



City of Tampa Homeowner Disaster Assistance Program (HDAP)

APPLICATION GUIDE

City of Tampa Development and Economic Opportunity

Website: www.tampa.gov/housing-and-community-development

Email: tampaHDAP@icf.com

Phone Number: 877-616-4577

TABLE OF CONTENTS

HOW TO APPLY	4
1.1. REGISTER	4
1.2. PRE-APPLICATION	10
1.2.1. Completing the Pre-Application	10
1.2.2. Accessing Pre-Application (Already Registered).....	17
1.3. RESET PASSWORD	17

RECORD OF CHANGES

NUMBER	DATE	DESCRIPTION	AUTHOR
1	3/11/2025	Version 1.0 (Program Launch)	Enola Picardo (ICF)

HOW TO APPLY

1.1. REGISTER

To access the Pre-Application, you will need to create an account.

1. On the City of Tampa's Landing Page, you will see a link to register:

<https://dmsrecovery.quickbase.com/db/buwc9jjgz?originalQid=1&ifv=1&a=nwr>

NOTE: For the best user experience, please use Google Chrome or Safari.

2. To register, enter your First Name, Last Name, and Email.

Welcome to the City of Tampa Homeowner Disaster Assistance Program (HDAP) registration.



To register for and gain access to the Pre-Application, please read the user agreement below and provide your full name and email address.

If you have any questions about this program, please contact tampahdap@icf.com.

First Name *	Last Name *	Email Address *
<input type="text"/>	<input type="text"/>	<input type="text"/>

By using or accessing this tool ('Quickbase Database'), You (the individual or legal entity) agree to be bound by the terms of this End User License Agreement ('EULA') between You ('You' or 'Your') and City of Tampa ('City of Tampa' or 'we' or 'us').

Your use of (a) the website located at <https://dmsrecovery.quickbase.com/> sub-domains (each, a 'Site') and (b) services through the Site (and any updates thereto) ('Site Services') is governed by this EULA.

BY ACCESSING AND USING THE QUICKBASE DATABASE, YOU ARE ACCEPTING AND AGREEING TO THIS EULA ON BEHALF OF YOURSELF OR THE ENTITY YOU REPRESENT IN CONNECTION WITH THE ACCESS. YOU REPRESENT AND WARRANT THAT YOU HAVE THE RIGHT, AUTHORITY, AND CAPACITY TO ACCEPT AND AGREE TO THIS EULA ON BEHALF OF YOURSELF OR THE ENTITY YOU REPRESENT.

1. Restrictions

Except as otherwise agree to in writing by the parties, You agree not to, and You will not permit others to:

- 1.1. Share or disseminate personally identifiable information contained in the Quickbase Database.
- 1.2. license, sell, rent, lease, assign, distribute, transmit, host, outsource, disclose or otherwise commercially exploit the Quickbase Database or make the Quickbase Database available to any third party.
- 1.3. copy or use the Quickbase Database for any purpose.
- 1.4. modify, make derivative works of, decompile, disassemble, reverse compile or reverse engineer or attempt to derive source code of any part of the Quickbase Database (except to the extent applicable laws specifically prohibit such restriction for interoperability purposes, in which case You agree to first contact us and provide us an opportunity to create such changes as are needed for interoperability purposes).
- 1.5. share Access Credentials with others.
- 1.6. use the Quickbase Database to provide third party training.
- 1.7. display, store, process or transmit any Content, that may:
 - (i) menace or harass any person or cause damage or injury to any person or property;
 - (ii) involve the publication of any material that is false, defamatory, harassing or obscene;
 - (iii) violate privacy rights or promote bigotry, racism, hatred or harm;
 - (iv) constitute unsolicited bulk e-mail, junk mail, spam or chain letters;
 - (v) constitute an infringement of intellectual property or other proprietary rights.

3. Scroll down, read the Terms of Service and Privacy Policy, check the box to confirm you have read and agree to the Terms of Service and Privacy Policy, and then Click "Create Account."

