



Memphis Housing Authority Housing Choice Voucher Program 2022 Waiting List Opening

Memphis Housing Authority will be accepting Pre-Applications for the Housing Choice Voucher (Section 8) program. The Pre-Application may be completed on any personal computer or smart phone that has Internet access.

About the Pre-Application Process



Pre-applications will be accepted on-line during the opening period at <https://myportal-memphisha.securecafe.com/onlineleasing/memphis-housing-authority/guestlogin.aspx?> starting Monday, March 21, 2022 at 8:00 am through Friday, March 25, 2022 at 5:00 pm, Central Daylight Time (CDT). *The application link will not work until the HCV Waiting List opens on March 21, 2022, at 8:00 am.*

If you or a household member is disabled and require a reasonable accommodation to apply for the HCV Waiting List, please call (901) 544-1381 for assistance.

Applicant selection and ranking will be determined randomly, not by when the pre-application was submitted during the opening period. Only one Pre-Application per person will be included in the random selection process.

Applicants must provide all required information on the Pre-Application Form in order to submit the on-line pre-application. Only complete on-line pre-applications submitted during the opening period will be included in the random waiting list selection process. Incomplete or duplicate pre-applications will not be included in the random waiting list selection process.

Applicants selected in the computerized random selection process will receive notification that they have been placed on the waiting list. Please allow 12 weeks following the opening period to receive notification.

Required Information for Pre-Application Submission

Completion of the online pre-application should take no more than 30 minutes if you gather all the required information ahead of time. Please be prepared to provide:

- An email address. You will need to include an email address when pre-applying. MHA uses email as a primary source of communication. You are required to have a working email that you check regularly.
- A current mailing address and telephone number where you can be reached.
- Names of everyone who will live with you, and the following for each person:
 - Social Security number
 - Date of birth
 - Gender (male/female)
 - Race and ethnicity
- Whether anyone who will live with you is handicapped or disabled.
- The annual income of the household (including all household members).





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HCV Waiting List Application Instructions

STEP 1: To access the application go to: <https://myportal-memphisha.securecafe.com/onlineleasing/memphis-housing-authority/guestlogin.aspx?>

STEP 2: Click on “Applicant Login”.



Welcome To Live Memphis Housing Authority

STEP 3: Click on “Register Now”. If you have an account set-up in the Rent Café system, please enter your existing email address and password or use the forgot password link at the bottom of the page to reset it. To retrieve your Password, you must have access to the email account that was used when the account was originally setup.

Login

User Name

Password

[Forgot password?](#)
[Click here to register](#)

Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[Register Now](#)

Once you are logged in, proceed to Step #8.



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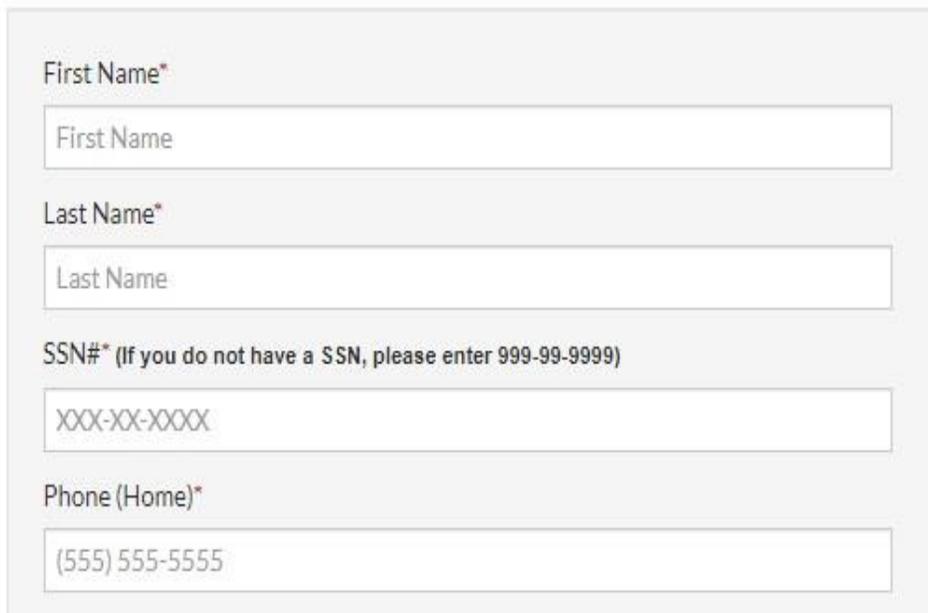
STEP 4: Click on the box for “I do NOT have a registration code”. If you don’t have an existing account in the Rent Café system, you can create an account and get started with your waiting list application.



