DuPage Housing Authority
711 E Roosevelt Rd, Wheaton, IL 60187
PH: 630.690.3555 FAX: 630.690.0702
www.dupagehousing.org

Kendall Housing Authority
811 W John St., Yorkville, IL 60560
PH: 630.593.8218 FAX: 331.207.8923
www.kendallhousing.org

RENTCafe Application Instructions

How to Access and Start your Application from within your RENTCafe Account

Periodically, DuPage & Kendall Housing Authorities (DHA / KHA) opens one or more of their Wait Lists to receive applications from those interested in any number of our Voucher programs for which they meet the requirements to be accepted to a given Wait List(s).

WHEN A WAIT LIST OPENS TO RECEIVE APPLICATIONS, applicants must successfully submit a pre-application online through a DHA / KHA RENTCafe online account during the open application period.

Applicants fall into one of four categories:

    A. First-time applicants who've never applied for any of the DHA / KHA programs
    B. Existing Applicants who are currently on other DHA / KHA Wait Lists (you may apply to be accepted to as many Wait Lists for which you meet the requirements) or have applied in the past but aren't currently on a Wait List
    C. Former DHA / KHA Program participants who wish to return to one of our programs
    D. Existing participants in our program who wish to have another housing program option(s).

Depending on which of the above categories applies, how an applicant accesses their application from within their DHA / KHA RENTCafe account will vary.

