

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 someone qualifies, do they automatically get the full \$2,000?

No, those who qualify are eligible for assistance up to \$2,000 however that doesn't always guarantee the full amount.

4. 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.

5. 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

6. 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.

7. If someone is in eviction court, can application processing be expedited?

No. Processing times do not change based on court deadline

8. How can someone apply?

There are 2 ways to access an application:

- On the website [Rentable Program – Continuum of Care \(kzoococ.org\)](https://kzoococ.org)
- In person at the UWSCMI office (709 S Westnedge Kalamazoo – applications are in a drop box)

NOTE: Applications are only available when they are being accepted.

If you need assistance completing your application visit the office during open office hours Tuesday and Thursday 9am-12pm.

9. How will I know when the RentAble program is accepting applications?

- Check the website for the most current information
<https://kzoococ.org/rentable-program/>
 - Note: The RentAble Program opens the first Tuesday of each month at 9:00AM, and goes until it reaches capacity

10. I applied, now what?

Please do the following for all that these apply to in the household:

- Submit identification for everyone in the household 18 and older
- Submit proof of income for everyone in the household 18 and older
 - Note: It is recommended that all proofs of income are submitted (i.e. alimony, child support, self-employment, SSI, etc).

11. How can an applicant submit documents?

- a. Drop off at the UWSCMI office (709 S Westnedge Kalamazoo, MI) in the locked drop box.
- b. Documents can also be dropped off to an associate during walk-in hours
 - Walk-in hours are Tuesday & Thursday from 9AM-12PM
- c. If an applicant is not able to email or drop off documents, contact 269-343-2524 x124 to make other arrangements.

12. Can copies be made at the UWSCMI office?

- Yes, we can make copies of documents needed.
 - Note: We can only make copies of physical documents that clients bring in. We cannot make copies over email or if they are on a client's phone.

13. Are documents verified?

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

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

Yes

15. How long do I have to submit my documents?

Applicants will have 5 days to submit requested documents. If after 5 days the documents have not been received, the application will be closed. The applicant is welcome to reapply.

16. How long does it take for an applicant to receive assistance

For those who qualify, processing documents may take 10-15 business days from the day **All Documents** have been received.

17. 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.

18. What if I gain fees after receiving an email for my payment?

RentAble is not responsible for any fees accumulated after we have sent a payment confirmation.