

Regional Housing Crisis Hotline

SEPTEMBER 2025 Resources

Know your housing rights and avoid eviction! VPLC's new website has easy to understand information about the eviction process, self-help legal defenses, access to free legal aid and help with other housing problems like repairs and illegal lockouts. [Eviction Defense Center](#)

SELF-SERVE RENT WAITLIST September 6-9

[:https://forms.office.com/r/q1LeHmyHsy](https://forms.office.com/r/q1LeHmyHsy)

COOLING ASSISTANCE Applications accepted JUNE 15-AUGUST 15 for households with a family member under 6, over 60, or living with a disability. Air conditioning equipment purchases and repairs may be eligible in addition to assistance with utility deposits and bills. Contact DSS at **855-635-4370** or through the [CommonHelp](#) website.

Please select your location from one of the following:

[Lower Peninsula](#) - Newport News, Hampton, Poquoson, lower York County

[Upper Peninsula](#) - James City County, Williamsburg, upper York County

[Portsmouth](#)

[Suffolk & Isle of Wight](#)

[Southside Cities](#) - Norfolk, Chesapeake, Virginia Beach

Lower Peninsula-Newport News, Hampton, Poquoson, Lower York County

Rental Assistance:

- HRCAP:
 - Visit www.HRCAPinc.org for online application or 757-247-0379.
 - Must be under 30% AMI, have 1 or more children in the home, owe for only 1 month rent.
- Thrive Peninsula:
 - Visit www.thrivepeninsula.org to complete a pre-screening application
 - Income and client co-pays required, maximum assistance limits, limited to once every 3 years
- Our Lady of Mt. Carmel: 757-596-1727
- Virginia Eviction Reduction Pilot Program
 - Call United Way for screening 757-229-2222
 - There are client co-pays and maximum assistance amounts
 - Can also provide limited assistance with employment and childcare expenses
- Hotline waitlist-screening for NEWPORT NEWS
 - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
 - Must have late notice in hand and can ONLY owe for the current month.
 - First month rent MUST have deposit paid and lease or move-in letter
 - There are usually ONLY 3-5 referrals per month for eligible Newport News households.
 - **SELF-SERVE RENT WAITLIST September 6-9**
:<https://forms.office.com/r/q1LeHmyHsy>
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

Utility Assistance:

- HRCAP:
 - Visit www.HRCAPinc.org for online application or 757-247-0379.
 - Must be under 30% AMI, have 1 or more children in the home, maximum assistance amounts apply
- Thrive Peninsula:
 - Visit www.thrivepeninsula.org to complete a pre-screening application

- Income and client co-pays required, maximum assistance limits, limited to once every 3 years
- The Salvation Army-
 - **EXPECTED TO BE CLOSED UNTIL OCTOBER**
 - Electricity **MUST** be in disconnect status.
 - Can pay a maximum of **\$300** maximum toward down payment on payment plan, reconnect charge or prevention of disconnect.
 - Co-pays of any amount over \$300 must be made **BEFORE** an appointment can be scheduled
 - Account holders with a medical waiver do not require copays unless reconnect amount is over \$300
 - **NO** assistance for bills in collections or previous residences
 - PIPP customers must have a disconnect notice. Initial payments on the PIPP do not usually count
- Newport News Waterworks: www.nnva.promise-pay.com to learn about their new payment plan options. Accounts that owe \$50 or more are eligible.

Upper Peninsula

Rental Assistance:

- WHOM 757-253-0664
- Virginia Eviction Reduction Pilot Program
 - Call United Way for screening 757-229-2222
 - There are client co-pays and maximum assistance amounts
 - Can also provide limited assistance with employment and childcare expenses
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

Utility Assistance:

- Salvation Army of Williamsburg. 757-229-6651.
 - Maximum assistance \$300/year.
 - Electric only.
- The Hotline is **NOT** screening for any community partner programs/referrals
- Newport News Waterworks: www.nnva.promise-pay.com to learn about their new payment plan options. Accounts that owe \$50 or more are eligible.

Portsmouth

Rental Assistance:

- Hotline waitlist-screen for multiple agencies at the same time .
 - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
 - Must have late notice in hand and can ONLY owe for the current month.
 - There are usually ONLY 30-50 referrals per month available for 300-400 eligible households
 - **SELF-SERVE RENT WAITLIST September 6-9**
:<https://forms.office.com/r/q1LeHmyHsy>
- Virginia Eviction Reduction Pilot Program-Clinics posted regularly
 - Clinic attendance required
 - There are client co-pays and maximum assistance amounts
 - Enroll at:
<https://www.eventbrite.com/o/forkids-virginia-eviction-reduction-pilot-team-62763841843>
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

Utility Assistance:

- The Salvation Army of Portsmouth. 757-393-2519
 - **Electricity** MUST be in disconnect status.
 - Can pay a maximum of \$300 maximum toward down payment on payment plan, reconnect charge or prevention of disconnect.
 - Co-pays of any amount over \$300 must be made BEFORE an appointment can be scheduled
 - Account holders with a medical waiver or over age 60 do not require copays unless reconnect amount is over \$300
 - NO assistance for bills in collections or previous residences
 - **Water & Natural Gas**
 - Some programs have income and co-pay requirements
 - NO assistance for bills in collections or previous residences

Suffolk & Isle of Wight

Rental Assistance (Suffolk ONLY):

- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.
- The Hotline is Not screening for any rent assistance partners at this time

Utility Assistance Suffolk & Isle of Wight:

- Currently Closed until OCTOBER

Southside Cities of Norfolk, Chesapeake, Virginia Beach

Rental Assistance:

- Hotline waitlist-screen for multiple agencies at the same time .
 - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
 - Must have late notice in hand and can ONLY owe for the current month.
 - There are usually ONLY 30-50 referrals per month available for 300-400 eligible households
 - **SELF-SERVE RENT WAITLIST September 6-9**
[:https://forms.office.com/r/q1LeHmyHsy](https://forms.office.com/r/q1LeHmyHsy)
- **CHESAPEAKE** Virginia Eviction Reduction Pilot Program
 - Clinic attendance required
 - There are client co-pays and maximum assistance amounts
 - Enroll at:
<https://www.eventbrite.com/o/forkids-virginia-eviction-reduction-pilot-team-62763841843>
- **NORFOLK** Virginia Eviction Reduction Pilot Program-**NO LONGER ACCEPTING APPLICATIONS**
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

Utility Assistance:

- Hotline waitlist-screen for multiple agencies at the same time
 - 757-587-4202
 - **Electricity** MUST be in disconnect status.
 - Can pay a maximum of \$300 toward down payment on payment plan, reconnect charge or prevention of disconnect.
 - Co-pays of any amount over \$300 must be made BEFORE you can be added to the waitlist.
 - Account holders with a medical waiver do not require copays unless reconnect amount is over \$300
 - NO assistance for bills in collections or previous residences
 - **Water & Natural Gas**
 - Must have a late bill or facing disconnection
 - Can screen for any amount, although programs do have maximum assistance amounts
 - Some programs have income and co-pay requirements
 - NO assistance for bills in collections or previous residences