



homeforward

Waitlist Application Guide

Home Forward is taking applications for two rent assistance waitlists from **Tuesday, April 15 at 9:00 a.m. to Monday, April 21 at 11:59 p.m.**

These waitlists are for:

1. The **Housing Choice Voucher (HCV)** program.
2. **13 Home Forward apartment communities** (property-based waitlists).

These programs help you afford rent, but there aren't enough resources for everyone. That's why there are waitlists. If you have questions about which properties will be open, visit homeforward.org/waitlists.

If you need help during the waitlist opening, you can also call the Applicant Helpline at 503-415-8050. **Note: It will be open April 15, 16, 17, 18 and 21 only, from 9 a.m. to 5 p.m.**

What You Need to Know

Before you apply, read this important information:

- ✓ The waitlist opens through a lottery system, so it doesn't matter whether you apply on the first day or the last; you will have the same chance of making it onto the list. However, **you MUST apply before 11:59 p.m. on Monday, April 21. After that, you must wait until the next waitlist opening. Don't wait until the last minute!**
- ✓ **Applications are online.** You can apply for more than one waitlist. The application is available in English, Spanish, Somali, Russian, and Vietnamese.
- ✓ You can set up your account before April 15. If you already have an account, you may need to reset your password. The link to register will be at homeforward.org/waitlists.

- ✓ If you have an account, you just need to use the email and password you registered with. If you don't remember the password you used, simply click "forgot password" and a reset link will be sent to the email address you used at registration.
- ✓ Not everyone who applies will get on the waitlist. A lottery will randomly select people to be on the list.
- ✓ Being on a waitlist doesn't mean you will get help right away. You must still qualify when your name is chosen.
- ✓ Wait times are different for each program. HCV waitlist spots open over time. Property-based waitlists open when homes are available.
- ✓ Home Forward will tell you if you are chosen. You will get a message by email, phone, or mail no later than September 1, 2025.

Am I Eligible?

Anyone can apply to a waitlist, but **you must be eligible** for HCV or property-based rent assistance when your name is selected, or a vacancy opens up. Home Forward will re-screen you for eligibility at that time. If you think you might qualify, go ahead and apply!

To qualify for the programs:

- ✓ Your household must earn less than 50% of the Area Median Income (AMI).
- ✓ The head of the household must be at least 18 years old or an emancipated minor.
- ✓ At least one person in the household must be a U.S. citizen or have eligible immigration status.
- ✓ Everyone must agree to a criminal background check.

NEW! 2025 Income Limits

| Household Size | Max Yearly Income | Max Monthly Income |
|----------------|-------------------|--------------------|
| 1 | \$43,450 | \$3,620 |
| 2 | \$49,650 | \$4,137 |
| 3 | \$55,850 | \$4,654 |
| 4 | \$62,050 | \$5,170 |
| 5 | \$67,050 | \$5,587 |
| 6 | \$72,000 | \$6,000 |
| 7 | \$76,950 | \$6,412 |
| 8 | \$81,950 | \$6,829 |

What You Need to Apply (Checklist)

Before you apply, get this information ready:

- Names of everyone in your household.
- Birthdates of everyone in your household.
- How much money everyone makes and where it comes from.
- Social Security Number (SSN) or ITIN for everyone (If you don't have one, enter 999-99-9999)
- A mailing address where you can get important mail, like:
 - A family member or friend's address
 - A mailing service
 - A free P.O. Box (visit [this site](#))
 - Transition Projects Mail Pick-Up at Bud Clark Commons, 650 NW Irving St, Portland, OR 97209
- An email address. If you don't have an email address, you can create an email address by clicking [here](#).
- A phone number where you can get messages.

Important Tips

- You must remember your email and password. Home Forward cannot reset it for you.
- Your password must have:
 - At least 10 characters
 - One uppercase letter (A-Z)
 - One number (0-9)
 - One symbol (@, \$, etc.)
- Write down your password in a safe place!
- Need help? Call the Applicant Helpline at 503-415-8050 (open Monday-Friday, 9 a.m.-5 p.m. from April 15-21).

Submitting Your Application

Beginning April 15, you will submit your application online at homeforward.org/waitlists. That will take you to the online application portal (Rent Café). Instructions on how to create an account before the

waitlists open as well as how to complete and submit your application can also be found at homeforward.org/waitlists.

Additional resources are available to support you:

- ❑ **Helpline:** An Applicant Helpline is available during the application period. You may receive support by calling us at 503-415-8050 Monday through Friday from 9 a.m. to 5 p.m. on Tuesday, April 15 through Monday, April 21, 2025.
- ❑ **In-Person Assistance:** Local libraries are a great resource to get internet access, learn to create an email, or gain computer access. Local community partners are also available to provide 1:1 assistance. Visit homeforward.org/waitlists for up-to-date information on assistance available during that time.
- ❑ **Self-Serve Resources:** Read answers to frequently asked questions and access tutorials and an Application Guide at homeforward.org/waitlists

Do you have limited access to technology? Call the hotline to submit your application over the phone with a Home Forward staff member. Completion over the phone ensures you can meet the application deadline. Translation services are available.

Do you require a paper application? Home Forward will accept paper applications in certain circumstances upon request only. However, we *strongly encourage* you to submit your application online. You can also call the Helpline and submit your application over the phone, especially if you have a disability, require translation or need a reasonable accommodation.

If you require a paper application, please email WaitlistPortalHelp@homeforward.org or **call 503-415-8050 no later than Friday, April 12 at 12:00 p.m.** Friday to request that a paper application be mailed to you. Paper applications must be submitted via U.S. mail and MUST be postmarked on or before April 21, 2025, to be eligible. Mail your application to Home Forward, 135 SW Ash Street, Portland, OR, 97204. Attention: Waitlist Opening.

Paper applications will be available in English, Russian, Spanish, Somali and Vietnamese.