The screenshot shows a web form titled "Create An Account". There are two buttons: "I have a registration code" and "I do NOT have a registration code". The second button is circled in red, indicating it is the correct choice for users without an existing account.

STEP 5: Enter your personal details, please note that every data field marked with an * is a required data field.

Personal Details



The screenshot shows a form titled "Personal Details" with the following fields:

- First Name* (text input field)
- Last Name* (text input field)
- SSN#* (If you do not have a SSN, please enter 999-99-9999) (text input field with placeholder XXX-XX-XXXX)
- Phone (Home)* (text input field with placeholder (555) 555-5555)

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STEP 6: Create/Enter your new account information including a password. The password must be ten characters long and must contain all of the following: one lowercase letter, one upper case letter, one letter and one symbol.

Account Information

Email Address* (Your email address is your user name)

Password*

Confirm Password*

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

I have read and accept the [Terms and Conditions](#)

Please remember the email address and password used to create the account. The information will be needed to access the account after the account was originally set-up.

Step 7: Click the **“Terms and Conditions”** button to read and accept the Terms and Conditions. You must read and accept the **Terms and Conditions** to register and complete your waitlist application.

TERMS OF SERVICE

These Terms of Service (these "Terms" or the "Agreement") describe our company's ("Company," "we," "us," or "our") terms of service with respect to persons or entities who access our property's RENTCafé website or mobile applications (collectively, the "Site"), including without limitation renters and potential renters (collectively, with all persons or entities who access the Site, "Users," "you," or "your"). To access the Terms of Service of RENTCafé, please visit: <https://resources.yardi.com/legal/rentcafe-terms-of-service/>.

This Site is owned and operated by us to offer certain services to renters and potential renters (the "Services"). This Site uses the RENTCafé technology platform, which is owned and operated by Yardi Systems, Inc. (collectively, with its subsidiaries and affiliates, "Yardi").

IMPORTANT – PLEASE READ CAREFULLY. THESE TERMS CONSTITUTE A LEGAL AGREEMENT BETWEEN YOU AND US. THIS AGREEMENT ALONG WITH ANY OTHER TERMS THAT MAY BE POSTED ON THE SITE WITH RESPECT TO RENTCAFÉ PRODUCTS AND SERVICES, AND ANY OTHER WRITTEN AGREEMENTS OR CONTRACTS BETWEEN YOU AND US THAT INCORPORATE THESE TERMS BY REFERENCE, SET FORTH THE COMPLETE TERMS AND CONDITIONS UNDER WHICH YOU MAY ACCESS AND USE THE SITE AND THE SERVICES. IF YOU DO NOT AGREE TO THESE TERMS, YOU MAY NOT USE THE SITE OR THE SERVICES.

1. **YOUR ACCEPTANCE.** We are pleased to provide the Site and the Services conditioned upon your acceptance, and we hope that you will find the Site informative and useful. BY USING THE SITE, YOU EXPRESSLY ACCEPT AND CONSENT TO THESE TERMS WITHOUT QUALIFICATION. YARDI AND/OR COMPANY MAY AMEND THESE TERMS FROM TIME TO TIME. SHOULD THESE TERMS BE MODIFIED IN ANY WAY, THE NEW TERMS WILL BE POSTED TO THIS WEBPAGE. BY USING THE SITE AFTER THE EFFECTIVE DATE OF ANY MODIFICATION TO THESE TERMS, YOU EXPRESSLY CONSENT, WITHOUT QUALIFICATION, TO THE MODIFIED TERMS.

2. **YARDI IS NOT A PARTY TO ANY RENTAL TRANSACTIONS.**

2.1 The Site serves as a platform for property managers and owners to provide the Services to renters and potential renters. Yardi does not own or manage the properties listed on the Site and does not enter into rental contracts for those properties. Although the Site may lead to certain business transactions expressly agreed to between Yardi and Users, Yardi is not a party to any transactions between Users and property managers other than providing the Site. AS A RESULT, YARDI SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INFORMATION, THE CONTENTS OF ANY DOCUMENTS, OR FOR ANY OTHER INTERACTIONS BY, BETWEEN OR AMONG USERS, PROPERTY MANAGERS OR OWNERS THROUGH THE SITE.

