



## **Memphis Housing Authority Housing Choice Voucher Program 2022 Waiting List Opening**

### **Frequently Asked Questions**

#### **What is a Pre-Application and how does it differ from an application?**

A Pre-Application is a shortened/streamlined form used to obtain only the basic information needed to place an applicant on the waiting list. This means that if you are placed on the waiting list, when your name reaches the top of the waiting list, you will be required to complete a full application and provide additional information regarding your household income sources, income amount, citizenship status and other information needed to verify your eligibility for the HCV Program.

#### **What happens if I attempt to submit an incomplete on-line Pre-Application form?**

If your Pre-Application form is incomplete, you will not be able to complete the submission process.

#### **How will I know my pre-application was submitted successfully?**

When you have completed the on-line pre-application successfully, you will immediately see a confirmation page on the computer screen where a receipt number and your first and last names will be displayed. You should print this page as your confirmation or write down your receipt number.

#### **What if I require assistance or an accommodation to complete my pre-application?**

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 between 8:00 AM – 5:00 PM through the opening period.

#### **Can someone else complete a pre-application for me or on my behalf?**

Yes. You may enlist the help of a trusted friend or family member to enter your information on the on-line pre-application. You *should not* provide your personal information to anyone you do not know. You should not pay anyone to assist you. The pre-application process is completely free and secure.

#### **Will I get a voucher if I complete a pre-application?**

Submitting an online pre-application does not guarantee placement on the new waiting list and is not an offer of housing assistance. Only persons who are placed on the waiting list and determined eligible will receive a voucher, but this is not part of the pre-application process.

#### **Is my personal information secure?**

The online pre-application process employs several measures to ensure your data is secure. If you use a public computer, be sure to complete the on-line application or close out the on-line application (if you do not complete it) so that you do not leave your personal information displayed on the computer. Call center representatives are also required to protect your information and will not have access to it once they finish assisting you with your pre-application over the phone.

#### **Is there a cost to apply?**

There is absolutely no cost to submit a pre-application on-line. You should only apply through the approved website at <https://myportal-memphisha.securecafe.com/onlineleasing/memphis-housing-authority/guestlogin.aspx?> Do not provide anyone with a credit card number or pay anyone. The pre-application is completely free.





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### **What if I experience a problem with the website?**

There will be times when there is a lot of traffic on the website. Although we do not anticipate any problems, should you experience a problem, wait a few minutes, and then try the website again. Because we are conducting a random selection process, it does not matter what time of day or night you submit your pre-application during the opening period.

### **Can I submit more than one pre-application?**

Only one (1) pre-application per applicant will be used in the random selection process to allow all applicants equal opportunity for waiting list placement. If you submit more than one (1) pre-application, only one (1) will be used in the random selection process. Applicants are discouraged from submitting more than one pre-application as it will not increase your chances of getting on the waiting list.

### **Can I come to MHA's office to apply?**

MHA does not have public access computers available for the pre-application process. MHA staff will not be able to assist you. If you do not have a computer or internet access, you may go to a facility that provides computer or internet access, such as the public library or you may call the information line.

### **What does random selection mean?**

MHA is using a computerized random selection process to determine the applicants chosen to fill a predetermined number of positions on the waiting list. This means that not all those who apply will be selected. If you are not selected at this time, you may reapply when the waiting list opens at a later date.

### **What are the income limits?**

If you are selected for the waiting list, MHA will use your income at the time you reach the top of the list and are ready to be screened for eligibility. A family's annual income must not exceed the Very Low-Income Limit published by the U.S Department of Housing and Development for the Memphis Metropolitan Statistical Area. For reference purposes, the current income limits used are listed below.

Family Size	Income Maximum
1	\$24,050
2	\$27,500
3	\$30,950
4	\$34,350
5	\$37,100
6	\$39,850
7	\$42,600
8	\$45,350

### **What is the definition of a family?**

A family includes any single individual or two or more persons sharing residency whose income and resources are available to meet the family's needs.



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### **How do the selection preferences affect my position on the Waiting List?**

Generally, applicants with selection preferences have shorter wait times than applicants who have no selection preference. MHA has only one preference:

#### **MHA Public Housing Resident Preference**

MHA will give preference in admission to MHA public housing residents who are required to relocate due to one of the following conditions:

- As a resident of public housing, the family is living in a unit that has been identified as hazardous to the family because the family has one or more children under the age of six with an Environmental Intervention Blood Lead Level, as defined by 24 CFR Part 35; or, there is a presence of other serious environmental hazards that affect the family's health or safety. The preference may be given if there are no lead-free units available in any other public housing development. An application preference does not constitute issuance of a voucher. Any voucher issuance is dependent on funding availability.
- Families (including single persons) who are currently residing in public housing units and who will be displaced by demolition, disposition, rehabilitation, or vacancy

### **Is this the same thing as the Public Housing Waiting List?**

No. The Housing Choice Voucher Program is completely different from the Public Housing Program.

### **If I am already on the Public Housing Waiting List, can I also be on the Housing Choice Voucher Waiting List?**

Yes. MHA allows families to be on multiple waiting lists simultaneously.

### **How will I know my waiting list status?**

Written notices will be sent within 12 weeks of the closing date via first class mail advising pre-applicants that they were either selected or not for the new HCV waiting list.

### **What do I do if my mailing address or family size changes after I submit a pre-application?**

Once you are selected for placement on the waiting list, it is your duty to immediately inform the MHA's Housing Choice Voucher Program of any changes to your mailing address or household composition. All updates/changes to your pre-application must be submitted online in the Applicant Portal.