



Property-Based Waitlist Opening  
September 9 - 21 2026  
Partner Toolkit



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## About This Toolkit

Home Forward, Oregon's largest public housing authority, will begin accepting applications for its Property-based waitlists from Wednesday, September 9 at 9:00 a.m. until Monday, September 21 at 11:59 p.m. (Pacific time). These critical programs, funded by U.S. Department of Housing and Urban Development (HUD), provide rent assistance for individuals with low incomes, making rents deeply affordable and keeping families stably housed.

In addition, Home Forward will open its Applicant Helpline at 503-415-8050 Monday through Friday between 9 a.m. and 4 p.m. while the application period is open. Please read through this toolkit for ways you can assist community members in applying for the waitlists.

## Supporting community members in applying

We would love your support in coaching your clients and community members through the application process and answering questions. This may include helping applicants create a RentCafe account, set up an email address if they don't have one, complete the application, answer questions, and access an existing RentCafe account.

## Spread the word!

Included in this toolkit is information about the property-based waitlist openings, an applicant checklist, template email, social media posts and more.

## Waitlist website

Home Forward has created a dedicated webpage for the waitlist opening at [homeforward.org/waitlists](https://homeforward.org/waitlists). Included on this page over the next few weeks will be resources for applying for the waitlist, frequently asked questions, video tutorials and more. Remember to check back often for new resources and information!

## Was this toolkit forwarded to you?



Please join the [Home Forward Partners](#) email list for more updates and information about resources, training and more. Thank you for helping make the most of this important moment!



## About the Waitlist

Property-based rent assistance programs are very popular. Resources are also very limited. This is why it is common to have waitlists. Here's what you need to know about Home Forward's waitlists:

- Wait times vary on each waitlist.
- Applying for a waitlist does not guarantee that an applicant will be selected for placement on a waitlist. After the application period closes, Home Forward will conduct a random lottery to select applicants for placement on the waitlists.
- Because the selection is random, applicants have the same chance of being selected whether they apply on the first day or the last day of the application period.
- Applicants will be notified by Home Forward by mail in late fall if they are randomly selected in the lottery. If Home Forward has an email address on record, notification will also be sent via email.
- Joining a waitlist does not guarantee immediate or long-term rent assistance or housing. A person must be eligible for a program at the time they are selected off a waitlist.

## Property-based Waitlists

A property-based waitlist connects rent assistance to a specific Home Forward apartment community. To receive assistance, an applicant must live at that property. To get this help, you must live at that property. Here's what you need to know:

- Home Forward will accept applications for 5 property-based waitlists. People can apply for one or more of these waitlists.
- The properties will be listed on the Waitlists web page at [homeforward.org/waitlists](https://homeforward.org/waitlists).
- Home Forward will conduct a random lottery to select applicants for placement on the five property-based waitlists. The number of applicants selected will be based on anticipated housing availability and other factors.
- This rent assistance is tied to the property and is not portable.



- Individuals are selected off the waitlist as units become vacant.
- Once chosen, the potential resident must pass an eligibility check. If they qualify, they will get rent assistance as long as they live at that property and remain eligible for the program.

## Eligibility Guidelines

Anyone may submit an application. However, applicants must meet program eligibility requirements when they are selected from the waitlist and screened for assistance. We encourage you to share this information so that people who do apply are likely eligible. If someone thinks they are eligible, are not sure they're eligible, or may become eligible in the future, we encourage them to apply! Here is a list of eligibility guidelines:

- Household income is less than 50% of the [Area Median Income](#) (AMI) for the Portland region;
- Head of the household is at least 18 years old or an emancipated minor;
- At least one household member is a U.S. citizen or of eligible immigration status; and
- Agrees to participate in a criminal background check.



## Multnomah County May 2026 50% AMI Table

| Household Size | Max Yearly Income | Max Monthly Income |
|----------------|-------------------|--------------------|
| 1              | \$44,950          | \$3,746            |
| 2              | \$51,350          | \$4,279            |
| 3              | \$57,750          | \$4,813            |
| 4              | \$64,150          | \$5,346            |
| 5              | \$69,300          | \$5,775            |
| 6              | \$74,450          | \$6,204            |
| 7              | \$79,550          | \$6,629            |
| 8              | \$84,700          | \$7,058            |



## Applicant Checklist

The application portal (RentCafe) will be open from 9:00 a.m. on Wednesday, September 9, through 11:59 p.m. on Monday, September 21, 2026. Applicants must submit their application by this deadline or will need to wait until the next opening.

One of the most important ways you can support this opportunity is by helping applicants create an account, access an existing account, gather the information they need, and submit their online application. Applicants will be able to create an account before the waitlist opens at [connect.homeforward.org](https://connect.homeforward.org). This should make applying easier once the waitlist opens. We also encourage you to download/print an Application Guide, which will be on the Waitlists page at [homeforward.org/waitlists](https://homeforward.org/waitlists).