1.7. display, store, process or transmit any Content, that may:

- (i) menace or harass any person or cause damage or injury to any person or property;
- (ii) involve the publication of any material that is false, defamatory, harassing or obscene;
- (iii) violate privacy rights or promote bigotry, racism, hatred or harm;
- (iv) constitute unsolicited bulk e-mail, junk mail, spam or chain letters;
- (v) constitute an infringement of intellectual property or other proprietary rights.

1.8. use the Quickbase Database for any unlawful purposes.

2. Confidentiality. You agree to use the Quickbase Database and City of Tampa's other Confidential and Proprietary Information only as expressly set forth herein, not to disclose such Confidential and Proprietary Information to any third party and to maintain adequate procedures to prohibit the unauthorized disclosure, duplication, misuse or removal of the Quickbase Database.

3. Site Policies. You agree to comply with the Terms of Service and Privacy Policy governing use of the Site. [City of Tampa's Privacy Policy](#), [Quickbase Privacy Policy](#), [Quickbase Terms of Service](#).

4. Indemnification. You agree to defend, release and indemnify City of Tampa, Quickbase, and their respective employees, agents, officers, directors, representatives, successors, heirs, assigns, affiliates, shareholders, parent companies, subsidiaries, indemnities, and insurers from any and all claims arising from Your use of the Quickbase Database or breach of this EULA.

5. No Warranty. City of Tampa makes no warranty that the Quickbase Database will be uninterrupted, free of viruses or other harmful code, timely, completely secure or error-free. You agree Your use of the Quickbase Database is on an 'as is' basis.

<input checked="" type="checkbox"/> I have read and agree to City of Tampa's Terms of Service and Privacy Policy. *
<input type="button" value="Create Account"/>

4. Once you submit your registration form, you will receive confirmation that it has been received.



Thank You for Your Registration Request

Next Steps:

- You will receive an email to complete your registration. Please check your junk folder if you do not receive it within 15 minutes of submitting your request. If you do not receive it, please email tampaHDAP@icf.com.
- If you have any questions or need assistance, please call us at [703-225-5762](tel:703-225-5762) or email us at tampaHDAP@icf.com.

5. To finish the registration process, click the first link within the email.



notify@quickbase.com

To me · Wed, Mar 19 at 3:24 PM ▾

[Redacted]

Thank you for your interest in the City of Tampa Homeowner Disaster Assistance Program (HDAP)!

[Please click here to complete your account registration.](#) This is your final step in registering for access to the City's HDAP Pre-Application.

Once registered, [please click here to review and submit your Pre-Application.](#)

For the best user experience, please use Google Chrome or Safari.

If you have any questions or need assistance, please call us at 703-225-5762 or email us at tampaHDAP@icf.com.

We look forward to receiving your HDAP Pre-Application.

6. After clicking the link, you will be asked to re-enter the email for verification. Re-enter your email and click "Next."A



YOUR EMAIL ADDRESS

Please DOUBLE-CHECK that this is your correct email address. Without your correct email address you will be unable to complete registration.

Next >>>

7. Enter your First and Last Name, set a password, and answer a security question. Check the box to confirm reading and agreeing to the Quickbase Terms of Service and the Quickbase Privacy Policy. Click "Register". You will only need to complete this step once.



Sign Up for Quickbase

All fields marked with an asterisk (*) are required.

First name *

Last name *

Email address

Choose a password *

Retype password *

Password strength:

- ✓ Must be at least 12 characters
- ✓ Must include both numbers and letters
- ✓ Must include both upper- and lowercase letters
- ✓ Must include special character

Please set up a security question in case you ever need to reset your password.

Question: *

Answer: *

Retype Answer: *

✓ Security answers must match

Your answer is not case sensitive.

☐ I have read the Quickbase [Terms of Service](#) (the "Terms") and agree that my access to, and use of, the Quickbase Services on behalf, or for the benefit, of the Quickbase Customer, which has granted me User access (the "Customer"), will be subject to (i) the Terms or (ii) if the Customer and Quickbase have entered into a separate signed agreement covering the use and provision of the Quickbase Service, such separate signed agreement. Further, I understand that my personal information will be processed by Quickbase to provide me access to, and information regarding, the Quickbase Service. Please see the Quickbase [Privacy Policy](#) for details about the ways in which Quickbase collects and uses your personal information, and your rights regarding such use.

