

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

➤ **WHERE WILL UPDATES BE POSTED?**

All intake announcements, program updates, and important notices are posted on our website:

<https://www.rentalassistancepb.org>

➤ **WHO CAN I CONTACT IF I HAVE QUESTIONS?**

You may contact our Call Center at (833) 273-9455 for general information.

Please note that call volume is high during intake periods and wait times may vary.

You may also email [CSDCares@pb.org](mailto:CSDCares@pb.org) for assistance.

➤ **WHY IS THE APPLICATION INTAKE CLOSED?**

Due to limited funding and high demand, we must limit the number of applications accepted each month to ensure timely and fair processing.

➤ **HOW WILL I KNOW WHEN APPLICATIONS REOPEN?**

All updates, including intake opening dates, are posted on our website:

<https://www.rentalassistancepb.org>

➤ **DOES CONTACTING THE CALL CENTER GUARANTEE ASSISTANCE?**

No. Contacting the Call Center allows for pre-screening only. Assistance is subject to eligibility, availability of funds, and submission of all required documentation.

➤ **CAN I APPLY IF I APPLIED BEFORE?**

Eligibility is reviewed during each application period based on current program guidelines. At this time:

- Households must not have received rental assistance from any agency within the past 12 months, and
- The household must include at least one of the following:
  - A child age 18 or under
  - A senior household member
  - A disabled head of household

➤ **Can households receiving Section 8 housing assistance apply for rental assistance?**

No. Households currently receiving Section 8 (Housing Choice Voucher) assistance are not eligible, as their rent is already subsidized.

➤ **Does having an eviction notice guarantee assistance?**

No. While eviction risk is considered, assistance is not guaranteed and depends on eligibility, documentation, and available funding.

➤ **Can my landlord apply on my behalf?**

No. Applications must be initiated by the tenant. Landlords may be contacted later in the process to provide required information.

➤ **When will my landlord be paid if I am approved?**

Once your application is fully completed and approved, a payment request is submitted to the Clerk's Office.

The check is mailed directly to the landlord at the address they provided when registering as a Palm Beach County vendor.

**Please note that processing and mailing times may vary.**

➤ **What if I miss the intake opening?**

Due to high demand and limited funding, intake periods fill quickly. If you miss an opening, we encourage you to:

- Monitor our website for future intake dates
- Contact **211** for alternative resources
- Explore utility assistance, employment support, or other community programs

➤ **What documents will I need to apply?**

Required documents may include, but are not limited to:

- Valid government-issued photo ID for each adult household member
- Social Security Card for the head of household
- Current rental lease agreement
- Eviction notice, past-due rent notice, or 3-day notice (if applicable)
- Balance statement completed by the landlord
- Income documentation for the two months prior to application (pay stubs, benefits letter, unemployment income, SSI, child support, etc.)
  - For self-employed applicants: most recent tax return and last quarter profit and loss statement
- Proof of crisis: documented financial crisis within the past three (3) months / 90 days
- Additional documentation may be requested during application review

➤ **What are some common mistakes made on applications?**

Some of the most common reasons applications are delayed or denied include:

- Submitting incomplete applications
- Failing to provide all required documentation
- Submitting outdated or expired documents
- Providing income documents that do not cover the required two-month period
- Mismatch between the lease, ID, and application information
- Landlord information that is incorrect or not registered as a county vendor
- Not clearly documenting the financial crisis within the last three months
- Requesting assistance for future rent, which is not allowed

➤ **What if I cannot find a place to live?**

Applicants are responsible for locating their own housing. The program does not provide housing placement or housing search services. We encourage applicants to:

- Monitor affordable housing listings:  
<https://www.affordablehousing.com/west-palm-beach-fl/>
- Explore room-sharing or temporary housing options
- Contact the Community Services Contact Center at **833-CSD-WILL** for housing inventory information

➤ **What should I do if I have already received an eviction notice from the court?**

You should seek immediate legal assistance. Submitting an application for assistance does **not** stop court proceedings or delay an eviction.

In some cases, the court may require past-due rent to be paid directly to the Clerk of Court. Please note that our program can only issue payments directly to the landlord, and only if the landlord is a **registered vendor with Palm Beach County**. The program cannot make payments to the court or to tenants.

You may contact:

- Legal Aid services in your county
- The Clerk of Court for information about your case
- Florida Rural Legal Services

➤ **What if I want to move out of town or relocate?**

Assistance is generally limited to housing located within **Palm Beach County** and is subject to program guidelines.

Moving outside the county or state may make you ineligible for assistance.

Applicants considering relocation should verify eligibility with program staff before signing a new lease or moving.

**These programs are intended for established Palm Beach County residents.**

➤ **What type of relocation assistance is available for clients in subsidized housing (Section 8 or Public Housing)?**

For households receiving **Section 8 or Public Housing assistance**, relocation assistance is limited to **security deposits only**.

All payments are made **directly to the landlord**, who must be a **registered vendor with Palm Beach County**.

➤ **How long does the application review process take?**

There is no specific timeframe for application review. Processing times may vary based on application volume, funding availability, and whether all required documents are submitted.

To avoid delays, applicants should ensure that all required documents are complete and accurate at the time of application.

➤ **What happens after I submit my application?**

After submission, the following steps occur:

- Application is assigned to a reviewer
- Verification of documents and eligibility
- Balance statement is requested from the landlord
- Level 2 review
- Fiscal approval
- Payment processing

- **Can I check the status of my application online?**  
Yes. You may check the status of your application by visiting:  
<https://www.rentalassistancepbc.org/> or by calling **833-CSD-WILL**.
- **Can I apply if I live with family or rent a room?**  
Yes. You may apply as long as you have a valid rental lease, the landlord is a registered vendor with Palm Beach County (PBC), and you meet all current eligibility criteria.
- **Are month-to-month leases eligible?**  
Yes. Month-to-month leases are eligible, as long as the lease is current, valid, and meets program requirements.
- **Can I apply if my name is not on the lease?**  
No. All adult household members listed on the lease must also be listed on the application.  
Applicants whose names are not on the lease are not eligible.
- **Can I apply if I am living in a hotel or motel?**  
No. Applicants must be living in a permanent rental unit with a current lease. Hotel or motel stays are not eligible for rental assistance.
- **What if my lease is about to expire?**  
Yes. You may apply if your lease is about to expire, as long as you are currently living in the unit, have a valid lease, and meet all eligibility requirements at the time of application.
- **What if I already moved out?**  
No. Applicants must be currently living in the property and have a current, active lease. Assistance is not available for households who have already moved out.