



CITY OF MONROE

MORTGAGE ASSISTANCE PROGRAM FAQ

All applications will be handled on a first come-first served basis.

What are the eligibility requirements?

- The homeowner **MUST** have low or moderate-income (< 30-80% Area Median Income)
- The homeowner **MUST** live in City limits of Monroe
 - [Check Address Here](#)
- The homeowner **MUST** have experienced a loss of income due to COVID-19
- The homeowner **MUST** have Proof of Hardship (ex: loss of income, unexpected medical bills, job loss, etc.)
- The homeowner owner **MUST** be 18 years or older

What help is available for homeowners impacted by COVID-19?

- The homeowner may be eligible to receive assistance with mortgage and utility payments
- Assistance cannot exceed three (3) months
- Homeowners unable to make their mortgage payments resulting from the impact of COVID-19 (regardless of whether they have contracted the virus) may be eligible for mortgage assistance grants to pay their mortgage payments for up to 3 months

What is the Mortgage Assistance Program?

- The Mortgage Assistance Program aids with mortgage and utility payments to help families in-crisis who have been affected by COVID-19 due to job loss and a reduction in income
- Assistance includes help for low-income families who qualify and meet income guidelines established by the Department of Housing and Urban Development with mortgage assistance and utilities to prevent and avoid foreclosure and homelessness

How do I apply?

- You must complete the Preliminary Application first: [Mortgage Assistance Pre-Application](#)
- Upon review of your Preliminary Application, if deemed eligible to apply, you will be sent a link to complete the Full Application for Mortgage Assistance

How do I determine my income eligibility?

- To determine if you meet the initial eligibility criteria, please estimate your household income and determine where your income fits in the chart below
- You will be required to upload supporting documentation to prove income eligibility



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CDBG & HOME MAXIMUM INCOME LIMITS				
SECTION 8 FY 2020 INCOME LIMITS (Effective July 1, 2020)				
Number in Household		Extremely Low-Income	Very Low-Income	Low-Income
		30%	50%	80%
1	Person	\$ 11,600.00	\$ 19,350.00	\$ 30,950.00
2	Persons	\$ 13,250.00	\$ 22,100.00	\$ 35,350.00
3	Persons	\$ 14,900.00	\$ 24,850.00	\$ 39,750.00
4	Persons	\$ 16,550.00	\$ 27,600.00	\$ 44,150.00
5	Persons	\$ 17,900.00	\$ 29,850.00	\$ 47,700.00
6	Persons	\$ 19,200.00	\$ 30,050.00	\$ 51,250.00
7	Persons	\$ 20,550.00	\$ 34,250.00	\$ 54,750.00
8	Persons	\$ 21,850.00	\$ 36,450.00	\$ 58,300.00

Household Income Information

- Household includes **ALL** persons living at your home, including yourself
- Household income estimate is the combined total for **ALL** working adult members of the household

What documents will I need to submit to along with my application?

- Copy of Louisiana Driver's License or Louisiana picture identification for each adult member (18 years and older) of the household.
 - Out of State Driver's license, old ID'S are not acceptable.
- Copy of Income (everyone over 18 years old, six (6) Check Stubs/Award Letter
- Copy of Social Security cards for **ALL** household members
- Copy of current of Homeowner's Insurance Policy
- Copy of current paid Ouachita Parish tax collector receipt
- Copy of Most Recent Mortgage Statement
- Copy of Proof of Hardship (job loss, loss of hours, loss of income, increase in expense, etc.)
- Copy of Most Recent Utility Bills
- Copy of ALL HOUSEHOLD MEMBERS, (January- October) Bank Statements (Checking, Savings, Money Market, Employer Cards, Reloadable Cards, Etc.)
- Copy of other Reoccurring Debt Obligations (Loans, Credit Cards, Etc.)
- Copy of proof of Future Income (increase in hours, additional income, etc.)
- Delinquency Letter from Mortgage Company (If Applicable)
- Any Delinquency Letters or Cut-Off Notices from Utility providers (If Applicable)
- Self-Certifying Income Document



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Why must I agree to share financial information, and what does the review process consist of?

- Federal Regulations require that applicants provide income documentation and proof of loss of income due to COVID-19
- This documentation will be reviewed for accuracy to determine your eligibility for Mortgage Assistance
- Follow up questions may be asked to better understand your situation

What happens at the end of the Mortgage Assistance Programs?

- At the end of the Mortgage Assistance Program, homeowners are required to contact their lender's institution and pay monthly payments

Can I receive assistance from the Mortgage Assistance Program if I have received assistance from another organization?

- Applicants that have received mortgage assistance from any agency funded through state/federal funding will be eligible for Mortgage Assistance on Case by Case basis

What if my mortgage is not delinquent, and I was not affected by COVID-19, can I still get assistance?

- No, you must have a delinquency notice from your mortgage company or be able to provide proof of hardship that requires mortgage assistance

Are there any other requirements to obtain assistance?

- You will be required to attend Foreclosure Prevention Counseling in order to receive funding from this program

How will I receive the money to pay my mortgage from Mortgage Assistance Program?

- All Payments from the Mortgage Assistance Program will be made straight to your mortgage company. You **WILL NOT** receive any direct cash payment from this program

Where does the funding for the Mortgage Assistance Program come from?

- The program is funded through the City of Monroe's Community Development Block Grant Program CARES ACT, which is a Federal Entitlement Program administered through the U.S. Department of Housing and Urban Development

In what instances can I be deemed Ineligible for Rental Assistance?

- Incomplete Application
- Residence located Outside City Limits of Monroe



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- Failure to respond to City Staff calls/emails
- Failure to show Financial Need
- Failure to provide Required Documentation