

## TENANT RESOURCE GUIDE

### RENT & UTILITY ASSISTANCE

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#### Catholic Charities

1501 N. Las Vegas, Blvd., Las Vegas, NV 89101..... (702) 385-2662

- Child and family services (housing, food, job training resources, case management, and more), food and nutrition help (including Meals on Wheels and daily on-site meals), immigration and refugee services (including refugee hiring, language skills classes, legal representation), long-term and short-term shelter, and services for seniors over 55 years old (medical nutrition therapy, Meals on Wheels, telephone reassurance program, senior companion, foster grandparent program)

#### Clark County Social Services

1600 Pinto Lane, Las Vegas, NV ..... (702) 455-4270

2432 N. Martin Luther King Suite D, Las Vegas, NV ..... (702) 455-4270

3885 S. Maryland Pkwy., Las Vegas, NV ..... (702) 455-4270

522 E. Lake Mead Blvd., Suite 4, Henderson, NV ..... (702) 455-4270

1501 N. Las Vegas Blvd., Las Vegas, NV ..... (702) 455-4270

- Help with rent/mortgage and utilities for one month, subject to income guidelines; bring eviction notice; proof of income required; bring other bills and ID. Nevada ID required to make an appointment.
- Assistance with citizens advisory, cremation/burial, financial/transportation, homemaker services, long-term care, medical outreach, services for seniors (Medicare, prescription drug programs, senior housing, legal services)

#### HELP of Southern Nevada

1640 E. Flamingo Rd. # 100, Las Vegas, NV..... (702) 369-4357

- Help with rent payment, utilities. Must go to Clark County Social Services at 1600 Pinto Lane for intake to receive a referral for housing services.
- Emergency Resource Center (SNAP, Energy Assistance Program—monthly income may not exceed 150% of federal poverty guidelines, must provide proof of residence, ID, Social Security card, power bills, baby first services, project share, housing of people with AIDS, etc.); Weatherization program (helps low-income households with services like installing solar screens, weather stripping, repairing broken windows, testing gas appliances, etc.); pre-employment services, services for at-risk youth that are homeless.
- Food vouchers given from 7:00 a.m. to 10:00 a.m. Mon-Thur. Clients may receive this assistance three times every six months. Need Nevada ID or Clarity Card and Social Security Card for each house member (may qualify one time without ID).

#### Salvation Army

2900 Palomino Lane, Las Vegas, NV..... (702) 701-5381

- Assistance with utilities only. Name must be on utility bill; must be two months behind with shut off notice. Call to make appointment. *Note:* This is typically a program offered in the middle of the year

#### CHAP – Clark County Cares Housing Assistance Program

Eligible residents must apply through online portal ..... <https://chap.clarkcountynv.gov/>

- Completed rental assistance applications must include:
  - Photo ID (does *not* have to be a NV ID);
  - Copy of current lease with applicant's name;
  - Documentation showing tenant has suffered reduction of work hours, loss of income, furlough, or loss of business revenue (e.g., before/after paystubs, proof of unemployment benefits, letter from the employer).
  - If seeking utility assistance, include utility bills.
- Applicant income classified into three groups:

Household Size	30% AMI	50% AMI	80% AMI
1	\$1,313 and under	\$1,314 - \$2,188	\$2,189 - \$3,500
2	\$1,500 and under	\$1,501 - \$2,500	\$2,501 - \$4,000
3	\$1,688 and under	\$1,687 - \$2,813	\$2,814 - \$4,500
4	\$1,875 and under	\$1,876 - \$3,125	\$3,126 - \$5,000
5	\$2,025 and under	\$2,026 - \$3,375	\$3,376 - \$5,400
6	\$2,175 and under	\$2,176 - \$3,625	\$3,626 - \$5,800
7	\$2,325 and under	\$2,326 - \$3,875	\$3,876 - \$6,200
8	\$2,475 and under	\$2,476 - \$4,125	\$4,126 - \$6,600
Each additional person	Add \$150 per month	Add \$250 per month	Add \$400 per month

- Covers up to 18 months of rent, utilities, utility deposits, security deposits and emergency lodging. No cap on total amount. Payments made directly to landlord or service provider.
- Emergency lodging may be paid for up to 30 days while waiting for a rental unit to become available.

