallas County or another non-profit entity).

Household Size	Program Lower Limit - 80% AMI	Program Upper Limit - 120%
1 - person	\$48,300	\$72,408
2 - person	\$55,200	\$82,752
3 - person	\$62,100	\$93,096
4 - person	\$68,950	\$103,440
5 - person	\$74,500	\$111,715
6 - person	\$80,000	\$119,990
7 - person	\$85,500	\$128,266
8+ person	\$91,050	\$136,541

**Note: if your household income is less than 80% of AMI, other financial relief packages are available. Please go to www.cityofirving.org/COVID-Housing*

Residents must provide the following documentation in order to complete an application:

- Personal identification (government ID, passport, driver's license, green card);
- Proof of residency and occupancy (current lease agreement or mortgage statement);
- Proof of COVID-19 financial impact (letter from employer certifying job loss, furlough or reduction in hours/pay; copy of unemployment benefits; paycheck stubs; bank statements);
- Copies of past-due bills (ledger statement from landlord; mortgage statement; gas, electricity or internet bills)

To access the application, please go to: www.cityofirving.org/COVID-Housing or call the helpline at (214) 257-0674 (Monday through Friday, 8 a.m. to 5 p.m.).



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Frequently Asked Questions

How much assistance is available?

Each eligible resident can receive up to a maximum of \$2,000 per month for up to three (3) months to cover housing expenses (rent or mortgage payments, and gas, electricity or internet bills). Funds can be used to pay all or any part of these expenses, including arrears and late fees that occurred after March 1, 2020.

Do I get the money directly?

No, the money is paid directly to your landlord for rental assistance; your lender for mortgage assistance; or your utility provider(s) for utility assistance. Your landlord/mortgage company must be willing to accept payment from Catholic Charities on your behalf.

How do I apply for COVID-19 mortgage/rental assistance?

Access the online application at www.cityofirving.org/COVID-Housing. The application is available in English and multiple other languages through Google Translate. You can easily apply with a smartphone, tablet, laptop or desktop computer.

I do not have access to the internet, how do I apply for COVID-19 assistance?

Please call (214) 257-0674 (Monday through Friday from 9 a.m. to 5 p.m.) to be screened over the phone. Please leave a message if you are unable to get through to a staff member. Due to high call volume, please be prepared for a delay or a busy signal. Intake specialists are available to assist you in English and in Spanish.

Can I receive assistance for future bills?

At this time, we are processing requests for financial assistance to pay up to three months of bills in arrears (past-due) and those that are currently due. If you need support again in the future, you have not exceeded the maximum amount and there is still funding available, you can contact Catholic Charities at CCDDisaster@ccdallas.org to re-open your application and submit additional bills and documentation.

Will I have to pay the money back in the future?

No. The assistance is in the form of a grant, not a loan.

I am a landlord, mortgage lender or utility provider, how do I get paid?

You will be contacted by Catholic Charities staff to verify payment information once your tenant or mortgagee is approved for this grant. Payment will be processed in two to three weeks.

Can the funds be used to pay my unpaid City of Irving water bill or the property tax portion of my mortgage payment?

No, the CARES Act specifically prohibits the funds to be used for government revenue replacement. There may be other programs available to you to help with those payments. Please contact the City of Irving at (972) 721-4800 for further assistance.

My household income is less than 80% of AMI. Can I still receive assistance?

The City of Irving's EHAP program is specifically for residents with household incomes between 80% and 120% of Area Median Income. The City offers additional support for those under 80% AMI; please go to: www.cityofirving.org/COVID-Housing or call (972) 721-4800. Additionally, Dallas County is accepting applications for emergency housing assistance through August 20th at <https://www.dallascounty.org/departments/dchhs/ehap-cares.php>.

What happens after I submit my application?

Upon submission, you will receive an email that your submission has been received. Resident applications will be assigned to the Catholic Charities staff, who will contact you within five business days to update you on your application and discuss any additional documentation that is required.

How will I know my lender or landlord has been paid, and how much has been paid?

Your assigned case worker with Catholic Charities will be able to answer your application status questions.

Do I have to count my entire household income?

Yes, income from all adult members of the household (18 years and over) must be submitted. If there are adults in the household that are not currently working, you will be asked to complete and sign a statement as to why they are not working.

What counts as household income?

All forms of household income are counted, including W-2 wages, 1099 income, social security benefits, VA benefits, unemployment benefits, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), pension disbursements, alimony and child support payments.

What if I get paid in cash?

On the application, there is an income documentation form that you can complete.

What if I am self-employed?

You can complete the income documentation form, as well as submit 1099 forms or a copy of your Income Tax Return.

Who is NOT eligible?

- Individuals and families with household income less than 80% AMI or greater than 120% AMI.
- Individuals and families who moved to Irving after March 1, 2020.
- Individuals and families living in public housing or using housing vouchers.
- Individuals or families living in units owned by immediate family members.
- Households that are currently receiving federal CARES Act money from another agency such as Dallas County or another non-profit organization.