

CALIFORNIA MORTGAGE RELIEF PROGRAM

PROGRAM Q&As

Q: What is the California Mortgage Relief Program?

A: The state has launched the California Mortgage Relief Program to provide a one-time grant to qualified homeowners who have fallen behind on their housing payments or reverse mortgage arrearages. Using \$1 billion in federal funds, the grants help homeowners who had a financial hardship during the COVID-19 pandemic by covering missed housing payments. Assistance provided through this program is not a loan and does not need to be paid back.

Q: Why is the mortgage assistance program important?

A: Tens of thousands of California homeowners have been unable to make housing payments due to Covid-related financial hardships. While forbearance and mortgage servicer workout options have been available to some homeowners, many still need assistance to avoid housing severe housing issues, including foreclosure. The California Mortgage Relief Program will help homeowners get caught up and get a fresh start.

Q: Who is eligible?

A: The program is open to all California homeowners who meet eligibility requirements. Applicants must meet all of the following requirements:

- Own a single-family home, condo or permanently affixed manufactured home;

- Meet income requirements;
- Be behind 2+ payments on your mortgage; and
- Have faced a pandemic-related financial hardship after Jan. 21, 2020.

Q: What is considered a financial hardship?

A: For the California Mortgage Relief Program, a financial hardship is either a reduced income or increased living expenses due to the COVID-19 pandemic. Examples of living expenses are medical expenses, more people living in the household, or costs for utility services.

Q: How can someone apply for the program?

A: Interested homeowners can go to www.CaMortgageRelief.org to learn about the program, and apply. To complete the application, homeowners, and members of their household will need to submit documentation, including but not limited to:

- Mortgage statement
- Bank statements
- Utility bill
- Income documentation (i.e. paystubs, tax returns, or unemployment documents)

Q: Where can someone get assistance for filling out the application?

A: HUD-certified housing counselors are available to provide assistance at 1-800-569-4287.

Q: How much assistance is available to each homeowner?

A: Grants are directly tied to the past due amount the homeowner owes their lender, up to a maximum of \$80,000 per household. Funds will be sent directly to the mortgage servicer.

The assistance provided through these programs is not a loan and does not need to be paid back.

Q: Once an application is approved, how long will it take to receive financial assistance?

A: Once an application is approved, the California Mortgage Relief Program will work closely with the loan servicers to process payments quickly. The program is committed to helping homeowners as quickly as possible.

Q: If I received COVID-19-related government assistance can I still apply to the California Mortgage Relief Program?

A: The California Mortgage Relief Program is open to homeowners even if they have received government assistance from other COVID-19 programs, such as the CARES Act, Consolidated Appropriations Act of 2021 or the American Rescue Plan act.

Q: If I cannot finish my application at one time, can I save it and finish it later?

A: Applicants have 30 days to complete their application and submit all required documents. The application portal will store information so users can save their progress and then return to where they left off.

Q: Is there a deadline to apply?

A: Funds will be deployed from the program until they are all allocated, with an end date projected by 2025. While there is no strict deadline for application, applying as soon as possible allows the review process to begin more quickly, which in turn means a homeowner will likely receive funds sooner if their application is approved.

Q: Is there a paper application that can be filled out and mailed in?

A: Applications must be completed online; however, housing counselors may be available to help complete and submit applications.