

DISASTER RENTAL ASSISTANCE
Q&A DOCUMENT
Updated: January 8 2025

Q: How do we code the rental assistance on daysheets?

A: Counties have the option of utilizing up to 5% of their Rental Assistance allocation for administrative costs. If a county wishes to capture these administrative dollars, they must ensure they do not duplicate staff time by coding these costs to a non-reimbursable code on their day sheets. To accomplish this:

- Designate one of the 778-789 codes to rental assistance.
- During the 1571, Counties should utilize the NCCORELS preliminary 335 report, which will estimate the amount of staff time and overhead allocated to the code chosen for rental assistance.
 - Counties should save this report and keep it with their Rental Assistance documentation as supporting documentation.
- The county may then report this amount, not to exceed 5% of their allocation, using the Rental Assistance SmartSheet reporting process.
- Counties must ensure that this time has been coded to non-reimbursable and has not been reimbursed through some other funding (such as FEMA).

Q: For verifications of income, if they state no income – do we take their statement? It does say that we can use “other documentation that accurately represents the household’s income”. Is the client able to write something and sign it and that be our verification?

A: Yes, you can take the clients attestation on their income. Since there is no application process, accepting their statement is acceptable as long as the DCDL doesn’t say that you will follow CIP policy on verification (I can’t remember if it does or not) If it does say that, CIP requires income be verified and that OVS be run.

Q: If we can’t reach the Landlord and the client doesn’t have a rental agreement, do we wait x number of days for us to get the info? Or, would we just tell them to come back when they do get the information. And, then start the process over when they do bring it in?

A: A call should be placed to the Landlord to verify the information, you may have to leave a message and wait for a call back to verify payment. A rental agreement is not necessary if you are able to confirm the lease information and the information needed to send the funds.

Q: What if we are unable to reach a Landlord at all?

A: To ensure that the payment is made to the proper entity, you should verify with a reliable source (landlord, rental office, etc.) the correct information for the check and where to send the funds.

Q: Will all Landlords need to complete a Form W-9 prior to us issuing payment since our County sends a 1099 at the end of the year?

A: That is up to your county finance office who will be issuing the check.

Q: When does this program start?

A: Funds have been sent to the county for their use – they can begin spending it whenever they are ready.

Q: For DSS employees, the DCDL states they must be seen by supervisor for the to review for accuracy and no conflict of interest. So, a worker could take the application correct and then the person goes to the supervisor? Is it possible for the supervisor to just take the app in person and ensure accuracy?

A: There is no formal application process, if a DSS employee is going to be provided rental assistance funds then a supervisor should handle that process of meeting with the employee to gather all of the needed information and working with the landlord to ensure the payment is made as outlined in the DCDL.

Q: Also, it doesn't clarify the different or only way an applicant could apply.

A: There is no formal application for these funds, the county can determine the best way for them to support their constituents.

Q: It appears that this funding has a provision that impacted individuals must STILL reside in a disaster impacted county, not necessarily the same one in which they were affected. We have impacted individuals who have temporarily relocated to a non-disaster area while their home is being rebuilt or repaired. Can you please confirm if this provision might change in the near future?

A: The way the session law is written requires the individuals to reside in an affected county, but we will review with our team to ensure we have interpreted the intent correctly.

Q: Will there be any type of training for this program?

A: We will be establishing office hours for rental assistance after the first of the year to answer any questions you may have.

Q: Is there an application form that we can use?

A: There is not a formal application for these funds.

Q: Is there an approval or denial letter that we should use?

A: You should document in your records any approvals or denials. If approved, you will also need to record the information on the Smart Sheet to document the use of the funds.

Q: Is this program to be run outside of NCFast?

A: Yes

Q: Do we pay just the amount of the rent for the month or does everyone receive the Fair Market Rental amount?

A: Counties are able to pay up to the Fair Market Rental amount for each household.

Q: Income. Should we request Net or Gross?

A: Gross

Q: Can we do phone applications or is In Person a requirement?

A: There is no formal application for these funds, the county can determine the best way for them to support their constituents.