

# Emergency Housing Assistance Program Application Process



## Frequently Asked Questions as of March 19, 2021

I don't have a social security number; can I still apply?	Yes, you do not need a social security number to apply for assistance. Simply answer "No" in the drop down when prompted.
Is the money sent directly to me?	No, if approved the money will be sent directly to the landlord or mortgage lender you listed in your application.
How much money can I get?	Based on your AMI (Area Median Income) you can receive <u>up to</u> 9 months assistance for your rent, mortgage and/or utility bills.
How will I be notified if I am missing information in my application?	If you are missing information or clarification on items is needed, we will reach out to you via the email address and phone number listed in your application.  Please make sure to list a <u>working</u> email and phone number so that you can receive updates and communication about your application.
I don't own a computer; how do I upload the required documents from my phone?	If you are completing the application via a mobile phone, you will be prompted to use your camera on your phone to take a photo of the documents and upload them.
What is AMI (Area Median Income)?	Area Median Income is a metric used by the U.S. Department of Housing and Development to measure the median income of a region.
How do I know what my AMI (Area Median Income) is?	You do not need to know your AMI (Area Median Income) to apply. Your AMI will be determined by the information given in your application by EHAP Staff.

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<p>Is there a paper application I can fill out?</p>	<p>Please call the Neighborhood Housing Services Department at (210) 207-5910 to request a paper application.</p>
<p>Is there any other type of assistance offered, such as money I can use for groceries and gas?</p>	<p>If you need other assistance, there will be a section in the application to indicate that you need it. Upon approval of your application, you will be connected to the proper channels for that assistance.</p>
<p>Will I be able to save my application and finish it later?</p>	<p>No, you must complete the application in one sitting. If you do not, any information you have put in will be lost and you will have to start over.</p>
<p>How do I know if I am a City of San Antonio resident or a Bexar County resident?</p>	<p>If you are not sure what program you qualify for, you can go <a href="#">here</a> and put in your address. If your address comes back in a colored area, you are a City of San Antonio resident.</p>
<p>Can I apply for someone else?</p>	<p>No, the application must be filled out by the person requesting the need.</p> <p>If you know someone who needs assistance and they cannot fill out the application themselves, direct them to call (210) 207-5910 for help.</p>
<p>Can I apply for assistance more than once?</p>	<p>This depends on each individual situation and how many months you have been previously assisted with.</p> <p>As of February 18, 2021, everyone is eligible for up to 9 months of rental assistance. This can be provided in one application or a series of applications over several months depending on an individual's needs.</p>