



The Homeowner Assistance Fund (HAF) is designed to mitigate financial hardships associated with the COVID-19 pandemic by preventing homeowners' mortgage delinquencies, defaults, foreclosures, and displacements, as well as by providing assistance with home energy services, internet, property and/or flood insurance, property taxes, and homeowner or condominium association fees.

HOW DO YOU SEEK ASSISTANCE?



SCAN QR OR VISIT:
FLHomeownerAssistance.org



CALL (833) 987-8997
Monday-Thursday: 9 am - 6 pm
Friday: 8 am - 4 pm
Saturday: 9 am - 1 pm
(Eastern Time)



CUSTOMER ASSISTANCE
CENTER

STEPS FOR ASSISTANCE

1

REGISTRATION

Homeowner submits
a registration.

2

ELIGIBILITY

Eligibility and prioritization
are determined based on
registration information.

3

INVITATION TO APPLY

Tier 1 priority registrants
are invited to apply, per
U.S. Treasury guidelines.

4

AWARD EMAIL

Applicant receives a
notification email detailing
assistance granted.

5

DISBURSEMENT OF FUNDS

The Florida HAF program
makes payment directly
to homeowner's service
provider(s).



ARE YOU ELIGIBLE?



Must be a Florida homeowner and requesting assistance for their primary residence.



Must have experienced a financial hardship that occurred or continued after January 21, 2020.



Must meet income qualifications of being less than or equal to 150% of the Area Median Income (AMI) OR 100% of the median income of United States, whichever is greater.

DOCUMENTS NEEDED TO APPLY:

DEPENDING ON THE TYPE OF ASSISTANCE FOR WHICH YOU ARE APPLYING, YOU WILL NEED TO PROVIDE ONE OR MORE OF THE FOLLOWING DOCUMENTS:

- ✓ Current Mortgage Statement
- ✓ Current Property Tax Statement
- ✓ Current Property Insurance Statement
- ✓ Current Utility Statement(s)
- ✓ Current Internet Statement
- ✓ Current Homeowner or Condominium Association Fees Statement
- ✓ Current United States Government-Issued Photo Identification (for example: a Florida Driver License, U.S. Passport, etc.)

AFTER YOU REGISTER AND ARE DETERMINED ELIGIBLE, WE ENCOURAGE YOU TO APPLY FOR ALL AVAILABLE ASSISTANCE.

PRIORITIZATION:

HOMEOWNERS MEETING ONE OR MORE OF THE FOLLOWING CRITERIA WILL BE PRIORITIZED:

- ✓ The annual household income is less than or equal to 100% of the Area Median Income (AMI) (or 100% of the U.S. AMI, whichever is greater)
- ✓ The eligible property is in a census tract with a median income that is less than or equal to the U.S. AMI
- ✓ The applicant is a Socially Disadvantaged Individual (SDI), or the eligible property is in a Florida economically distressed rural county or city

At this time, DEO is inviting homeowners in Tier 1 to apply for assistance based on need. DEO will invite homeowners in Tier 2 to apply to the program after homeowners in Tier 1 have received assistance, pending the availability of funding.