



Maui Emergency Rental Assistance (MERA) Program

- ▶ \$2500 available per month for back rent and utilities
- ▶ 15-month cap limit
- ▶ Outstanding (unpaid) rent amounts only, No Reimbursements
- ▶ No Mortgages/HOA fees
- ▶ Arrears rent and utilities - Any combo is okay up to \$2500 per month
- ▶ Prospective – Future rent payments
 - ▶ Rent Cap = \$2000 per month
 - ▶ Prospective rent provided in 3-month batches
 - ▶ \$500 available for 3 months of future utilities if amount is a recurring set amount with a bill in hand

MERA PRESCREEN APPLICATION

<https://mauicounty.gov/MauiRentHelp>



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Maui County Emergency Rental Assistance Program

The Maui County Emergency Rental Assistance Program is now accepting applications.

All applicants are required to submit an online pre-screening application. Once the pre-screening application is received and reviewed, applicants will be contacted with further guidance on next steps. Please read the information on this page and the [FAQs](#) prior to submitting an online pre-screening application. After reviewing this information, if you have questions about the program or difficulties submitting the online pre-screening application, please contact the Catholic Charities help line for Maui County at: (808) 873-4673.

To submit the pre-screening application now:
<https://mera.catholiccharitieshawaii.org/redirect>

Program FAQs download

Frequently Asked Questions about the Rental & Utility Relief Program

Program FAQs

- [1. For Renters](#)
- [What is the Maui County Emergency Rental Assistance Program?](#)
- [What utilities does the program pay for?](#)
- [Does the program pay for phone or internet service bills?](#)
- [Does the program pay for mortgages?](#)
- [Do I qualify?](#)
- [What are the 50% income limits?](#)
- [What are the 80% income limits?](#)
- [What is considered a "household"?](#)
- [I live with roommates, not family. Can I qualify?](#)
- [Do I need to be on unemployment to qualify?](#)
- [Do I have to be behind on my rent or utilities to qualify?](#)
- [Can I apply for funds to help with utilities, even if I don't need rent relief?](#)
- [How do I apply?](#)
- [What documents will I need to apply?](#)

[View All](#)

[Maui County Emergency Rental Assistance Program](#)

[Housing Choice Voucher Section 8 Program](#)

[Affordable Sales Price Guidelines](#)

[Fair Housing](#)

[Fair Housing Resource Directory](#)

[Hawaii Housing Planning Study \(2019\)](#)



Maui County - Emergency Rental Assistance Program Pre-Screen

Do you need an interpreter? *

https://health.hawaii.gov/ola/files/2016/10/Edit2_LA-Poster-7-22-11-8-5x11-Latestrevised3-LTR.pdf

Who is applying? *

How do you want to apply? *

Which island do you live on? *

What type of assistance do you need? *

Select all that apply

Are you 18 years of age or older? *

Is your primary residence in Hawaii? *

Pre Screen Questions to Qualify

- ARE YOU A RESIDENT OF THE STATE OF HAWAII?
- ARE YOU A RENTER?
- IS YOUR ADDRESS IN MAUI COUNTY?
- IS HOUSEHOLD INCOME AT OR BELOW 80%AMI BASED ON HOUSEHOLD SIZE?
- WAS WORK AND INCOME AFFECTED BY COVID DURING THE PANDEMIC?
- UNSTABLE HOUSING CONDITIONS?



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MERA FULL APPLICATION

Qualified Pre-applicants will be emailed an individual URL to access an application and are invited to apply for the program



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Maui County Emergency Rental Assistance Application

Important-- Please do NOT start this application unless you have ALL of these documents:

1. Picture ID for Head of Household (FRONT and BACK)
2. Social Security cards for all adults (18 years of age and older)
3. Income statements for ALL members of the household currently receiving income
(2 most current paystubs from application date, Social Security, SSI, TDI, pension, interest, disability, welfare/TANF, unemployment, PUA, etc.)
4. Documentation of COVID-19 impact
(Letter of layoff/furlough/reduced hours, company closure sign, etc)
5. Lease/Rental Agreement for rent assistance
6. Utility Bills for each utility request

****Note that you CANNOT SAVE and continue later.
Please do not close your browser window until you finish and
click SUBMIT.**

Drag and drop files here or [browse files](#)

There is a capacity limit for file attachments through this Online Application.

If you have more than 10 documents to attach with your application, please consider emailing your documents to: MERAhelp@catholiccharitieshawaii.org

You DO NOT have to sign up for Smartsheet for access to this program. Please DO NOT email anyone at Smartsheet, no provider will have access to this information.

