



FREQUENTLY ASKED QUESTIONS

HOW DO I APPLY FOR THE HOUSING CHOICE VOUCHER (HCV) RENTAL ASSISTANCE PROGRAM WAITING LIST?

Go to <https://www.waitlistcheck.com/NJ559> during the open enrollment period and follow the instructions on the home page to submit a pre-application. This is the only way to create a pre-application for the waiting list. 15,000 pre-applications will be selected through a lottery process for placement on the waiting list.

WHAT IS A PRE-APPLICATION?

A pre-application is the first step in applying to the HCV waiting list. The pre-application you submit will be entered into the lottery. You will be notified through an email of your status from the lottery. If you are not selected in the lottery, your pre-application will not be considered and will be inactive.

WHAT TIME DOES THE WAITING LIST OPEN FOR PRE-APPLICATIONS?

The open enrollment period for the waiting list opens on Monday, February 4, 2019 at 9:00 a.m. and remains open until Friday, February 8, 2019 at 5:00 p.m. Since pre-applications will be selected through a lottery process, it does not matter when you submit your pre-application as long as it is done during the open enrollment period. Every pre-application submitted during the open enrollment period has a chance of being selected during the lottery.

WHAT ARE THE HOURS THAT THE WEBSITE WILL ACCEPT PRE-APPLICATIONS?

The website <https://www.waitlistcheck.com/NJ559> will be accepting pre-applications 24 hours a day beginning Monday, February 4, 2019 at 9:00am until Friday, February 8, 2019 at 5:00pm. The website will close exactly at 5:00pm on Friday, February 8, 2019 at 5:00 p.m. No more applications will be accepted after 5:00pm.

CAN I APPLY TO MORE THAN ONE COUNTY?

Yes, but you must submit a separate application through the <https://www.waitlistcheck.com/NJ559> website for **each county**. You should also keep in mind that a preference is given to people applying in the county where they live.

WHY DO I HAVE TO CREATE AN ACCOUNT AT THE website <https://www.waitlistcheck.com/NJ559> ?

Creating an account allows you to come back to the website after you have submitted your pre-application and check on the status of your pre-application. You must save your account information so that you may return to the website and find out if your pre-application was selected through the lottery.

I DO NOT HAVE AN EMAIL ADDRESS. HOW DO I SUBMIT MY PRE-APPLICATION?

You cannot submit a pre-application without an email address. You must obtain a valid email address to make a pre-application. There are many free email services such as Yahoo, Gmail and Hotmail. When you begin your pre-application process through the website <https://www.waitlistcheck.com/NJ559>, there is a free email link where you can set up an email if you don't already have one.

CAN I USE MY SMART PHONE, IPHONE, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO MAKE AN APPLICATION?

Yes. As long as you can navigate to the website <https://www.waitlistcheck.com/NJ559> and enter information about yourself from your device, you can do it.

CAN I MAKE CORRECTIONS TO MY APPLICATION DURING THE ENROLLMENT PERIOD?

No.

I APPLIED TO ANOTHER HOUSING AUTHORITY USING WAITLISTCHECK.COM, DO I LOG IN USING MY EXISTING ACCOUNT INFORMATION TO SUBMIT MY PRE-APPLICATION TO DCA?

Yes.

WHAT INFORMATION WILL I NEED TO FILL OUT THE PRE-APPLICATION?

You will need the full legal names, social security numbers and dates of birth for all members in your household. You will also need to list all income received by every member in the household.

DO I HAVE TO ENTER NAMES AND INCOME ON MY PRE-APPLICATION?

Yes. You must answer all the questions and complete all the required fields in the pre-application. Your pre-application should list all the members of your household and all of your household's income including, but not limited to: Temporary Assistance to Needy Families (TANF), Social Security Retirement, Social Security Disability, Supplemental Security Income (SSI), pensions, child support, alimony, unemployment, temporary disability, wages, self-employment earning, etc.

