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

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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.

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."

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** 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 ∨

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

ICF TRAX

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.

ICF TRAX

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: *   Select a 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.

Register

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

ICF TRAX

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:

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

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?a=RegVerify&k=m9an9f&m=R5DcNHBt7K1hBn%2FM%2B42TxQ%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

[**Verify**]

☐ 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

[   ]

[**Sign in**]

☐ 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."

This Quickbase realm has enabled 2-step sign in.

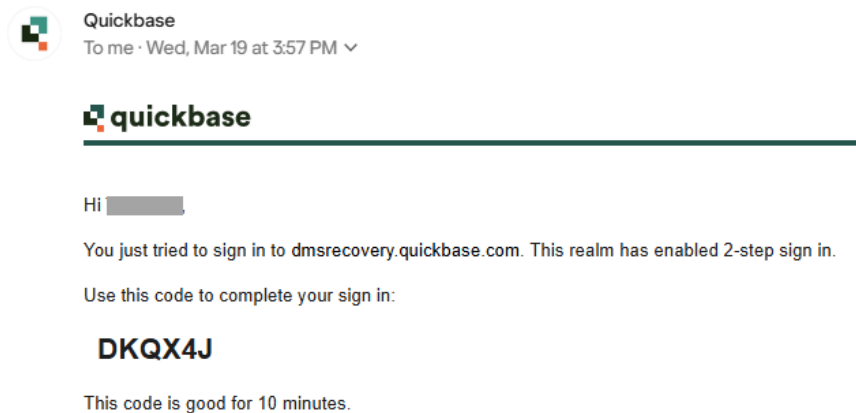We've sent an email to you at ⬛⬛⬛⬛⬛.com with a verification code.

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

Quickbase
To me · Wed, Mar 19 at 3:57 PM ⌄

quickbase

Hi ⬛⬛⬛,

You just tried to sign in to dmsrecovery.quickbase.com. This realm has enabled 2-step sign in.

Use this code to complete your sign in:

DKQX4J

This code is good for 10 minutes.

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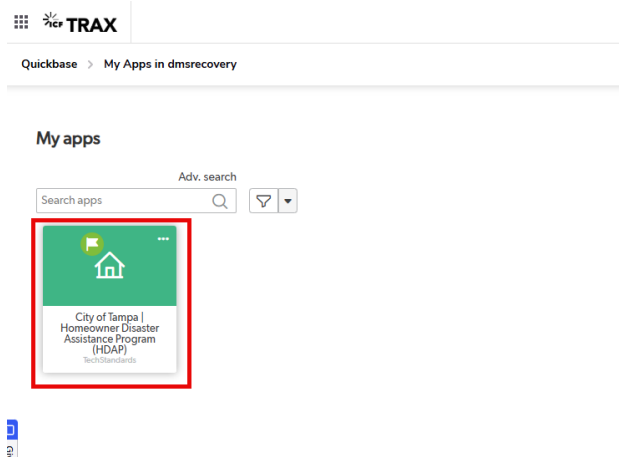
1.2. PRE-APPLICATION

1.2.1. Completing the Pre-Application

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

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.

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

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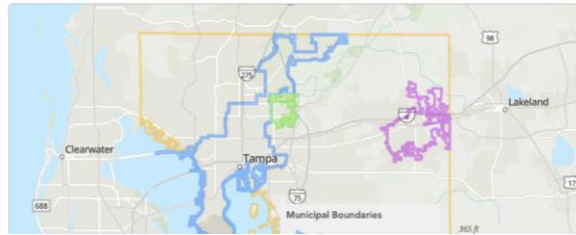

Note: Clicking on the link will direct you to the below page, where your address will be auto-populated. You must click the Search button to check if your address falls within the City of Tampa's Municipal boundaries.

Note: The message below will appear if your address is not within the City of Tampa limits.
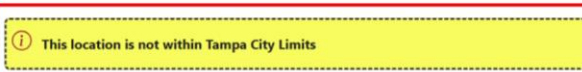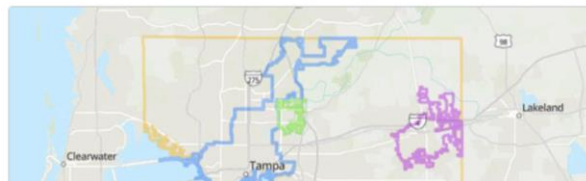
7. Answer the question below by selecting Yes/No from the dropdown.

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. *

[dropdown: Search choices]

- ☐ N/A
- ☐ 65 or older
- ☐ Disabled
- ☐ 17 or younger
- ☐ Veteran

10. Select all program(s) you want to apply from the three programs below.
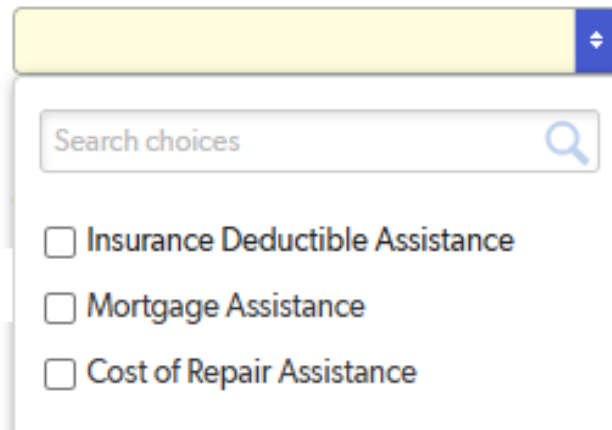
Insurance Deductible Assistance: The program will assist primary homesteaded homeowners with insurance deductibles for repairs that need to be made or have been made to a home that suffered damages from Hurricane Helene or Milton. Maximum assistance is up to $10,000. However, only the actual amount of 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? *

Search choices 🔍

☐ 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** 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

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

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.

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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