Data collected by the Application will vary based upon the Quickbase Customer's configuration of the Application. Users should review the Customer's privacy policies or notices.

8. Once that is complete, you will receive confirmation that it has been received, informing you that you need to verify your email address.



Quickbase >

Check your Inbox

The verification email typically arrives in one minute or, depending on your email service provider, could take as long as an hour.

If you haven't received your confirmation email in 15 minutes, try to [sign-in to Quickbase](#) and you will be given an opportunity to resend the email.

You may also want to check your junk mail box and make sure your spam-blocking software has not blocked your confirmation email.



We have sent an email to you at:

[REDACTED]

Please click on the link in the email to verify your email address.

9. Click the link in the email to complete the registration and confirm this is a valid email address. You will only need to complete this step once.

Note: The email will come from corpsales@quickbase.com.



Quickbase
To me · Tue, Mar 4 at 4:00 PM

Visit



Please [click here](#) to complete your Quickbase registration.

This is your final step in registering for dmsrecovery.quickbase.com. Simply click the link above to complete your registration. If that link doesn't work, see the instructions at the bottom of this email.

Your completed dmsrecovery.quickbase.com registration will enable other Quickbase users to securely grant you access to any applications they have created.

If you'd like to explore how Quickbase can help keep your own workgroup on the same page, simply click "Create Application" in the upper left-hand corner of your screen to start a free 30-day trial.

Now, complete your registration and learn why Quickbase has earned the praise of PC Magazine, c|net, eWeek, and Business Week! Enjoy using Quickbase! And please be sure to share your success stories with us. We look forward to hearing from you.

Regards,
The Quickbase Team

Notice: Registration and Internet access required. Terms, conditions, pricing, features and service options subject to change.

Note: If you have trouble using the links above, copy and paste the following Web address into the address bar of your browser:
<https://dmsrecovery.quickbase.com/db/main?m=RegVerify&k=m9an9f8m=R5DcNHB7K1b8n%2F9P%2B42T%2C%3D%3D>

10. You will be directed to the login screen once you click the link. You will need to enter your password and click "Verify." You will only need to complete this step once.

Verify your email address

Email Address

.com

Password

[I forgot my password](#)

☐ Keep me signed in on this computer

11. Once you click "Verify," your account registration will be verified, and you can log in.

Your user account has been verified.
Sign-in using your password.

Email address or username

.com

Password

☐ Keep me signed in on this computer

[I forgot my password](#)

12. As part of the two-factor authentication, you will be asked to enter a code before logging in.
- NOTE:** This code is valid for 10 minutes. To request another email with a new code, click "I didn't get an email." A

This Quickbase realm has enabled 2-step sign in.

We've sent an email to you at [REDACTED].com with a verification code.

Enter the code

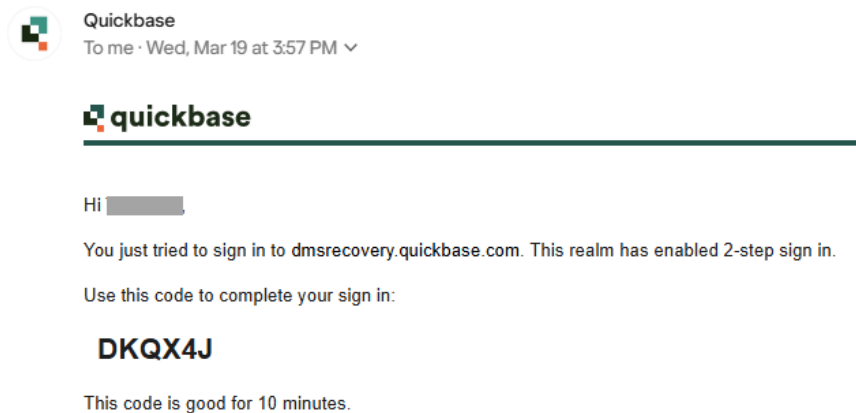
[I didn't get an email](#)

