



## **2024 Frequently Asked Wait List Application Questions**

**Step by Step Application Instructions with computer screenshots are located in the Wait List Application Instructions.**

### **Q1: When and what time does the Wait List open? What Wait Lists are opening?**

A1: The Housing Authority of the City of Alameda (AHA) will open the Wait Lists for the Housing Choice Voucher program (HCV) and select Project-Based Voucher programs (PBV) on **December 3, 2024, at 12:00 p.m. (noon), PST**. AHA will stop accepting applications on **December 16, 2024, at 12:00 p.m. (noon), PST** for the Housing Choice Voucher program and most Project-Based Voucher Wait Lists. The only wait list that will remain open will be the Faircloth (PBV).

Along with the Housing Choice Voucher (a tenant-based voucher program formerly known as Section 8), the following Project-Based Voucher (a program where the offer of assistance is tied to a physical unit in the City of Alameda) Wait Lists will be opening (see below question for specific unit sizes and numbers to be placed on the PBV wait lists):

- **Senior (PBV)** – studios, 1-bedroom, and 2-bedroom units. Head of household or co-head/spouse must be 62 years of age or older.
- **Family (PBV)** – studio, 1, 2, 3, 4, and 5-bedroom units.
- **Park Alameda (PBV)** – studio units.
- **Faircloth (PBV)** – 1-bedroom and 2-bedroom units.

### **Q2: How is an application submitted?**

A2: To better serve applicants and to make the application process available to all, including those who are least likely to apply, the entire application process is available online at **<https://recertification.alamedahsg.org/>**. A link to this website is available at **<http://www.alamedahsg.org>**. Applications can only be provided online. No applications will be provided at the offices of the Housing Authority. Applicants must apply during the period the wait list is open for applications. A confirmation receipt is issued immediately after the wait list application is submitted by e-mail. An email address is required to submit an application. Written reasonable



accommodation requests due to a disability may be submitted in advance. A request for accommodation must be received by the Housing Authority no later than December 16, 2024, at 9:00 a.m.

**Q3: Does it matter if the application is submitted at the exact opening time?**

A3: No. The time and date of receipt of the application online has no bearing on whether an application will be selected for any of the Wait Lists as long as it is in the open dates listed above. There is no need or advantage to applying immediately after the list opens. In fact, those who do may experience slower response times from the online system. Out of all the applications received, applications will be randomly selected for placement on each of the Wait Lists. After the random lottery, the applications will be sorted by claimed preferences, so once selected to be placed on Wait Lists, the applicants will be processed by the aggregate number of preference points for which the family is eligible and then by the lottery number randomly assigned to the applicant.

**Q4: What are the hours that the website will accept applications?**

A4: The website will accept applications 24 hours a day from **December 3, 2024, at 12:00 p.m. (noon), PST** through **December 16, 2024, at 12:00 p.m. (noon), PST** for all of the above wait lists. The website will continue to accept Faircloth wait list applications after December 16, 2024.

**Q5: How can an application be completed if there is no internet or computer in the home?**

A5: You may use any computer, smartphone or tablet. To ensure availability and access to the online system, the Housing Authority of the City of Alameda has partnered with local community organization, as Application Centers. An advocate, friend or family member may help you apply, but they will need enough information to submit. During the Wait List opening the Application Centers will have workstations with internet access to allow applicants who do not have access the option to apply. Additionally, Housing Authority staff will be present at these locations to assist those who need help with the online process. Most public libraries also provide free internet access.

To review the Housing Wait List Application Centers, please visit webpage below:

<https://www.alamedahsg.org/applicants/wait-lists/>

**Q6: Can an application be completed over the phone by calling a number, or by coming to the Housing Authority Office at 701 Atlantic?**

A6: No. No applications will be provided or accepted at the Housing Authority of the City of Alameda's offices. Applicants can apply for free online at any of the above Application Centers. If the applicant is a person with a disability, AHA staff will be present at these locations to assist those who need help with the online process. (See below for reasonable accommodations for persons with a disability)

**Q7: Do I have to submit multiple applications for the multiple wait lists?**

A7: No. The online system will allow you to select multiple wait lists to apply to at the same time.



