



## **Subsidized Apartment Housing Waiting List Opening**

### **Frequently Asked Questions**

#### **1. Which lists are opening?**

We are opening 17 waiting lists at 12 different communities

- 4-bedrooms at Slavin Court, located at 4702 SW Slavin Rd Portland, OR 97239
- 4-bedrooms at Eliot Square, located at 40-84 NE Russell Portland, OR 97227
- 3-bedrooms at Madrona Place, located at 17802-17892 E Burnside Portland, OR 97233
- 2-bedrooms at Maple Mallory, located at 3719-3823 NE Garfield Ave. | 3718-3822 NE Mallory Ave. Portland, OR 97212
- 2-bedrooms at Tamarack Apartments, located at 4021-4257 N Alaska St. Portland, OR 97203
- 2-bedrooms at Winchell Court, located at 7850-7868 N Interstate Ave. Portland, OR 97217
- 1-bedrooms at Medallion Apartments, located at 1969 NW Johnson Portland, OR 97209
- Studios at Northwest Tower, located at 1936 NW Flanders Portland, OR 97209
- 3-bedrooms at Humboldt Gardens, located at 5033 N Vancouver Portland, OR 97217
- 3-bedrooms at Stephens Creek Crossing, located at 6715 SW 26<sup>th</sup> Ave Portland, OR 97219
- Studios at The Jeffrey, located at 1204 SW 11<sup>th</sup> Ave. Portland, OR 97205
- 1-, 2-, and 3-bedrooms (both public housing and project-based assistance) at New Columbia, located at 4605 N Trenton St. Portland, OR 97203

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

The waiting list will open for online applications at 8:30 a.m. on Wednesday, June 8, 2016. All online applications must be completed and submitted before 11:59 p.m. on Saturday, June 11, 2016.

#### **3. How do I apply?**

Applications will be accepted online, so you will need to use a device that has access to the internet. You can access the application by visiting our website, [www.homeforward.org](http://www.homeforward.org) during the waitlist opening. 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 read the FAQ below regarding paper applications.

**4. What if I don't have a computer or internet access?**

To ensure that all applicants can use an internet-connected computer, we have made computers available at 1605 NE 45<sup>th</sup> Ave, Portland, OR 97213, along with staff who can help applicants as needed. You can also visit New Columbia located at 4610 N Trenton Street Portland, OR 97203. Assistance will be available from 8:30 am to 4:00 pm Wednesday, June 8 through Friday, June 10. No assistance will be available on Saturday, June 11.

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

The full online application and instructions will be available in English, Russian and Vietnamese. The fillable section of the online application form is also available in 85 other languages.

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

- Your household income must not exceed the area median income for your household size. See flyer for specific Area Median Income (AMI) for each wait list.

HOUSEHOLD INCOME LIMITS							
Area Median Income (AMI)	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person
80%	\$41,100	\$46,950	\$52,800	\$58,650	\$63,350	\$68,050	\$72,750
60%	\$30,840	\$35,220	\$39,600	\$43,980	\$47,520	\$51,060	\$54,540
50%	\$25,700	\$29,350	\$33,000	\$36,650	\$39,600	\$42,550	\$45,450
30%	\$15,400	\$17,600	\$20,160	\$24,300	\$28,440	\$32,580	\$36,730

- 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 503-280-3750 for more information.
- One member of your household must be a legal citizen or eligible immigrant.

### **7. Which list should I apply for?**

- Home Forward has removed the limit on the number of waiting lists you can apply for. You can now apply for all waiting lists that you qualify for regardless if you have applied during previous openings.
- 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. A household of one or two parents (or a couple living together in a spousal relationship) and one or two children is 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.
- **Please note:** If you do not accept the first apartment that is offered to you, you will be removed from that waiting list. Once you accept an apartment offer, you will be required to complete the initial 12 month lease before being allowed to transfer to another property. Exceptions will be considered for reasonable accommodations, victims of domestic violence, etc.

### **8. Is this a first come, first served process?**

You may apply at any point during the waiting list opening to have an equal chance. We will do a random lottery to place enough names on the list to last an estimated 5 years. If you are chosen for the lottery you will be placed in order on the list for your selected bedroom size by the highest preference you qualify for, and then by your randomly assigned lottery number.

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

Have the following information ready to submit:

1. Full names of all household members
2. Date of birth for all household members

3. 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.
  4. Mailing address- this can be the address where you are currently living or a stable address where you regularly receive mail.
  5. Mailing address for an agency or person that assists you (optional).
  6. A current e-mail address or phone number.
  7. Income information, including the source and amount of income for each household member.
- **Please note:** You will be required to establish an account with the application system using either an email or a phone number along with a password of your choosing.

**10. 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.

**11. Will my chances be better if I apply more than once?**

No, every household has the opportunity to apply to each list only once. If we receive duplicate or multiple applications for the same list for a single household we will only honor the first application we receive.

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

No, anyone regardless of where they reside can apply.

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

You can enter a temporary phone number or a friend or relative's phone number. Please make sure this phone number is unique to you. Avoid using a case worker or community partner's phone number.

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

Yes.

**15. 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.

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

If you have not created a user name and password with the application system you will be required to do so before your application will be accepted. Once a completed application is submitted along with your account log in, 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.

**17. 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 June 11, to avoid the possibility of a last-minute rush.

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

We will have people ready to assist you by phone 8:30 a.m. to 4:00 p.m. Wednesday, June 8 through Friday, June 10. Just call our help line: 503-280-3760, on these days between 8:30 a.m. and 4:00 p.m. Help will not be available on Saturday, June 11.

**19. 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 office at 1605 NE 45<sup>th</sup> Ave in Portland between 8:30 a.m. - 4:00 p.m. from Wednesday, June 8 to Friday, June 10, and we will have staff available to help you with your online application. Help will not be available on Saturday, June 11. You can also visit 4610 N Trenton Street Portland, OR 97203 between 8:30 a.m. - 4:00 p.m. from Wednesday, June 8 to Friday, June 10. Help will not be available Saturday, June 11.

**20. 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 a translation, or who have another type of barrier to applying online. Here's what to do:

- Call 503-280-3750 to request that a paper application be mailed to you, or come into our main office at 1605 NE 45<sup>th</sup> Ave in Portland for assistance.
- Paper applications will be available in English, Russian, Spanish and Vietnamese.
- Mailed paper applications must be postmarked on or before May 14, 2016 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 Saturday, June 11, 2016. Fax them to 503-280-3766, Attention: Property Management

## **21. What happens once my application has been submitted?**

All applications will receive a letter notifying you whether or not you were selected for the random lottery. If you submitted a paper application and it 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 after December 1<sup>st</sup>, 2016 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 may change dramatically.

## **22. 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 cancelled from the wait list. Also be on the lookout for letters that require your response. We periodically send letters asking applicants if they are still interested in being on the wait list. If you do not respond to the letter, your name will be cancelled from the 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).

You must inform New Columbia of any changes in your address or contact information in writing within 10 calendar days of the change. Please send written notification of changes by mail, by fax, or hand delivered to the New Columbia Leasing Office at 4605 N Trenton St. Portland, OR 97203.

You must inform The Jeffrey of changes in your address or contact information in writing within 10 calendar days of the change. Please send written notification of

changes to The Jeffrey Manager by U.S. mail, by fax, by e-mail or hand delivered to 1204 SW 11<sup>th</sup> Ave. Portland, OR 97205.

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