**HopeLink of North Las Vegas**

Eligible residents must call between 8AM and noon, Monday thru Thursday ..... (702) 566-0576

- Must be US citizen or legal resident who has lived in Nevada for at least one year and North Las Vegas for at least 6 months prior to request.
- Income must be under 50% of area median income:

Household Size	50% AMI	80% AMI
1 Person	\$26,250	\$42,000
2 Persons	\$30,000	\$48,000
3 Persons	\$33,750	\$54,000
4 Persons	\$37,500	\$60,000
5 Persons	\$40,500	\$64,800
6 Persons	\$43,500	\$69,600
7 Persons	\$46,500	\$74,400
8 Persons	\$49,500	\$79,200

- Completed rental assistance applications must include:
  - Nevada ID for head of household or at least an appointment with the DMV, as well as ID for all other household members;
  - Social security numbers for all household members, or birth certificates for minors;
  - Documentation of a financial impact related to the COVID-19 pandemic (furlough, termination or reduced hours documents, medical expenses, etc.).
  - 12 month lease or mortgage statement;
  - Proof of income for past 30 days;
  - Bank account statements for past 30 days;

- COVID-19 impact statement;
- If seeking utility assistance, include utility bills.
- Can cover up to 12 months of rent based on fair market rate, but only 6 months of arrears. For applicants seeking mortgage assistance, can cover up to 6 months in total.

**HopeLink of Henderson**

Eligible residents must call between 8AM and noon, Monday thru Thursday ..... (702) 566-0576

- Must be current resident of Henderson with income level under 80% of area median income who has been financially impacted by pandemic.
- Completed rental assistance applications must include:
  - Proof of financial impact caused by COVID-19 *diagnosis* (furlough, termination or reduced hours documents, medical expenses, etc.);
  - 12 month lease or mortgage statement;
  - ID for all household members;
  - Social security numbers for all household members, or birth certificates for minors;
  - Proof of income for past 30 days;
  - Bank account statements for past 30 days;
  - COVID-19 impact statement;
  - If seeking utility assistance, include utility bills.
- Can cover up to 4 months of rent for Henderson residents, but must include current month. For applicants seeking mortgage assistance, can cover up to 4 months in total.

**Nevada Partners**

Eligible residents must call ..... (702) 844-8000

- North Las Vegas residents making less than 80% AMI who have been affected by pandemic can get rental or mortgage assistance through the City of North Las Vegas’ Temporary Rental and Utility Assistance (TRUA). Eligible zip codes 89030, 89031, 89032, 89033, 89081, 89084, 89085, 89086, 89087, 89101, 89106, 89115, 89130, and 89131.
- Covers up to three months of arrears over more depending on situation and funding.
- Applications require:
  - Intake application
  - City of North Las Vegas Income Form
  - Photo Identification
  - Social Security Card
  - Proof of Income
  - Lease Agreement (under applicants name) (if payment is going directly to a landlord, landlord must complete verification form and W-9)
  - Utility Bills (under applicants name)
- Applicants assessed on a case-by-case basis.

**Chicanos Por La Causa (CPLC)**

Eligible residents must call or email ..... (702) 299-6673, lasvegasinfo@cplc.org

- Mortgage assistance for North Las Vegas residents facing COVID-19 related hardship who are at or below 80% AMI.
- Can cover up to 6 months of past, present, or future mortgage payments with goal of encouraging loan servicers to offer loan modifications.
- Program also offers supportive housing and flex/transitional housing.

**Economic Opportunity Board Community Action Partnership of Southern Nevada**

Eligible residents must call ..... (702) 445-7105

- One month’s rent for applicants at less than 200% of federal poverty limit.

## HOUSING

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### **Southern Nevada Regional Housing Authority**

340 N. 11<sup>th</sup> Street, Las Vegas, NV ..... (702) 477-3100

- Offers public housing and affordable housing. Assists people in Clark County, Las Vegas, North Las Vegas, and Henderson.
- Qualified individuals pay 30% of their annual adjusted income towards rent; SNRHA pays the remainder.

### **Nevada Housing Search**

www.NVHousingSearch.org ..... (877) 428-8844

- Free rental-housing search for affordable housing, with real-time detailed listings of available housing.
- Website offers helpful tools, such as a rent checklist, an affordability calculator, and links for related resources.

### **Golden Rainbow**

714 E. Sahara Ave., Suite 101, Las Vegas, NV ..... (702) 384-2899

- Low cost housing for people with HIV & AIDS. Financial assistance with rent, utilities and medical bills. Essential furnishings and housewares provided.
- Must qualify as low-income (between 50-80% of area median income) and must be pre-screened by a community partner case manager.

### **Housing and Urban Development (HUD) – Subsidized Apartments**

(Currently working remotely) ..... (702) 366-2100

### **Nevada Homes for Youth**

525 S. 13th St., Las Vegas, NV ..... (702) 380-2889

- Affordable housing for middle to lower income families. Average rental price is \$585 per month for a 2 bedroom 1 bath, without utilities included. Must be working at least three months. Call to inquire.

