

Frequently Asked Questions

Home Forward's 2025 Waitlist Notifications

November 4, 2025

If you applied to Home Forward's 2025 Housing Choice Voucher (HCV) and/or Property-based waitlist, you will be receiving a letter in email and through U.S. mail that tells you the results of your waitlist lottery application. Below are some of the most common questions we think you will have. If you can't find the answer to your questions here, call 503-415-8050 and leave a voicemail. We will call you back. This may take several days or weeks because of the high number of applicants. The FAQs are broken into two categories: "Selected for a Waitlist" (your household was selected at random for one or more waitlists) and "Other Waitlist Questions."

If Selected for a Waitlist

1. When will Home Forward pull names from the HCV waitlist?

The timing of when HCVs can be issued depends on federal funding and the availability of resources within our programs. Federal funding is limited. We cannot provide individuals on the waitlist with a specific timeline for when they will be offered housing assistance. Home Forward was recently notified by the U.S. Department of Housing and Urban Development (HUD) that the HCV program is in shortfall status. We had to pause on issuing vouchers and cannot select any households from the HCV waitlist while in shortfall status. If you were selected, we will contact you when we begin issuing HCVs and your name is at the top of the list.

2. What does shortfall status mean?

Shortfall status means that HUD has determined that the HCV program costs exceed the amount of federal HCV funding allocated to Home Forward for 2025. Home Forward has paused issuing vouchers and cannot select any households from the HCV waitlist while in shortfall status. We have applied for shortfall status funding and are waiting to hear back from HUD. We understand this uncertainty is challenging. We are committed to keeping you informed when we have more information to share.

3. What happens if I was selected for an HCV through the waitlist lottery, but the program is in shortfall status? If you received a notice that you were selected at random for the HCV waitlist, your name will stay on the HCV program waitlist. You can check your position on the waitlist at any time at connect.homeforward.org, then click on “Check Waitlist Position” on the top navigation bar. When funding does become available, and your name is at the top of the list, we will contact you.
4. Why did you open the HCV waitlist if you had to pause issuing vouchers? The waitlist was opened in April 2025 when the HCV program was not in shortfall status. Federal funding has since become more unpredictable. In general, vouchers are only issued when funding is available, which is why there is always a waitlist. Wait times depend on 1) when HCV funding is available and 2) your position on the waitlist. We do not know when funding will be available again. Home Forward will contact you when we begin issuing vouchers again and your name is at the top of the list.
5. If I am on the HCV 2023 Waitlist, will my name be pulled before the 2025 Waitlist? Yes.
6. How do I check my position on the HCV and/or Property-based Waitlists? How will I know when my name is at the top of the list? You can check your position on the waitlist at any time at portal.homeforward.org, then select “Check Waitlist Position” on the top navigation. You will need your application/tenant code, which is in the top right corner of your notification letter. [Here is a tip sheet](#) on how to check your position on the waitlist. Home Forward will also contact you at the mailing address and email address you provided on your application. You can also call our automated system at (503) 415-8000.
7. What can I do while I wait for my name to be pulled? Keep your contact information up to date in Home Forward’s Rent Café portal at connect.homeforward.org. [Here is a tip sheet](#) on how to update your contact information in Rent Café. Also follow Home Forward’s website and social media channels for announcements about other waitlist openings or vacancies.

8. I am on the waitlist, but my living situation has changed (e.g., household size or change to Multnomah County resident status). How do I make changes to my information? You can update the information you submitted on your waitlist application in Home Forward's Rent Café portal at connect.homeforward.org. You can also email waitlistinfo@homeforward.org with your tenant code (top right corner of your notification letter) and date of birth for verification. [Here is a tip sheet](#) on how to update your household or living situation.
9. I am on the waitlist, but my contact information has changed (e.g., name, email address, phone number, mailing address). How do I update it so you can contact me when my name is at the top of the list? You can update your contact information in Home Forward's Rent Café portal at connect.homeforward.org. [Here is a tip sheet](#) on how to update your contact information.

Not Selected for Waitlist

1. **When will the next waitlist open?** We do not know when the HCV or Property-based waitlist will open again. It depends on available federal funding and vacancies (for property-based waitlists). Home Forward will contact you about future waitlist openings if you have applied for previous waitlists. Follow Home Forward on social media and sign up for email alerts to learn about future waitlist openings or other vacancies at homeforward.org.
2. **What do I do if I was not selected for a waitlist?** We know this is disappointing news. If you applied for the waitlist online, be sure to keep your information and living situation up to date in Home Forward's Rent Café portal at connect.homeforward.org. [Here is a tip sheet](#) on *how to update your contact information*. [Here is a tip sheet](#) on how to update your household or living situation. Follow Home Forward on social media and sign up for email alerts to learn about future waitlist openings or other vacancies at homeforward.org. If you need immediate help, call 211 or visit 211info.org.
3. **What is Rent Café?** Home Forward's Rent Café is portal is used to submit applications for waitlists. Tenants also use it for other things. If

you applied for the last waitlist online, you likely have a Rent Café account. In Rent Café, you can do the following:

- [Update contact information](#)
- [Update application questions](#)
- If you are not a current resident or program participant, you can [update household members](#).
 - Current participants will need to contact their case manager or property manager for changes in households.
- You can [view your notification letter](#)
 - Select the tile “Documents” to view the letter
- [Check which waitlists you are currently on](#)
- At this time, you cannot check your position on the waitlist