I'M ELDERLY, WHAT TYPE OF ASSISTANCE CAN I GET TO COMPLETE A PRE-APPLICATION?

You may have a family member or friend assist you with the pre-application or you can contact one of the organizations listed on the Division of Aging's website for assistance using this link: <https://www.state.nj.us/humanservices/doas/home/saaaa.html>

I DON'T HAVE INTERNET ACCESS AT HOME - WHERE CAN I GO TO COMPLETE MY PRE-APPLICATION?

Free wireless connections are available at coffee shops, book stores, grocery stores, local libraries and community centers. If you don't have your own electronic device, you can use the computers at a local library and at most community centers. If you are currently in a long term care facility, please contact "I Choose Home NJ at (855) 466-3005.

I DON'T HAVE ACCESS TO TRANSPORTATION TO GET TO A WIRELESS CONNECTION LOCATION. CAN I COMPLETE MY PRE-APPLICATION OVER THE PHONE?

No. Pre-applications must be submitted online.

IF I HAVE QUESTIONS WHO SHOULD I CONTACT?

Dial 2-1-1 or text your zip code to 898-211 for assistance.

I WAS ON THE WEBSITE AND STARTED TO COMPLETE MY PRE-APPLICATION. I LOST THE INTERNET CONNECTION IN THE MIDDLE. HOW DO I GET BACK?

If you did not receive a confirmation receipt, you will need to start your pre-application again from the beginning.

THE WEBSITE IS UNAVAILABLE AND I CANNOT ENTER MY PRE-APPLICATION. WHAT SHOULD I DO?

Dial 2-1-1 or text your zip code to 898-211 to ask for information on the status of the website.

CAN SOMEONE ELSE SIGN UP FOR ME?

Yes. You can have a friend, family member or provider assist you in completing the pre-application but you must certify that all of the information being provided (dates of birth, income, etc.) is true.

IF MY CHILDREN LIVE WITH ME AND THEY ARE 18 YEARS OLD OR OLDER DO I HAVE TO INCLUDE THEIR INCOME?

Yes. All adult household members' income must be disclosed by entering it onto the pre-application.

HOW DO I REQUEST A REASONABLE ACCOMMODATION DUE TO A DISABILITY?

If you are disabled and need help applying for a pre-application, DCA will extend reasonable accommodations on a case-by-case basis and will take into consideration the disability and the need(s) of the individual(s). Our written policy is in our Administrative Plan which can be viewed online at: <https://www.nj.gov/dca/divisions/dhcr/publications/>. Please dial 2-1-1 or text your zip code to 898-211. You can also call DCA's Customer Service number at 609-292-4080, Option 1 or 8, for assistance.

I WANT TO SUBMIT A WRITTEN PRE-APPLICATION INSTEAD OF USING THE ONLINE PRE-APPLICATION. CAN I DO THAT?

No. The DCA will only be accepting pre-applications through the following website: <https://www.waitlistcheck.com/NJ559> .

I DON'T SPEAK ENGLISH OR DON'T SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE PRE-APPLICATION. CAN I GET AN APPLICATION IN ANOTHER LANGUAGE?

Yes. The pre-application is available in 90 languages. Go to the home page, <https://www.waitlistcheck.com/NJ559>. At the top right is a drop-down button that allows you to select the language you would like.

CAN I APPLY FOR RENTAL ASSISTANCE IF I OR A MEMBER OF MY HOUSEHOLD OWES MONEY TO DCA OR IF I OR A MEMBER OF MY HOUSEHOLD WAS TERMINATED BY DCA IN BAD STANDING?

Yes, depending on the previous situation or cause. If you were a previous participant of a DCA-administered rental assistance program and were terminated with cause or if you owed money to any of DCA's housing assistance programs you may not be eligible for participation. If you are selected by the lottery and your household is up for consideration, DCA will evaluate your previous circumstances.

CAN I APPLY FOR RENTAL ASSISTANCE IF I OR A MEMBER OF MY HOUSEHOLD HAS A CRIMINAL BACKGROUND?