The following instructions describe how to access an application from within their DHA / KHA RENTCafe account, depending on which of the four categories above best describes you.
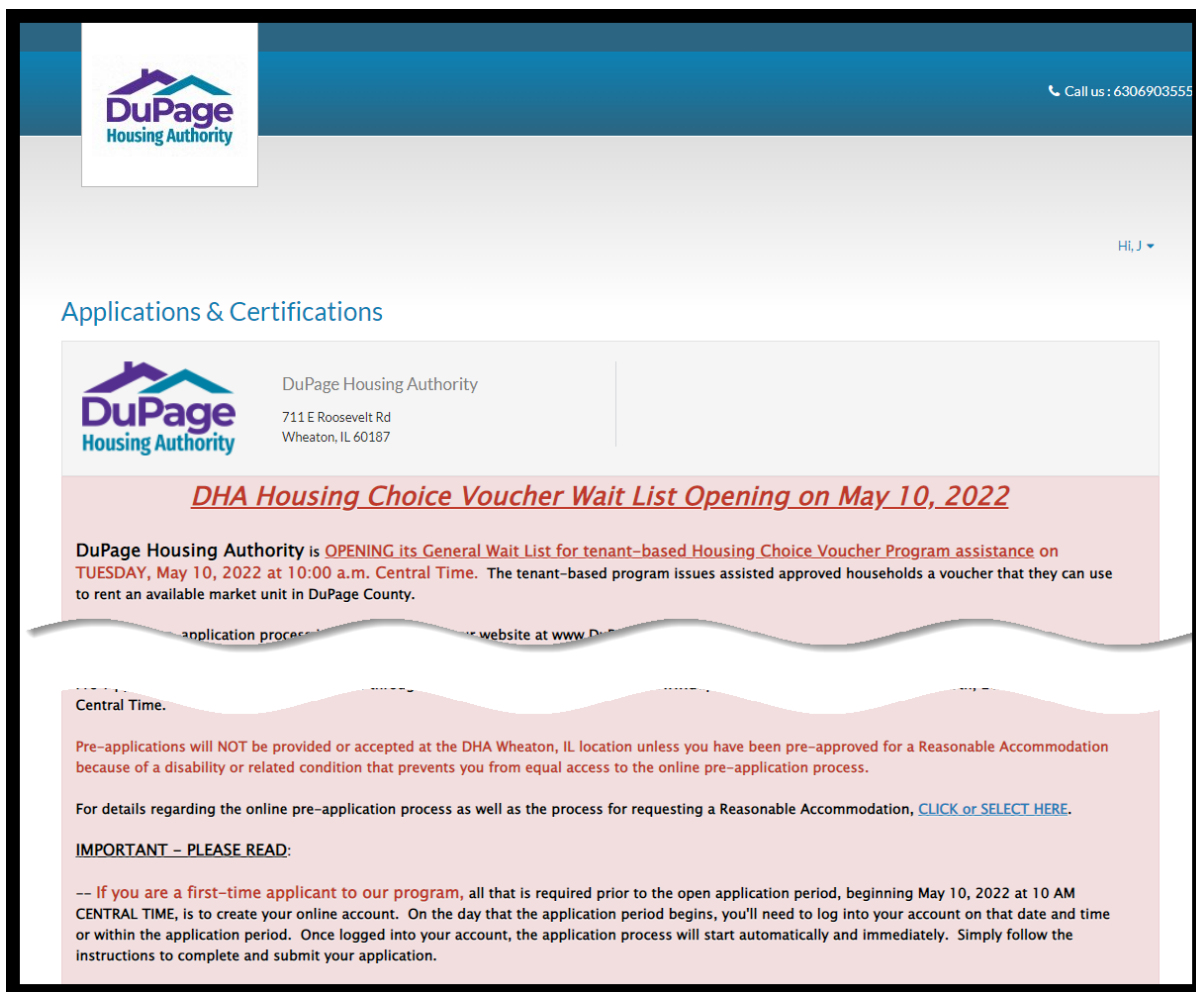
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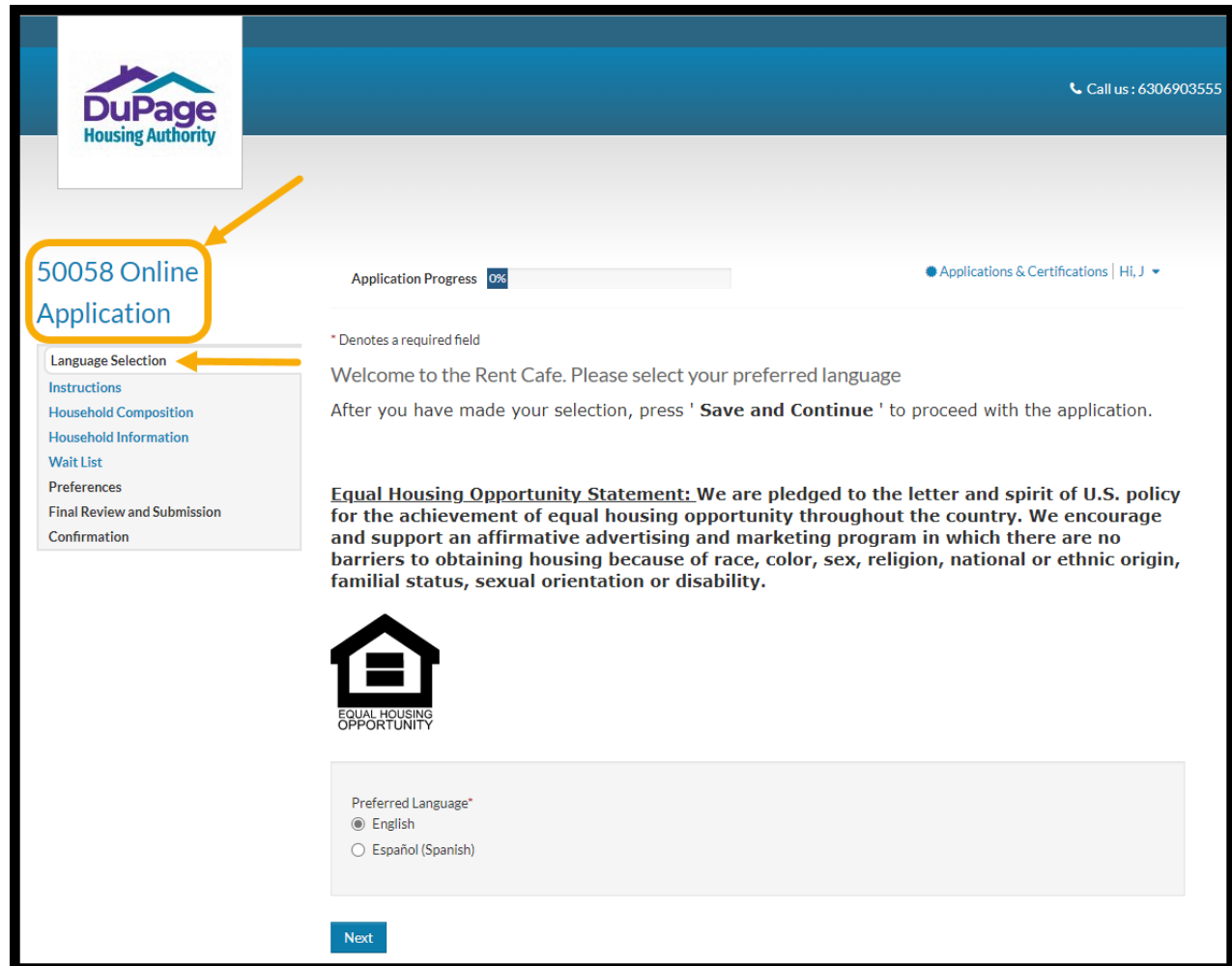PH: 630.593.8218 FAX: 331.207.8923
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A. First-time applicants who've never applied for any DHA / KHA Voucher programs, either Project-Based or Housing Choice

