

DuPage Housing Authority
Mainstream Housing Choice Voucher
Wait List Opening – Tuesday, 5/4/2021 at 10:00 a.m. CST

DHA operates the HUD federally-funded **Housing Choice Voucher** program for DuPage County. This is a *tenant-based program* that assists households with a voucher that they can use anywhere in the U.S. to rent an available market unit.

DHA opens its wait list as often as needed (only when funding is available) to provide assistance for low to moderate income individuals and families.

As part of the HCV program, 78 of the vouchers awarded are for the Mainstream HCV Program. These vouchers are specifically targeted to assist non-elderly persons with disabilities (defined as a household composed of one or more persons 18 to 61 years of age with disabilities, which may include additional household members who are not non-elderly persons with disabilities).

In addition, preferences are awarded for persons who are clients of the DuPage County Continuum of Care agencies who are transitioning out of institutional or other separated settings; at serious risk of institutionalization; currently experiencing homelessness; or previously experienced homelessness and currently a client in a permanent supportive housing or rapid rehousing project.

DHA is OPENING the DHA Mainstream Wait List on TUESDAY May 4, 2021 at 10:00 a.m. CST. Applicants will be able to apply for the wait list through an online application in their Rent Café account.

The wait list will CLOSE when 300 pre-applications have been COMPLETED and successfully SUBMITTED.

There is no cost to submit a pre-application for the DHA Mainstream HCV Wait List. 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 DHA wait list, or ensure that you will receive any DHA benefits!

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 should have 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.

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REASONABLE ACCOMMODATION

Pre-applications will NOT be provided or accepted at the DHA Wheaton, IL location unless you have been **pre-approved** for a *Reasonable Accommodation* because of a disability or related condition that prevents you from equal access to the online pre-application process. Your accommodation request must be written and must describe the reason why the online pre-application process prevents you from accessing the pre-application. The written request must be RECEIVED BY FRIDAY, April 9, 2021 at 4:30 p.m. CST by:

- Mailing to: Malinda Smith, Program Manager, DuPage Housing Authority, 711 E. Roosevelt Rd., Wheaton, IL 60187;
- Faxing to: Attention: Malinda Smith, Program Manager (630) 690-0702; or
- Emailing to: msmith@dupagehousing.org

If the request is approved, you will be notified, and you may pick-up your application on the *Pick-up Days* at a SCHEDULED PICK UP TIME at our office located 711 E. Roosevelt Rd., Wheaton, IL 60187 or the pre-application can be mailed to the address provided by the applicant. **NO PAPER COPY OF PRE-APPLICATIONS CAN BE EMAILED OR FAXED.**

- *Pick-up Days* for a paper copy of the pre-application for persons with an approved Reasonable Accommodation will be available ONLY through a SCHEDULED PICK-UP TIME between Monday, April 12th and Friday, April 23rd between 8:30 a.m. and 4:30 p.m. CST.
- DHA can mail the paper copy pre-application to you and you can mail the pre-application back to this office when completed, however due to the time sensitive nature of the wait list opening and the expected high volume of pre-applicants, we strongly suggest the pre-application be picked-up through a scheduled appointment.

PLEASE NOTE: YOU WILL **NOT** BE ABLE TO SUBMIT THE COMPLETED PAPER COPY PRE-APPLICATION **BEFORE** 10:00 A.M. CST ON TUESDAY May 4, 2021 WHEN THE WAIT LIST OFFICIALLY OPENS!

All pre-applications RECEIVED will be date and time stamped. If a paper copy of the pre-application is submitted **BEFORE** 10:00 A.M. CST it will be considered **REJECTED** due to the wait list not being open at the time of receipt of the pre-application!

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NOTE: THIS IS NOT A REASONABLE ACCOMMODATION 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.

PREPARING FOR WAIT LIST OPENING

IMPORTANT: When the DHA Mainstream 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 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 2016 or 2019, or any Wait List for the Kendall Authority that opened in 2008 or 2018?
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 Do Not have a RENT Cafe User Account and you **must** create one.

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If you have a Rent Café account and forgot your password, you can select **Forgot Password** at the Login screen and it will walk you through resetting it. For any other technical assistance, you may contact the DHA/KHA Compliance Department. Jim Stafford can be reached at jstafford@dupagehousing.org or 630-593-8209 or Lisa Howe at lhowe@dupagehousing.org or 630-593-8225.

It is not required but it is highly recommended that before the DHA wait list opens for pre-applications at **10:00 a.m. Central, on Tuesday May 4, 2021**, that you create your Rent Café account.

To do so:

- (1) visit the DuPage Housing Authority website at www.dupagehousing.org;
- (2) **select** the '**APPLICANT CAFÉ**' link at the top right of page and you will be directed to the **Rent Cafe Login** page, then
- (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 wait List opens for pre-applications.