

Healthy at Home Eviction Relief Fund (HHERF)

Funded via the U.S. Treasury Emergency Rental Assistance Program

Administered by Kentucky Housing Corporation (KHC)



Frequently Asked Questions (FAQs)

Last updated February 24, 2021

GENERAL QUESTIONS: TENANTS & LANDLORDS

→ For detailed program information, [click here](#).

→ To appeal a denial of HHERF assistance, [click here](#).

I have a few questions regarding if I am eligible for the program. How can I get my questions answered?

Most eligibility questions can be answered by reviewing the detailed program information provided on the [Healthy at Home Eviction Relief website](#). If after reading this you still have a question, submit your questions to the following email addresses:

For general program questions	Evict.eligible@kyhousing.org
For technical/website issues	Evict.technical@kyhousing.org
To submit electronic copies of required documents	Evict.docs@kyhousing.org

When should I expect a response to questions I submitted via email or voicemail?

Please be patient with us and don't leave multiple messages. We can typically respond in 1-2 business days, depending on the volume of questions received. Please do not leave a recorded message on the Support Line if you have already submitted a question via email, as this can slow our response rate.

I submitted a question by email many days ago but have not received a response.

Check your email's spam/junk folder.

Can I call the Support Line and ask that someone complete my application over the phone?

Not at this time. Due to the nature of the information required, applications can only be completed online. You can complete the application from either a computer or a mobile device.

If a tenant does not have access to a smart phone or computer—or if they are elderly or disabled—a 3rd party person can help them apply. This could be family, a friend, a fellow church member, a caseworker, and so on. The helper will be able to identify themselves as someone helping the applicant and can provide contact information if more information is needed.

My unit is in Fayette or Jefferson County. Can I receive assistance through HHERF?

No. Tenants in Fayette and Jefferson County are not eligible for this program, as those counties received direct funding for eviction relief.

To apply in Fayette County: covid19renterhelp.org

To apply in Jefferson County: stopmyeviction.org

I submitted my online application. How do I know if my tenant or landlord submitted their application?

You can always check the status of your application by logging back in. The system will display the status of your application.

What hours can I call the Healthy at Home Eviction Relief Fund Support Line?

A recorded message can be left at any time on the Support Line. Recorded calls left on the support line will be returned Monday-Friday, 8 am to 5pm. All calls will be returned from the 1-833-KYRENTS (1-833-597-3687) number so please be sure to answer the call.

I submitted my application online, what type of response should I expect?

You are encouraged to check your application status and your email inbox to see if additional information or documents are required.

How do you decide whom to pay first?

Lump sum payments to landlords and utilities will be made on a first-completed, first-paid basis. Once both the tenant and the landlord have completed their application, they have reserved a place in line to receive payment, if approved. If a tenant completes requirements for utilities before the rental application is completed, utilities may be paid before rent. Likewise, it is also possible that HHERF rent assistance may be paid to the landlord before payments are made to utilities.

My unit/tenant receives ongoing rent assistance from a federal program (Sec. 8, Public Housing, RD, etc.) but the tenant still has to pay some rent. Is this eligible?

Yes—for back rent only. HHERF can help cover the tenant's rent portion that is in arrears, but cannot assist with future rent. Tenants should immediately request an interim income recertification so their monthly rent portion can be adjusted to reflect any loss of income or household changes.

I live in/own a federally-funded apartment but my rent is not subsidized. Is this eligible?

HHERF CAN help tenants who simply live in income-restricted units built with HUD funding, RD funding, Low Income Housing Tax Credits, etc. If the tenant does NOT receive ongoing rent assistance—meaning they are responsible for all of the rent—they ARE eligible for HHERF.

My unit/tenant received temporary help with rent but still owes rent for other months. Is this eligible?

HHERF CAN offer assistance alongside other temporary assistance so long as it is not duplicating rent assistance for the same month. So, if a tenant received help from a church or the Team Kentucky Fund to pay November rent, they can receive HHERF to assist with other months of rent. Our aim is to avoid DUPLICATION of assistance, but it's fine for HHERF to help alongside other assistance.

What if the tenant and landlord are family members?

Those living with family and paying rent informally are not eligible. HHERF will allow leasing arrangements with family members, but only if there is a preexisting written lease, the tenant address is different from the landlord, and applicants can produce evidence of a history of consistent rent payments.

Definition of related parties: the spouse, parent, child, brother, sister, grandparent, grandchild, including steps, and in-laws; and any person cohabitating with a covered person, as well as any immediate family member related by blood, marriage, or adoption, but not distant relations such as cousins, aunts, uncles.

Are rent-to-own or lease purchase arrangements eligible?

A tenant in a rent-to-own or lease purchase arrangement may receive assistance ONLY IF the tenant and landlord execute the Kentucky Standard Residential lease template available [here](#).

Are trailer homes and lots eligible?

Yes. Trailer home rentals are eligible. If a tenant owns their trailer but rents their lot, they may be eligible for assistance. Keep in mind that a lease is required—even for trailer lots.

