

RentConnect Risk Mitigation Fund Policy and Procedure

Mitigation Funds for Tenant Damages

The Miami-Dade County Homeless Trust Rent Connect Program offers mitigation funds to cover tenant-caused damages (excluding normal wear and tear) that exceed the amount of the tenant's security deposit. Landlords registered in the Rent Connect Listing Service and currently renting to a participant in the Homeless Trust Rental Assistance Program are eligible to file a mitigation claim.

Claim Limits

The claim may not be more than \$2000. The security deposit and tenant contribution must be applied toward repair costs first. . A landlord may make multiple claims per household as long as those claims together do not exceed \$2000.

Approval Criteria:

The following criteria must be met to approve a claim.

1. Landlord must be registered in the Rent Connect Listing Service;
2. Property damage occurred after January 2018;
3. Property damage was caused as a result of a tenant's occupancy, while under a rental subsidy agreement at the time the damage was incurred;
4. Damage to the property is not a result of normal wear and tear;
5. Landlord exhausted claims with their insurance company;
6. The cost of repair is reasonable;
7. The security deposit on hand is not sufficient to cover reasonable repair cost; and
8. The amount of reimbursement requested must be minus the security deposit(s) and cannot exceed the claim limit.

Claim Process:

1. **Claim Submission:** To apply for a mitigation claim through the Rent Connect Program, a participating landlord must submit a completed claim form with a satisfactory description and required documentation, including pictures, of the damage to the unit. For claims over \$300, the landlord must also submit at least three repair quotes from independent contractors.
2. **Time Limit:** Claims for damages discovered after a tenant moves out must be submitted within fifteen (15) days of the landlord's repossession of the unit. Claims may require additional insurance claim information to be processed.
3. **Claims of up to \$300:** Claims no more than \$300 to cover small damages and other minor repairs will not require an inspection, however, the landlord must provide receipts for the repair. The claim will be reviewed based on the documentation submitted. Properly submitted claims will be reviewed within three (3) business days from receipt of claim. Approved claims will be paid within 30 days of approval.

4. **Claims Over \$300:** Claims of more than \$300 require inspection of damage prior to repair and after repair. ***Landlords will be ineligible to receive mitigation funds in excess of \$300 if any tenant damages are repaired prior to the inspection.*** A claim may not exceed the claim limit and will be approved if the inspection determines that the above criteria are met. A post repair inspection will be conducted prior to payment. Inspections will be scheduled within five (5) business days of the receipt of the claim or notice of completed repairs. The landlord or property manager on record must be present for the inspections. Paid invoice(s) must be submitted to complete the claim for review. If approved, claims will be paid within 30 days of payment approval.

FORMS:

RentConnect Risk Mitigation Fund Claim Form