**Q8: If my name is not selected by random lottery for one wait list, will my application be considered for the other wait lists?**

A8: Yes, each random selection will be conducted independently from the other random selections.

**Q9: If my name is selected by random lottery for one wait list, can I change it to a different wait list?**

A9: No, each random selection will be conducted independently from the other random selections. As such, you will only be placed on wait lists for which your name is randomly selected.

**Q10: Can anyone apply, or do I need to be a citizen?**

A10: Anyone can apply, but there are some eligibility criteria. At least one person in the household must be a U.S. Citizen or national or fall within specified categories of non-citizens who have eligible immigration status. Assistance in this program will be pro-rated for any individual who is not a citizen, not a national, or does not possess eligible immigration status. If your application is randomly selected for placement on a Wait List, the household will be required to provide documentation of Citizenship or Immigration Status prior to receiving assistance.

One eligibility criterion is determined based on the total annual gross income and family size. The family's income may not exceed 50% of the median income which is determined by family size. The current limits are below.

Number Family Members	Very Low (50% of Median)
1	\$54,500
2	\$62,300
3	\$70,100
4	\$77,850
5	\$84,100
6	\$90,350
7	\$96,550
8	\$102,800

A second eligibility criteria for the programs is that at least one person in the household must be a U.S. Citizen or national or fall within specified categories of non-citizens who have eligible immigration status. Assistance in this program will be pro-rated for any individual that is not a citizen, national, or possess eligible immigration status.

The number of family members that may reside in the unit is limited by policy and may affect household eligibility especially for the project-based voucher units.



## PBV

The AHA will assign one bedroom for each two persons within the household, except that a head of household with no spouse/co-head will be allocated one bedroom for the head of household.

Examples of this are:

- A household of just a head and co-head/spouse would receive either zero- or one-bedroom subsidy standard.
- A household of a head of household and other adult would receive a 2-bedroom subsidy.
- A household with a head, co-head/spouse, and two minor children would receive a 2-bedroom subsidy.
- A household with a head, other adult, and two minor children would receive a 3-bedroom subsidy.

There are Moving to Work (MTW) Activities that affect the number of people and unit size for which a family is eligible. MTW Activity 2022-14 also requires families being housed in the Project-Based Voucher program to be notified of the bedroom size for which the family is eligible under the subsidy standards above, but the family may choose to be under-housed (housed in a unit with less bedrooms) if the unit is not overcrowded. For example, a family comprised of a head of household and minor are eligible for a 2-bedroom, but the family may be housed in a studio or 1-bedroom at the family's request or a newly admitted household with a head of household and a live-in aide would be eligible for 1) a studio 2) one-bedroom unit or 3) two-bedroom unit.

### Q11: Do I need a Social Security Number to apply?

A11: No, however, if any household members have an assigned Social Security Number, it must be disclosed on the application. If Applicants do not have a Social Security Number, follow the directions on the application.

### Q12: Does an applicant have to pay to apply?

A12: No! There is no cost to apply for housing and a credit report is not needed to apply. Housing Authority of the City of Alameda officials caution applicants not to use any other website or a search engine like Google to apply for the Wait List. A number of illegitimate websites charge fees to submit an application and may require personal information such as social security numbers or debit/credit card information to apply. These websites falsely claim that this information is needed for a credit check to submit an application. This is a scam and could lead to identity theft. Housing Authority officials advise that the best way to find the correct application website is to type <https://recertification.alamedahsg.org/> directly into the website address bar usually located at the top left of the browser on the computer screen.

### Q13: What if the website is unavailable and applications cannot be submitted?

A13: The website will not accept applications until **December 3, 2024, at 12:00 p.m. (noon), PST**. If you encounter this problem between **December 3, 2024, at 12:00 p.m. (noon), PST** through **December 16, 2024, at 12:00 p.m., PDT (noon)**, check the website address you are entering and check the status of the internet connection to verify it is working. Try using a different browser, device



or Wi-Fi service. If the internet connection is currently down, an application can be completed at one of the Application Centers. If your internet connection is working and the website is still unavailable, please e-mail [IT@alamedahsg.org](mailto:IT@alamedahsg.org). Please note we are unable to respond to individual e-mails, but this information will help us fix issues that may arise for applicants in general.

