

Application in Progress

The application is still being filled out and has not been submitted. Please make sure to submit all documentation so that your application can be processed in a quicker timeframe. Application will not be assigned until it has been submitted.

Application Submitted

The application has been submitted and will be reviewed by a case manager. Applications are reviewed based on prioritization. It can take up to 30 days for a case manager to begin reviewing your application.

Application Under Review

This status will appear once a case manager has begun to review your application. A case manager will reach out to you if they need additional information.

Pending Applicant Information

A case manager needs additional documentation for your application to move forward. Your application will remain in this status until the case manager receives the needed documents. Please make sure to check your email for these requests and provide a phone number that is up to date where you can be reached if not by email.

Final Review

Your application and documentation have been reviewed by a case manager and has been submitted for approval.

Approved: Pending Payment

Your application has been approved and payment will be sent out in about a week.

AFR Submitted

An additional request has been submitted to your initial application for additional assistance. Your application will be assigned a case manager and reviewed just like in the original steps.

Paid

Your application has been approved and payment has been sent to your landlord. Please allow up to 14 business days for your landlord to receive payment.

Denied

Your application did not meet the criteria for approval. Examples: your household is over 80% AMI (Average medium income), you are a homeowner. If you have additional questions about your denial, you can email: Knoxhousingassistance@knoxcounty.org.

Withdrawn

Your application was withdrawn due to you not responding to multiple from the case managers for additional needed documentation or information.

**Max Assistance
Received**

You have exhausted all 18 months of assistance.

**Over 30 Days Past
Due**

You applied stating your rent is more than 30 days past due. Your application will be prioritized for processing to avoid eviction. Past due notice, eviction notice, or detainer warrant uploaded with application.

Duplicate

You already have an open application and prior case ID.

**Assisted by
Partner Agency**

Application was processed by a partner agency such as VMC, Homesource, CAC. Please contact them for information about your application.

**Application
Submitted by
Partner Agency**

The application was submitted by another agency other than Knox County. Please contact the agency you received assistance from for any additional questions.

Additional Review

Your application is being reviewed by additional case managers due to conflicting information and documentation. A case manager or program manager will be in contact with you for more information.