If you've never applied for any of the DHA / KHA Voucher programs, after creating your RENTCafe account in advance of the Wait List opening and open application period, the Home screen of your RENTCafe account will appear as follows:

At this point, there is nothing further to do until the application period, during which you'll log into your account and the application process will start immediately and automatically.

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The day the Wait List application period begins, after logging into your account, **the first page of the application**, shown below, will appear.

Proceed through the application, reading and completing the requirements of each page through to the end, where you will submit your application.
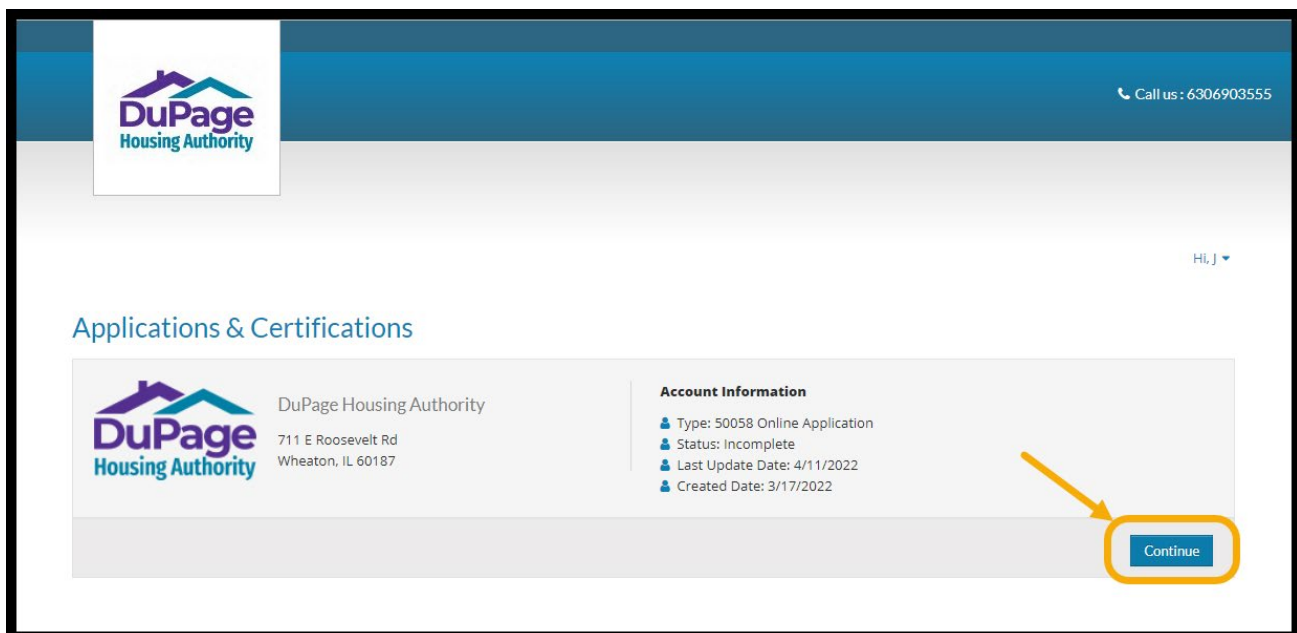
A-1. First-time applicants who've attempted to complete but didn't submit an application for any DHA / KHA Voucher programs, either Project-Based or Housing Choice