Sign in

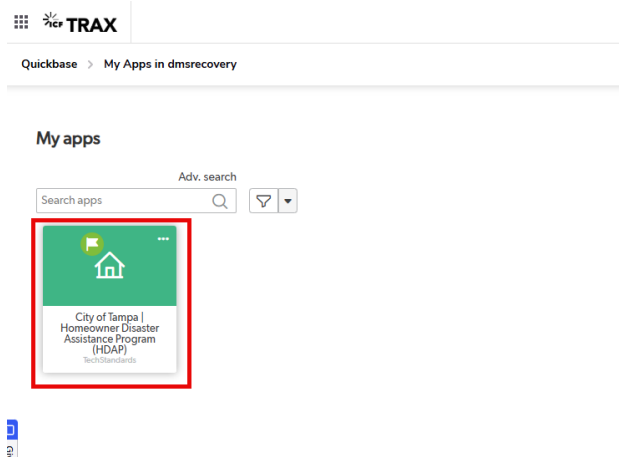
☐ Remember this device for 1 days

13. You will receive an email with the 6-letter code. Enter this code in the text box and click "Sign In."

Quickbase verification code for sign in



14. Once you enter the code and click "Sign In," click on the green icon- "City of Tampa | Homeowner Disaster Assistance Program (HDAP)." You will be directed to your homepage.



1.2. PRE-APPLICATION

1.2.1. Completing the Pre-Application

1. Click the green button – “Click HERE to Finish Pre-Application.”
NOTE: You can download the user guide from your homepage by clicking the blue “Download User Guide” button.

City of Tampa Homeowner Disaster Assistance Program (HDAP)

If you have any questions or need assistance, please call us at 703-225-5762 or email us at tampaHDAP@icf.com.

My Pre-Application

Pre-Application ID	Date Submitted
HDAP-00100	

CLICK HERE to Finish Pre-Application

Download User Guide

Sign out

2. This will take you to the Pre-Application, where your First Name, Last Name, and Email Address will be prepopulated based on your registration details.

City of Tampa Homeowner Disaster Assistance Program (HDAP)

Pre-Application > Edit HDAP-00100

The City of Tampa offers three Homeowner Disaster Recovery programs (HDAP) funded by its State Housing Initiatives Partnership (SHIP) funds. These programs are available for primary homesteaded residents of Tampa. The property must be the applicant's primary homesteaded residence with verifiable damages from Hurricane Helene or Milton.

Not eligible:

- Manufactured/Mobile Homes
- Properties outside of the City of Tampa's municipal boundaries
- Second homes (non-Florida homesteaded, i.e., rental properties)
- Properties with no documented Hurricane Helene or Milton damage
- Rental properties
- Properties in foreclosure or bankruptcy
- Properties with liens or judgments

Please complete and submit the Pre-Application to determine your qualifications. The information you provide will be used to determine whether your household is invited to apply, so please read carefully and fill out the questions below as accurately as possible. Please only submit one form per household. If more than one application is received per household, only the first application submitted will be considered.

Legal First Name *

Legal Last Name *

Email Address

Phone Number *

3. Fill in your Phone Number.
4. Search your Damaged Property Address by typing your address in the top field. You can click on your address from the results, which will auto-fill the Street address 1, Street address 2, City, ZIP code, and State.

5. If your mailing address is different, search for it by typing your address in the top field. You can click on your address from the results, which will auto-fill the Street address 1, Street address 2, City, ZIP code, and State

The screenshot shows a web form for address verification. At the top, there are fields for 'Email Address' (with a placeholder ending in '.com') and 'Phone Number *'. Below these is the 'Damaged Property Address *' section, which includes a search bar with the placeholder 'Search for an address', followed by input fields for 'Street 1', 'Street 2', 'City' (pre-filled with 'Tampa'), a 'Select a State/Region...' dropdown, and a 'Postal Code' field. Below this is the 'Mailing Address (If different)' section, which also has a search bar and input fields for 'Street 1', 'Street 2', 'City', a 'Select a State/Region...' dropdown, and a 'Postal Code' field. To the right of the form is a map of Tampa, Florida, showing the downtown area with streets like E Zack St, N Morgan St, N Jefferson St, and E Jackson St. A purple location pin is placed on the map near the intersection of E Jackson St and N Morgan St. Red boxes highlight the 'Phone Number *' field, the 'Damaged Property Address *' search bar, the 'Mailing Address (If different)' search bar, and the 'Verify City Limits' link at the bottom.

