

# *Frequently Asked Questions*

## *FAQ #2*

*Updated 1/15/2021*



**Will the Processing Agencies be expected to market the SC Stay program?**

No, SC Housing will have a multi-level marketing/ media plan that includes traditional means of informing SC residents about the program (website/ news release/ TV, radio, newspaper, online interviews) as well as an organic social media marketing plan utilizing Facebook, Twitter and LinkedIn as well as a paid promotional effort pending that will focus on utilizing Facebook to ensure all residents are aware of the program and how to participate. We have also been working with more than a dozen nonprofit groups and associations to help share information with those who may be looking for support.

**Will SC Housing provide training to Processing Agencies? If so, will it be virtual or in person and how long is training expected to take?** Selected Processing Agencies will be required to attend a virtual implementation training in early February. Several virtual training sessions will be offered. The exact length of time for the sessions is unknown at this time, but it is reasonable to expect them to take 3 - 4 hours. Additional training will be available as needed or at the request of the Processing Agency. SC Stay staff will be able available for technical assistance via phone or email throughout the duration of the program.

**Will Processing Agencies be responsible for recruiting clients or will they be assigned to agencies?**

No, applications will be routed to the appropriate Processing Agency based on geographic location.

**Will Processing Agencies be able to put information about SC Stay on their websites?** Processing Agencies that want to post information about the program on their website can request approval to do so from SC Housing. SC Housing will review and approve content prior to posting.

**Will applicants who are provided mortgage assistance have to enter into a loan agreement? Will a lien be placed on the property?** SC Stay does not provide assistance in the form of a loan and does not require that a lien be placed on the property.

**Will the assistance provided be required to be repaid by the renter or homeowner?** HUD requires that the funds must be repaid if a duplication of benefits has occurred.

**Is there an expected turnaround time for how fast an application will be processed?** It is expected that most applications will be able to be processed within 30 days.

**Is there a limit on the number of Partners an Applicant can propose to work with?** No