

MEMPHIS HOUSING AUTHORITY: HOUSING CHOICE VOUCHER PROGRAM
WAITING LIST

Frequently Asked Questions (FAQs)

PRE-APPLICATION PROCESS

How do I apply?

Between 8:00 AM, Monday, October 9, 2017 and 5:00 PM, Friday, October 13, 2017, You may apply online at <https://MemphisHousingWaitingList.com> from any computer or smart phone with internet access (be sure to include <https://> in the web address). Persons needing assistance may call **855-337-9230** from 8:00-5:00 during the opening period. (Telephone support is primarily for elderly, disabled or those without internet access).

What will I need to apply?

You will need to provide:

- A current mailing address and telephone number where you can be reached
- Names of everyone who will live with you, and the following for each person:
 - Social Security number
 - Date of birth
 - Gender (male/female)
 - Race and ethnicity
- Whether anyone who will live with you is handicapped or disabled
- The annual income of the household (including all household members)

How will I know my pre-application was submitted successfully?

When you have completed the on-line pre-application successfully, you will immediately see a confirmation page on the computer screen with a receipt number and your name. You should print this page as your confirmation. If you cannot print, write down your receipt number or snap a screen shot of your phone.

What is a Receipt Number? This is a number you receive when your on-line pre-application is successfully submitted. It is **NOT** a waiting list number. It is only for reference that a pre-application was successfully submitted. It also does not mean that the associated pre-application will be included in the random selection if the pre-application is a duplicate, is incomplete, or is otherwise rejected.

What happens if I attempt to submit an incomplete on-line Pre-Application form?

If you leave any required fields on the Pre-Application form blank, you will not be able to complete the submission process. If you enter partial or incomplete information in a required field, you will be able to submit; however, incomplete information in a required field could result in your pre-application being disqualified or you not receiving written correspondence from MHA at a later time. For example, a partial street address could affect mail delivery.

What if I do not have access to a computer, smart phone, tablet or the internet?

You may access any computer including those at public libraries free of charge to complete a pre-application. You may also call the information line at **855-337-9230** between 8:00 a.m. and 5:00 p.m., Monday-Friday during the opening period and a representative can assist you by taking your information over the phone and completing the on-line application on your behalf. At the end of the call, you should write down and save the receipt number provided to you.

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What if I require assistance or an accommodation to complete my pre-application?

If you are unable to complete the on-line pre-application yourself, you may ask a trusted friend, family member or service organization to complete it for you with your information. You may also call the information line at **855-337-9230** between 8:00 a.m. and 5:00 p.m., Monday-Friday during the opening period and a representative can assist you by taking your information over the phone and completing the on-line application on your behalf. At the end of the call, you should write down and save the receipt number provided to you.

Can someone else complete a pre-application for me or on my behalf?

Yes, you may enlist the help of a trusted friend or family member to enter your information on the on-line pre-application. You *should not* provide your personal information to anyone you do not know. You *should not pay* anyone to assist you. The pre-application process is completely free and secure.

Is there a cost to apply?

No. There is absolutely no cost to submit a pre-application on-line. You should only apply through the approved website at <https://MemphisHousingWaitingList.com>. ***Do not provide anyone with a credit card number or pay anyone. The pre-application is completely free.***

What if I experience a problem with the website?

Although we do not anticipate any problems, should you experience a problem, wait a few minutes and then try the website again. You may also need to close and re-open your web browser. It does not matter what time of day or night you submit your pre-application during the opening period.

Can I submit more than one pre-application?

Only one (1) pre-application per applicant will be used in the random selection process to allow all applicants equal opportunity for waiting list placement. If you submit more than one (1) pre-application, only one (1) will be used in the random selection process. Please do not submit more than one pre-application as it will not increase your chances of getting on the waiting list.

What if I made a mistake on my pre-application?

Before you click **Submit** on your online pre-application, you will be able to review all the information you entered. Review it carefully. If you see a mistake, click on the **Previous button** at the bottom of the screen until you get to the page where you need correct your information. Do not use the “back” button. Once you correct the information, click on the **Next button** to return to the **Preview Application** page. Once you finishing reviewing the information, click **Submit**.

If you realize you made a mistake on your name, address, date of birth, or social security number, *after you clicked Submit*, you may want to submit another pre-application during the opening period. Should you be placed on the waiting list, all your information will be reviewed by MHA when you are selected and you can provide correct information at that time. Note, only one (1) pre-application per applicant will be used in the random selection process. If you submit more than one pre-application, only one will be used in the random selection process and we cannot guarantee which pre-application will be kept and which will be removed as a duplicate.