Yes, however, if you were selected by the lottery and your household is up for consideration, a background screening will be done on each adult household member. An adult is an individual who is 18 years of age or older. DCA will evaluate any criminal history in accordance with the Administrative Plan which can be found at: <https://www.nj.gov/dca/divisions/dhcr/publications/>. “DCA will deny admission according to (24 C.F.R 982.553(a)(1)(a)(B)) if a household member’s illegal drug use or pattern of illegal drug use may threaten the health, safety or right of peaceful enjoyment of the premises by other residents; or if any household member has ever been convicted of a drug-related criminal activity for manufacturing or production of methamphetamine on the premises of federally assisted housing. (24 D.F. R 982.553(a)(1)(ii)(C))”. Please note that applicants will have the opportunity to provide evidence of rehabilitation or mitigating circumstances at the time of application to the program.

AFTER PRE-APPLICATION SUBMISSION:

HOW DOES THE LOTTERY WORK?

Each pre-application receives a preference according to the NJDCA’s Administrative Plan’s, which includes a preference for an applicant that lives in the county for which they are applying; if a member of the household has a disability; if a member of the household is a survivor of domestic violence; and if the applicant is a Veteran of the U.S. Military or if he/she is a surviving spouse of a veteran of the U.S. Military. The lottery process randomly selects from the highest scoring households, based on the preferences, to create the waiting list.

WHEN CAN I CHECK THE STATUS OF MY PRE-APPLICATION?

You can check <https://Waitlistcheck.com> on or after February 22, 2019 to learn if you were selected through the lottery.

CAN I PRINT MY PRE-APPLICATION?

Yes; you can print the application before submitting it.

WHAT HAPPENS IF I FORGET MY USER ID?

Your User ID is your email address.

WHAT HAPPENS IF I FORGET MY PASSWORD?

You can log on to <https://www.waitlistcheck.com/NJ559> and click the “Forgot Password” link and follow the onscreen instructions.

WHAT DOES “ACTIVE” STATUS MEAN?

Active status means you were selected by the lottery process and are on the waiting list.

WHAT DOES AN “INACTIVE” STATUS MEAN?

Inactive status means that you were NOT selected by the lottery process and are not on the waiting list.

CAN I MAKE UPDATES/CHANGES TO MY PRE-APPLICATION AFTER IT IS SUBMITTED?

Yes. You must submit changes such as name, address, email, or telephone number in writing or by emailing customer.service@dca.nj.gov or by sending the changes/updates in writing by regular mail to: Applicant Services Unit, P.O. Box 051, Trenton, NJ 08625.

CAN I BE SELECTED AND PLACED ON MORE THAN ONE COUNTY’S WAITING LIST?

Yes, but only if you applied to the other counties on-line and were selected through the lottery process.

WHAT HAPPENS ONCE I AM ON THE WAITING LIST?

When your name is reached on the waiting list you will be contacted by one of DCA’s Field Offices. DCA cannot predict how long it will take to reach your household on the waiting list. It depends on the rate of turnover of existing participants and the level of funding available. For this reason, it is very important that you keep your information current. This includes changes to your name, address, telephone number or email address. Failure to update your profile information may disqualify you. Disqualified households are removed from the waiting list. If you need to submit updates to your profile, you can send the changes/updates through our NEW portal at: [Assistancecheck.com](https://www.assistancecheck.com), once you received a PIN Number from our Agency. This will allow you to create an account for [Assistancecheck.com](https://www.assistancecheck.com). You can also email us at: customer.service@dca.nj.gov or send the changes/updates in writing through regular mail to: Applicant Services Unit, P. O. Box 051, Trenton, NJ 08625.

As housing assistance becomes available, DCA will contact you for an eligibility screening appointment. The screening process will determine if you meet the basic eligibility requirements to qualify for the program. If you meet the program requirements, you will receive an appointment to receive an explanation of the program and issued a voucher.