### **Neighborhood Housing Services of Southern Nevada**

#### **Calcaterra Community Rental Housing, North Las Vegas Rental Housing, North Valley Homes**

Las Vegas, NV ..... (702) 836-9370, (702) 649-0998

- Calcaterra (42 units): Tenants are singles, married couples with and without children. Affordable Units start as low as \$738.00
- North Las Vegas (33 units): Tenants are singles, married couples with and without children. Units start as low as \$738.00
- Non-refundable application fee of \$30.
- Income must be at least 2x monthly rent.

### **St. Vincent HELP Apartments**

1521 N. Las Vegas Blvd., Las Vegas, NV ..... (702) 366-2090

- 120 fully furnished apartments to help men and women (over 18) transition to permanent housing.
- Maximum income to qualify is up to \$27,550 annually for next 12 months.
- Maximum fee for rent is \$450.00 per month. Must show driver's license/state ID, Social Security Card, landlord verification, income verification, and background check.

**Women’s Development Center**

7530 W. Sahara Ave. Ste. 105, Las Vegas, NV ..... (702) 796-7770

- Rent ranging from \$400.00 up to \$850.00, depending on availability. Applicant must pay a \$50.00 application fee (money order only) and must provide the following: (1) Valid Nevada I.D. (2) Social Security Card (3) Birth certificate and social security card for all children, (4) Criminal record (SCOPE) from LVMPD substation at 400 E Stuart Avenue Las Vegas NV and (5) proof of a permanent source of income. Call Melissa or Jackie for pre-screening.
- Transitional housing program for single parents with children willing to work full time or work part-Time and go to school part time. Provide eviction notice and ID for all family members.

**SHELTERS**

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**Catholic Charities Emergency Shelter: Catholic Charities Resident Empowerment Program**

1511 N. Las Vegas Blvd., Las Vegas, NV ..... (702) 387-2282

- Emergency Shelter serves men 18 years or older. No residency requirement.
- No legal status requirement. Open to any adult male that is stable medically and mentally. Men can get information about additional resources, case management, medical case management, medical transport, computer use for job search, local phone for outgoing calls. Showers, toiletries, restroom facilities are provided. Clothing is given out when available. The Day Shelter offers showers, towels, toiletries, restroom facilities and cold drinking water.
- Resident Empowerment Program: Provides structured environment for homeless men to regain self-sufficiency through employment program. Men must be physically able to return into workforce.

**Family Promise**

3690 E. Tropicana Ave., Las Vegas, NV 89121 ..... (702) 638-8806

- Non-emergency shelter for homeless families with minor children. Not walk- in emergency shelter. Shelter for four families at a time, for 7-30 days.
- Provides short-term shelter, meals, case management and hospitality. Must call first for assessment and intake.

**Las Vegas Rescue Mission/Family Shelter**

480 W. Bonanza Rd., Las Vegas, NV ..... (702) 382-1766

- Free community meal from 5:00 p.m. to 6:00 p.m. daily, open to everyone.
- Provides mothers with babies’ formula, baby food, and diapers. Free clothing and essentials giveaway on Tuesdays and Thursdays 9:00 a.m. – 12:00 p.m.
- Emergency Overnight Shelter: Beds are first-come, first-served. Housing is available for individuals, single mothers, single fathers, and families.
- Guests may stay seven nights, possibly longer. Dinner, breakfast, clean
- Linens are provided daily. Guests must leave by 6:00 a.m. Check in is at 3:00 p.m. First-time guest check in is 6:00 p.m.

**Shade Tree Shelter**

1 W. Owens Ave., Las Vegas, NV..... (702) 385-0072

- Emergency Shelter for any woman with or without children, and male and female youth. Helps victims of domestic violence, sexual assault, elder abuse, human trafficking, and homeless youth and families. Open 24 hours a day for intake. 30-90 day stay. Helps with meals, clothing beds, showers, and hygiene supplies. No ID or residency requirements.
- Day Shelter open 7 days a week from 8:00 a.m. to 4:00 p.m. Open to all women and children residing in the Shelter and any homeless woman in the community. Access to hot lunch. No ID or residency requirements.

- Food bags and emergency hygiene kits are given to homeless Mon-Fri 9:00 A.M. to 12:00 P.M. at Henderson Corps. 830 E. Lake Make Pkwy., Henderson, NV.

## **LEGAL**

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### **Clark County Public Response Office, Code Enforcement**

4701 W. Russell Road, Las Vegas, NV 89118 ..... (702) 455-4191

- Clark County code enforcement and forms.
- Receives citizen complaints, requests, inquiries related to zoning, building, solid waste, sign enforcement, addresses code violations and the removal of trash, debris, graffiti and illegal signs.
- What they do: can secure abandoned residences, swimming pools/green pools and dangerous buildings; can clean vacant lots of dead overgrown vegetation and debris; have junk, trash and debris removed from residences, and demolish unsafe buildings and structures.
- Does not handle mold or eviction.