Can I come to MHA’s office to apply?

No. MHA does not have public access computers available for the pre-application process. MHA staff will not be able to assist you. If you do not have a computer or internet access, you may go to the public library or you may call the information line **855-337-9230**.

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GENERAL INFORMATION

I applied with MHA’s HCV program previously. Why haven’t I heard anything?

At this time, a new waiting list is being established. You may apply again during this opening period for a chance to be on the new waiting list. The current waiting list nearly exhausted. No additional information is available at this time.

Will I get a voucher if I complete a pre-application?

No. Submitting an on-line pre-application **does not** guarantee placement on the new waiting list and **is not** an offer of housing assistance. Only persons who are placed on the waiting list and determined eligible will receive a voucher, but this is not part of the pre-application process.

Is my personal information secure?

Yes. The on-line pre-application process is secure. If you use a public computer, be sure to complete the on-line application or close out the on-line application (if you do not complete it) so that you do not leave your personal information displayed on the computer. Call center representatives are also trained to protect your information and will not have access to it once they finish assisting you with your pre-application over the phone.

What does random selection mean?

MHA is using a computerized random selection process to assign 15,000 applicants to a position on the waiting list. Not all who apply will receive a place on the waiting list. If you are not selected at this time, you may reapply if and when the waiting list opens at a later date.

What are the income limits?

If you are selected for the waiting list, MHA will use your income at the time you reach the top of the list and are ready to be screened for eligibility. A family’s annual income must not exceed the Very Low Income Limit published by the U.S Department of Housing and Development for the Memphis Metropolitan Statistical Area. For reference purposes, the current income limits used are listed below.

| Family Size | Income Maximum |
|-------------|----------------|
| 1 | \$21,000 |
| 2 | \$24,000 |
| 3 | \$27,000 |
| 4 | \$30,000 |
| 5 | \$32,400 |
| 6 | \$34,800 |
| 7 | \$37,200 |
| 8 | \$39,600 |

What is the definition of a family?

A family includes any single individual or two or more persons sharing residency whose income and resources are available to meet the family’s needs.

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How do the selection preferences affect my position on the Waiting List?

Generally, applicants with selection preferences have shorter wait times than applicants who have no selection preference. When eligibility is determined, MHA will verify the preference. MHA has only one preference:

MHA Public Housing Resident Preference

MHA will give preference in admission to MHA public housing residents who are required to relocate due to one of the following conditions:

- As a resident of public housing, the family is living in a unit that has been identified as hazardous to the family because the family has one or more children under the age of six with an Environmental Intervention Blood Lead Level, as defined by 24 CFR Part 35; or, there is a presence of other serious environmental hazards that affect the family's health or safety. The preference may be given if there are no lead-free units available in any other public housing development. An application preference does not constitute issuance of a voucher. Any voucher issuance is dependent on funding availability.
- Families (including single persons) who are currently residing in public housing units and who will be displaced by demolition, disposition, rehabilitation, or vacancy consolidation.

Is this the same thing as the Public Housing Waiting List?

No. The Housing Choice Voucher Program is completely different from the Public Housing Program. To apply for public housing, go to www.memphisha.org and click on Public Housing.

If I am already on the Public Housing Waiting List, can I also be on the Housing Choice Voucher Waiting List?

Yes. MHA allows families to be on multiple waiting lists at the same time.

What is a pre-application and how does it differ from an application?

A pre-application is a short form used to obtain only the basic information needed to place an applicant on the waiting list. This means that if you are placed on the waiting list, when your name reaches the top of the waiting list, you will be required to complete a full application and provide additional information regarding your household income sources, income amount, citizenship status and other information needed to verify your eligibility for the HCV Program.

How will I know if I get on the waiting list?

Approximately 12 weeks after your completed Pre-Application is received (after the random selection process has been completed), MHA will send all applicants a written notice indicating whether or not you were placed on the waiting list. If you were placed on the waiting list, the letter will also advise you of your waiting list number.

What do I do if my mailing address or family size changes after I submit a pre-application?