2.2 You are responsible for how you use the Site, and Company encourages anyone who accesses the Site, including Users, to exercise sound judgment when entering into property rental transactions. IN THE EVENT THAT YOU HAVE A DISPUTE WITH A PROPERTY MANAGER OR OWNER, YOU RELEASE YARDI FROM ANY CLAIMS, DEMANDS AND DAMAGES (ACTUAL AND CONSEQUENTIAL) OF EVERY KIND AND NATURE, KNOWN AND UNKNOWN, SUSPECTED AND UNSUSPECTED, DISCLOSED AND UNDISCLOSED, ARISING OUT OF OR IN ANY WAY CONNECTED WITH SUCH DISPUTES.

3. **ACCESS TO AND USE OF THE SITE.**

3.1 We provide you with certain information and functionality through the Site. You are solely responsible for providing all equipment necessary to establish a connection to the Internet, access to the Internet, and any telephone, wireless or other connection and service fees associated with such access.

3.2 We have the right, but not the obligation, to take any of the following actions without providing any prior notice to you: (a) change or terminate all or any part of the Site or the Services; (b) restrict or terminate your access to all or any part of the Site or the Services; or (c) refuse, move, or remove any content that is available on the Site and any material that you submit to the Site.

3.3 Subject to your compliance with these Terms, we hereby grant you permission to access and use the Site and the Services, provided that you shall not (and shall not allow any third party to): (a) engage in commercial use of the Site or any content on the Site; (b) reproduce, copy, display, store, perform, re-post, publish, transmit, distribute, sell, offer for sale, license, modify, create derivative works, or otherwise use any portion of the content offered on the Site for other than your own personal, non-commercial use; (c) remove any copyright, trademark or other proprietary rights notices contained in or on the Site or Service or in or on any content or other material obtained via the Site or the Services; (d) use any robot, spider, site search/retrieval application, or other automated device, process or means to access, retrieve, scrape or index any portion of the Site or the Services, including, but not limited to, for purposes of constructing or populating a searchable database of business or property reviews; (e) collect or harvest any information about other users or members (including usernames and/or email addresses) for any purpose; (f) reformat or frame any portion of the web pages that are part of the Site or the Services; (g) create user accounts by automated means or under false, misleading or fraudulent pretenses; (h) create or transmit unwanted electronic communications such as "spam" to other users or members of the Site or the Services or otherwise interfere with other users' or members' enjoyment of the Site or the Services; (i) transmit any viruses, worms, defects, Trojan horses or other items of a destructive nature; (j) use the Site or the Services to violate the security of any computer network, crack passwords or security encryption codes, transfer or store illegal material, including any material that may be deemed threatening or obscene; (k) copy or modify the HTML code used to

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STEP 8: After you have read and accepted the Terms and Conditions, click **"Register"** to proceed to login to the system.

Account Information

Email Address* (Your email address is your user name)

Password*

Confirm Password*

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

I have read and accept the Terms and Conditions

STEP 9: After you login, you can now choose your language for the remainder of the application process (once chosen, that will be the language for the application, so please do not select a language unless you want to complete the application in that language):

50058 Online Application

- Language Selection
- Welcome Page
 - Contact Information
 - Household Information
 - WL Preferences
 - Waiting Lists
 - Review & Submit
 - Log Out

Application Progress 0%

* Denotes a required field

Select Your Preferred Language

Preferred Language*

- English
- Español (Spanish)
- Pilipino (Filipino)
- Việt (Vietnamese)
- 中國傳統 (Chinese Traditional)
- 中文简体 (Chinese Simplified)

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STEP 10: Enter your contact information:

Application Progress **15%**

* Denotes a required field

Your Contact Information

Mailing Address *	<input type="text"/>
	<input type="text"/>
City *	Alameda
State *	CA
Zip *	94501
E-mail	<input type="text"/>
Office	(555) 555-5555
Home	(222) 222-2222
FAX	(555) 555-5555

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STEP 11: Enter your information by clicking on "More information needed" (additional members will be added in step #12):

Application Progress **23%**

* Denotes a required field

Household Information

Next, we will collect information about the people in your household. Your household includes:

- The head of household
- Co-head of household
- Spouse
- Other adults and children who live with you
- Live-in aides
- Foster children/adults

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Application Progress 31%

● Applications & Certifications | HI, ▾

* Denotes a required field

Household Members

Click **Add Household Member** to add each member. Your household includes:

- The head of household
- Co-head of household
- Spouse
- Other adults and children who live with you
- Live-in aides
- Foster children/adults

* If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information.