**Q14: Can someone else sign up for me?**

A14: Friends, family members, or volunteers can complete the application for an applicant, however, the applicant must certify that all the information being provided is true and complete.

**Q15: If children are on the application does their income need to be included?**

A15: Yes, all family members' income must be disclosed. Disclosed income has no bearing on whether your application is randomly selected to enter onto the Wait List. Failure to report income may result in the denial of the application during the eligibility process. Please report all income and list all family members that will be residing in the unit on the application.

**Q16: How do I enter children into the online application?**

A16: If the child is not a Foster Child, he/she would be coded as "Youth<18." If the child is a Foster Child, he/she would be coded as "Foster." Child are entered on one of the first screens, so ensure you have entered other household members before accepting the terms and conditions and pressing next on the Final review & submission page.

**Q17: Why can I not complete the citizenship information for my Live-In Aide?**

A17: Citizenship information is not required for individuals with this relationship type as Live-in aides are "Household" members and not "Family" members.

**Q18: 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?**

A18: You will need to log back into your account that you created (please refer to the detailed screenshots on creating an account) and find the status of your application.

**Q19: What type of assistance is available to individuals with disabilities to complete an application?**

A19: To ensure availability and access to the online system, the Housing Authority of the City of Alameda has partnered with the organizations listed on the Application Center listing. During the Wait List openings these agencies will have workstations with internet access to allow applicants who do not have access the option to apply. Additionally, volunteers will be present at these locations to assist those who need help with the online process. (See below for reasonable accommodations for persons with a disability.)



Please see the Application Center Listing on our website:

<https://www.alamedahsg.org/applicants/wait-lists/>

**Q20: I need reasonable accommodation due to my disability. What is your Housing Authority's policy on handling such requests?**

A20: The outreach and application process will seek to remove barriers to application for persons with disabilities. The Application Centers have AHA staff available to assist with the application process, but if these centers do not meet your needs, a request for accommodation must be received by the Housing Authority no later than December 16, 2024, at 9:00 a.m. A request that is postmarked by this date does not meet this requirement. The request must be submitted by email to [RA@alamedahsg.org](mailto:RA@alamedahsg.org) or by US Mail to PO Box 3199, 1415 Webster St, Alameda, CA 94501. The request must be accompanied by documentation of the need for the accommodation from a knowledgeable professional (medical details of the disability do not need to be provided). A form to request a reasonable accommodation is available on our website, but the request can be made without using our standard form.

The reasonable accommodation process will allow applicants equal access to the pre-application process; in other words, assist with ensuring the applicant is able to submit an electronic pre-application. This process WILL NOT allow families to bypass the random selection in order to be placed on a wait list.

**Q21: Can I apply more than once?**

A21: No, the system will not allow any person to be on more than one application, but you may apply to each open Wait List by checking the box next to each Wait List on the Wait List selection screen during the application process.

**Q22: When will I hear back?**

A22: The system will automatically generate e-mails at various times during the process. The applicants will receive an e-mail within a few days of the wait list close that the application is being entered into the random lottery. Note that this is not a confirmation that the application was selected to be placed on the wait list. It is anticipated that the random lottery results will be completed and posted online approximately three weeks after the close. E-mails will be sent to all families notifying them if their application was selected at the same time. Check both your e-mail inbox and junk mail for e-mail from the system.

