



**PARTNER TALKING POINTS  
UPDATED MAY 13, 2021**

*Partners: The following information is to support you and your organization in communicating about OUR Florida. For additional information, answers to frequently asked questions or to determine eligibility, visit [OURFlorida.com](https://OURFlorida.com).*

**KEY MESSAGES/TALKING POINTS**

- OUR Florida is Florida’s federally-funded relief program to support residents and businesses as they continue to recover and rebuild.
- OUR Florida is a program of the Florida Department of Children and Families. Funding is provided by the Department of Treasury through the federal Emergency Rental Assistance Program.
- OUR Florida provides renters who qualify with relief on unpaid rent and utility bills.
  - OUR Florida aims to help Florida families remain safely in their rented homes while pursuing opportunities for economic self-sufficiency.
- OUR Florida assists property owners with relief for lost rental income to support their continued recovery.
  - Businesses directly receive unpaid rent and utility payments owed.
  - The relief will help businesses continue to rebuild and provide jobs for Florida workers.
- Eligible Floridians and businesses can apply online at [OURFlorida.com](https://OURFlorida.com). The online portal is the most efficient way for applicants to supply documentation, receive verification and obtain relief.

- After an application is submitted, OUR Florida will review for eligibility and verification.
- For applicants who qualify, the payments will be made directly to the business, landlord or utility.
- Qualified applicants may receive up to 15 months of rent and utility payments. This includes 12 months of past due rent and three potential months of forward-looking rent payments. Only past due utilities will be covered. Additional proof may be required to demonstrate continued financial hardship for forward-looking payments.
- The maximum payment to an eligible household, including rent and utilities is \$2,000 per month. The maximum total payment for any household over the course of the program is \$15,000.
- Floridians who rent their home are eligible if they:
  - Earn an income at or below 80% of the area's median income; and
  - Have qualified for unemployment, experienced a loss of income, incurred significant costs or faced financial hardships due to the COVID-19 public health emergency; and
  - Are at risk of losing their home, or are living in unstable or unhealthy conditions.
- Applicants must provide documentation of identity, rental obligation, household income, demonstrated economic hardship due to the COVID-19 public health emergency, and demonstrated risk for housing instability or loss.
- To learn more, visit [OURFlorida.com](https://OURFlorida.com).

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