6. Answer the below question by selecting Yes/No from the dropdown by verifying your damaged property using the "Verify City Limits" link on the form.

This screenshot shows a question: 'Using the link below, did you confirm your damaged property is within the blue lines - the City of Tampa's municipal boundaries? *'. Below the question is a dropdown menu with a yellow background and a blue header. The dropdown is open, showing two options: 'Yes' and 'No'. Below the dropdown is a yellow button with the text 'Verify City Limits' in blue, which is highlighted with a red box.

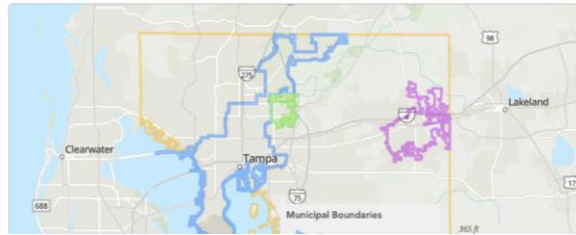
Note: Clicking on the link will direct you to the below page, where your address will be auto-populated. You must click the Search button to check if your address falls within the City of Tampa's Municipal boundaries.

City Limits Map

Understanding City Limits

While many addresses in Hillsborough County include "Tampa," not all fall within the official City of Tampa limits. This can be confusing, as nearby areas such as Temple Terrace or unincorporated parts of Hillsborough County may share similar address labels. Use the tools on this page to confirm whether your address is within the City of Tampa's boundaries and access services specific to our city.

City of Tampa boundary lines can be located on the [City of Tampa Address Look-up map](#).



Related Pages:

- [Maps](#)
- [Zoning Maps](#)
- [Transportation Maps](#)

Understanding City Limits

While many addresses in Hillsborough County include "Tampa," not all fall within the official City of Tampa limits. This can be confusing, as nearby areas such as Temple Terrace or unincorporated parts of Hillsborough County may share similar address labels. Use the tools on this page to confirm whether your address is within the City of Tampa's boundaries and access services specific to our city.

City of Tampa boundary lines can be located on the [City of Tampa Address Look-up map](#).

315 E Kennedy Blvd, Tampa, Florida, 33602

[CHANGE LOCATION](#)

Located in [Tampa Downtown Partnership, Inc.](#) (Community Redevelopment Area)

The Tampa Downtown Partnership is "the keeper of the flame" for downtown Tampa. The Partnership has a memory of downtown's past and a vision for its future, and actively identifies the steps needed to accomplish this vision of downtown as an active city center, bustling with people. The Partnership has benchmarked the best practices of other successful downtowns and created new initiatives for downtown Tampa.

The Partnership has played a major role

Related Pages:

- [Maps](#)
- [Zoning Maps](#)
- [Transportation Maps](#)
- [CRA Boundary Maps](#)
- [Geographic Information Systems \(GIS\)](#)

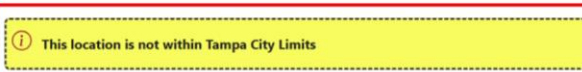
Municipality: City Tampa

Community Redevelopment Area:
Downtown Non Core

City Council District: 5

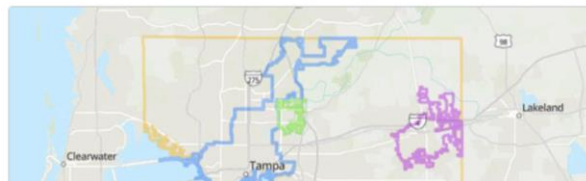
Note: The message below will appear if your address is not within the City of Tampa limits.

