



## **PUBLIC NOTICE**

The Palm Beach County Housing Authority (PBCHA) will begin accepting pre-applications from interested persons (Registrants) who want to be considered for PBCHA's tenant-based Housing Choice Voucher Program (HCVP), Westgate Senior Housing, Quiet Waters Senior Housing, Banyan Apartments and Public Housing Waiting Lists. The pre-application period will open on Monday, June 6, 2022, at 9:00 a.m. (Eastern Standard Time). Submission of a pre-application provides a chance for Registrants to be selected from the respective waitlist. However, submission of a pre-application does not guarantee that the Registrant will be selected.

**ALL PRE-APPLICATIONS MUST BE SUBMITTED ONLINE at:**

**<http://myportal.pbchaf1.org/>**

- Pre-applications will be accepted 24 hours a day, from smartphones, tablets or any electronic device with access to the internet anytime the waiting list is open. Interested persons without access to the Internet who want to be a registrant may go to sites with computers available for public use such as public libraries.
- **Paper applications will not be distributed or accepted. No mailed, faxed or hand delivered applications will be accepted. Pre-applications will not be accepted at PBCHA's headquarters, or any property owned or operated by PBCHA.**
- You **must** have a valid email address to complete the pre-application and to receive the Housing Authority notifications. You will receive an email receipt after submission of your preliminary application. Free email accounts are available on Yahoo; Gmail; or Hotmail.
- Registrants **must** be 18 years of age or older.
- Only **one** pre-application per adult will be accepted. **ALL pre-applications containing a duplicate SSN will be disqualified.**
- There is no cost to submit a pre-application, and no agent of PBCHA will ask a Registrant for any payment.

Registrants who require assistance in completing a pre-application because of a disability and need a reasonable accommodation may call **561-270-5810** during the period of June 6 through June 17, 2022,

during stated business hours (Monday-Friday 9:00 a.m.-5:00 p.m.). The PBCHA will verify that the limitations imposed by the disability require the requested accommodation. If PBCHA determines that the limitations imposed by the disability do not require a request for accommodation, the Registrant will be required to apply online.

*This number is only available to persons with special needs. If you have resources to access the internet (family, friends, etc.) please do not use this number as resources are limited.*

- Registrants with hearing or speech disabilities using TDD or TTY technology may call Florida Relay Services by dialing 7-1-1 for assistance.
- All Registrants who meet the requirements listed above in submitting their pre-applications will have an equal chance of being selected for the waiting lists regardless of the date and time that they submit their pre-applications beginning May 6, 2022.
- PBCHA's Administrative Plan dictates applicant selection for the HCV program is by a computerized random selection (lottery process). All other waitlists selections are done by preference if applicable, then time and date of application.
- Once the random selection (lottery) process is completed, PBCHA will send an email to selected registrants to notify them of selection and next steps.
- Acceptance of an application after the lottery process does not constitute acceptance into any Housing Choice Voucher programs or any affiliated program or property.
- Applicants who receive a Housing Choice Voucher must live in the Palm Beach County, in PBCHA's jurisdiction for **one year** before they are eligible to transfer their voucher to another city.
- The first lottery and selection will be June 13, 2022. Subsequent lottery and selection schedules will be on an as-needed basis determined by PBCHA and will not be announced

Frequently asked questions regarding the Housing Choice Voucher program waitlist opening may be found on the PBCHA website at <http://www.pbchaf1.org/>.

**Palm Beach County Housing Authority does not discriminate against registrants, applicants or participants on the basis of their race, color, religion, sex, national origin, disability or familial status.**





## Housing Choice Voucher Program (HCVP) Wait List Opening 2022 Frequently Asked Questions

1. **Q. What is the Housing Choice Voucher Program?**

A. PBCHA's Housing Choice Voucher Program (HCVP), also known as Section 8, provides eligible extremely low-income households ("Participants") with opportunities to live in rental homes owned by private landlords. Participants choose where they want to live, as long as the unit is approved by PBCHA through an inspection and determination that the rent is reasonable. PBCHA pays a portion of the contracted rent in the form of a housing assistance payment to the landlord on behalf of the Participant. The Participant pays 30% of the household's monthly adjusted income or the monthly minimum rent requirement of \$50, whichever is greater directly to the landlord.