How is this related to the CDC's national evictions moratorium?

HHERF is not formally connected to the Center for Disease Control's [eviction moratorium](#), but both aim to keep people housed during the COVID19 pandemic. Under the CDC order:

- Tenants cannot be evicted for nonpayment of rent if they sign and submit a [declaration form](#) to their landlord, property owner or property manager. A [Spanish version](#) is available.
- Tenants who previously signed a declaration and submitted it to their landlord should not be asked to resubmit one and will have continued protections until the moratorium ends.

The CDC declaration form is NOT required for HHERF, but all eligible renters are encouraged to complete the form and get it to their landlord. The CDC order does not relieve tenants' obligations to pay rent, and tenants must comply with terms under their lease. For more information, read the CDC's [FAQs](#).

My application was denied, and I wish to appeal. How do I do that?

To appeal a denial of HHERF assistance, [click here](#). You may submit your request for an appeal to AppealsHHERF@kyhousing.org. Be sure to include all information that might impact your appeal.

I need to report fraud with the program.

You may submit a claim of fraud to Kentucky Housing Corporation [here](#) or to the U.S. Treasury [here](#). Please include as much detail as possible regarding your claim of fraud.

TENANT-SPECIFIC QUESTIONS

I need help with an online application. Can someone apply for me?

Yes. If a tenant does not have access to a smart phone or computer—or if they are elderly or disabled—a 3rd party person can help them apply. This could be family, a friend, a fellow church member, a caseworker, and so on. The helper will be able to identify themselves as someone helping the applicant and can provide contact information if more information is needed.

I did not submit an application but did receive an email stating that my landlord submitted an application and now I am requested to submit one. Am I required to submit an application?

If you want assistance, you should apply. Submitting your application could determine that you are eligible for 100% of past due rent/utilities and 3 months of future rent/utilities. However, you are NOT required to complete an application if you are not interested in receiving assistance. You are encouraged to communicate with your landlord on whether or not you are submitting an application.

What if all my back rent isn't covered by this program?

HHERF can help with 100% of back rent since April 1, 2020—for a maximum of 12 months of back rent. The program will also pay 3 months of future rent. If you owe rent from before April 2020, you can enter into a payment plan with your landlord. If your landlord accepts a HHERF payment, they cannot evict you for rent due from before April 2020, but they can still require you to pay that rent.

I think I need legal assistance regarding housing/eviction. Where can I get help?

A 24/7 legal aid hotline has been set up at 1-833-540-0342, along with a website, kycovidlegalhelp.org

What other information or resources are available?

For a list of other assistance and resources, [click here](#). You can also follow Governor Beshear's [COVID-19 updates](#).

LANDLORD-SPECIFIC QUESTIONS

As a landlord, I have submitted my application and see that my tenant has also completed their application. If the applications are approved, when can I expect to receive the lump sum payment?

Once payment is approved, payments are issued from Kentucky Housing Corporation (KHC) via direct deposit to landlords typically within 2 weeks. This timing may vary depending on the volume of applications KHC is processing.

I did not submit an application but did receive an email stating that my tenant submitted an application and now I am requested to submit one. Am I required to submit an application?

If you want assistance you should apply. Submitting your application could determine if you could receive 100% of back rent and 3 months of future rent paid in a lump sum via direct deposit. However, you are NOT required to complete an application.

What if all of the back rent owed by my tenant isn't covered by this program?

HHERF can help with 100% of back rent since April 1, 2020—for a maximum of 12 months of back rent. The program will also pay 3 months of future rent. If your tenant owes rent from before April 2020, you can enter into a payment plan with them. Accepting a HHERF payment requires a landlord to sign a Settlement Agreement that prohibits eviction of the tenant for rent due from before April 2020. The landlord can still require the tenant to pay that rent.

I am completing my application and have several tenants and multiple rental units. Do I complete an application for each rental unit and each tenant?

Landlords can add multiple tenants within the portal, Landlords are the only party that can complete multiple applications; tenants can only complete one application.

I read that one of the requirements for the program is that a landlord must agree to give 45 days' notice for any future eviction, not to be initiated until at least 30 days after assistance concluded. I'm confused on how you count the days. Can you give me an example?

To receive payment, the landlord and tenant must sign a [HHERF Settlement Agreement](#). This agreement requires that:

- Landlord will allow Tenant 45 days from last day of the final month for which HHERF funding covers rent before filing for late payment eviction proceedings for nonpayment of rent or non-renewal of the lease.
- After waiting for the period outlined above, Landlord will provide Tenant 30 days' notice of eviction for nonpayment of rent or non-renewal of the lease.

This means that if the next payment from the tenant is due May 1, 2021, and the tenant fails to pay rent, the landlord will not file for eviction until June 15, 2021. After this, if allowed by the courts to proceed with eviction, the landlord will give 30 days' notice of the eviction. HOWEVER, KHC encourages the landlord and tenant to reapply to HHERF if the tenant again falls into arrears.