WHEDA Emergency Housing Voucher (EHV) Service Fee Narrative

HUD has made funds to be used for living expenses available for EHV participants. Each WHEDA EHV family is eligible for up to $2,500 in Service Fees which can be claimed while at their first leased unit after admittance to the EHV program. The use of the fees has been agreed upon by WHEDA, Racine Continuum of Care and Balance of State Continuum of Care.

The Fees are to be paid in a tiered format in the order as they are listed on the form (bottom of document). All requests must be accompanied by required supporting documents as noted.

The SSO or Case Manager must complete and submit the form and the Head of Household must sign and date it. No requests will be accepted or processed directly from the family.

WHEDA will confirm any Service Fee payments with the SSO or Case Manager before making any purchases or disbursements.

Payments can be made until the $2,500 has been exhausted so long as the family is residing in the unit leased upon admission to the program; funds are not available once a family moves from the initial unit.

Funds are available for a limited time and if not used, they must be returned to HUD. As of right now, funds ***must be disbursed*** no later than 9/30/2023 but this may change.

There is also a limited amount of existing funds and once they have been claimed, there will be no more available.

Service Fees can be used for the following:

* Security Deposits
* Utility Arrears
* Utility Payment Deposits
* Internet Payment Deposits
* Renter’s Insurance
* Moving Expenses
* Household Items

Service Fee details and requirements:

* Security Deposits
	+ WHEDA will pay the deposit required by the landlord. If an increased amount is needed to qualify the client for the unit, it can be covered but may not exceed the lesser of two month’s rent, the maximum allowed under state/local law or the actual amount required by the owner.
	+ WHEDA needs a document (lease preferably) from the landlord detailing the amount of the Deposit and confirming the unit address.
	+ Any Deposit returned at the end of the tenancy is the client’s to keep and does not have to be returned to WHEDA.
	+ The Security Deposit will be paid directly to the landlord by WHEDA.
* Utility Arrears
	+
* Utility Payment Deposits (Six months)
	+ WHEDA must receive a bill showing the name and address of the account holder and the account number. The bill must be from the utility company.
	+ WHEDA will make the payment directly to the utility company.
	+ The payment will be in the total of the WHEDA-calculated utility allowance for the unit times six, not the actual bill amount.
* Internet Payment Deposits (Six months)
	+ WHEDA must receive a bill showing the name and address of the account holder and the account number. The bill must be from the internet provider.
	+ WHEDA will make the payment directly to the internet provider.
	+ The payment will be in the total of the actual bill amount times six.
* Renter’s Insurance
	+ The client should arrange with the insurance company to bill WHEDA directly. The invoice must be from the insurance company.
	+ WHEDA will make the payment directly to the insurance company.
	+ The payment can be for up to one year (twelve months).
* Moving Expenses
	+ The client should have the vendor bill WHEDA directly. The bill must be from the vendor and contain the moving addresses.
	+ WHEDA will make the payment directly to the vendor.

OR

* + The family can provide receipts with the vendor information and moving addresses.
	+ WHEDA will reimburse the family.
* Essential Household Items
	+ The client should set up a wish list on Amazon, Target, Wal-Mart, etc., and forward the link to WHEDA.
	+ WHEDA will review wish list items for eligibility.
		- WHEDA is limiting the number of most items to two.
		- Items can include furniture and electronics, *within reason*.
	+ WHEDA will purchase the items and have them shipped to the client.
	+ Shipping costs are included in the $2,500 Fee total.

