



Department of Housing and Community Development

The EHA PROGRAM DISPUTE RESOLUTION PROCEDURES (CDBG-CV)

OVERVIEW

The Emergency Housing Assistance Program (EHA), administered by the Orange County Department of Housing and Community Development Department (OCHCD), uses Community Development Block Grant Coronavirus (CDBG-CV) funds, among other funding sources, to provide housing assistance. Eligible applicants must earn no more than 30% of the area median income (AMI), have an urgent need for housing assistance that is related to the COVID-19 pandemic, and lack adequate resources to cover their housing costs.

The current income limits for Orange County are below:

Table with 9 columns: Household Size (1-8) and 3 rows: 30% AMI, 50% AMI, 60% AMI. Values range from 18,150 to 68,460.

Source: 2021 HUD Income Limits

Eligible Costs and Maximum Assistance

Emergency Housing Assistance may pay for security deposits, utility connections and arrears, rental payments and arrears, mortgage payments and arrears, and, in certain emergency situations and upon OCHCD approval, other urgent housing-related costs (e.g., moving costs), especially for hard-to-house individuals and families, such as large families with children, seniors, people with disabilities, veterans, and people with justice system involvement. Emergency Housing Assistance may not duplicate any assistance provided by any other program.

Applying for Emergency Housing Assistance

Applicants and referral agencies submitting on behalf of applicants should complete an Emergency Housing Assistance application, available at http://orangecountync.gov/2359/Emergency-Housing-Assistance, which includes:

- A description of the urgent need for assistance
• Pertinent background information on the client and other household members
• Information on the identified housing unit or complex (name of the complex, if applicable, and address)
• Name and address of the landlord or utility provider to whom the check for assistance should be made payable
• Signed income certification form and supporting documentation verifying total gross household income (see the Emergency Housing Assistance Application for a checklist of the acceptable source documentation)

Mailing Address
P.O. Box 8181
Hillsborough, NC 27278

Main Office
300 W. Tryon Street
Hillsborough, NC 27278

Satellite Office
2501 Homestead Road
Chapel Hill, NC 27516



- Copy of the lease or other documentation from the landlord showing the client has been approved to live at the identified unit and amount of funds needed, as applicable
- Statement or invoice from utility provider, as applicable
- A duplication of benefits verification documenting previous assistance the applicant has received

Dispute Resolution Process

The EHA specialist reviewing an application makes a funding determination based on an applicant's demonstrated need and eligibility under CDBG-CV guidelines. EHA specialists seek to provide the maximum amount of assistance that an applicant is eligible for to ensure that they remain in stable housing.

Program Grievance Procedures

Persons dissatisfied with or aggrieved by EHA funding decisions or other phases of the application process will have access to the following complaint resolution process:

1. If you disagree with a decision or action of the Emergency Housing Assistance Program, you have the right to file a complaint, grievance, or request for review with the EHA Program Coordinator within 30 days from the date of the program's decision or action of which you are making the complaint. No particular form is required to do this as long as the complaint or grievance: (1) is in writing specifying the nature of the complaint and suggested remedies, if applicable, and is signed by the party making the complaint (2) is delivered to the EHA Program Coordinator via e-mail, fax or mail with the subject line "EHA Program Appeal/Complaint". If you would like additional information or documentation considered, please include it with your appeal. The EHA Coordinator will respond to a written complaint or appeal within 15 business days of receiving it, and may hold a meeting with any persons involved to attempt to resolve the complaint.
2. If the EHA Coordinator cannot resolve the complaint, the aggrieved persons may request in writing an appeal to the OCHCD Director. The OCHCD Director will respond to a written complaint within 15 business days of receiving it, and may hold a meeting with the persons and program staff or other parties together or separately, depending on the nature of the complaint and the potential to resolve the complaint by mediation.
3. Administrative actions that are not eligible for appeal include a denial of assistance based on an applicant's household income exceeding the permissible limits, fraudulent or misleading income representations, and requests for types of assistance not funded by the program.

Contact Information

Hunter Fillers
 Emergency Housing Assistance Coordinator
 Pronouns: He/Him/His
hfillers@orangecountyNC.gov
 919-410-7881

Orange County reserves the right to amend, revise, and/or waive the program requirements, specified assistance, and activity areas based on community needs and budgetary and personnel constraints.

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