

Volusia County Human Services Rental and Mortgage Assistance Requirements

All requirements listed below must be provided to our office at the time of the scheduled appointment or when trying to receive services as a walk-in. Additional documents may be required at staff request. Only complete packets will be accepted, which includes verification for **ALL MEMBERS OF THE HOUSEHOLD**. **Any incomplete application or documentation will not be accepted and will result in a forfeit of the appointment or an appointment not being made.**

VERIFICATION DOCUMENTS

- ☐ **Threat of Becoming Homeless**
 - Must produce a current lease or mortgage statement.
 - An eviction notice dated no more than 30 days from application date from the landlord or the current mortgage statement exhibiting a past-due amount. Court-ordered evictions or foreclosures are not eligible. Arrear amount may not exceed three times regular monthly payment.
- ☐ **Identification (may not be more than 1 year expired)**
 - Adults (18+): Driver's license, State ID, or U.S. Passport.
 - Minors (17 and younger): Driver's license or State ID, official birth certificate, immunization records (DH Form 680), or U.S. Passport. Identification is exempted if newborn is 60 days or younger at date of application. Document must show date of birth.
- ☐ **Social Security Number Verification**
 - Social security card, income tax statement, or social security award letter. A social security number is not required if newborn is 60 days or younger.
- ☐ **Volusia County Residency**
 - A current Volusia County lease, mortgage statement, or property tax statement must be provided.
 - The address of the eviction notice or past-due mortgage statement must match that of the lease, mortgage statement, or property tax statement.
 - The head of the household must sign a document verifying all persons residing in the household, including minors, not listed on either the lease or mortgage statement.
- ☐ **Income Guidelines**
 - All income sources for all household members must be provided for the previous 30 days from the application date.
 - Gross income must be at or below 150% of the federal poverty guidelines.
 - See the next page exhibiting income threshold amounts by persons in the household.
 - For adults (18+) who have not received any income within the previous 30 day period must complete and sign a "Self-Declaration of Income" form.
- ☐ **Verification of Public Assistance:**
 - Current award letter (year) with benefit amount for: SNAP, Section 8/HUD/THA, or other forms of public assistance if applicable.
- ☐ **Limited Rental Deposits**
 - A deposit to assist a household move into new rental housing will be considered if 1) the applicant is staying at a domestic violence shelter with a protective order against the perpetrator, 2) the health department or codes enforcement has condemned the current property, or 3) a newly qualified Section 8 recipient with a voucher and proof the unit has passed inspection.
- ☐ **Official Application:**
 - An official Human Services' application package will be provided once arriving for an appointment which must be completed on-site.
- ☐ **Government-Assisted Housing Rental Evictions:**
 - A household receiving any form of government-assisted housing such as Section 8, TBRA, SHIP, subsidized housing, or public housing is NOT eligible for rental eviction assistance.

INCOME GUIDELINES

People in the Household	150%
One	\$18,210
Two	\$24,690
Three	\$31,170
Four	\$37,650
Five	\$44,130
Six	\$50,610
Seven	\$57,090
Eight	\$63,570
For each additional person in the household, add:	\$6,480

OFFICE LOCATIONS

Office	Address	City, State Zip	Phone #
DeLand	123 W. Indiana Ave.	DeLand, FL 32720	(386) 736-5956
Orange City	775 Harley Strickland Blvd.	Orange City, FL 32763	(386) 775-5204
New Smyrna Beach	717 W. Canal St.	New Smyrna Beach, FL 32768	(386) 423-3309

**To schedule an appointment at a Daytona Beach satellite location, please contact the DeLand office.*

Assistance for emergency dental and prescription is available Monday through Friday. Electric assistance is also available Monday through Friday. Services for rent, mortgage, water, or fuel are only available on Tuesday and Thursday. The DeLand and Orange City offices accept a limited number of walk-in/same-day applicants based on a first-come first-served basis if all documentation is present at time of sign-in. Please contact an office for additional information or to schedule an appointment.