



# CCAP/Loaves & Fishes

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304-263-3940 | [www.ccaploavesandfishes.com](http://www.ccaploavesandfishes.com)  
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## Rental Assistance Program – Client Instructions

### Step 1: Schedule an Appointment 304-263-3940

- **You must have an appointment.**
- Appointments are scheduled by the manager
- Appointments are scheduled on a **first-come, first-served basis.**
- Each appointment is **30 minutes long.**

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### Step 2: Bring the Required Documents

You must bring **hard copies** of the following items to your appointment:

- Government-issued photo ID**
- Current lease agreement (Typed and signed)**
- Court-issued eviction notice** (if you have received one)
- Letter from your landlord** that includes:
  - The amount of rent owed (excluding utilities and late/back fees)
  - The monthly rent amount
  - Landlord's full name, address, and working phone number
  - A statement of how far behind you are on rent
- The client should advise the landlord that they are coming to CCAP to get rental assistance and tell them the date and time of the appointment so that the landlord is available to answer the phone**

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### Step 3: Important Notes

- If you do not bring **all required documents**, your application cannot be processed.
  - Appointments are **strictly limited to 30 minutes.**
  - **Rental assistance is not guaranteed.** Eligibility and available funds will determine approval.
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