2. **Q. Why is PBCHA opening its Housing Choice Voucher Program Wait List and when is it opening?**

A. PBCHA's current Housing Choice Voucher Program Wait List no longer has any applicants on it. In an effort to provide access to affordable housing in Palm Beach County for extremely low-income families, as well as the elderly and individuals with a qualifying disability, **PBCHA is opening its Housing Choice Voucher Program Wait List on Monday, June 6, 2022 at 9:00 a.m.**

3. **Q. Who may apply for the Housing Choice Voucher Program Wait List?**

A. Anyone eighteen (18) years of age or older.

4. **Q. How do I apply for the Housing Choice Voucher Program Wait List?**

A. You must submit a pre-application online at <https://myportal.pbchafl.org/> Pre-application may be submitted online using a computer, smartphone or other electronic device with Internet access. Internet access is also available at Public Libraries.

The pre-application form is available in English, Creole, and Spanish. Registrants who require assistance in completing a pre-application because of a disability and need a reasonable accommodation, may call 561-684-2160 and request assistance. PBCHA will verify that the limitations imposed by the disability require the requested accommodation. If PBCHA determines that the limitations imposed by the disability do not require a request for accommodation, the Registrant will be required to apply online. If an application is needed in an alternate language not currently provided or for inquires after the call center operating dates end should be send via email to [HCV@pbchafl.org](mailto:HCV@pbchafl.org)

*This number is only available to persons with special needs. If you have resources to access the internet (family, friends, etc.) please do not use this number as resources are limited.*

Applicants will be required to create a username and password, which should be kept for your records.

**5. Q. When can I apply for the Housing Choice Voucher Program Wait List?**

A. Pre-applications will be accepted during the wait list registration period beginning June 6, 2022, at 9:00 a.m. **Remember, pre-applications will be accepted online only. No paper applications will be available. Pre-applications will not be accepted at PBCHA's headquarters, or any property owned or operated by PBCHA.**

**6. Q. What if I do not have an email address?**

A. If you do not have an email address, please visit any free email provider, such as gmail.com, outlook.com, yahoo.com, etc. to obtain an email address. You must have a valid email address to complete the pre-application and receive Housing Authority notifications.

**7. Q. What information is needed to apply online?**

A. The online pre-application requires only your name, social security number, date of birth, mailing address, email address, phone number, annual income and information of all household members who will reside in your household. The pre-application process takes an average of 5 minutes to complete.

**8. Q. What if I do not have the information needed, may I submit an application without the required items?**

**A. No.** Your application for the Housing Choice Voucher Wait List will not be accepted if it is incomplete.

**9. Q. May I apply more than once?**

**A. No.** Only **ONE** pre-application per registrant will be accepted. All pre-applications containing a duplicate SSN will be disqualified from the wait list.

**10. Q. Is there a cost to submit a Housing Choice Voucher Program Wait List pre-application?**

**A. No.** There is no cost to submit a pre-application. PBCHA will never ask for your debit or credit card or any other form of payment to submit a pre-application for its services. Additionally, please do not provide personal information to anyone claiming he or she can guarantee a spot on the wait lists, improve your chances of selection for the wait list or ensure that you will receive any PBCHA benefits.

**11. Q. Can I apply for the Housing Choice Voucher Program Wait List if I have applied before, was previously terminated from the program, owe PBCHA any money or if I am on another wait lists?**

**A. Yes.** You will not be prohibited from submitting a pre-application; however, when you are selected from the wait list, your application will be reviewed in accordance with PBCHA's Administrative Plan, which may include a review of your previous participation in a housing assistance program and related rental history.

**12. Q. What happens after I submit the pre-application?**

**A.** Once you enter your email address and password (or create one if needed) and fill out your online pre-application, you will receive an email receipt with an attachment containing the Online Application Summary confirming that your pre-application was successfully submitted.

