

Program: HEAP Fuel Assistance	MHPN # 2023-HEAP-015
Action: Program Guidance Clarification	Effective Date: 09/19/2023
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide clarification regarding the amount of time an applicant has to submit their application and supporting documents.

1. TIMEFRAME TO SUBMIT APPLICATION DOCUMENTS

For telephone Applications, Applicants will be provided twenty (20) business days to return the signed application and required documents to the CAA. For in-person Applications, the Application will be signed during intake and the Applicant will be provided twenty (20) business days to return required documents to the CAA. The date the signed Application is received by the CAA is entered in the HEAP system of record as the Date of Application. The CAA has thirty (30) business days from the Date of Application to certify the Application. However, CAAs will not certify Applications within the twenty (20) business day timeframe unless all required documentation is received.

At any time during the twenty (20) business days after intake, the CAA may place a reminder telephone call or send a reminder letter to the Applicant reminding them of the date the signed Application and required documentation is due back to the CAA. While a copy of the original Reminder Form can be sent to the Applicant, a second (new) Reminder Form should not be sent. Required supporting documentation (excluding the Signed Application) received after the twenty (20) business day timeframe but prior to certification may be accepted.

Examples:

- If the signed Application and all required documentation is received within the twenty (20) business days following intake, the CAA will certify the Application.

9/1/2023	Date of Intake
9/6/2023	Signed application & all required documentation received.
9/15/2023	CAA may certify Application even though 20 business days have not passed because all documents have been received.

- If the signed Application is received within the twenty (20) business days following intake, but supporting documentation is missing at the time of Certification, the CAA will deny the Application which will allow the Applicant fifteen (15) business days from the date the Application is denied to submit the missing documentation.

9/1/2023	Date of Intake
9/6/2023	Signed application received, only some required documents received.
10/13/2023	It is more than 20 business days past intake. Missing documents have <u>not</u> been received. CAA will certify application as Denied which allows 15 business days to submit missing documents.

- If the signed Application is received within the twenty (20) business days following intake, but supporting documentation is not returned at the same time **but** supporting documentation **is** received prior to the CAA certifying the Application, the CAA will include the documentation received after the signed Application and certify the Application.

9/1/2023	Date of Intake
9/6/2023	Signed application received, only some required documents received.
10/2/2023	Remaining required documents received. It is more than 20 business days past intake but CAA has not certified Application yet.
10/13/2023	It is more than 20 business days past intake. Signed Application <u>was</u> received within 20 business days and all required documents are now in the file. CAA will certify application.

- If the signed Application is **not** received within the twenty (20) business days following intake, the CAA will void the Application.

9/1/2023	Date of Intake
9/27/2023	Signed application has not been received. CAA will void Application.

2. Notice Contact

Genevieve Soucy, Director of Energy and Housing Services ▪ (207) 626-4600 ▪ liheap@mainehousing.org

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*Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330,
Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.*