### **Henderson Code Enforcement**

Henderson City Hall, 240 S. Water St., Henderson, NV ..... (702) 267-2323

- Henderson code enforcement and forms.
- Violations: Graffiti on walls, building, structures, fences, and mailboxes; the presence of debris, litter, garbage, abandoned vehicles, inoperable vehicles, junk vehicles, or discarded appliances. Stagnant water, such as a green pool, on your private property. Objects, including landscaping, obstructing the public right of way.
- Does not handle mold or eviction.

### **Las Vegas Constable**

301 E. Clark Ave., Suite 100, Las Vegas, NV ..... (702) 455-4099

- Service of eviction notices; information regarding lockout procedure.
- Services provided include processing abandoned vehicle complaint reports, writs of execution and garnishment enforcements, evictions, and other services.

### **Las Vegas Neighborhood Response (Complaint Line, Code Enforcement)**

495 S. Main St. Las Vegas, NV ..... (702) 229-6615

- City of Las Vegas code enforcement and forms.
- Ensures compliance with city's codes and ordinances related to: Dangerous buildings, garage sales, high vegetation, minimum housing standards, obstruction of streets/sidewalks, polluted, unsecured, or green pools, residential vehicle parking & storage, wrecked or junk vehicles, graffiti, fences/walls, garbage cans, illegal or non-permitted signage, non-permitted structures, outside storage, refuse & waste, substandard housing, zoning issues. Can also call for animal control or parking enforcement.

### **Legal Aid Center of Southern Nevada**

725 E. Charleston Blvd., Las Vegas, NV ..... (702) 386-1070

- Assistance with consumer rights issues; foreclosure; guardianship;
- Bankruptcy; domestic violence, divorce, custody; social security.
- Free classes on small claims, divorce, bankruptcy, paternity/custody, guardianship, payday and title loans, immigration, record sealing.
- Applicants must be residents of Clark County; income eligibility based on household income and number in household (generally 200% of federal poverty level); may not own more than \$5,000 in net assets other than one motor vehicle and/or work related equipment.

### **Neighborhood Justice Center**

330 S. Third Street, Suite 600, Las Vegas, NV 89101 ..... (702) 455-3898

- Free mediation and alternative conflict resolution services for disputes about landlord/tenant issues, neighbors, family members, local business and their customers, hospitals and their patients, etc.

**Nevada Legal Services**

530 S. 6th St., Las Vegas, NV 89101 ..... (702) 386-0404

- Assistance with civil issues only, except for criminal record sealing.
- Assistance with housing, name changes, discrimination, unemployment benefits, SNAP (food stamps), TANF (welfare), Social Security, IRS issues, Veteran's benefits, foreclosure, consumer issues and bankruptcy, technical assistance to non-profits, work cards, and immigration.
- Applicants must be U.S. citizens or have U.S. residency; income eligibility based on household income and number in household (generally 200% of federal poverty level, 350% on some matters); no income limits for seniors 60 and above; for mortgage foreclosures, 80% of area median income.
  
- ***Nevada Legal Services Tenants' Rights Center*** ..... (702) 383-6095
  - Assistance with tenant evictions, deposit returns, damages defense, families' habitability issues.

**Southern Nevada Senior Law Program**

411 E. Bonneville Ave., Suite 310 Las Vegas, NV 89101 ..... (702) 229-6596

- Must be a Clark County resident, 60 years or older. No income restrictions.
- Assistance with estate planning and long-term healthcare, probate, consumer matters, small claims, debt collection, name changes, elder abuse, grandparents' rights, real property, HOA, foreclosure, social security, Medicaid, food stamps, and veterans' issues.
- Must call first to set up appointment.

**Southern Nevada Health District Landlord/Tenant Hotline**

280 S. Decatur Blvd., Las Vegas, NV 89107 ..... (702) 759-0697

- Health District will respond to lack of essential services such as loss of heat, air conditioning, water, electricity, gas, or sewage leaks, and lockable doors.
- Health District does not respond to non-essential service complaints, like pest infestations, water leaks, mold growth, odors, or general maintenance issues.

**State Bar of Nevada Lawyer Referral Service**

3100 W. Charleston Blvd., Suite 100, Las Vegas, NV 89102 ..... (702) 382-0504

- Provides lawyer referrals.
- *Reduced Fee Panel* -- Applicant may qualify for attorney at reduced rate if case involves family law, bankruptcy, landlord/tenant, or consumer law; income qualified (300% of federal poverty level); Nevada resident; assets less than \$5,000 (excluding equity in residence up to \$10,000 and one automobile).