## Checklist

Before you apply, have this information handy:

- Names of everyone in your household
- Birthdates of everyone in your household
- Income for everyone in your household
- Social Security Number (SSN) or ITIN for everyone
  - If you don't have one, enter 999-99-9999
- A mailing address where you can receive important mail
- 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 receive messages

Alternatives for a Mailing address

A family member or friend's address

A mailing service

A free P.O. Box (visit [this site](#))

General Delivery: 7

45 NW Hoyt St., Portland, OR 97208-8098

Your name must match your photo ID, and mail is held for 30 days.



## Other Important Tips

- Encourage applicants to apply at any time during the application period. The first and last days are expected to have heavier traffic on the website and phone lines.
- Important: Applicants are responsible for the email used at registration
- List a phone number where the applicant can receive messages.
- Encourage applicants to use the Applicant Helpline at 503-415-8050 (will be open Monday-Friday, 9 a.m.-4 p.m. beginning September 9th).
- Applicants can create an account before the waitlist opens; they will not be able to apply until the application portal is open
- If an applicant is updating an application, they select an open waitlist to be considered for this lottery



## Help Spread the Word

This section provides information on ways your organization can raise awareness about Home Forward's Waitlists Application.

Share the news with your email list or on your website

Below is a template to send as an email or as web copy for your website:

Headline: Home Forward's Property-Based Waitlists Open September 9–21

We are pleased to share that [Home Forward](#) is opening five Home Forward apartment community waitlists. Applications will be accepted starting Wednesday, September 9 at 9:00 a.m. until Monday, September 21 at 11:59 p.m. (Pacific time).

Property-based waitlists provide rent assistance that helps families, seniors, people with disabilities, and other people with low incomes afford safe and stable housing. Since demand for housing assistance is high and resources are limited, waiting periods are common.

Visit [homeforward.org/waitlists](https://homeforward.org/waitlists) for more information about the programs, eligibility and how to apply through Home Forward's online application portal, which will be available in English, Spanish, Somali, Russian and Vietnamese.

A few things to note:

- All online applications must be completed and submitted before the application period closes on September 21 at 11:59 p.m.
- Home Forward will conduct a random lottery to select applicants for placement on the five property-based waitlists. The number of applicants selected will be based on anticipated housing availability and other factors.
- Wait times vary. Property-based waitlists select people from waitlists as units become vacant.



- Anyone can apply for the waitlist. But you must be eligible for the program if you are selected off a waitlist.

Questions? Visit [homeforward.org/waitlists](https://homeforward.org/waitlists) for more information. The Home Forward Applicant Helpline phone number is 503-415-8050. It will be open Monday through Friday between 9 a.m. and 4 p.m. during the open application period.

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## **A**mplify the message through social media

Below are template posts/captions for your social media channels:

*Suggested Hashtags:* #HomeForwardWaitlist #PropertyBasedWaitlist #RentAssistance #MultCo

### Social Media #1

 Exciting news! Home Forward will begin accepting applications for five apartment community waitlists from 9/9 at 9 a.m. through 9/21 at 11:59 p.m. PT.

Property-based waitlists are for rent assistance that supports families, seniors, people with disabilities, and anyone with low income in affording safe and stable housing. Learn more at [homeforward.org/waitlists](https://homeforward.org/waitlists)!

### Social Media #2

 REMINDER: Home Forward will begin accepting applications for five apartment community waitlists on September 9 at 9 a.m. Applications will be accepted through September 21 at 11:59 p.m. PT.

Anyone can apply to join a waitlist, but applicants must meet program eligibility requirements if they are selected from the waitlist. Visit [homeforward.org/waitlists](https://homeforward.org/waitlists)



for a checklist of what you'll need and tips for applying. Prepare now and spread the word!

Social Media #3

 Applications for five apartment community waitlists are OPEN! Applications will be accepted until 11:59 p.m. on 9/21 (PT). Property-based rent assistance makes living at a Home Forward apartment much more affordable. Learn about program eligibility and more at [homeforward.org/waitlists](https://homeforward.org/waitlists).



## Contact Information

Thank you for your partnership! We're here to help:

- Questions about the waitlists? Visit [homeforward.org/waitlists](https://homeforward.org/waitlists) and check out the FAQs.
- Want to assist people in applying? Email [waitlistportalhelp@homeforward.org](mailto:waitlistportalhelp@homeforward.org).
- Does an applicant need to talk to someone while applying? Call the Home Forward Applicant Helpline at 503-415-8050 Monday-Friday from 9 a.m. to 4 p.m. between September 9-21.