



## Subsidized Apartment Housing Waiting List Opening

### Frequently Asked Questions

#### 1. Which lists are opening?

We are opening fourteen waiting lists:

- Studios at Hollywood East, Northwest Towers, Peaceful Villa and Williams Plaza
- 1 bedrooms at Schrunk Riverview Tower, Williams Plaza, and Maple Mallory.
- 2 bedrooms at Floresta, Madrona Place Apartments, and Tamarack Apartments.
- 3 bedrooms at Celilo Court, Eliot Square, Fir Acres, Humboldt Gardens, Madrona Place, Stephens Creek Crossing, Tamarack, and Powellhurst Woods.

#### 2. When will the waiting lists open and close?

The waiting list will open for online applications at 9:00 a.m. on Thursday, October 24, 2019. All online applications must be completed and submitted before 11:59 p.m. on Monday October 28, 2019.

#### 3. How do I apply?

Applications will be accepted online, so you will need to use a computer that has access to the internet. You can access the application by visiting our website, [www.homeforward.org](http://www.homeforward.org). You can complete and submit the entire application online, usually in less than 15 minutes.

Paper applications will be offered for special circumstances. For details, please continue reading below regarding paper applications.

#### 4. What if I don't have a computer or internet access? What if I have access but am having difficulty applying?

To ensure that all applicants can use an internet-connected computer, we have made computers available at our downtown office located at 135 SW Ash St. Portland, OR 97204, with staff who can help applicants as needed on the dates listed below:

October 24, 2019	9:00 AM-4:00 PM
October 25, 2019	9:00 AM-4:00 PM
October 28, 2019	9:00 AM-4:00 PM

If you are trying to apply on line and having difficult, we will have people ready to assist you by phone 9:00 a.m. to 4:00 p.m. Thursday, October 24, Friday, October 25, and Monday October 28 at 503-280-3760 option 3.

Please note that computer access and assistance will not be available on Saturday, or Sunday October 26 and 27.

**5. Who is eligible for assistance?**

- You must be 18 years of age or older at the time of application or have minor status removed (emancipated minors) by marriage or previous court order. You may also be able to apply if you are under 18 years of age and are pregnant or have a child. Please call 503-280-3760 option 3 for more information.
- One member of your household must be a legal citizen or eligible immigrant. The qualifying household member does not have to be an adult and may be a child.

### Income qualifications

- Your household income must be 50% or less than the area median income for your household size at the following properties:

Hollywood East	Northwest Towers	Tamarack Apartments
Williams Plaza	Maple Mallory	Humboldt Gardens
Schrunk Riverview Tower	Floresta	Madrona Place Apartments
Powellhurst Woods	Eliot Square	Stephens Creek Crossing

50% Household Income Limits	
Household size	Total household Gross income
1	\$30,800
2	\$35,200
3	\$39,600
4	\$43,950
5	\$47,500
6	\$51,000
7	\$54,500

- Your household income must be 80% or less than the area median income for your household size at the following properties:

Celilo Court	Fir Acres	Peaceful Villa
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80% Household Income Limits	
Household size	Total household Gross income
1	\$49,280
2	\$56,320
3	\$63,360
4	\$70,320
5	\$76,000
6	\$81,600
7	\$87,200

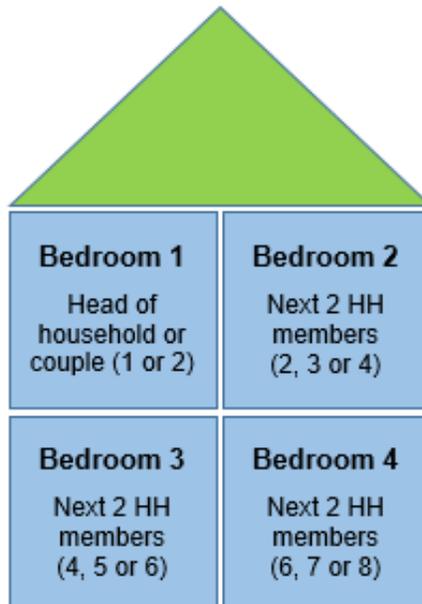
**6. Which list should I apply for?**

You may apply to all of the waiting lists you qualify for. You will submit one application and indicate on that application all the waiting lists you'd like to be put on. You do not need to submit a separate application for each waiting list.

It's important that you only apply for the waiting list with the bedroom sizes that your household qualifies for (see below.) There are also requirements at some sites that the head or co-head be 55 years of age or older or disabled. If you are not 55 or older or disabled you should not apply to these sites.

**7. How do I know what bedroom size I qualify for?**

We calculate the number of bedrooms you qualify for based on the size of your family. One bedroom is allowed for the head of the household, or for a couple living together in a spousal relationship. For each two additional family members (regardless of age and/or gender), we allow one more bedroom. For example, a single person or a couple is eligible for a studio or one bedroom. A household of one or two parents (or a couple living together in a spousal relationship) and one or two children are eligible for a 2 bedroom apartment. Home Forward will grant exceptions if we determine that they are justified by a disability or other individual circumstances. For an exception to be considered, you must provide written documentation justifying the need.



