



City of Montebello Fire Department

Montebello Community Assistance Program (MCAP) COVID-19
Emergency Rental, Mortgage, and Utilities Assistance Program



Frequently Asked Questions (FAQ)

- 1. COVID-19 Housing Assistance. Am I eligible?**
To determine if you are eligible, please visit: www.cityofmontebello.com and <https://www.montebellofiredept.org/cv19emap/>
- 2. How much money can I receive, and will I be able to use it to pay past due rent/mortgage/utilities?**
A household can receive a maximum of \$5,000 for a time period not to exceed three (3) months. Payments will be made directly to landlord/property management, mortgage company, or utility company and can be applied to current or past due monthly rent, mortgage payments or utilities, (Rental Debt Payment applies to rent debts/past due payments that occurred during the period of March 27, 2020, until the end of the City's Safer at Home Order), or a combination of all three.
- 3. I am on a lease with others (i.e. roommates, spouse, and family members). Can each of us apply for rental assistance?**
No. Applicants in this situation should submit one **(1) application** that details the income information for **each household member**. The assistance is based on household.
- 4. I am a homeowner who has been affected by COVID-19. Can I apply?**
Yes. The COVID-19 Emergency Housing Assistance is available to income-eligible households who have been negatively impacted by COVID-19.
- 5. I am renting a room from a homeowner. Can I apply?**
Yes, so long as there is a formal lease agreement between the renter and homeowner, and the **applicant meets all other eligibility criteria** for the program.
- 6. I live in Commerce or another city in close proximity to the City of Montebello, can I apply?**
No. The Montebello COVID-19 Emergency Housing Assistance Program is only available to City of Montebello residents.
- 7. Why is this program determined by income? Why can't anyone apply?**
Funding for the City of Montebello COVID Emergency Housing Assistance Program is provided through federal Community Development Block Grants (CDBG). CDBG funds are administered by the U.S. Department of Housing and Urban Development (HUD). As such, these funds must be administered in accordance with CDBG rules and regulations, including income requirements (Earning Low- Income as indicated in page 3 of the Program Guidelines). More information about the HUD income limits can be found on our website.



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8. I make payments to my landlord in cash, or by using cash transfer mobile applications, such as Venmo or Cash App. Can I apply?

Yes. You must provide a copy of a valid lease agreement that lists your name on it and provide sufficient proof that monthly rental payments are being made. All Emergency Housing Assistance Program payments are made directly to the Landlord or Mortgage or Utility Company and will require them to provide IRS Form W-9.

9. I don't have access to the internet or a printer. How can I apply?

For applicants who do not have access to a computer, internet, and/or printer, a paper application packet is also available for in-person pick up. Applications can be picked up Monday through Thursday from 8:00 AM to 5:00 PM at City Hall, 1600 W. Beverly Blvd., Montebello, CA 90640, located at the north side of City Hall (Canopy Location).



10. What is the deadline to apply?

There is no deadline, applications are being accepted in a recurring manner. Applications will be accepted until the program funds are exhausted. Therefore, all applicants are encouraged to apply as soon as possible.



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11. How do I submit my application?

Applications can be submitted electronically or in person. Complete applications can be emailed to housingdepartment@cityofmontebello.com or they can be submitted in person at 1600 West Beverly Boulevard Montebello, CA 90640 at the north side of City Hall (Canopy Location).

12. How will applications be selected for rental assistance? What factors are considered?

Applications will be accepted on a “first come, first serve” format. After receiving an application, the Housing Department staff will review the application for completeness to ensure that all required documents have been included. If housing staff finds missing/inaccurate information, staff will return the application and the applicant will need to resubmit the application. When an application has found an application to be complete, it will be transferred to the case manager. The case manager will then conduct a thorough review of the application for eligibility.. If additional information is needed or discrepancies are discovered, the case manager will place the application on standby until time permits to contact the necessary people to obtain the required information. The intent of this format is to assist applicants who carefully completed the application with little to no errors. We ask for applications to be completed carefully prior to submission to increase the likelihood of obtaining assistance.

13. If I am approved, how quickly can I receive assistance?

Payments are in the form of a check or through a direct deposit to the landlord, mortgage company, or utility company, The payment is directly paid to landlord/property management agent company or mortgage company within 30 days upon receiving and verifying the landlord/property management information.

14. My lease term has ended, and now I am on a month-to-month lease, can I apply?

Yes, so long as the applicant can provide the original lease and verification that rental payments are still being made (returned checks, bank statements or other).

15. I live in an affordable housing unit, can I apply?

No. To be eligible for the City of Montebello COVID-19 Emergency Housing Assistance Program, applicants **must not** be receiving any other form of Housing assistance payments (for example, Housing Choice Vouchers – formerly referred to as Section 8). Applicants residing in rent-restricted affordable housing units are eligible to apply.

16. I've submitted my application, when will I know if I've been selected to move on in the process?

Applicants will be notified within three (3) weeks sooner of submitting a complete application.