If you've attempted to complete but didn't or couldn't complete the application and submit it (typically this would occur when enough applications to fill the number of open Wait List slots is received and those applications still in progress are prevented from being completed) for any of the DHA / KHA Voucher programs, after logging into your account, the Home screen of your RENTCafe account will appear as follows:
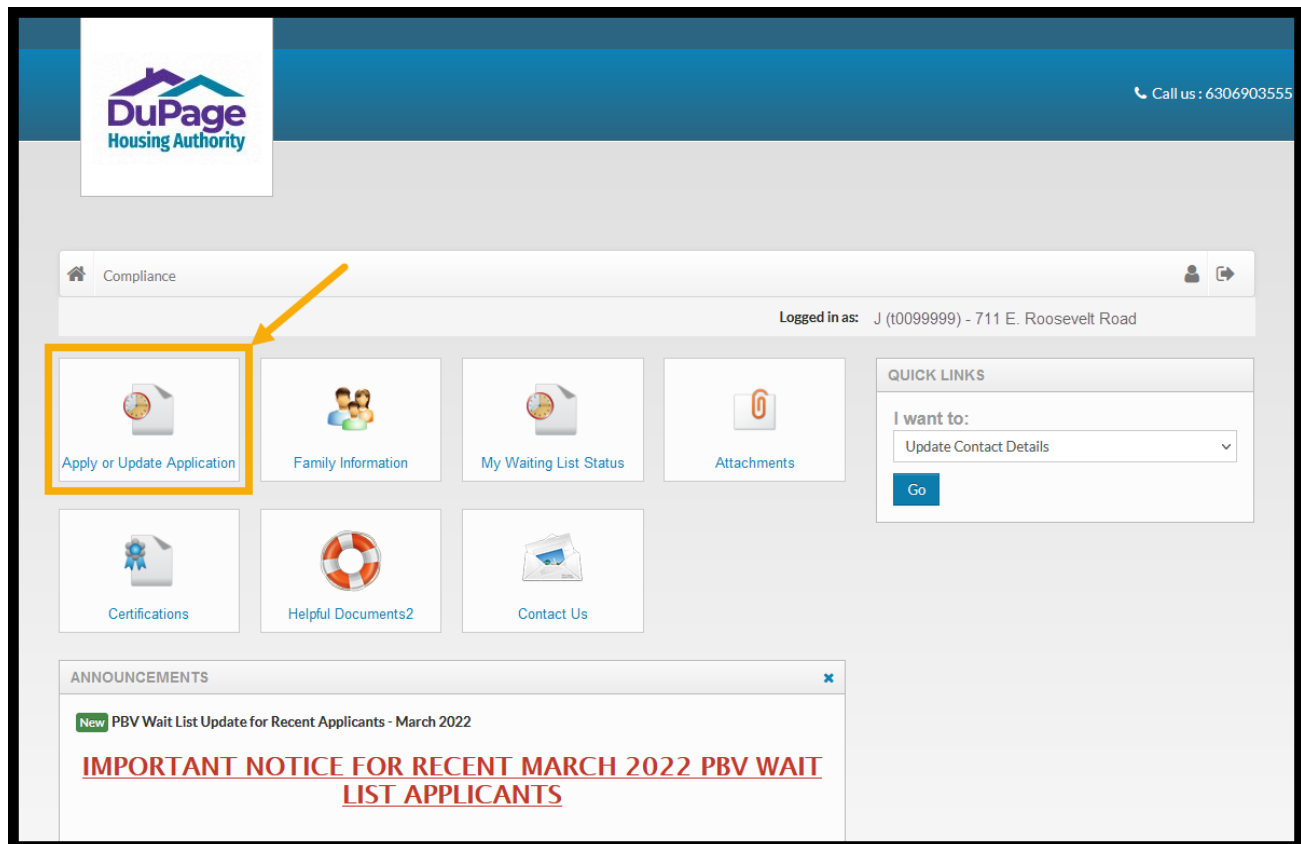

The day the Wait List application period begins, after logging into your account, **select the 'Continue' button as shown above**, and the first page of the application, which is the 'Language' selection page shown above, will appear.

Proceed through the application, reading and completing the requirements of each page through to the end, where you will submit your application.