Once MHA notifies you that you are on the HCV waiting list, it is your duty to immediately inform the MHA's Housing Choice Voucher Program of any changes to your mailing address or household composition. You must submit this information in writing to the following address:

Memphis Housing Authority
Housing Choice Voucher Program
700 Adams Avenue
Memphis, TN 38105

For other general HCV information, you may check MHA's website at www.memphisha.org

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Memphis Public Library Information

| Library | Address | Phone | Hours of Operation | Neighborhood |
|---|--|-------------------------------------|---|-------------------------------|
| Bartlett | 5884 Stage Road, Bartlett, TN 38134 | (901) 386-8968 | Monday-Thursday 10am- 8pm; Friday- Saturday 10am-6pm; Sunday 1pm-5pm | Bartlett |
| Cherokee | 3300 Sharpe Memphis, TN 38111 | (901) 636-8212 or (901) 415-2762 | Monday - Saturday 10 a.m. - 6:00 p.m., Closed Sunday | Cherokee |
| Cordova | 8457 Trinity Rd., Cordova, TN 38018 | (901)-2764 | Monday-Thursday 10 a.m.-8 p.m., Friday- Saturday 10:00 a.m.- 6 p.m. Closed Sundays | Cordova |
| Memphis and Shelby County Central Library - Benjamin Hooks | 3030 Poplar Ave, Memphis TN 38111- 3527 | (901) 415-2855 | Monday - Thursday 9am-9pm; Friday - Saturday 9am-6pm; Sunday 1pm-5pm | Midtown Memphis |
| Cornelia Crenshaw* | 531 Vance Avenue Memphis, TN 38126 | (901) 636-8213 or (901) 415-2765 | Mon.- Saturday 10 a.m. - 6 p.m., Closed Sunday | Downtown Memphis |
| Cossitt | 33 South Front Street, Memphis, TN 38103 | (901) 636-8214 or (901) 415-2766 | Monday through Saturday 10-6, Closed Sunday | Downtown Memphis |
| Poplar-White Station | 5094 Poplar Memphis, TN 38117 | (901) 636-8224 or (901) 415-2777 | Mon -Thurs 10 a.m. - 8 p.m.; Friday and Saturday 10 a.m. - 6 p.m.; Closed Sunday | East Memphis |
| Randolph | 3752 Given, Memphis, TN 38122 | (901) 636-8226 or (901) 415-2779 | Mon. - Saturday 10 am - 6 pm; Closed Sunday | East Memphis / Binghampton |
| Frayser* | 3712 Argonne, Memphis, TN 38127 | (901) 636-8217 or (901) 415-2768 | Monday - Thurs 10-6 Saturday 10-5, Closed Friday and Sunday | Frayser |
| Hollywood* | 1530 N. Hollywood, Memphis, TN, 38108 | (901) 636-8220 or (901) 415-2772 | Mon. - Saturday 10 a.m.- 6 p.m.; Closed Sunday | North Memphis |

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|-----------------------------|---|-------------------------------------|---|---|
| North* | 1192 Vollintine, Memphis, TN 38107 | (90) 636-8222 or (901) 415-2775 | Mon. - Saturday 10 am - 6 pm; Closed Sunday | North Memphis |
| Parkway Village* | 4655 Knight Arnold, Memphis TN 38118 | (901) 636-8223 or (901) 415-2776 | Mon. - Saturday 10 am - 6 pm; Closed Sunday | Parkway Village / Oakville |
| East Shelby | 7200 East Shelby Dr. Memphis, TN 38125 | (901) 636-8216 or (901) 415-2767 | Mon.-Thurs, Saturday 10 a.m. - 5 p.m. Closed Sunday | Pinnacle Point / Airport |
| Raleigh* | 3157 Powers Rd. Memphis, TN 38128 | (901) 636-8225 or (901) 415-2778 | Mon -Thurs 10 a.m. - 8 p.m.; Friday and Saturday 10 a.m. - 6 p.m.; Closed Sunday | Raleigh / North Central Memphis |
| South* | 1929 South Third Street, Memphis, TN 38109 | (901) 636-8227or (901) 415-2780 | Mon. - Saturday 10 am - 6 pm; Closed Sunday | Riverview/ South Memphis |
| Gaston Park* | 1040 S. Third St., Memphis, TN 38106 | (901) 636-8218 or (901) 415-2769 | Mon.-Saturday 10 a.m. - 6 p.m., Closed Sunday | Washington Heights / Riverview / South Memphis |
| Levi* | 3676 Hwy 61 South (South Third Street), Memphis, TN 38109 | (901) 636-8221or (901) 415-2773 | Mon. - Saturday 10 am - 6 pm; Closed Sunday | Whitehaven |
| Whitehaven* | 4120 Mill Branch Rd Memphis, TN 38116 | (901) 636-8228 or (901) 4152781 | Mon -Thurs 10 a.m. - 8 p.m.; Friday and Saturday 10 a.m. - 6 p.m.; Closed Sunday | Whitehaven |

Library information is also available at <http://www.memphislibrary.org>