



Emergency Assistance – Stove/Refrigerator

Department of Social Services

Division of Family Independence| Temporary Assistance

B-5625D (11/2023)

Stove/Refrigerator Repair or Replacement Assistance Application Requirements:

- **Application (LDSS-2921)**, unless you have also applied for Temporary Assistance (TA) within the last 30 days
- **Photo Identification** for all adult household members 18 and older
- **Birth Certificates & Social Security Cards** for anyone not receiving ongoing TA or SNAP benefits
- **Immigration Status** - if not a US Citizen (I-94, Permanent Resident Card, etc.)
- **Verification of household income and resources for the last 4 weeks**
- **Residence, household composition, and shelter expense verification**
- **An estimate** from one of the companies on our Small Business List for the cost of repair
- **Documentation that you do not currently have a stove or refrigerator**, and your landlord does not include appliances in your rent

Emergency Assistance – Stove/Refrigerator

If you are otherwise eligible for assistance, Erie County Department of Social Services (ECDSS) may assist you with a one-time payment of stove and/or refrigerator repair or replacement.

If you receive TA, please apply with your worker directly. Your worker's phone number can be obtained by calling (716) 858-8000.

If you do not own the appliance, and it is included in your rent, contact your landlord for help repairing or replacing it.

➤ Repair

If your appliance is not working properly, **obtain an estimate for repair** from one of our contracted vendors (list attached).

- You will be **required to pay \$12.50 to the vendor** when they come to your home. If both your stove and refrigerator need repair, you must pay \$12.50 for EACH estimate, which will be reimbursed on your benefit card if approved for assistance.
- The vendor will give you written confirmation how much you paid them and the cost of repair, whether it is too costly to repair or cannot be repaired.
- If you are approved for assistance, ECDSS will either pay that same vendor to repair your appliance, or issue a voucher for you to obtain a new appliance from a different vendor. ECDSS is not responsible for delivery charges.
- If an appliance costs more than the amount of the approval, you are responsible to pay the difference.

➤ Replacement

You will need to provide documentation if you do not currently have a stove or refrigerator and appliances are not included in your rent cost. This may include a landlord statement, lease or a written statement from the owner of the home. If you previously had an appliance, you may need to verify what happened to it and/or why it cannot be used at the present time.