



## HOPE in Lancaster, Inc. Rental Assistance Best Practices

*HOPE in Lancaster, Inc. provides assistance, resources, and referrals that allow individuals and families in crisis situations the opportunity to recover from and move beyond short-term emergencies.*

Hope in Lancaster, Inc. has adopted some best practices for payments to Landlords for clients who are applying for rental assistance. Please read carefully as some previous practices have changed.

1. **Applications & Decisions:** The application process takes 3 business days from the date the client has returned all required documentation of their short term emergency and the Landlord statement. (A Landlord Statement is included for your copying purposes as needed). If the Committee has made a decision to provide assistance, you will receive a phone call to confirm HOPE's commitment to pay. By accepting rental assistance funds from HOPE you must agree to guarantee residency for thirty (30) days.
2. **Documentation:** HOPE requires all information provided by the Client to be confirmed with their Landlord. The Client signs a release of information at the time of application for assistance allowing us to verify the rental information, payment history, number of persons living in the household, etc.
3. **Contingencies:** In some cases, the Client's receipt of assistance from HOPE will be contingent on the Client paying a portion of the rent that is due the Landlord. You will be notified of the amount of the contingency via phone call. Hope will make a commitment on the remaining rent once the contingency has been satisfied. **Please provide a copy of the receipt for the contingency via** Fax: 803.285.4270 email: [rhare@hopeinlancaster.org](mailto:rhare@hopeinlancaster.org) mail: PO Box 166, Lancaster SC 29721. Receipts from a pre-numbered receipt book or on company letterhead are acceptable. Once the receipt has been received HOPE's portion of the Contingency will be processed for payment. ***Please note that while we strive to assist as many people as possible, HOPE's funds are limited. A good rule of thumb is to refer the tenant to HOPE before the tenant is several months past due.***
4. **Checks:** HOPE's commitments are valid for 20 days from the date of the commitment or proof of paid contingency has been received. A check is issued within 10 days in most cases and placed in the general mail. **No checks may be picked up in person as of January 1, 2017.**
5. **IRS Compliance:** To comply with IRS reporting requirements, HOPE in Lancaster, Inc. is required to maintain a W-9 on file for all landlords who receive payments for rent. The w-9 must state either the EIN number associated with the business receiving rental payments or if you are a sole-proprietor or an individual landlord, your taxpayer ID number is your social security number. The w-9 must be signed. **Beginning January 1, 2017 no payments will be issued to a Landlord without a W-9 being on file with our office.** The w-9 can be returned to our office via Fax: 803.285.4270 email: [sdolphin@hopeinlancaster.org](mailto:sdolphin@hopeinlancaster.org) mail: PO Box 166, Lancaster SC 29721

Contact Rhonda or Susan with any questions you may have at 803.286.4673. Please sign and date below and return in the self-addressed stamped envelope. Your signature is an acknowledgment of the receipt of and agreement with the above document.

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Signature/Title

\_\_\_\_\_  
Date