

Questions & Answers

- **How will people resolve technical issues with the website?**
 - We don't have access to the backend to troubleshoot, but we are collecting issues and solutions and pass them along to MSHDA. We will try to identify and pass along solutions. If you run into an issue, send Anna, Morghan, or Andrew an email.
- **Are we contacting landlords?**
 - Landlords or tenants should be contacted by email when the other starts the application process.
- **How do you calculate future rent payments?**
 - We use the rental amount and the total amount to figure out the amount that can be paid in future rent.
- **Where do the ledgers come from?**
 - The ledgers should come from the landlord, or the tenant if they have access. We can use the ledger to understand what the amounts are for to make sure we are only paying for eligible costs, like rent and utilities.
- **When will we actually start processing applications?**
- **Are mobile home renters who rent the land plot eligible for these funds?**
 - **Can support both lot rent fees and rental of unit**
- **Can landlords leave future rent question blank?**
- **Can CERA cover penalty fee every month for failure to have utility in the tenant's name.**
- **Can CERA be used to pay administration fees and pest control fees that are charged on a flat rate every month?**
 - Cannot pay pet fees
- Can we include wastewater fee in utility assistance?
 - Can pay sewer, trash, and water if included in lease?
 - Utilities covered are gas,electric
- Can landlords attach ledger to application or do they have to complete line by line?
- Can is there ability for tenants to save applications?

Issues:

- So, I am having trouble getting IDs to load. I tried taking a photo with my phone, and that was in the wrong format (JPEG). (from avalon)
- Another issue I'm running into is that my understanding is that the landlord will upload the lease (my folks are not likely to have copies) but I cannot submit until all info is enter (from avalon)
- Landlord applications are not linking to the tenant applications
- COD required for landlords, when cases are not in eviction.
- ROI for of texas.

To-Dos

- Send out AMI and FMR information
- Barrier Busters Training
- Create list of Homeowner/Mortgage Support agencies
- Send out information on 55 and older homeowners