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B. Existing Applicants who are currently on other DHA / KHA Wait Lists or have applied in the past but aren't currently on a Wait List
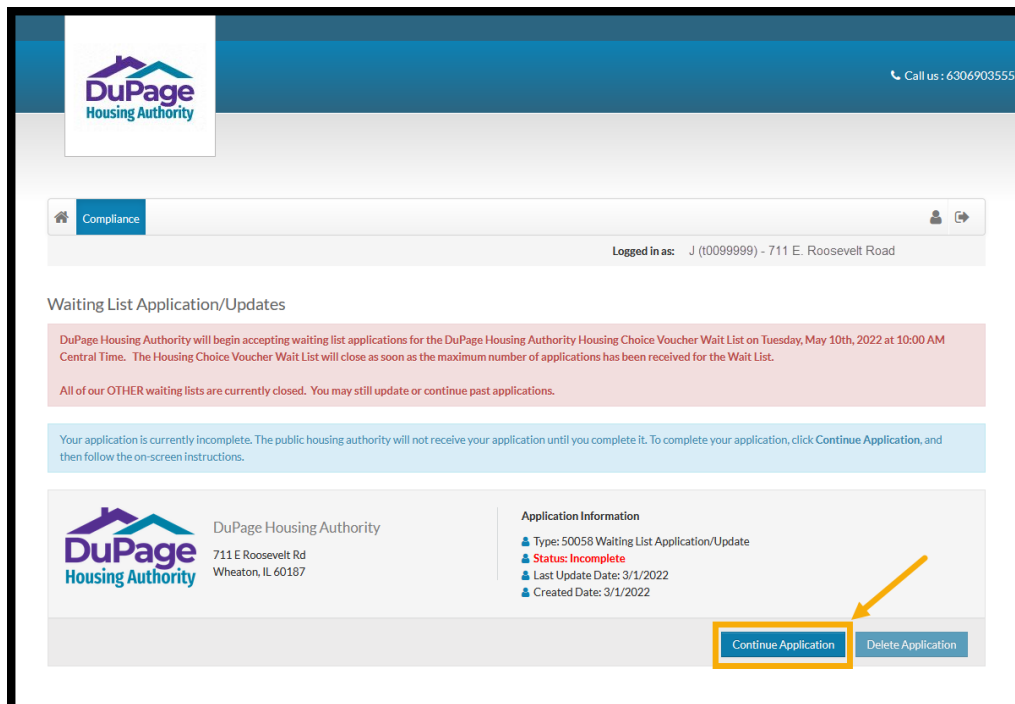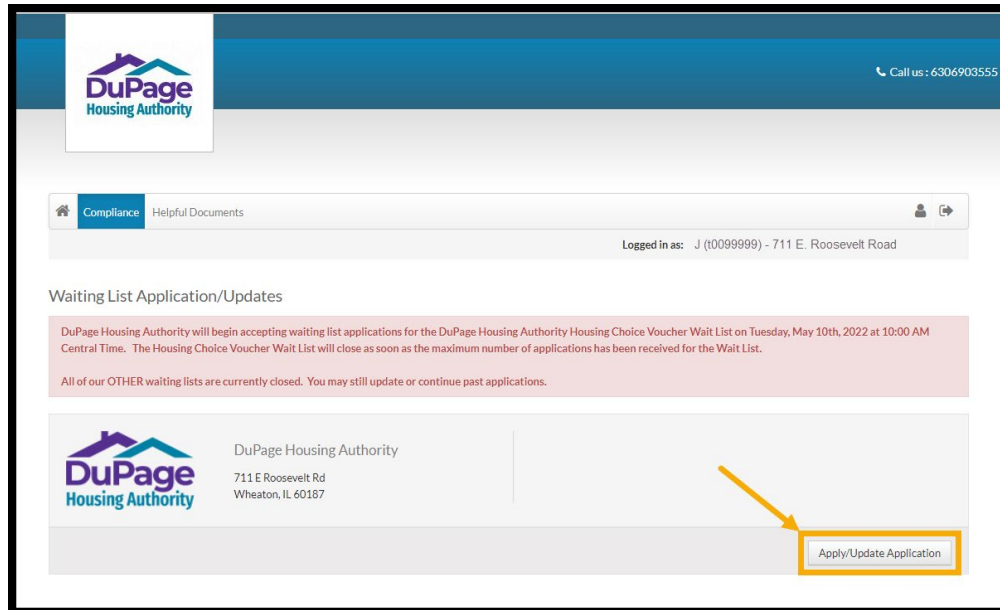
For applicants who've successfully submitted an application, whether accepted unto a Wait List(s) or removed from a Wait List to which the application was submitted (usually due to receipt of the application after all openings had filled, not meeting the requirements to be on the Wait List or not responding to our efforts to contact the applicant), after logging into your account, the Home screen of your RENTCafe account will appear as follows:

To open your application, select the 'Apply or Update Applications' on the Home screen of your account, which will open the 'Waiting List Applications/Updates page as shown on the next page.