**Q23: How is the status of an application checked?**

A23: When the Wait List closes, all of the applications that were submitted will be placed in a random lottery for placement on each Wait List. When the lottery is complete, the status information will be posted to each applicant's account at the portal, <https://recertification.alamedahsg.org/>. It is anticipated that this will happen three weeks after the close. Log into the account created at the above website and click on **Waiting List Status** to check wait list status. **Do not call the Housing Authority.**



**Q24: What if I move?**

A24: If you move between when your application was submitted and the random lottery is complete, you can check whether your application was selected for a Wait List online about three weeks after the close. If your application is placed on the Wait List, you are required to notify the Housing Authority when your application information changes, such as address, family composition or income by logging in online and submitting an update via the portal. **YOU CAN ONLY CHECK YOUR APPLICATION STATUS ONLINE.**

**Q25: I have limited English language proficiency. What other language types does your application process support?**

A25: The online application is available in English, Spanish, Tagalog/Filipino, Vietnamese, Chinese (Traditional) and Chinese (Simplified). The application can be translated online using Google Translate. Information will be supplied on our website [www.alamedahsg.org](http://www.alamedahsg.org) in the following languages: English, Spanish, Tagalog/Filipino, Chinese, and Vietnamese as required under the Limited English Proficiency requirement set by HUD.

**Q26: I'd like more information about your Housing Authority and housing programs it provides.**

A26: We have additional housing program information available on our website found at [www.alamedahsg.org](http://www.alamedahsg.org).

**Q27: How many people will be accepted on the waitlist?**

A27: There will be differing amounts placed on each wait list. The Housing Authority reserves the right to increase this number as business needs dictate. The following table indicates the minimum number of households that will be accepted into each wait list assuming a higher number of families apply for that wait list and bedroom combination:

Wait List	Bedroom	Number of households selected by random lottery	Gross Income Eligibility	General Eligibility Requirements
Park Alameda (PBV)	0	500	Very Low	Supportive Services
Senior (PBV)	0	2000	Very Low	Head of Household or co-head/spouse must be 62 years of age or older
Senior (PBV)	1	3000	Very Low	Head of Household or co-head/spouse must be 62 years of age or older
Senior (PBV)	2	100	Very Low	Head of Household or co-head/spouse must be 62 years of age or older



Wait List	Bedroom	Number of households selected by random lottery	Gross Income Eligibility	General Eligibility Requirements
Family (PBV)	0	750	Very Low	
Family (PBV)	1	750	Very Low	
Family (PBV)	2	1000	Very Low	
Family (PBV)	3	2500	Very Low	
Family (PBV)	4	800	Very Low	
Family (PBV)	5	100	Very Low	
Housing Choice Voucher (HCV)	N/A	3000	Very Low	
Faircloth (PBV)	1-2	N/A	Very Low	This wait list will remain open

**Q28: Why is there a lottery?**

A28: Due to limited funding availability and high demand, applications will be selected and ordered using a random lottery system. **Not all applicants will be placed on a Wait List.**

By randomly selecting the applications received for placement on a Wait List, the process is equitable. The time and date of receipt of the application online has no bearing on whether an application will be selected for a Wait List. There is no need or advantage to applying immediately after the list opens, in fact, those who do may experience slower response times or limited availability from the online system.

Once the applications are randomly selected, claimed preferences will be applied, so the applicants will be ordered by the aggregate number of preference points for which the family is eligible and then by the lottery number randomly assigned to the applicant when placed on the wait list.

**Q29: Will I receive housing if I submit an application?**

A29: Submission of an application does not guarantee placement on a Wait List, eligibility, or an offer of housing.

**Q30: What are my responsibilities?**

A30: Each applicant must certify that all information provided is accurate, true and correct to the applicant’s knowledge. Submission of an application by the deadline is necessary for an opportunity to be selected for a position on a Wait List. For those applicants randomly selected to be placed on a





Wait List, responsibilities while on the Wait List will be outlined at the time of notification of random selection. Applicants must maintain current contact information with the Housing Authority through the online portal if selected for placement on a wait list.

**Q31: I understand there is a toll-free line to call. What is the number?**

A31: Because of the considerable demand for housing programs, a special [multi-lingual] information-line will be established to provide pre-recorded information about the application process during the opening. The toll free number is (888) 506 - 1220. This same information is available at [www.alamedahsg.org](http://www.alamedahsg.org).

Applicants should not call the main Housing Authority number for assistance with the online process.

**Q32: Can I call or e-mail for more information?**

A32: You may call the toll-free line at (888) 506-1220 for pre-recorded information or visit the website at [www.alamedahsg.org](http://www.alamedahsg.org) for additional information.