**8. Is the online application available in other languages?**

The online application is available in English and Spanish.

**9. Is this a first come, first served process?**

No. There is no incentive for being the first person to apply. You may apply at any point during the waiting list opening to have an equal chance of being added to the waitlist. Once we receive all the applications, we use a computer-generated tool to randomize the applications. We then place enough names on the list to last an estimated 4 years.

**10. What information do I need to complete an application?**

Have the following information ready to submit:

- a. Date of birth for all household members
- b. Full names of all household members
- c. Social Security numbers for all household members. If you do not have a Social Security number you can still apply, please see the additional instructions below.
- d. Mailing address- this can be the address where you are currently living or a stable address where you regularly receive mail.
- e. Mailing address for an agency or person that assists you (optional)
- f. Phone number for yourself or a person who can contact you.
- g. Income information, including the source and amount of income for each household member.
- h. A current e-mail address, if you have one.

**11. What if I don't have a Social Security number?**

The online application requires the head of household to enter a social security number. If the head of household doesn't have a Social Security number, you should fill in the space with nine numeral nines: 999999999. Please do not use any other numbers or an invalid social security number. The space for social security numbers for other members of the household may be left blank.

**12. Will my chances be better if I submit more than one application?**

No, every household has the opportunity to submit one application, and on that one application, you will have the ability to select multiple waiting lists. If we receive duplicate or multiple applications for the same household we will only honor the first application we receive.

**13. Do I have to live in Multnomah County to apply?**

No, anyone can apply.

**14. What if I don't have a phone number?**

You can enter a temporary phone number or a friend or relative's phone number. This is a required field, so if you don't have any phone number to enter, enter the numeral nine ten times in the space: 9999999999.

**15. Can I use a family member or friend's phone number?**

Yes.

**16. Can the online application time out?**

Yes, your online application will be cancelled if there is no activity for 15 continuous minutes and you will have to start over. The application is not complete until you receive a confirmation page.

**17. How will I know that my application was submitted and accepted?**

Once a completed application is submitted in the online system, a receipt page with an Application ID number will be generated. Please be sure to print the receipt page and keep it in your records. If you don't have access to a printer, be sure to write down your Application ID number.

**18. Do you expect system overload with the number of people who will be applying at once?**

We expect to receive a high number of applications, and we have equipped our system for a heavy volume of traffic during the period of time the waiting list is open for applications. We encourage applicants to complete their online form before October 28, 2019 to avoid the possibility of a last-minute rush.

**19. If I have a question about the application process, who can I contact?**

We will have people ready to assist you by phone 9:00 a.m. to 4:00 p.m. Thursday, October 24, Friday, October 25, and Monday October 28 at 503-280-3760 option 3. Help will not be available on Saturday, or Sunday October 26 and 27.

**20. How can I get help with the application process if I have a physical or visual impairment and I am unable to access or use a computer?**

If possible, we encourage you to have a service provider, friend or family member assist you with submitting your online application. If you need our assistance, please come to our offices at 135 SW Ash St. in Portland between 9:00 a.m. - 4:00 p.m. from Thursday, October 24, Friday, October 25, or Monday October 28, and we will have staff available to help you with your online application. Help will not be available on Saturday, or Sunday October 26 and 27.

**21. If I have a disability or a language barrier and want to submit a paper application, what should I do?**

Paper applications will be provided upon request for people who have a disability, need translation, or who have another type of barrier to applying online. Here's what to do:

- Call 503-280-3760 option 3 to request that a paper application be mailed to you, or come into our offices at 135 SW Ash St. in Portland for assistance.
- Paper applications will be available in English, Russian, Spanish and Somali.
- Mailed paper applications must be postmarked on or before October 28, 2019 to be eligible. Mail them to 1605 NE 45<sup>th</sup> Ave, Portland, OR 97213, Attention: Property Management.
- Faxed applications must be received by 11:59 PM on Monday, October 28, 2019. Fax them to 503-280-3766, Attention: Property Management

**22. What happens once my application has been submitted?**

All applicants will receive a letter notifying them whether or not they were selected for the random lottery. If your application is ineligible or incomplete we will mail you a letter giving you up to 14 days to correct the application. Applicants will be able to call the Waitlist Position Hotline at 503-415-8000 by February 1, 2020 to find out their position on the waitlist. Please know that if you access the system prior to this date it is possible your position will change dramatically.

**23. What should I do while I am waiting for my name to come to the top of the list?**

Keep us informed if your contact information or household composition changes. Our first contact will be by mail. If we send you a letter and it gets returned, your name will be removed from the wait list.

You must inform Home Forward of changes in your address or contact information in writing within 10 calendar days of the change. Please send written notification of changes by U.S. mail or hand deliver to Home Forward, Attention: Property Management, 1605 NE 45<sup>th</sup> Ave, Portland, OR 97213. You can also fax your changes to 503-280-3766 or e-mail [waitlistinfo@homeforward.org](mailto:waitlistinfo@homeforward.org).

We also advise applicants to check their position on the waiting list once a month by calling 503-415-8000.