



REQUIRED DOCUMENTS FOR ASSISTANCE APPLICATION

For Rental or Mortgage Assistance

1. **PROOF OF CRISIS:** You **must** provide **documented evidence** explaining the urgent need for assistance. For instance, if the crisis involves **illness leading to income loss**, include previous income records and medical documentation, such as a doctor's note. **Note:** Higher-than-normal bills do not constitute a crisis.
2. **PROOF OF INCOME:** Provide **income documentation** for every individual over 18 in the household, spanning the **last three months**.
3. **CURRENT LEASE:** Submit a **current 12-month lease** signed by both landlord and lessee (no electronic signatures accepted). Provide a **current tax bill or mortgage statement if you own your property**.
4. **3-DAY NOTICE:** Include a 3-day notice for the **current month**. Assistance is limited to the current month only.
5. **PHOTO ID:** Furnish a photo ID with a Volusia County address for all individuals over 18 in the household.
6. **SOCIAL SECURITY CARDS:** Provide Social Security cards for all household members.
7. **BIRTH CERTIFICATES:** Submit birth certificates for individuals **UNDER 18** in the household.
8. **PLAN FOR FOLLOWING MONTH:** Outline a plan for maintaining expenses for the following month. For example, if you've lost employment, provide a new hire letter detailing the pay rate, expected hours, start date, and pay frequency on company letterhead.
9. **PROOF OF ASSISTANCE:** If you've received assistance from other agencies, provide proof.
10. **COMPLETED INTAKE FORMS:** Fill out intake forms available in our offices.

For Utility Assistance

1. **REFER TO ALL ABOVE REQUIREMENTS.** Note: A 3-day notice is not required to apply for utility assistance.
2. **UTILITY BILLS:** Include **two months of utility bills for the current and previous months**.

Please make sure all documents are printed and ready for review and brought in person to our Center for Neighbors during operating hours. **We do not accept applications by email.** Only complete documentation can be processed. After you complete your documentation, your file will be reviewed. The availability of assistance changes based on the availability of funding.

Hours **Monday – Thursday**

9 am – 4 pm (closed 12 pm – 1 pm for lunch)

Friday: 9 am – 12 pm

386-734-8120 EXT 106 or 103

Volusia County Human Services can be reached at: West Volusia 386-254-4675 | Orange City 386-775-5204
Daytona Beach 386-736-5956 | New Smyrna Beach 386-423-3309