



Housing Assistance Online Application Frequently Asked Questions (FAQs)

Identification

Do you accept expired IDs?

Expired IDs are okay.

What happens if I don't have a California ID card?

All that is required is an official photo ID. This can be an ID or driver's license from another state or country, a passport, or a credential.

What if not all of the adults in the household have a photo ID?

All applicants are required to have a photo ID. If you don't have a photo ID for all the other adults in the household, please just upload all the photo IDs of the adults you have them for.

Rental Contract

Can I still get assistance if I have roommates?

Yes, however each roommate needing rent assistance due to COVID-19 impacts, should submit their own application indicating their portion of the rent. Any roommate who is still able to pay their rent should pay their portion of the rent. The application asks if an applicant is responsible for the full rent. If you are not responsible for the full rent, please list in your answer, the number of other renters and what they pay.

Can I still get assistance if I sublease a room or space in a house that someone else rents?

Yes - There are several ways you can document your sublease:

- Provide a copy of your sublease;
- Have the landlord write a note that you are sub-leasing with their name and contact information, the address of the rental property, your monthly portion of the rent; OR
- Have the person that you are renting from write a statement that includes their name and contact information, the address of rental property, your monthly portion of the rent, and the name of the landlord (and/or a copy of the lease if possible).

What if I can't find a copy of my lease?

Ask your landlord to give you a copy of the lease or a written statement verifying your rental information: your name, landlord name and contact information, the address of rental property, and monthly rent.

Does the applicant for COVID-19 rental assistance have to be the same person listed on the lease?

Yes. The applicant must be one of the people listed on the lease.

Daly City Community Service Center; A Program of Daly City Partnership

350 – 90th • Street Daly City, CA 94015 • Main: (650) 991-8007 • Fax: (650) 991-8227

www.dcpartnership.org ...working together to enrich life in our community

Daly City Partnership – Our Second Home • 725 Price Street • Daly City CA 94014

Income Loss Verification

What do I need to submit to show income loss due to COVID-19?

Below are some examples of acceptable documentation

- Letter or note from an employer or a former employer stating the reason for the termination, furlough, or reduced hours is due to COVID-19 (please include the name and phone number of your employer)
- Paycheck stubs or copies of paychecks from before and after the beginning of the COVID-19 pandemic showing that your income has been reduced;
- Letter, text message or e-mail from your employer asking the you not to come to work (please include the name and phone number of your employer);
- For Uber, Lyft, Instacart, DoorDash, etc. bank statements before and after the COVID-19 pandemic showing that your income has been reduced;
- Photo showing that your place of employment is closed due to the COVID-19 pandemic (please include the name and phone number of your employer);
- Documentation of out-of-pocket medical expenses related to COVID-19

What if my employer notified me verbally and is unwilling to write a letter?

If employer notified you of loss of employment due to COVID-19 verbally, and your employer is unwilling to write a letter stating the date you stopped working (as indicated above), you may provide a written, self-declaration statement, signed under penalty of perjury, that includes name of the company you work for, the name and contact information for your employer or direct supervisor, and the date of the announcement regarding loss or reduction in employment or you may use the following form to provide your self-declaration: [Self Declaration Form](#)

I am self-employed, what do I need to submit to show income loss due to COVID-19?

Below are some examples of acceptable documentation:

- Bank statements before and after the COVID-19 pandemic showing that your income has been reduced;
- Letter, text message or e-mail from your clients asking the you not to come to work (please include the name and phone number of your clients);
- If you don't have bank statements or are paid in cash, you can provide your own written self-declaration statement, signed under penalty of perjury, that include what type of work you do, what your typical income is (daily, weekly, or monthly), when/why you stopped working or reduced hours, and the name and contact information of someone you provide services for or you may use the following form to provide your self declaration as a self-employed individual: [Self-Employment Declaration Form](#)

Other Questions

Will this affect my application for residency or citizenship?

No. Any assistance received through the Daly City COVID-19 Relief Fund does not count for Public Charge in relationship to adjustment of immigration status.

I am undocumented, can I still apply?

Yes, anyone can apply regardless of legal status.

Daly City Community Service Center; A Program of Daly City Partnership

350 – 90th • Street Daly City, CA 94015 • Main: (650) 991-8007 • Fax: (650) 991-8227

www.dcpartnership.org ...working together to enrich life in our community

Daly City Partnership – Our Second Home • 725 Price Street • Daly City CA 94014