Who is applying? *

Select

Documents for MERA



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Documents Needed for MERA

- ▶ ID for Head of Household
- ▶ Social Security Cards for all adults
- ▶ Current valid Rental Agreement
- ▶ ONE COVID-19 Impact document per household
- ▶ Income Documents for all adults
- ▶ Rent Arrears Documents
- ▶ Utilities Arrears – Showing the Vendor's Name



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Application Photo Identification and Proof of Residency

Acceptable:

- ▶ Hawaii State ID or Hawaii Drivers License
- ▶ U.S. passport and documentation supporting Maui County residency
- ▶ Government issued ID and documentation supporting Maui County residency (foreign passports acceptable)
- ▶ Out-of-State ID with documentation supporting Maui County residency
- ▶ Expired ID dated March 13th, 2020 or AFTER
- ▶ Expired ID dated October 1st, 2019 - March 13th, 2020 with documentation of progress towards renewal

Not Acceptable:

- ▶ Missing ID
- ▶ Expired ID dated BEFORE October 1st, 2019



Social Security Card(s) for ALL Adults in the Household

- ▶ **Acceptable**

- ▶ Social Security Card(s)
- ▶ Filed Tax Forms
- ▶ Tax document – Form 1099, Form W2, Form 1040 filed

- ▶ **Not Acceptable**

- ▶ Missing SSN Card(s)
- ▶ Documents only showing 4 digits



Valid Rental Agreement

- ▶ General Requirement: A "Valid" rental lease/agreement is provided
- ▶ A "Valid" rental agreement includes the following:
 - ▶ Tenant and landlord/property manager signatures or initials
 - ▶ First AND Last Name of Head of Household Name
 - ▶ First AND Last Name of Landlord/Property Manager Name
 - ▶ Head of Household's Address
 - ▶ Rent Amount



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Verification of COVID-19 Effects - COVID-19 Impact Documents

Acceptable

- ▶ Unemployment (UI) Eligibility Determination letter or Screenshot of UI claims (with name and date present)
- ▶ Pandemic Unemployment Assistance (PUA) Eligibility letter or Screenshot of PUA claims (with name and date present)
- ▶ Screenshot of most recent approved Unemployment Insurance payment or receipt on online portal (with name and date present)
- ▶ Furlough letter
- ▶ Employment lay off letter
- ▶ Business closure letter
- ▶ Documents indicating reduction of income or hours



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Verification of COVID-19 Effects - COVID-19 Impact Documents

Not Acceptable

- Document dated before March 13, 2020
- Documents that do not explicitly identify the applicant to the employer
- Loss of hours, work or business not COVID related (fired, quit, retirement, leave, TDI, student with cancelled classes)

Note: A generic furlough / lay off letter, or business closure letter without applicant's name is **INSUFFICIENT**. Supporting documents (e.g. Business card, Employment badge, Old paystub) required to verify employment.

Income Documents

Acceptable

- ▶ Two recent wage statements such as paystubs
- ▶ Unemployment Insurance (UI)
- ▶ Pandemic Emergency Unemployment Compensation (PEUC)
- ▶ Pandemic Unemployment Assistance (PUA)
- ▶ Welfare/Temporary Assistance for Needy Families ("TANF")
- ▶ Child support
- ▶ An attestation from an employer
- ▶ Social Security (SSI or SSDI), confirmation of income from another government agency
- ▶ Pension

- ▶ Documents verifying net income from the operation of a business or profession (i.e. Schedule C, Form 1099)
- ▶ Bank statements demonstrating regular income
- ▶ Self-Certification Letter

Not Acceptable

- ▶ Verbal confirmation of Income
- ▶ Income Documents missing (or blurry/illegible) the household member's name &/or income amount(s),
- ▶ Income Documents AFTER the time of application,
- ▶ Income Documents more than two months BEFORE the time of application

Rent and Utilities Arrears

Acceptable Supporting Documents for Rent Arrears:

- ▶ Past due rent notice
- ▶ Self-Certification of Missing Documents

Acceptable Supporting Documents for Utilities Arrears:

- ▶ Past due utility notice



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Housing Instability Supporting Document

- ▶ Demonstrates a risk of experiencing homelessness or housing instability.
- ▶ Any of the documents listed below satisfies this requirement:
- ▶ Documentation supporting rent or utility arrears
- ▶ Eviction notice or utility shut-off notice
- ▶ Vacate notice by landlord, property manager, or owner
- ▶ Signed attestation letter from a State of Hawaii licensed social worker or case manager
- ▶ Proof of unsafe or unhealthy living conditions (case-by-case basis)



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MERA Status Update URL

- ▶ Clients can check the status of an application by entering their Case ID at
- ▶ <https://mera.catholiccharitieshawaii.org/>



Maui County Emergency Rental Assistance Program

Application Status Definitions

- New**
New applications just received or awaiting position in queue.
- Active**
An Intake Specialist has been assigned to the application and is in the process of reviewing and collecting required supporting documentation and verifying information.
- Ready for Review**
Application is in the final review stages in the approval queue.
- Approved**
Application approved and awaiting Landlord/Vendor Verification Form receipt or transfer of funds
- Complete**
Approved and complete application and funding has been processed.

Due to the high number of applications to process, please do not call the HELP line (521-4357) to get the status of your application.

When your application is in process you will be contacted by CCH staff. Keeping our phone line messages at manageable levels will enable staff to process rent relief applications faster and assist more clients seeking help from our other programs.

We appreciate your patience

Case ID

Submit

Thank You!

QUESTIONS?



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2050 MAIN STREET, SUITE 3A

WAILUKU, HI 96793

MERA PROGRAM PHONE - 808-873-4673

(PRESS OPTION 1 AND THEN OPTION 2)

MERHELP@CATHOLICCHARITIESHAWAII.ORG