Note: Once you submit your pre-application, put your username and password in a safe place so you will not lose it. Please retain this information for your records as proof you applied.

Pre-applications will be selected using a computerized, random selection process.

After the random selection, PBCHA will contact the selected applicants.

**13. Q. I received an email my pre-application has been accepted. Does that mean I am on the wait list?**

**A.** Yes. An email is sent when a pre-application has been accepted and will be placed into the next and subsequent lottery until selected or withdrawn. Emails will be sent to the email address you provided on your online application. Check your Spam filter and Junk email folders for the email.

**14. Q. Am I guaranteed a place on the Housing Choice Voucher Program Wait List?**

**A.** As the wait list selection process (lottery) is random, it does **NOT** matter what time your pre-application is submitted.

Once the random selection (lottery) process is completed, PBCHA will send an email to **selected** registrants to notify them.

**15. Q. Can I call PBCHA find out what number I am listed on the Housing Choice Voucher Program Wait List?**

**A. NO.** Due to the high volume of applications being selected, we are not accepting phone calls for questions relating to where your application stands on the waitlist. Since applications are selected by lottery no number is assigned. We are issuing vouchers throughout the year and will pull a selected number each time we need to do an orientation. Selected applicants are called from the wait list based on the random selection (lottery) and notified of next steps. **Again, you will not be contacted until your name is selected from the waitlist.**

**16. Q. What if something changes on my application?**

**A.** You will be able to update your information on the applicant portal where you submit your application after 24 hours. Remember to save your username and password when you register.

It is the responsibility of the applicant to keep their contact information updated with PBCHA. Failure to do so could result in cancellation from the Housing Choice Voucher Program Wait List.

**17. Q. When will I get called from the Housing Choice Voucher Program wait list for housing?**

**A.** Being added to the wait list does not mean that you will receive a voucher right away or that housing assistance is immediately available. As housing assistance becomes available, PBCHA will draw applicants from the wait list on a periodic basis. If your name is selected from the wait list, The PBCHA will contact you. During the application process, the PBCHA will conduct a criminal background check on all household members aged 18 years or older. PBCHA will collect information on family income, assets, and family composition. The PBCHA will verify this information with other local agencies, your employer and bank and will use the information to determine program eligibility and the amount of the housing assistance payment.

If PBCHA determines that your family is eligible, you will be required to complete a Housing Choice Voucher briefing and will be issued a voucher at when all required information and documentation has been obtained to determine and approve eligibility for the program.

**18. Q. Am I required to live in the City of Palm Beach County to participate in PBCHA's Housing Choice Voucher Program?**

A. You do not have to live in the City of Palm Beach County to submit a pre-application for PBCHA's Housing Choice Voucher Wait List. However, you must reside in Palm Beach County, within PBCHA's jurisdiction for the first year of your participation in PBCHA's Housing Choice Voucher Program before you are eligible to transfer your voucher to another area.

**19. Q. The website freezes when I am applying, and I cannot finish the process.**

A. The website failing to properly function while completing the application process is typically due a compatibility problem with the applicant's device. Use a different computer or type of device to complete the application process.

**20. Q. I cannot change or update an application.**

A. You must wait 24 hours from the time the application was submitted or any update to the application was submitted. The application or update must be accepted by PBCHA before any revisions can be made by the applicant. Applications are accepted within 24 hours.

**21. Q. I am homeless or in a situation where housing is needed immediately. Can I be moved to the top of the list?**

A. No. There are no preferences for persons on the waitlists. All applicants are afforded an equal opportunity to apply and be selected from the waitlist. Persons with immediate needs should call 211 or visit the website 211.org for information on what other resources are available in the area.

**22. Q. What additional documentation is needed with the application. Is a list of documents available?**

A. No additional information is needed at this time. If you are selected from a waitlist, you will be contacted and given instructions on what other documents are needed.

**23. Q. It says I already have an account with another housing agency can I use the same account?**

A. No. You must open a new account with a different email address than you used for the other account(s).

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