



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 available to those who currently live in Kalamazoo County or who are moving to Kalamazoo County

2. What hours are RentAble staff available?

- RentAble staff are available during walk-in hours Tuesdays & Thursdays from 9AM-12PM. To request an appointment, please call 269-343-2524 ext.125 and leave a message or send an email to rentable@uwscmi.org (in the subject please put appointment request)

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 does not always guarantee the full amount.

4. If the full \$2,000 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 40-120% of the Area Median Income which is outlined below:
 - i. 1 Person \$32,100 - \$65,940
 - ii. 2 Persons \$36,700 - \$75,340
 - iii. 3 Persons \$41,300 - \$84,830
 - iv. 4 Persons \$45,850 - \$94,210
 - v. 5 Persons \$49,550 - \$101,870
 - vi. 6 Persons \$53,200 - \$109,550
 - vii. 7 Persons \$56,900 - \$116,900
 - viii. 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 the application process be expedited?

- No, process times do not change based on court deadlines.

8. How can someone apply?

- You can apply 2 ways:
 - i. On our website <https://kzoococ.org/rentable-program/>
 - ii. In person at the UWSCMI office – 709 S. Westnedge, Kalamazoo, MI
 1. Note: Application are only available when they are being accepted. If you need assistance completing your application, visit the office during open office hours Tuesday & Thursday from 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/>
 - i. 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 submit the required documents that were stated at the end of your application.
 - i. Note: You have 5 business days from the moment you complete your application to submit your documentation.

11. How can an applicant submit documents?

- Drop off at the UWSCMI office (709 S. Westnedge, Kalamazoo, MI) in the 24/7 locked drop box.
- Dropped off to an associate during walk-in hours - Tuesday & Thursday from 9AM-12PM
- If an applicant cannot drop off documents, please contact us at 269-343-2524 ext. 125 to make other arrangements.

12. Can copies be made at the UWSCMI office?

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

13. Are documents verified?

- All documents are subject to verification. Applicants may be asked to complete an employments verification form if necessary.

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

- Yes, you are welcome to reapply the next time we reopen.

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

- Applicants will have 5 days to submit required 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?

- 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 business days after the payment confirmation 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.

19. What is the main form of communication?

- We contact landlords & clients through phone and email
 - i. Note: Emails sometimes end up in Spam Folders, so be sure to check there if you are expecting an email from RentAble.

20. How will I know what documents to bring in?

- At the end of our application, it states every document that clients need to submit, as well as the timeline, and how to submit documents.
 - i. Note: You will **Not** receive an email regarding your documents.