

FAQs

What type of assistance is available through the Park Flooding Recovery Assistance Fund (FRAF)?

FRAF provides financial assistance to help pay for basic needs and utilities. This may include food, clothing, and other housing expenses related to flood impact recovery and housing security.

Who is eligible for the fund?

Anyone whose primary residence was a home located in a mobile home park in Vermont, and had their housing destabilized by historic flooding in July 2023, is eligible to apply for this assistance. This would include damages to your home that temporarily or permanently made your home uninhabitable. **Renters who satisfy the eligibility criteria are eligible for this fund.**

How do I apply?

An online application form is available at cvoeo.org/get-help/mobile-home-park-rights-and-resources You also can download an application form and email it completed to mhp@cvoeo.org, mail it to CVOEO MHP, P.O. Box 1603 Burlington, VT 05402, or fax to: (802) 859 3462. You can contact our program at **802-660-3455 ext. 204** to set up a time to apply over the phone with a staff member.

What documents are needed to verify my eligibility?

To verify eligibility, you need to provide documentation showing your primary residence was in one of the flood-impacted mobile home communities in Vermont. Documents like utility bills, a lease agreement, a letter from the park management, or another form of verification to prove that the impacted mobile home was/is your primary residence. Condemnation letters, photographs, insurance claims, or another form of verification of the home condition concerning flood damage is also used to assess assistance amount.

How are the assistance amounts determined?

Assistance is allocated based on several factors including the number of dependents in the household, housing stability status, and various vulnerabilities such as unemployment, single-parent household status, disability, and chronic disease.

What does "housing stability status" mean?

Housing stability refers to the current living conditions of the applicant. The status can be "Unstable/Temporary" or "Homelessness/Displacement due to total loss or health reasons" as a result of the flood impact.

Can I appeal if I'm unsatisfied with the decision for my application?

Yes, we have an appeal process for recipients who wish to contest the assessment of their applications. This is a simple process where you would contact the Mobile Home Program Director at skibuey@cvoeo.org and request an appeal. You might be required to provide additional information.

How are the funds distributed?

Funds are distributed directly to applicants via check. The check can be mailed or picked up at the CVOEO Burlington office located at 255 South Champlain St Burlington VT 05401.

How will I know if my application has been approved?

The MHP team will notify you in writing via email or mail of the status of your application using the contact information provided in your application.

I have difficulty with English; can I get help with my application?

Absolutely. Translation and interpretation services will be offered to those residents who need them. To request translation/interpretation services, please contact our team at rgerrity@cvoeo.org.

Where can I get more information about this assistance?

You can get more information by visiting cvoeo.org/get-help/mobile-home-park-rights-and-resources or by contacting our office directly at **802-660-3455 ext. 204**. The website also has a step-by-step application guide.