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One of two buttons will appear: select either the 'Apply/Update Application' or the 'Continue Application' (which will appear if the 'Status' of your application is 'Incomplete', as shown below) button to open your application.
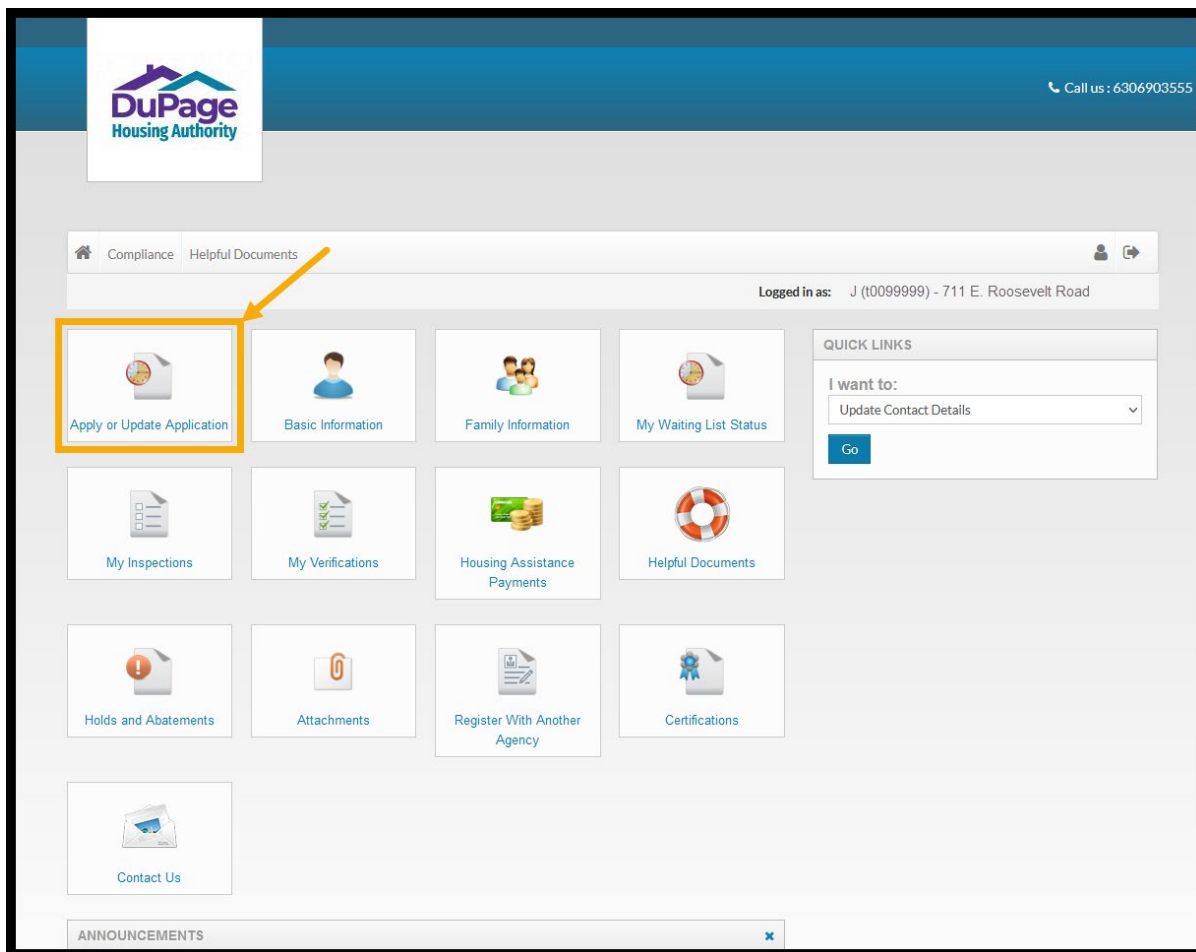

Proceed through the application, reading and completing the requirements of each page through to the end, where you will submit your application.

