



Oakland Housing
Authority
Section 8 Waiting List Opening

Frequently Asked Questions:

1. Q. When will the Oakland Housing Authority (OHA) Section 8 waiting list open and close?

A. The waiting list will open **Tuesday, January 25, 2011 at 8:00 a.m.** and close on **Saturday, January 29, 2011 at 5:00 p.m.** Applications can only be made on-line at www.oakha.org

2. Q. Is this a first-come, first served process?

A. All applications will be accepted during the open waiting list dates. Upon the closing of the waiting list, all applications will be put into a computerized lottery process. The date or time of your submission will not affect your position on the waiting list.

3. Q. What do I need to complete an application?

A. A computer with internet access. Make sure you have all household members' basic information handy before you log into the system. The online application will only solicit the information needed (*such as identification of head of household, contact information, Income, OHA preference(s), assets and family composition*) to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list.

4. Q. What If I don't have computer/internet access?

A. To ensure that all Oakland applicants have access to the internet, the Authority will have computers available at both the OHA West District Offices (935 Union Street) and at Lockwood Gardens (1327 – 65th Ave). A Housing Authority staff person will be available to assist applicants at the kiosks every day 8:00 a.m. to 4:00 p.m. In addition, an Authority staff person will be on site to assist applicants at the nine Oakland Public Library locations during each branch's respective business hours.

5. Q. How do I apply?

A. Any prospective applicant wishing to apply for admission to the Section 8 program must submit an electronic application online. at www.oakha.org. This is a fully web-based application process; **no paper applications will be accepted.**

6. Q. How can I obtain assistance with the application process if I am an individual with physical or vision impairments and I don't have computer/internet?

A. Assistance will be provided to person(s) with disabilities. OHA will have computers available Tuesday thru Saturday 8 AM to 4 PM, from the first to the last day that the waiting list will be open. OHA staff will be at the nine public library sites with computers to assist

people applying online. Libraries are open at different times, so please check with each branch for their hours..

7. Q. Who is eligible to apply?

A. Low-income (50% AMI) individuals and families, seniors, and persons with disabilities are eligible to apply for the U.S. Department of Housing and Urban Development Housing Choice Vouchers. All applicants must be 18 years of age or older at the time of application *or* have minor status removed (emancipated adults) by marriage or previous court order.

8. Q. Do I have to live in Oakland to apply?

A. No. Anyone can apply.

9. Q. How do I verify that my application was submitted and accepted into the lottery process?

A. Once the completed application is submitted successfully into the online system; an electronic confirmation number will be generated for the application. Applicants can print a copy of their confirmation page which has the number identifying your unique application. You can also write the number down. Keep this number to document your application for your records.

10. Q. When will I be notified of the outcome of the lottery process?

A. All applicants whether accepted or rejected will be notified of their lottery results within 120 days from the closing of the waiting list.

11. Q. How will my position on the waiting list be determined?

A. Your position on the waiting list will be determined by lottery and assigned by preferences established by the Oakland Housing Authority. Preference(s) will be subject to verification.

First preference shall be given to Veterans.

Second preference shall be given to applicants whose head or co-head of household, or sole member, is disabled or 62 years of age and older.

Third preference shall be given to families living or working in the City of Oakland, California.

12. Q. What is the process once my application has been submitted?

A. Upon conclusion of the application period, OHA will assess the information provided by each applicant on the application to:

- a. Identify all eligible, completed applications.
- b. Date and time-stamp all applications identified as eligible and complete.
- c. Notify by mail, all applications that have been rejected for being either ineligible or incomplete.

13. Q. What will happen to the individuals currently on the active Section 8 Waiting List?

A. OHA is currently processing the remainder of the families on the 2006 waiting list; the list will be exhausted within two months. OHA is establishing a brand new list with this January 2011 opening.

- 14. Q. How do I inform OHA if I had a change of address after submitting my application?**
A. You must contact the OHA in writing to inform them of this change immediately and in order to remain active on the waiting list; it is your responsibility to keep your information current.
- 15. Q. Will households with undocumented members be eligible?**
A. Yes, only one **(1)** family member is required to have eligible residency status in order to be deemed eligible for our program.
- 16. Q. How do I submit an online application if I don't have a social security number because of my immigration status?**
A. The online application only requires the Head of household to have a valid social security number, however; if the head of household does not have a valid social security number, they can temporarily use the social security number of another family member which will be on the application with them. Please make sure the head of Household uses their own valid date of birth and name.
- 17. Q. Will the instructions be on the website?**
A. Yes, basic instructions to complete the application will be on the OHA website.
- 18. Q. What if I am homeless or using a relative's phone number? Will there be a place to enter a temporary phone number?**
A. This is acceptable provided that OHA is able to reach you; therefore, always make sure that we have your current contact information.
- 19. Q. Can I obtain an application in other languages?**
A. The online application is available in English and Spanish. Instructions about how to complete the application in Vietnamese, and Chinese are also available online.
- 20. Q. Does this online application system time out?**
A. Yes, the system will time out if there is no activity after 15 minutes. Try not to pause in the middle of the application. If you are timed out, you will have to start over. The application is not complete until you get a confirmation page.
- 21. Q. Are you anticipating system overload?**
A. The OHA contracted server has the capacity to handle all applications. It is the largest in the nation for housing authority use. Remember you can submit an application at anytime of the day or night, 24 hours while the waiting list is open.

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