City of Tampa boundary lines can be located on the [City of Tampa Address Look-up map](#).



Beaverton, Oregon, 97006

[CHANGE LOCATION](#)



7. Answer the question below by selecting Yes/No from the dropdown.

Did you own and occupy a home as your homestead residence in the city limits of Tampa that was damaged by Hurricane Helene or Milton? *

▼

Yes

No

8. Select the most appropriate household income range from the dropdown options below. Refer to the example below to identify your range.

Please select the most appropriate income range for your household (your household income is the total gross income of everyone 18 or older) *

▼

At or Below 30%

At or Between 30-50%

At or Between 50-80%

At or Between 80-120

At or Between 120-140%

Above 140%

EXAMPLE: If you are in a household of four people and your total household income is \$45,000, you would select 'At or Between 30–50%'.

Number of Persons in Household	Percentage Category Income Limit				
	30%	50%	80%	120%	140%
1	20,100	33,450	53,500	80,280	93,660
2	22,950	38,200	61,150	91,680	106,960
3	25,820	43,000	68,800	103,200	120,400
4	31,200	47,750	76,400	114,600	133,700
5	36,580	51,600	82,550	123,840	144,480
6	41,960	55,400	88,650	132,960	155,120
7	47,340	59,250	94,750	142,200	165,900
8	52,720	63,050	100,850	151,320	176,540

9. Select all that apply from below dropdown options.

Please select all that apply to someone in your household. *

The screenshot shows a web form interface. At the top is a yellow dropdown menu with a blue arrow icon. Below it is a search bar labeled "Search choices" with a magnifying glass icon. Under the search bar is a list of five checkboxes, each followed by a text label: "N/A", "65 or older", "Disabled", "17 or younger", and "Veteran". A vertical scrollbar is visible to the right of the list.

10. Select all program(s) you want to apply from the three programs below.

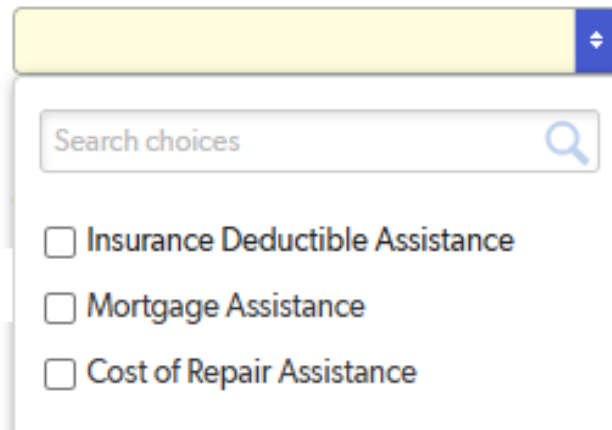
Insurance Deductible Assistance: The program will assist primary homesteaded homeowners with insurance deductibles for repairs that need to be made or have been made to a home that suffered damages from Hurricane Helene or Milton. Maximum assistance is up to \$10,000. However, only the actual amount of the deductible, as reflected by the insurance claim, will be paid. Applicants will be required to provide proof of FEMA application for Hurricane Helene or Milton and the results, insurance claim payouts, and payments to contractors.

Mortgage Assistance: The program will assist primary homesteaded homeowners with delinquent mortgage payments due to lost wages or displacement from the home resulting from damages caused by Hurricane Helene or Milton. Applicants will be required to provide documentation of displacement or lost wages due to Hurricane Helene or Milton. Maximum assistance is \$5,000 and for no more than 6 months. Applicants must provide proof of home displacement and that the mortgage payment has become delinquent since the hurricane and is at least 31 days past due. Mortgages that were delinquent prior to the hurricane are not eligible. The homeowner must be able to resume paying their mortgage once this assistance has been terminated.

Cost of Repair Assistance: The program will assist homeowners who have made out-of-pocket payments of at least \$500 towards the repair of the home due to damages caused by Hurricane Helene or Milton. Homeowners may receive reimbursement of up to \$20,000. However, only the actual amount paid is

eligible for reimbursement. Applicants will be required to provide receipts and/or invoices showing their payments. The homeowner will be required to show proof that they filed an insurance claim (if they had insurance) and any payments received from the insurance claim. Work must have been completed in accordance with building codes and applicable permits pulled. Inspections may be required.

