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?**

1. **SCAN OR VISIT:** FLHomeownerAssistance.org
2. **CALL (833) 987-8997**
   - Monday-Thursday: 9 am - 6 pm
   - Friday: 8 am - 4 pm
   - Saturday: 9 am - 1 pm
   (Eastern Time)
3. **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).
THE FLORIDA HOMEOWNER ASSISTANCE FUND

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.

ARE YOU ELIGIBLE?

FLHomeownerAssistance.org (833) 987-8997 HomeownerAssistanceFund@DEO.MyFlorida.com

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

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

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.

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.