

METROPOLITAN ACTION COMMISSION

HOPE

HOUSING, OPPORTUNITY, PARTNERSHIPS AND EMPLOYMENT PROGRAM

LANDLORD/PROPERTY OWNER INFORMATION SHEET

(THE MAC HOPE PROGRAM WILL HELP LANDLORDS RECOVER RENT LOSSES DUE TO COVID-19)

Landlord/property owners are facing financial challenges due to the COVID-19 pandemic. The MAC HOPE Program will aid landlords who need to recover from their losses when tenants are behind on their rent as much as 12 months due to COVID-19. The application process will determine eligibility for Davidson County residents impacted by the COVID-19 pandemic. The following information is an overview of the steps a landlord should take to receive past due rent payments through this program.

HELP IS JUST STEPS AWAY!

1

Landlord/Property manager goes to the MAC website to create an account if they are not a current member of Hub Nashville.

(Once in the portal they will click on the HOPE Program link to begin an application on behalf of the tenant)

2

Complete the application and upload all required documents on behalf of the landlord and the tenant and submit a completed application.

(The landlord and tenant are required to sign the grant agreement, consent form and voucher form to process payment)

3

Landlord/Property Manager and tenant receive notification that the application has been received and will be reviewed for eligibility and completeness.

(If any additional documentation is needed you will be contacted by a MAC HOPE customer support team member)

4

Landlord and Tenant receive e-mail notification of award determination.

(If application is approved the funds are made available to landlord)

The portal will be accessible 24 hours per day and provide status updates for both the tenant and landlord.

For assistance, call the Metro Action Commission H.O.P.E. Call Center beginning March 15, 2021, Monday-Saturday from 7am-7pm by dialing 615-862-RENT (7368).

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