



## **FREQUENTLY ASKED QUESTIONS**

- **How will I know if the applicant has been approved?** You will need to ask your tenant the status of the application. If the applicant would like us to discuss this with you, a Release of Information can be requested from WEHAP staff by the tenant. The review process typically takes 7-10 business days with an additional 7-10 business days to process and receive payment.
- **On the Verification of Rents, what is the definition of “rent paid through”?** This is the time frame that the previously paid rents covered for the tenant. For example, if their rent covered the month of July, their “paid through” is 7/31/2020 or “paid to” date of 8/1/2020.
- **Does the program pay late fees?** Yes, if they were accumulated after April 1<sup>st</sup>, as that is the time frame of the program.
- **If rent has been partially paid how do I note that and can the partial amount due be awarded?** State on the Landlord Verification of Rent (VOR), how much has been paid and how much is due through the end of the month.
- **Can I include past due copay amounts on the Landlord VOR?** The program cannot pay the unpaid copay amounts. You may include the information somewhere on the form, but they cannot be paid by the program.
- **Can the tenant’s security deposit be paid by the program?** The security deposit can be paid, but it depends on the times frames when the amounts were expected to be paid and if those timeframes overlap with the program dates. Include it on the verification form if it is owed, and it will be reviewed.

- **Why do I need to provide a W-9? The W-9** gives WCDA the correct tax identification number for possible reporting of income to the IRS. It also ensures that we are verifying names and address in order to send out checks with the correct information.
- **Do I have to provide a landlord verification form for each continuing assistance application?** Yes. Please provide a form for each month. This is the only way WEHAP can determine what is owed.
- **How long does it take to receive a check?** It may take up to two weeks once the applicant has been approved. Applicants don't always have the documentation correctly submitted and timing of mail delivery in Wyoming is not always predictable.
- **How will I receive the check?** You will receive a check for each month that is owed, that the applicant qualified for via US Postal Service. There will also be a letter with the checks describing the amounts and months that are being paid.
- **Can I return the funds if the tenant doesn't pay the copayment?** You can always return the funds for any reason.
- **Do I have to fill out the Verification of Rent if my tenant will not pay the copay's or other fees like utilities, cable and common area maintenance?** You do not have to provide the Landlord VOR nor are you obligated to participate with the program.
- **If there is no written lease agreement, is the tenant eligible for assistance?** Yes. A WEHAP staff person will call you to verify the information provided by the tenant.

**Website Addresses:** [www.wyomingcda.com](http://www.wyomingcda.com) or [www.wyocares.com](http://www.wyocares.com)

**Phone:** Wyoming Emergency Housing Assistance Program:  
(307) 253-1089