

## Request for Proposals

### Homeowner Assistance Support Services

Deadline: 3:00 EST p.m. on November 30, 2021

#### Q&A Session, 11.16.2021

Q: For the people we assist, how can we count them into our system?

A: We will be able to create folders for different partners in the online portal used for applications. We can track which applications come from an organization and if necessary, can provide partners with a list of applicants that came from your organization. We are in the process of developing the reporting requirements for the partners.

Q: Are applications coming in equally throughout the state or are there areas where more outreach is needed?

A: The application is not yet open, but in looking at some initial data, our marketing efforts will likely be focused on the urban core, however there's no geographic focus for this program and people living anywhere in the state are eligible to apply.

Q: We currently have people calling us for assistance, what should we tell them...timeframe, etc?

A: Please tell them to go to our website, <https://www.rihousing.com/hafri/>. They can enter their email address to be notified of programmatic updates. We are looking at weeks, not months, in terms of program kick-off. We also encourage you to refer those calling to talk to their lenders and, if necessary, refer to HUD counseling. Additionally, if multifamily owners are calling you, they may want to look into RentRelief RI to see if they qualify for assistance through that program.

Q: How quickly will RIHousing disburse funds once applications are submitted?

A: We hope to disburse funds within 30-60 days, but it will depend on how many people apply. We are working with staff to be able to move applications along as quickly as possible. It is very important that applications are complete when submitted. Once someone is approved by both RIHousing and the applicant's mortgage servicer, RIHousing will send the grant agreement and as soon as it is signed, we will aim to get funds out as soon as possible.

Q: For people who call asking about the program could you give a sense of what information they can be pulling together to be ready for when the program has launches?

A: A copy of their driver's license, most recent mortgage statement, two years of tax returns showing a decrease in income, and proof of income for all persons over 18 residing in the house. If they are looking for utility assistance, they will need the most recent bills.

Q: Does assistance count as income for applicants?

A: Our understanding is this will not be counted as income. Applicants should discuss any questions or concerns with an accountant.

Q: How many months of bank statements must be submitted with the application?

A: One; the applicant's most recent.