

City of Jacksonville
COVID-19 Mortgage, Rent, and Utility Relief Program

- Designed to assist individuals and families struggling to meet monthly obligations for mortgage, rent or utility (water, gas or electric) payments due to wage loss from the COVID-19 crisis
- City will make one-time payments of up to \$1,000 for mortgage, rent, and utility payments
- Eligibility criteria include:
 - Must live in Duval County
 - At the time of application, annual household income must not exceed \$75,000 – a household is defined as the family occupying a specific residence. If such residence has only one individual occupying it, then that individual makes up the household. If there are more than one adults living in a household together, then only one adult may qualify for funding for the household.
 - Must have documentation reflecting employment as of February 29, 2020 (may show paystubs, bank statements reflecting direct or indirect deposits or letter from employer that includes salary or typical wages earned in a 2 week period)
 - Since February 29, 2020, have experienced a reduction in hours of work or pay reduction by 25% or more as a direct result of the COVID-19 crisis
 - Must sign a certification that you meet all eligibility requirements
 - Must fill out and sign a W-9 form
 - Must sign a certification that you have received the debit card