



Delaware Housing Assistance Program (DE HAP)

Frequently Asked Questions (FAQ)

1) What is the Delaware Housing Assistance Program (DE HAP)?

To assist Delawareans facing financial hardships as a result of the COVID-19 health crisis, DSHA created the Delaware Housing Assistance Program (DE HAP). The program provides emergency housing assistance to renters affected by shutdowns, closures, layoffs, reduced work hours or unpaid leave due to the COVID-19 health crisis. Households are eligible for up to \$1,500 in assistance with rent or electric utility costs, with payments made directly to the property owner or utility company.

2) How do I know if I am eligible for DE HAP?

To be eligible for DE HAP, you must reside in Delaware and have a maximum household income at or below 80% of the Area Median Income (AMI) for the county in which you reside. You also must also provide documentation showing an impact on your employment or income beginning March 10, 2020 or later that is attributed to the COVID-19 pandemic. This includes such instances as a layoff, reduced work hours or needing to take unpaid leave due to childcare or other issues arising as a result of the health crisis. Income eligibility per county is as follows:

80% of County Area Median Income (AMI)				
	1 person	2 person	3 person	4 person
Sussex	\$40,400	\$46,200	\$51,950	\$62,350
New Castle	\$50,500	\$57,700	\$64,900	\$72,100
Kent	\$37,450	\$42,800	\$48,150	\$53,500

3) How do I apply for the program?

Fill out the application available online at www.destatehousing.com and submit it via email to dehap@destatehousing.com. You will receive a confirmation email and one of DSHA's community partners will follow up with you for additional information and documentation.

4) When will I hear from someone after I submit my application?

Applications submitted the week of March 30 may have a slightly longer response time. We are doing our best to make this assistance available as quickly as possible and will update this FAQ and other program documents on an ongoing basis.

5) How are payments distributed?

DSHA will make a payment directly to your landlord or utility company. This can be done via direct deposit or check. The community partner you are working with to finalize your



application will help you with these details and submit the payment request to DSHA. DSHA expects to make payments on a weekly basis.

6) What if I need more than \$1,500?

Since there are so many households affected by this situation, we are limiting assistance to \$1,500 at this time. We hope to make additional assistance available as more federal aid and disaster relief are announced. The community partner you are working with may be able to help identify other assistance programs you may be eligible for to assist with utilities, food, and other needs.

7) I own a manufactured home on leased land. Am I eligible?

If you meet the other eligibility criteria and cannot pay your lot rent, yes, DE HAP can assist with your lot rent.

8) What about help for homeowners?

If you are having difficulty making a mortgage payment, DSHA encourages you to be proactive and reach out to your mortgage company for assistance and guidance as soon as possible. Explain the situation to your mortgage provider and ask if they can provide information on relief options that may be available to you.

Several of the larger mortgage companies in the United States have taken actions to help homeowners. The best first steps are to contact your mortgage company and a housing counseling agency who can assist in assessing your situation and resources that may be available. To find a housing counseling agency near you, visit kissyourlandlordgoodbye.com and click on "Housing Counselors".

9) I'm having trouble with the .pdf application and don't have access to a computer. What do I do?

The application may not work on a mobile device, and it's best to do it on a computer. We are working to make this easier! You'll need to enter your info, save the .pdf, and email it to the dehap@destatehousing.com email address. If necessary, you can also print the application, fill it out, scan or take a picture of it and email to dehap@destatehousing.com or mail to:

DE HAP Application
DSHA
18 The Green
Dover, DE 19901

If you do not have access to a printer, send an email to dehap@destatehousing.com with your mailing address and we will mail one to you.