Which program(s) are you interested in applying to? *

A screenshot of a web form. At the top, there is a yellow dropdown menu with a blue arrow icon on the right. Below it is a search bar with the placeholder text "Search choices" and a magnifying glass icon. Under the search bar, there are three checkboxes, each followed by a program name: "Insurance Deductible Assistance", "Mortgage Assistance", and "Cost of Repair Assistance".

☐ Insurance Deductible Assistance

☐ Mortgage Assistance

☐ Cost of Repair Assistance

11. Select the checkbox by agreeing to disclose information as part of your application.

☐ By submitting this form, I hereby consent to the disclosure of my information collected through this form to be used to determine potential eligibility. I understand that information collected through this Pre-Application process may also be disclosed to third parties for the purposes of coordination of benefits and providing additional assistance. *

12. Once you have filled in all the required information in the Pre-Application form and selected the checkbox above, you will see the "Submit Pre-Application" button below. Click on "Submit Pre-Application".

Submit Pre-Application

Once you submit your Pre-Application, you will not be able to make changes.

13. Once you submit your Pre-Application, you will see a confirmation that it has been received.



Thank You for Your Submission

We have received your Pre-Application response.

Next Steps:

- You will receive a copy of your responses via email. Please check your junk folder if you do not receive it within 15 minutes of submitting your Pre-Application. If you do not receive it, please email tampaHDAP@icf.com.
- Someone from HDAP will contact you if additional information is needed.
- You will hear back from the program by **March 31, 2025** via email with the next steps for your application and further instructions.
- If you have any questions or need assistance, please call us at [703-225-5762](tel:703-225-5762) or email us at tampaHDAP@icf.com.

14. You will receive an email with a link to view your Pre-Application responses.

This marks the end of your pre-application process, and you will be notified of your eligibility and application's next steps.

Thank you for submitting the Pre-Application for the City of Tampa Homeowner Disaster Assistance Program (HDAP)!



To me · Wed, Mar 19 at 4:29 PM ▾

[Redacted]

Thank you for submitting your Pre-Application for the City of Tampa Homeowner Disaster Assistance Program (HDAP)!

[Please click here to access your Pre-Application responses.](#)

For the best user experience, please use Google Chrome or Safari.

If you have any questions or need assistance, please call us at 703-225-5762 or email us at tampaHDAP@icf.com.

Regards,



Homeowner Assistance Program (HDAP)

City of Tampa Development and Economic Opportunity

Website: www.tampa.gov/housing-and-community-development

1.2.2. Accessing Pre-Application (Already Registered)

1. If you choose to submit your Pre-Application at a later time but have already registered, you can access your pre-application via the second link in your email.



notify@quickbase.com
To me · Wed, Mar 19 at 3:24 PM ▾



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We look forward to receiving your HDAP Pre-Application.

Regards,



Homeowner Assistance Program (HDAP)

City of Tampa Development and Economic Opportunity

Website: www.tampa.gov/housing-and-community-development

1.3. RESET PASSWORD

1. Once registered, if you forget your password, this can be reset by using the link below. You will be asked to enter the email address used when the account was created.

<https://dmsrecovery.quickbase.com/db/main?a=ForgotPassword&what=>

Forgot my Password

Don't worry, it happens to everyone. We'll get you back into Quickbase right away.

Email or user name

Reset my Password

[Back to Sign In](#)

2. Click the "Reset my Password" link in the email you received and enter a new password, then sign in with your new password.

Note: Reset password links expire after 30 minutes. To request another email, restart with "I forgot my password" on the sign-in page.

Quickbase > Choose a new password

Choose a new password for your user account at dmsrecovery.quickbase.com:

Enter New Password:

Retype New Password:

Password strength:

- ✔ Must be at least 12 characters
- ✔ Must include both numbers and letters
- ✔ Must include both upper- and lowercase letters
- ✔ Must include special character

OK