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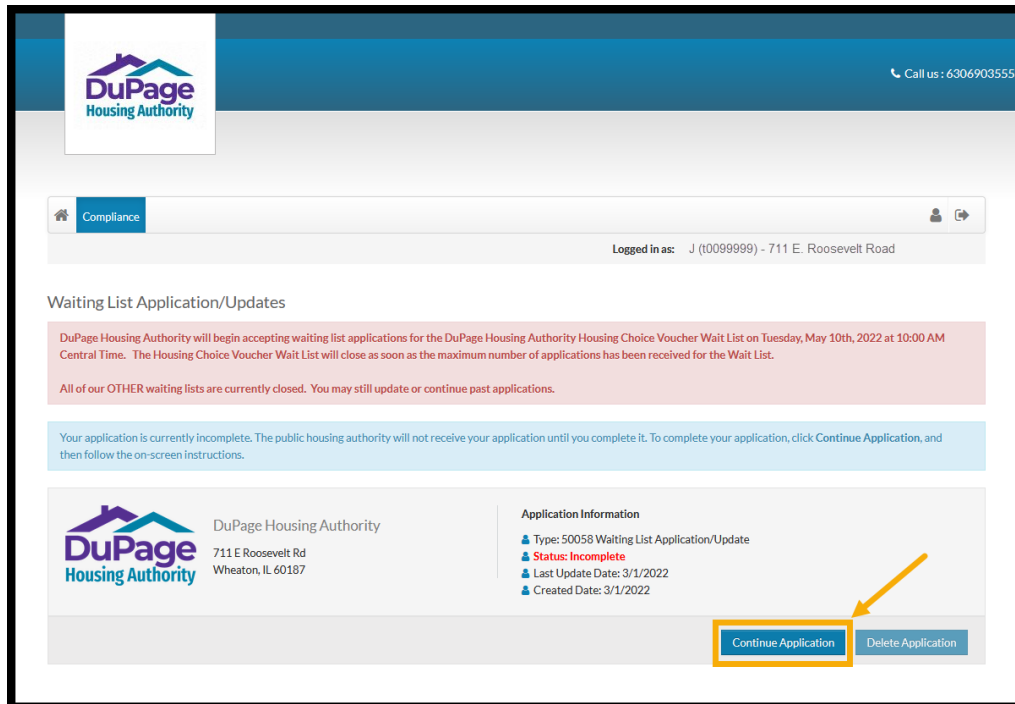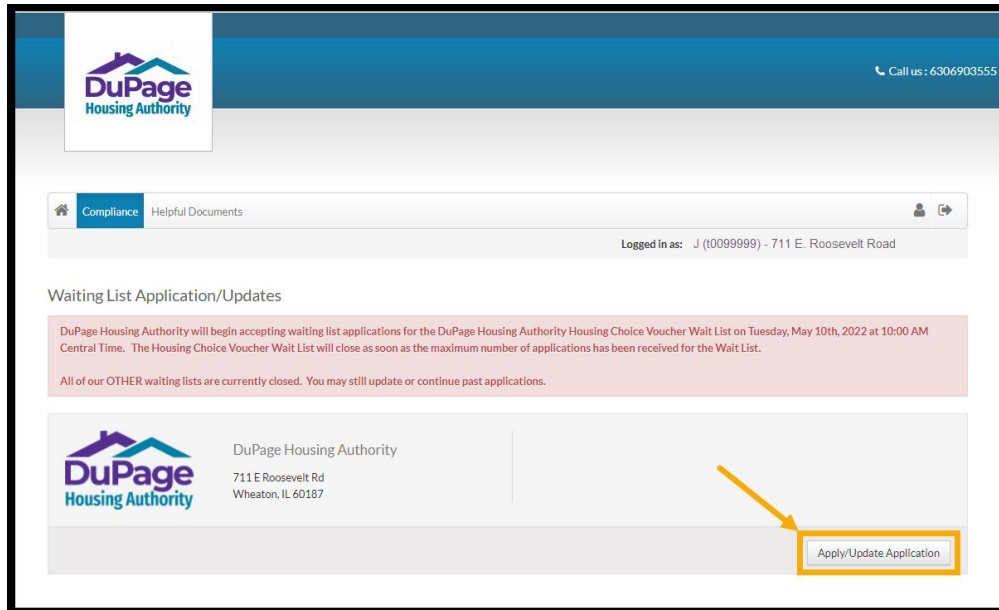**C. Former DHA / KHA Program participants who wish to return to one of our programs**

OR

D. Existing participants in our program who wish to have another housing program option(s)

To open your application, select the 'Apply or Update Applications' on the Home screen of your account, which will open the 'Waiting List Applications/Updates page as shown on the next page

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