

## Project RESET Overview and FAQs

*Please read this document in its entirety and refer to it if you have any questions throughout this process. Each step of the process is outlined here. Email requests and phone calls to ask questions covered in this document significantly impact the processing time of each application.*

### Process and Timeline

- 1- Tenant or landlord (*landlord refers to the entity that is legally responsible for collecting the rent for the property and may include property owners, property managers, etc.*) submits the online application- if you receive the "Application Sent" notice when you click "submit" then your application was successfully submitted, and you do not need to request confirmation. However, you still need to submit the required supporting documents to [ProjectResetDocs@gmail.com](mailto:ProjectResetDocs@gmail.com). If you are unable to submit your documents via email, please contact HFG at 770-847-6765.
- 2- Prior to being processed by HomeFirst Gwinnett (HFG), your application will be reviewed by staff at the Gwinnett County Magistrate Court. They will review your application within 48 **business** hours. During this review staff will check if you have a case number and if you have submitted the required documents. A list of required documents is provided later in this document. They will also check if the other party (tenant or landlord) has applied for the same property. If only one party has applied, they will reach out the other party using the contact information provided in the application to notify them that they must submit an application if they wish to move forward with the process. Once both parties have applied, they will be considered "matched." Once matched, the joint applications must include all supporting documents from both parties before it can be sent forward to HFG be reviewed for eligibility. *If we do not receive both applications and supporting documents within 7 days, your application will be considered inactive, and no further action will be taken. To be reconsidered you must complete the application or submit documents AND CALL 770-847-6765 TO REQUEST REACTIVATION.*
- 3- Upon completion of both applications and receipt of all documents, HFG will consider your applications to be "matched" and they send the case forward for the next step; review documents for eligibility. To be eligible, the tenant must be a legal U.S. resident; be economically impacted by COVID (documentation required); reside in Gwinnett County; have an ongoing lease for the property. Landlords must submit a current W-9; show proof of property ownership or legal right to collect rent on behalf of the owner; submit a current tenant ledger and copy of the current lease. *Eligibility does not lead to an automatic approval.* This process usually takes 5-7 business days.
- 4- If both parties are eligible, HFG will submit a settlement offer to the landlord. The timeline for this negotiation process is varied based on the negotiation process. The settlement offer is restricted to a total of not more than 6 months of rental arrears. In addition, all late fees, legal fees, and other non-rent associated fees must be waived. If accepted, the tenant's balance must be reset to zero as of the month that the settlement was reached.

- 5- REJECTION/ COUNTEROFFER. If the landlord refuses an offer, they can submit a counteroffer or notify HFG that they no longer wish to participate in the process. All counteroffers will be considered and replied to within 2 business days. If a settlement cannot be reached after 3 rounds of negotiations the application will be considered disqualified and considered inactive. If both parties wish to renew the negotiation process, they must contact HFG at 770-847-6765 and email [ProjecResetDocs@gmail.com](mailto:ProjecResetDocs@gmail.com) to specifically request reactivation.
- 6- OFFER ACCEPTED. If the offer is accepted documentation will be provided to both parties. In situations where there is an active eviction filing, the court will complete dismissal of the filing and provide copies to both parties. If there is not an active eviction filing with the court, then both parties must sign and return a release document before payment can be processed.
- In addition, landlords must request a Vendor ID from the County by following the PDF instructions that are sent to them. Once you receive your registration has been confirmed you must submit the following back to HFG; 1) Vendor ID #;2) Vendor Name; & 3) Vendor Address. Upon receipt, HFG will submit a payment request to the county. Requests are sent in bulk once per week.
- 7- Once payment has been submitted the county will process the payment. Payments requested via check will be take slightly longer based on USPS deliveries.

### **Required Documents**

#### Tenant submits:

- Identification documents (ID, SSN, Etc.)
- Eviction Notice (if applicable)
- COVID Impact (Must be after 3/5/2020)
  - Proof of unemployment compensation
  - Employer provided document that states you were required to take time off due to COVID (lack of work, close contact with COVID + employee, etc.)
  - Quarantine order from Health Department
  - Positive COVID test
  - Affidavit

#### Landlord submits:

- W-9
- Proof of ownership/ Contract to collect rent on behalf of owner
  - Tax records can be used as proof of ownership
  - <https://gwinnetttaxcommissioner.publicaccessnow.com/ViewPayYourTaxes.aspx>
- Lease
- Ledger

## FAQ

**Q1.** Can I be helped a second time if you already helped me once?

**A1.** You can be helped more than once but are limited to receiving a maximum of 6 months of rental assistance.

**Q2.** You paid my rental arrears, but I know I can't pay my full rent next month, will you pay it for me?

**A2.** Project RESET is designed to prevent evictions by paying rental arrears. We do not pay rent in advance. If you are unable to pay your rent, and have not already received 6 months of assistance, you may re-apply but assistance is not guaranteed.

**Q3.** Will the money be sent to the landlord or the tenant?

**A3.** All payments are made directly to the landlord.

**Q4.** Where does your funding come from?

**A4.** Project RESET is funded by Gwinnett County through the CARES Act.

**Q5.** I thought the CDC put a moratorium on evictions, can my landlord still evict me?

**A5.** The CDC guidance is not a blanket order to stop all evictions. For more information about the moratorium and what options may be available to you, please visit <https://www.georgialegalaid.org/resource/covid-19-resource-list> and look at the “**Help with Housing**” tab.

**Q6.** How long does the whole process take?

**A6.** There is no specific timeline for this process due to the number of variables, however, the process generally takes at least 2 weeks from the time of application to the time payment is requested.

**Q7.** I am behind on my rent, but it is because of a reason other than COVID, can you still help?

**A7.** No. You must be able to document an economic impact because of COVID 19 to be eligible for Project RESET. There are extremely limited resources for non-COVID related rental emergencies in Gwinnett County. Contact HFG at 770-847-6765 to discuss possible options.

**Q8.** I still have questions, who should I contact?

**A8.** You may reach out to HFG via email at [ProjectResetDocs@gmail.com](mailto:ProjectResetDocs@gmail.com) or by phone at 770-847-6765. In addition, a Project Reset representative will be available at the Gwinnett County Magistrate Court every Monday and Wednesday (excluding holidays) from 10 a.m.- 2p.m. The address is: 75 Langley Dr, Lawrenceville, GA 30046.