

# DuPage Housing Authority

## General HCV Waiting Lists Opening

***DHA is OPENING the General Wait List for tenant-based Housing Choice Voucher Program assistance on TUESDAY May 14, 2024 at 8:30 a.m. The online application process is available through our website at [www.DuPageHousing.org](http://www.DuPageHousing.org).***

***The wait list will CLOSE at 8:30 a.m. on FRIDAY May 17. After the wait list closes, a random lottery will be conducted to select 3,000 applicants to be added to the wait list. There is no cost to submit a pre-application for the HCV Wait List.***

WHEN THE WAIT LIST OPENS, you must successfully submit a pre-application online during the open period. The pre-application includes information on the head of household as well as each household member. Please have available the Head of Household mailing address, email address, total household income, as well as each household member's first and last name, date of birth, SSN, gender, race and ethnicity, and relationship to head of household. This must be submitted online using a computer, smartphone, tablet or other electronic device with Internet access.

Applicants need a valid e-mail address to apply. If you do not have Internet access, you may submit the pre-application online at locations throughout the County that offer free use of their computers, such as public libraries. Internet access is not available for submitting a pre-application at the DHA office.

### **Reasonable Accommodations**

- If you are not able to complete the application process due to a disability, a Reasonable Accommodation may be requested by emailing [hcv@dupagehousing.org](mailto:hcv@dupagehousing.org)
- NOTE: THIS IS NOT A REQUEST FOR ANY MEDICAL DIAGNOSIS, A REQUEST FOR MEDICAL RECORDS OR A REQUEST TO PROVE ANY CLAIMED DISABILITY OR A DESCRIPTION OF SAME.

Individuals with hearing or speech disabilities using TDD or TTY technology may call Illinois Relay Services for assistance by dialing 711.

Blind Services: The Blind Service Association will be available to assist anyone blind or with visual impairment with the reading filling out and the submittal of their online application by contacting Mark Kummetz, Volunteer- Reading Program at 312.236.0808.

Illinois Department of Human Services will be available to aid anyone with hearing loss, hard of hearing, deafened, or deafblind by contacting 800.843.6154 or TTY 866.324.5553.

DuPage Federation Language Access Resource Center will be available to assist anyone with the waitlist application through translation services. Contact the front desk.

If you have an account and forgot your username or password, please contact the Compliance Department by emailing [IT@dupagehousing.org](mailto:IT@dupagehousing.org) for assistance.

**IMPORTANT:** When the DHA HCV wait list opens, the *Wait List Pre-application* will contain sensitive information about the applicant that is considered confidential. That information will be maintained in a **User Account** on our secure database. Access to the information in a user account will only be available to the applicant and DHA so **you must create a user account before you can submit an online Pre-application to apply for the DHA HCV wait list. Unless permission for a Reasonable Accommodation has been granted, Pre-applications can only be completed and submitted online within your User Account.**

If you answer Yes to **any** of the following questions, you already have a User Account and don't need to create another one:

1. Are you a Participant *currently* on the Housing Choice Voucher Program in DuPage County under the DuPage Housing Authority?
2. Are you a Participant *currently* on the Housing Choice Voucher Program in Kendall County under the Kendall Housing Authority?
3. Were you a Participant on the Housing Choice Voucher Program in DuPage County under the DuPage Housing Authority but are no longer on the HCV program or no longer live in DuPage County?
4. Were you a Participant on the Housing Choice Voucher Program in Kendall County under the Kendall Housing Authority but are no longer on the HCV program or no longer live in Kendall County?
5. Were you on any Wait List for the DuPage Housing Authority that opened in *2010, 2016, or 2019*; or any Wait List for the Kendall Authority that opened in *2008, 2018 or 2021*?
6. Are you a participant or former participant of the Illinois Rental Housing Support Program (RHSP) administered through DuPage Housing Authority or Kendall Housing Authority?

If you answered No to **all** the questions above, you most likely Do Not have a RENT Café User Account and you **must** create one.

If you have an account and forgot your username or password, please contact the Compliance Department by emailing [IT@dupagehousing.org](mailto:IT@dupagehousing.org) for assistance.

It is not required but it is highly recommended that before the DHA HCV wait list opens for pre-applications at **8:30 a.m. on Tuesday May 14, 2024**, that you:

- (1) visit the DuPage Housing Authority website at [www.dupagehousing.org](http://www.dupagehousing.org);
- (2) **select** the '**APPLICANTS**' tab from the top menu bar followed by '**Applicant Housing RENT Café**' to create your User Account. Once it directs you to the '**Login**' webpage,
- (3) select the '**Click here to register**' link, then
- (4) follow the steps to create your account by entering your email address as a *username*, and create a *password* that you choose. Please note that passwords must be a minimum of 10 characters, and must include at least one upper case letter, one lower case letter, one number and one symbol, such as a dollar ( \$ ) or pound ( # ) sign.

**Note:** Once you create the user account, you will receive an email confirming your Rent Café user account was created. You are now ready to complete the pre-application once the DHA HCV wait List opens for pre-applications.

DHA will never ask for your debit or credit card or any other form of payment to submit a pre-application for its services. Additionally, **DO NOT** provide personal information to anyone claiming he or she can guarantee a spot on the wait list, improve your chances of selection for the HCV wait list, or ensure that you will receive any DHA benefits!