

# Waiting List Q&A

Housing Authority of the County of Santa Cruz , also serving Hollister and San Juan Bautista

Mar18

## Important Information about the Waiting List:

- ✓ Check our website or call the Waiting List Line to see if our waiting list is open right now.
- ✓ Sign-up for notices online at [www.hacosantacruz.org](http://www.hacosantacruz.org)
- ✓ For those on the list, we cannot estimate how long the wait will be.
- ✓ We do not offer emergency assistance.

## Applying for Housing Authority Assistance

### What Kind of Assistance Does the Housing Authority Offer?

The Housing Authority assists thousands of families through the Housing Choice Voucher (Section 8) rental assistance program. We also own several apartment complexes for low-income families. You may apply for these programs through separate pre-application forms.

### How Do I Apply?

**First, check our website or call our Waiting List Line at 454-5950 to find out if our waiting list is open.**

When the lists are open, to apply, simply fill out the pre-application form for the program or programs you are interested in and return it to us. Pre-Application forms can be obtained and submitted online on our website at [www.hacosantacruz.org](http://www.hacosantacruz.org) or from our lobby during office hours Monday-Thursday, by calling (831) 454-9455 extension 306 or by writing to Housing Authority at 2931 Mission Street, Santa Cruz, CA 95060.

### My landlord says he or she will accept Section 8. Can I get a voucher now?

No. Even if you have a landlord who wants to participate in the voucher program, you still must put your name on the waiting list like all other pre-applicants.

We are currently encouraging applicants already on our waiting list to talk with their landlords about accepting HCV/S8. We have a Lease In-Place waiting list preference for applicants already on the waiting list whose landlords will accept a Housing Choice Voucher.

The Housing Authority has established a partial Live/Work residency preference, such that 75% of the families selected from the waiting list will either currently live or work in the jurisdiction of the Waiting List and 25% of families selected from the waiting list will neither live nor work in the jurisdiction.

### How Long Is the Wait?

This depends on how many people went on the waiting list, and how many people left the program, each month. The wait could take years.

### Who is Eligible?

In general, the Housing Authority serves people with low incomes on a first-come, first-serve basis. Specific eligibility rules can change at any time, and we do not review your eligibility until we are ready to assist you. See our Program Eligibility Q&A.

Questions? Call our Info Line at 454-5955

or visit us online at [www.hacosantacruz.org](http://www.hacosantacruz.org)



2931 Mission Street Santa Cruz, CA 95060  
Open M-TH 8-5, Closed Fridays

For our business office or para información en español: 831 454-9455  
Program rules are subject to change. Use this as general guidance only.



TDD: 831 469-0122

# Waiting List Q&A, cont'd

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## **Please do not call to ask how much longer the wait will be. We cannot estimate this.**

However, you can call 454-5950 to find out when the people we are taking full applications from originally applied for assistance.

For example, if we are taking applications from people who applied in June 2001, and you applied in March 2004, you would know that you may still have a long wait for assistance.

## **What Happens After I Submit a Pre-Application?**

Several weeks after we receive your pre-application, we will send you a letter that gives you the date you were placed on the waiting list. Keep this letter with your important papers. If you request information about your place on the waiting list, we will simply send you a new copy of this letter, stating your date of placement.

## **How Do I Add or Remove Family Members?**

You do not need to inform the Housing Authority about changes to your family while you are on the waiting list.

If the family breaks up, whoever was designated as Head of Household on the pre-application will keep the place on the waiting list.

Anyone not living with the Head of Household would need to apply on their own by submitting a new pre-application.

## **How Do I Update My Pre-Application?**

If you move, it is very important that you send us your new address, in writing, within 30 days.

## **If we cannot reach you by mail, you will be dropped from the waiting list.**

To update your address, please complete a Waiting List Status form. You can get this form:

- ✓ In our lobby
- ✓ On our website
- ✓ Or, you can call our Info Line and we'll mail you a Waiting List Status form.

**You will receive written confirmation several weeks after submitting a Waiting List Status form to us.**

## **Why Haven't I Heard From the Housing Authority?**

We will contact you by mail when we are ready to take your application. If you are not sure if you are on the list, please complete a **Waiting List Status Form**, available from our website, our lobby, or our Info Line. We will then send you a computer-generated letter confirming the date you placed your name on the waiting list.



## **Need More Info?**

Visit our website or call our Info Line to request Q&A sheets on these topics:

- ✓ Housing Authority Programs Q&A
- ✓ Getting a Voucher Q&A
- ✓ New Landlord Q&A
- ✓ Program Eligibility Q&A
- ✓ Special Needs Q&A

**Info Line: 831 454-5955**

**Website: [www.hacosantacruz.org](http://www.hacosantacruz.org)**