

WAITING LIST OPENING FAQ

1. Q. Is DHA's Section 8 waiting list open?

A. DHA's waiting list will be open and applications will be accepted between 12:01 am on October 26, 2020 through 11:59 pm on October 30, 2020. The online application is available 24 hours a day during the open period.

2. Q. Will applications be accepted before or after those dates and times?

A. No. Applications will not be accepted before 12:01 am on October 26, 2020 or after 11:59 pm on October 30, 2020.

3. Q. Is it best to apply on the first day?

A. Too many people applying at the same time may cause the system to shut down. The waiting list is open for five days and the application is available 24 hours a day during that time.

4. Q. Does it matter what time I apply for assistance? Is it a first-come, first-served process?

A. No. It does not matter what day or time you apply. You may apply at any time during the open period. A lottery system will be used by a third-party company to randomly select a maximum of 4,000 applicants to be placed on the waiting list.

5. Q. How can I apply for the Housing Choice Voucher program (Section 8) waiting list?

A. Applicants must apply at <https://gadecatur.tenmast.com/apply/>

6. Q. Will DHA have paper applications?

A. No. There will be no paper applications. You must apply online only.

7. Q. Can I go to DHA's website and apply for the waiting list?

A. No. You must apply at <https://gadecatur.tenmast.com/apply/>
You cannot access the application website from DHA's website.

8.Q. Can I use my phone to apply for the waiting list?

A. Yes. Applicants may use a personal computer, public computer, laptop, tablet, or smartphone with internet access to apply. Applicants must make arrangements in advance to locate the necessary public or private equipment to apply on their own.

9. Q. Can I use a computer in DHA's office to apply for the waiting list?

A. No. Applicants cannot use any computers located in the DHA Central Office, DHA Community Resource Center, or DHA housing sites to apply for the waiting list as these offices are closed to the public at this time.

10. Q. Can I talk to a DHA staff in person about applying for the waiting list?

A. No. All DHA offices are closed to the public due to the COVID-19 pandemic. DHA's website has detailed information about applying for the waiting list.

11. Q. How can a person with a disability apply if I cannot use a computer?

A. If you need a reasonable accommodation, contact 404-270-2139 to request assistance between the hours of 8:00 am-5:00 pm during the open period only.

12. Q. Do I need an email address to apply?

A. Yes. You must provide an active email address to apply.

13. Q. Can I apply without an email address and go back to my application when I obtain an email address.

A. No. You must have an email address when you apply.

14. Q. How can I obtain an email address?

A. You may obtain a free email account through Google Mail, Yahoo Mail, AOL Mail, or another email service.

15. Q. Will everyone who applies be placed on the waiting list?

A. No. Completing and submitting an electronic application does not guarantee placement on the waiting list. 4,000 applicants will be selected for the waiting list.

16. Q. How will applicants be selected for the waiting list?

A. DHA uses an outside agency to conduct random lottery selections for placement on the waiting list from all applications received.

17. Q. What happens to the applications of people not selected for the waiting list?

A. A maximum of 4,000 applicants will be selected for placement on the actual waiting list. All other applications will be discarded.

18. Q. How will I know if I am selected to be on the waiting list?

A. Keep your confirmation number. You will need it to verify if you were selected for the waiting list. The confirmation numbers of applicants selected for the waiting list will be posted on DHA's website, www.decalurhousing.org , forty-five to sixty (45-60) business days after the waiting list closes. No telephone confirmations will be given.

19. Q. What happens if I am not selected for the waiting list?

A. Applicants not selected for the waiting list will receive an email notification and the applications will be discarded. No telephone confirmations will be given.

20. Q. Does DHA have waiting list preferences?

A. Yes. Applicants residing in DeKalb County, applicants who work in DeKalb County and households with non-elderly disabled persons are given a preference. The preferences will be applied after the 4,000 applicants are selected for the waiting list. Applicants who claim a preference will go to the top of the waiting list by date and time of application.

21. Q. If I am selected for the waiting list, how will I know what my number is on the waiting list?

A. Applicants selected for the waiting list may call the Waiting List Line, 404-270-2116, and follow the prompts, ninety (90) days after the waiting list closes to verify their position on the waiting list. Please understand that a person's position on the waiting list can change due to changes in DHA's local preferences.

22. Q. If I am selected for the waiting list, do I have to verify the preference I am claiming?

A. No. You do not have to verify the preference you are claiming when you are selected for the waiting list. Waiting list preferences will be verified when the applicant is being considered for housing.

23. Q. If I cannot document a preference when I am being considered for housing, am I eligible for the preference?

A. No. Failure to provide the necessary documentation or verification of a preference will mean that you are not eligible for the preference on the waiting list. Your position on the waiting list will change when the preference is removed.

24. Q. If I am selected for the waiting list, do I have to provide eligibility documentation?

A. No. Eligibility documents are not required at this time. Eligibility documentation will be required when you are being considered for housing.

25. Q. If my contact information changes, should I notify DHA?

A. Yes. You must notify DHA **in writing** if your email address and/or mailing address changes after your application date. Failure to notify DHA of your address change may result in your removal from the waiting list.