



Delaware Housing Assistance Program  
**Utilities Brief**



## Customer Referral:

Website – DECOVIDHOUSINGHELP.COM  
DEHAP Helpline – 1-866-935-0407

Application assistance is available at community partner agencies in all three counties. Customers who may need assistance applying should connect by calling the helpline.

With the relaunch of the DEHAP application website on August 11, qualified rental assistance applicants can now apply for support with utility arrears easily and quickly. As a result, you may be receiving calls related to the program and we wanted to provide you with answers to the most likely questions you may encounter.

If anyone in your family or any friends are experiencing difficulty with rent and utilities payments as a direct or indirect result of the pandemic, you know how important this program is to people throughout Delaware – and the honest anxiety they are experiencing. Thanks in advance for your help with this very important program and for steering callers in the right direction!

## What is the Delaware Housing Assistance (DEHAP) program?

The Delaware Housing Assistance Program (DEHAP) is Delaware's emergency rental assistance program for people experiencing financial hardship as a result of the pandemic. The program was launched in March 2021, with the new Emergency Rental Assistance federal funding. Up until now, the program was unable to process utility assistance, as of August 11, DEHAP is accepting applications for utility assistance for Water, Wastewater, Gas and Electric.

## Who is eligible for DEHAP assistance?

This funding source is limited to Renters only. The program is income-limited to renters at 80% of Area Median Income. Many renters who meet income qualifications will be able to access this assistance but there are housing stability and hardship requirements. The application portal [decovidhousinghelp.com](https://decovidhousinghelp.com) helps people determine whether or not they're eligible.

## What cost can DEHAP pay for?

DEHAP can pay for a variety of expenses related to rent and utility arrears covering up to 15 months in many circumstances. Detailed information available by visiting the website or calling the helpline.

## How can Customers Apply for this assistance?

- Applicants will need a copy of their most recent utility bill.
- Just go to [decovidhousinghelp.com](https://decovidhousinghelp.com) and register on the website.
- Customers who may face barriers completing the application or technology barriers should connect with application assistance by calling the DEHAP Helpline at 1-866-935-0407

If a customer already applied for rental assistance before the upgrade, they can now add a utility request. They can sign-in with their Username, click on "Forgot Password" and follow the instructions to gain access to the site again.