

RentAble Program Frequently Asked Questions (FAQ)

1. Do you have to live in the City of Kalamazoo to qualify for the RentAble program?

Not anymore! The Continuum of Care has secured funding, so this program is now available to those who currently live in Kalamazoo County or who are moving to Kalamazoo County.

2. What hours is RentAble staff in the office?

RentAble staff is available during walk in hours Tuesday and Thursdays 9am-12pm. To request an appointment, please call 269-343-2524 x125 and leave a message or send an email to rentable@uwscmi.org (in the subject put appointment request and name)

3. If the full \$2000 is not used, can an applicant reapply and use the remaining balance?

No. Currently assistance is available to individuals and families once a year.

4. What are the income requirements?

Household income must be between 50-120% of the Area Median Income which is outlined below:

1 Person	\$32,100 - \$65,940
2 Persons	\$36,700 - \$75,340
3 Persons	\$41,300 - \$84,830
4 Persons	\$45,850 - \$94,210
5 Persons	\$49,550 - \$101,870
6 Persons	\$53,200 - \$109,550
7 Persons	\$56,900 - \$116,900
8 Persons	\$60,550 - \$124,410

5. Do you have to have an eviction notice or eviction filing to qualify?

No, you do not have to have an eviction or a court filing. Documentation from your landlord/property management company of the amount owed will be required.

6. How can someone apply?

There are 3 ways to access an application:

- On the website [Rentable Program – Continuum of Care \(kzoococ.org\)](http://kzoococ.org)
- Calling the United Way of South-Central Michigan office 269-343-2524 x 125 (M-F 9am-4pm)
- In person at the UWSCMI office (709 S Westnedge Kalamazoo – applications are in a drop box)

7. I applied, now what?

An associate will contact you within 10 business days. In the meanwhile:

- Submit identification for everyone in the household 18 and older
- Submit proof of income for everyone in the household 18 and older

8. How can an applicant submit documents?

- a. Attach documents to an email and send to rentable@uwscmi.org (Put your name in the subject)
- b. Drop off at the UWSCMI office (709 S Westnedge Kalamazoo, MI) in the locked drop box.
- c. If an applicant is not able to email or drop off documents, contact 269-343-2524 x124 to make other arrangements.

9. Are documents verified?

All documents are subject to verification. Applicants may be asked to complete an employment verification form.

10. What is the time frame for payment?

For qualified applicants, payments are only issued after all requested documents are received and any outstanding payments are made. Generally, payments are issued 7-10 days after the payment confirmation email is sent.

11. What if I get denied, can I reapply?

Yes

12. How long will applications be open?

After initial contact is made with the applicant or 3 contact attempts are made, applicants will have 10 days to submit requested documents. If after 10 days the documents have not been received, the application will be closed. The applicant is welcome to reapply.