Housing Authority staff will respond to reasonable accommodation requests, but otherwise, will not be returning calls or answering e-mails during this Wait List opening due to the large volume of enquiries.

**Q33: What preferences may a household apply for? Does claiming the preference affect whether I am placed on a Wait List or not?**

A33: Preferences will be applied to order the Wait List AFTER the lottery selection and may affect the order in which applicants on the Wait List are contacted for assistance. All preferences claimed will be verified. Claimed preferences do not affect the random lottery selection.

**Q34: Who is eligible for the preferences?**

A34: The AHA has established local preferences for the HCV Program, the PBV Program at Park Alameda Apartments, and the PBV Program at all other sites whose wait list is open during this period. These preferences are:

<b>S8 - Housing Choice Voucher (HCV) Program</b>	<b>PBV-F0-2; PBV-F3+; and PBV-SR</b>	<b>PBV – Park Alameda</b>	<b>PBV – Faircloth</b>
FUP Graduates	In Place tenants for PBV units	In Place tenants for PBV units	In Place tenants for PBV units
Applicant Displaced by Public Action	Applicant Displaced by Public Action	Disability-Specific Supportive Services	Senior
Special Provisions (Over housed/ underhoused managed hsg. Residents)	Terminated due to lack of funding	Applicant Displaced by Public Action	Applicant Displaced by Public Action
Terminated due to lack of funding	Residency	Terminated due to lack of funding	Terminated due to lack of funding



<b>S8 - Housing Choice Voucher (HCV) Program</b>	<b>PBV-F0-2; PBV-F3+; and PBV-SR</b>	<b>PBV – Park Alameda</b>	<b>PBV – Faircloth</b>
Residency	Family (Senior or Disabled)	Residency	Residency
Family (Senior or Disabled)	Veteran	Family (Senior or Disabled)	Family (Senior or Disabled)
Veteran		Veteran	Veteran

Following is a description of each preference.

FUP Graduates:

Emancipated Youth assisted with Family Unification Program (FUP) funding pursuant to FUP regulations dated 2009 or later who were given rental assistance for a fixed term of thirty-six months who are now aging out of that thirty-six month period and referred by Alameda County Social Service for assistance under the HCV Program. Admissions are limited to five per calendar month for this preference subject to availability of vouchers.

APPLICANTS DISPLACED BY PUBLIC ACTION:

Displaced Person(s). A person or persons whose dwelling in AHA’s jurisdiction, as determined by AHA:

- Has been destroyed, rendered uninhabitable or projected to be uninhabitable for at least 180 days from the date of displacement as a result of action or inaction by a landlord in response to a disaster declared by the Federal Government or the State of California—provided that the family was meeting all conditions of occupancy at the time of its occurrence; or
- Has been, or will be, rendered legally or functionally uninhabitable for, at least, 180 days from the date of displacement as a result of redevelopment activity or actions invoking the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Uniform Relocation Act) and Section 104(d) of the Housing and Community Development Act (HCD).

Displaced family. (A) Displaced person(s) that:

- Has submitted an online or paper application to AHA for housing assistance within 120 days after the date of displacement from a dwelling located within AHA’s jurisdiction, or, in the case of a binding written governmental notice, within 120 days before or after the mandatory vacate date; and
- As of the date that AHA selects the applicant for housing assistance from its Wait List, contingent on AHA’s verification of the family’s application information, is not living in standard, permanent replacement housing.

Standard, permanent replacement housing is defined as housing that is decent, safe, and sanitary according to Housing Quality Standards and State and local housing code that is adequate for the family size according to Housing Quality



Standard and State and local code, and that the family is occupying pursuant to a written or oral lease or occupancy agreement.

Standard, permanent replacement housing does not include transient facilities, hotels, motels, temporary shelters and, in case of Victims of Domestic Violence, housing occupied by the individual who engages in such violence. It does not include any individual imprisoned or detained pursuant to State Law or an Act of Congress. Shared housing with family or friends is not considered temporary and is considered standard, permanent replacement housing.

