



FREQUENTLY ASKED QUESTIONS

WHAT IS THE HOUSING CHOICE VOUCHER PROGRAM

The housing choice voucher program (formerly known as Section 8) provides tenant-based assistance, in the form of a voucher, to low-income families, for rental units of their choice in the private market.

Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, duplexes, townhouses and apartments. Visit www.hud.gov for more information.

WAITING LIST GENERAL QUESTIONS

Q: When and what time does the waiting list open?

A: The waiting list opens Monday, October 31, 2016 at 9:00 am and remains open until Wednesday, November 2, 2016 at 5:00pm. Please understand that the order applications are received has no influence on whether or not you are selected to actually enter onto the waiting list. Every application received during the period the waiting list is open has a chance of being selected during the lottery. These applications will be randomly selected and 5,000 will be placed on the waiting list.

Q: What are the hours that the website will accept applications?

A: The website will accept applications 24 hours a day from Monday, October 31, 2016 at 9:00 am and remains open until November 2, 2016 at 5:00pm.

Q: Will HCHA be available to answer applicant questions during the time period the waiting list is open.

A: Yes. Please refer to the FAQ's document available on the website. If your questions are still unanswered, feel free to call the Housing Authority at 713-669-4521 or email waitlist@hchatexas.org.

Q: I don't have internet access at home. Do you know where I can go to complete my application?

A: A list of available computer centers with dates and times will be available on our website. Please remember that you can also use your smartphone or a tablet that has a data plan to apply.

Q: I don't have a computer. How can I complete an application online?

A: A list of available computer centers with dates and times are available on our website. Please remember that you can also use your smartphone or a tablet that has a data plan to apply.

PREPARING TO APPLY

Q: Can someone else sign up for me?

A: You are welcome to have a friend/family member complete the application for you, however please be advised that you must certify that all the information being provided is true and complete.



Q: Can I use my mobile device to submit an application?

A: You are welcome to use your mobile device.

Q: I have a request for reasonable accommodations. What is your Agency's policy on handling such requests?

A: 2 options:

1. You may have a family member or friend assist you with the application or
2. You can contact us at phone number 713-669-4566 in order to coordinate application assistance.

Q: I'd like to submit a written application instead of using the www.waitlistcheck.com. What is your Agency's policy on handling such requests?

A: All applications must be submitted online. You may have a family member or friend assist you with the application or you can call 713.669.4566 if you require reasonable accommodations.

Q: I have limited English language proficiency. What other language types does your application process support?

A: The online application is available in English, Spanish and up to 90 other languages.

REQUIRED INFORMATION ON THE APPLICATION

Q: I do not have an email address. How can I submit my application?

A: You will have to create an email address and a link to a free email service is provided from the application.

Q: What information will I need to fill out the application?

A: To fill out the application you will need the names, social security number and date of birth for all members in your household. You will also need to list all income received by all members in the household.

WAITING LIST APPLICATION QUESTIONS

Q: Do I have to put household members and income on my application and if I do, will it hurt my chances for being selected?

A: Your application should be as true and complete as possible. If you received benefit from income, then you should include it. Your income information is not a determining factor for the waiting list selection. Your income will be verified at the time of admission on the program waiting list provided you are selected to enter on the waiting list.

Q: If my kids live with me and they are 18 years old or older, do I have to include their income?

A: Yes, all family member income needs to be disclosed. Your listed income has no bearing on whether or not you are selected to enter onto the waiting list.



Q: I was on the website and started to complete my application. I lost the internet connection in the middle. How do I go back in?

A: You will need to complete the application again from the beginning if you did not receive a confirmation number.

WAITING LIST STATUS QUESTIONS

Q: How will I know that my application was accepted?

A: You will see a confirmation page with a message indicating your application has been accepted. Please keep the receipt for your records. After November 14th, 2016, application status information will ONLY be provided ONLINE at www.hchatexas.org. **You will need your receipt information if you are accepted to the waiting list.** Please do not call the Housing Authority as our staff will be unable to update you on your status.

Q: How do I check the status of my application?

A: When the waiting list closes on November 2, 2016, we will collect all of the applications that were submitted and a random lottery will be performed. Regardless of the number of applicants, HCHA will only accept 5,000 applications for the waiting list. When the lottery is complete we will provide a link on our website to check status information. Anticipated status notice date is November 14, 2016. Simply proceed to the website and type in your user id and password to view your status.

Q: What does an active status mean?

A: An Active Status means you have been selected for the lottery/waiting List.

Q: What does an inactive status mean?

A: An Inactive Status means you have NOT been selected for the lottery/waiting list.

Q: What does a hold status mean?

A: A Hold Status means the agency has pulled your name and you will receive additional information in the mail regarding your application.

ACCOUNT CREATION QUESTIONS

Q: Should I use the same email address that I entered on the application?

A: Yes, you should be using the same email address.

Q: If I have applied to another Housing Authority using this site, do I log in to submit my application?

A: Yes, please enter your email address and password previously used.



Please note: If the applicant applied to the other agency prior to 12/28/2015 the account login may not have been used. In these cases, they will need to create a new account.

Q: Why do I have to create an account?

A: An account must be created to submit your application and it then allows you to check the status of the application.

Q: Do I need to enter both my email address and phone number?

A: No you can use either the email address or phone number for your user id. If you decide to enter both, the email address by default will be your user id.

Q: Should I keep my answers to the security questions I used?

A: Yes your answers should be kept in a safe place as they will be used if you have forgotten your password.

Q: What happens if I forgot my password?

A: On the homepage for www.waitlistcheck.com please click the "Forgot Password" link and follow the onscreen instructions.