To ensure your application for WERA assistance is processed timely please follow these steps. Processing time WILL INCREASE if these steps are not followed.

1. **Complete a pre-screening form online** – pre-screening may also be done by calling 608-313-1337 or in person. [https://community-action.org/housing/rental-assistance-in-rock-and-walworth-counties/](https://community-action.org/housing/rental-assistance-in-rock-and-walworth-counties/)

2. A **2023 Energy Assistance Application** must be complete, **no exceptions**. The Energy Assistance application provides Community Action with the income verification needed to confirm WERA eligibility.

   **You can apply for Energy Assistance:**
   - Online at [https://energybenefit.wi.gov](https://energybenefit.wi.gov) OR by calling Energy Services Inc. **Rock** 608-363-9200 or **Walworth** 262-427-8505

3. All requests for assistance must be returned to Community Action Inc. COMPLETE with all required information and all required signatures. **Requests for assistance are processed in the order received. Incomplete requests will not be processed.**

4. A complete request includes a **Renter Verification form, Income Attestation form**, and verification of **most recent full month of income** if assistance has been previously provided. Only if the household has $0 income a **Zero Income form is required.**

5. A **current, valid lease must be provided.** If no written lease is available tenant/landlord must provide verification of rental history and amount paid.

6. **Landlord / Property Owners** need to complete **ONE** Vendor Landlord Authorization. We typically do not provide this form to the tenant as it may have the landlord/owner personal/financial information on the form.

7. **I have already received assistance; can I receive more?** To receive additional assistance you must recertify all household income, provide a **updated Renter Verification form, Income Attestation form and Zero Income form (if applicable)** every three months. Applicant MUST provide Community Action with verification of ALL HOUSEHOLD INCOME for the full month prior to the request.

8. The **maximum benefit is 18 months but not guaranteed.** Any amount of assistance provided in one month counts as one month and is determined by WERA staff using previously submitted requests for rental assistance.

9. **Processing may take 2-3 weeks if/when all documents are returned complete.** After two weeks you may request a status update by e-mailing wera@community-action.org. The WERA phone message number is 608-313-1337. Calls requiring a response will be returned within 72 hours however we have limited staff and their priority is processing completed documents. Please leave only one message, leaving multiple messages will only delay staff further.

10. **Allegation or suspicion of fraud, current or previous, will be investigated and will increase processing time.**

<table>
<thead>
<tr>
<th>Documents may be mailed, e-mailed or hand delivered during office hours at the following locations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rock County – Beloit</strong></td>
</tr>
<tr>
<td>20 Eclipse Center, Beloit</td>
</tr>
<tr>
<td>Mon. – Thurs. 8-4 Friday 8-12</td>
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</tbody>
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**WERA Message Line: 608-313-1337**  **Fax: 608-480-2976**