



STATE OF CONNECTICUT
DEPARTMENT OF HOUSING



**DEPARTMENT OF HOUSING, CONNECTICUT HOUSING FINANCE AUTHORITY
LAUNCH NEW WEB PORTAL TO SUPPORT COVID-19 TEMPORARY HOUSING
ASSISTANCE PROGRAMS.**

*High call volume at Call Center highlights the extent of the need for
rental and mortgage assistance*

Hartford, Conn – The Connecticut Department of Housing (DOH) and the Connecticut Housing Finance Authority (CHFA) launched a new website today to help manage the eligibility and screening process for two new programs that provide housing assistance. The Temporary Rental Housing Assistance Programs (TRHAP) offers rental assistance while the Temporary Mortgage Assistance Program (T-MAP) offers mortgage assistance for those struggling to pay their housing costs due to the job loss, reduction of work, furlough, or closing of business as a result of the COVID-19 pandemic.

“The Call Center opened on July 15 and the number of calls was overwhelming. Busy signals and long hold times were frustrating for everyone,” said **DOH Commissioner Seila Mosquera-Bruno**. “Callers must answer a series of questions on eligibility, so each call takes several minutes. We realized pretty quickly that we were going to need another option, and adding a web portal was best the solution,” she added.

Callers who have tried to reach the Call Center and have not been able to get through are urged not to give up. As of today, households impacted by COVID-19 can visit the DOH or the CHFA websites, and click on a link to determine if they meet the threshold for eligibility for these two programs. This should reduce the number of calls and wait times at the Call Center, and offer households the opportunity to submit their basic information directly.

CHFA Chief Executive Officer Nandini Natarajan noted, “The criteria to qualify for the T-MAP loan is more complex and requires homeowners to provide more information. Instead of holding for the Call Center, homeowners can go to the website at any time and answer a series of questions to see if they qualify for the program. The website will also direct people to other resources if they do not qualify for either program.”

The T-MAP and TRHAP programs have \$10 million each to assist people struggling with housing costs. With rent extensions, forbearance and eviction moratoriums and other relief measures ending soon, these programs are designed to help people remain in their homes while they work to regain their financial stability.

Details on program eligibility and the link for submitting through the web portal for TRHAP and T-MAP can be found at:

- Connecticut Department of Housing: portal.ct.gov/doh; Connecticut Housing Finance Authority (CHFA): www.chfa.org

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