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Test	Test	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

NOTE: The drop-down menus have a blank option which is not allowed for submission. You must make a valid selection in each field to continue processing.



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STEP 12: You must enter all required information including selecting at least one race to continue:

Tell Us About Household Members

Member Details

First Name*

Middle Name

Last Name*

Date of Birth*

Social Security Number (If this person does not have a SSN, enter 999-99-9999)*

Gender*

Relationship to the Head of Household*

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

Is this person a United States citizen by birth, a naturalized citizen, or a U.S. national?*



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STEP 13: You must add and complete the member details for every member of your household, including children.

● Applications & Certifications | Hi,

Application Progress 31%

* Denotes a required field

Household Members

Click **Add Household Member** to add each member. Your household includes:

- The head of household
- Co-head of household
- Spouse
- Other adults and children who live with you
- Live-in aides
- Foster children/adults

* If you are currently a resident in one of our housing programs, you cannot update your household member information without housing authority approval. Contact us for more information.

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Test	Test	Head of Household	41	Male	Edit	Delete

STEP 14: You must enter the income for everyone in your family, even children. Please use Gross Income (income before taxes).

● Applications & Certifications | Hi,

Application Progress 38%

* Denotes a required field

Annual Income

Enter the total annual income for everyone in your family.

** If you are currently a resident in one of our housing programs, you cannot update your income information without housing authority approval. Contact us for more information.

Annual Income *

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STEP: 15: Select the waiting list(s) you want to apply to:

Waiting Lists

Select the waiting list(s) that you want to apply to.

Search:

Select	Waiting List	Description
<input type="checkbox"/>	Housing Choice Voucher	Under the tenant-based housing choice voucher program, the PHA issues an eligible family a voucher and the family selects a unit of its choice. If the family moves out of the unit, the contract with the owner ends and the family can move with continued assistance to another unit.
<input type="checkbox"/>	Project-Based Voucher	Under the project-based voucher program, a PHA enters into an assistance contract with the owner for specified units and for a specified term. The PHA refers families from its waiting list to the project owner to fill vacancies. Because the assistance is tied to the unit, a family who moves from the project-based unit does not have any right to continued housing assistance. However, they may be eligible for a tenant-based voucher when one becomes available.

STEP 16: Review and Submit Your Application. You must accept the Terms and Conditions to continue your waitlist application by checking the box at the bottom of the page.

Application Progress 85%

[Applications & Certifications](#) | Hi, Adrian

* Denotes a required field

Final review & submission

Confirm the information you entered is correct. When you are ready to submit your application, accept the terms and conditions and click **Save and Continue**.

Household Members
Annual Income
WL Preferences
Waiting Lists

First Name	Last Name	Relationship	Age	Gender	Citizenship
Adrian	Test	Head of Household	41	Male	Eligible Citizen
Stella	Blue	Spouse	41	Female	Ineligible Noncitizen

Terms and Conditions

As required by law, I authorize you to obtain an investigative reporting in connection with this application. I also understand that any false, deceptive, or absent information will result in rejection of this application. All applications are conditional upon final review of supporting documentation by Public Housing Management.

I have read, understand, and accept the contents of the disclosures provided in this application.

I accept the above terms and conditions.

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STEP 17: Once your application has been submitted, you can download a copy for your records.

After you complete and submit the pre-application, a confirmation page will appear on the computer screen confirming that you have submitted your pre-application. You should download the application print/save it for your records.

Application Progress 100% Applications & Certifications | Hi, Adrian ▾

* Denotes a required field

Application Submitted

You submitted your application.

[Download Application as PDF](#)

[Back](#) [Log Out](#)



IMPORTANT!!!!!! You must fully complete and click the SUBMIT button to have your online pre-application included in the random selection process.

What do I do next?

- **Check your email inbox.** MHA will send you an email once applications have been processed. Congratulations notice will be provided to application who were selected for placement on the new HVC Waiting List. A Regret notice will be provided to applicants who were not selected for placement on the new HCV Waiting List.
- **Continue checking your email for correspondence/announcements from MHA.**
- **Keep your Applicant Profile up-to-date.** If any of your information changes, please log into the Applicant Portal to update your application.
- **Check MHA's website.** Information about future waiting list openings and other agency news is posted on our website.