TERMINATED DUE TO LACK OF FUNDING:

Section 8 participants who have been terminated by AHA due to over leasing or lack of federal funding.

RESIDENCY:

Applicants who live or work in the City of Alameda, or applicant families including at least one adult member who lives or works in the City of Alameda. For homeless applicants, this preference will apply if the applicant is living in a shelter or transitional housing located in the City of Alameda or had been living in the City of Alameda prior to becoming homeless.

FAMILY (SENIOR OR DISABLED):

A family including a member 62 years of age or older or a person with disabilities.

VETERAN:

A member of the military, a veteran who was discharged or released under conditions other than dishonorable, or a surviving spouse (as defined by the Department of Veteran Affairs.)

SPECIAL PROVISIONS:

There are two categories of Special Provisions Applicants:

- Applicants who are residents residing in units owned and/or managed by the AHA and who are over housed or underhoused and for whom there is no appropriate unit in the complex where they live and only with the approval of the Executive Director.
- Family Unification Program (FUP)-eligible families and FUP-eligible youths to which the AHA intends to issue FUP vouchers with available funding provided by HUD for this purpose. [Note: This previously was a separate preference.] These families must be referred by agencies working with the families.

IN PLACE:

Eligible residents who reside in units at the time of the PBV property owner's proposal selection date for Project-based assistance.



Note: due the definition of this preference, it is anticipated that families applying under this wait list opening will not be eligible for this preference.

#### DISABILITY-SPECIFIC SUPPORTIVE SERVICES:

Persons with disabilities eligible for the disability-specific supportive services offered by Park Alameda under a Ryan White grant from Alameda County. Participation in these services is voluntary, but the family will receive the preference points for being eligible for the services. This preference is allowable under HOTMA regulations. This preference will be limited to the 9 units at Park Alameda specified under the HAP contract as excepted units because the units are specified for families with members with disabilities.

#### SENIOR:

A family whose head of household, co-head/spouse, or sole member is person 62 years of age or older.

#### **Q35: How do I submit a grievance for a decision made by the Housing Authority regarding a Wait List application?**

A35: A decision made by the Housing Authority may be grieved by submitting in writing a request for an informal review, no later than 14 days from the date the decision is made by the Authority.

However, applicants should note that issues such as an incomplete application, incorrect data entered by an applicant, missing the application deadline and the outcome of the randomized lottery may not be eligible for an informal review. **Do not delay your submission of an application during the Wait List Openings because of a grievance.**

#### **Q36: I have a fair housing/504 complaint. Where do I make that complaint?**

A36: You may contact the 504 Coordinator, Sean Prevette, at (510) 747-4305 or at [504coordinator@alamedahsg.org](mailto:504coordinator@alamedahsg.org). Please note due to heavy volume, we are unlikely to be able to respond to your request during the Wait List Openings. **Do not delay your submission of an application during the Wait List Openings because of a fair housing/504 complaint.** You may also complete a discrimination form and submit it to HUD. Form HUD-903.1 is available on the Housing Authority's website at [www.alamedahsg.org](http://www.alamedahsg.org) or online from HUD's webpage at [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips).

#### **Q37: Can I make changes to my application after I submit it?**

A37: Changes cannot be made to submitted applications. Once the random selection is completed, applicants are allowed to make changes to the information in their account through the online portal.

You will receive an e-mail notifying you of the outcome of the random selection. If you are selected, once you receive that e-mail, you can submit updates in the portal.



**Q38: Can I add additional household members to my application once my application is submitted or selected in the lottery?**

A38: When filling out the application, please use the button on the member page to **add all household members**. Applicants will not be allowed to add additional household members to their application before random selection. Please be advised, that you will not be allowed to add any additional household members to your application before random selection.

Applicants will be given opportunities to submit updates to their family composition at the discretion of the AHA; however, additions are only allowed under the policies in the AHA's Administrative Plan which can be found the AHA's website: <https://www.alamedahsg.org/resource-library/agency-documents/>.

Please note that family composition submissions are subject to approval by AHA's staff.

**Q39: Where can I find instructions on the Application Process?**

A39: Please refer to the screenshots located in Wait List Application Instructions.

