



FREQUENTLY ASKED QUESTIONS

For The State Rental Assistance Program (SRAP)

ENROLLMENT PERIOD: Monday, January 13, 2025, at 9:00 a.m. until Friday January 31, 2025, at 5:00 p.m. Eastern Time.

GENERAL QUESTIONS:

1. WHAT IS THE SRAP PROGRAM?

The New Jersey State Rental Assistance Program (SRAP) is a state funded program that provides housing subsidies on behalf of very low-income New Jersey residents, for decent, safe and sanitary housing.

2. WHAT IS A SRAP PRE-APPLICATION?

A SRAP pre-application is the first step in the process to apply for the SRAP Waiting List. The pre-application you submit will be entered into the Lottery. If you are selected through the lottery, you will be notified via email of your selection then you will be placed on the waiting list and continue through the application process. If you are not selected by the Lottery, your pre-application will not be considered and will be marked inactive.

3. CAN I SAVE AN INCOMPLETE PRE-APPLICATION FOR LATER?

Yes, but you must complete and submit your pre-application before the deadline.

4. IF I HAVE QUESTIONS, WHO SHOULD I CONTACT?

You can contact the customer service for additional assistance at 609-292-4080, option 9 from 8:00 a.m. to 8:00 p.m, seven days a week or email us at: customer.service@dca.nj.gov. during the opening period.

5. HOW DO I APPLY FOR THE STATE RENTAL ASSISTANCE PROGRAM (SRAP)?

Go to <https://www.waitlistcheck.com/NJ559> during the open enrollment period and follow the instructions on the HOME page to submit a SRAP pre-application. This is the only way to start the application process.

6. DO I NEED TO BE A CITIZEN TO APPLY FOR SRAP?

To be eligible for SRAP, the head of household must be a US Citizen; or a Non-citizen who has been lawfully admitted to the United States.

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

The open enrollment period is from January 13, 2025, through January 31, 2025. That means that the waiting list opens on **Monday, January 13, 2025, at 9:00 a.m. and remains open until Friday, January 31, 2025, at 5:00 p.m.** SRAP pre-applications will be selected through a lottery process, therefore, it does not matter when you submit your pre-application, as long as you submit your pre-application during the open enrollment period. Every pre-application submitted during the open enrollment period has a chance of being selected during the lottery.

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

The <https://www.waitlistcheck.com/NJ559> website accepts pre-applications 24 hours a day beginning **Monday, January 13, 2025, at 9:00 a.m. until Friday January 31, 2025, at 5:00 p.m. Eastern Time.** The website will close exactly at **5:00 pm.**; no more applications will be accepted after 5:00 p.m.

9. DOES YOUR AGENCY PROVIDE THE SRAP PRE-APPLICATIONS IN DIFFERENT LANGUAGES TO APPLICANTS?

Yes, During the open enrollment period, the pre-application can be viewed in over 90 languages on-line at [waitlistcheck.com/NJ559](https://www.waitlistcheck.com/NJ559). At the top right is a drop-down button that allows you to select different language used on the SRAP pre-application

10. IS THERE A MINIMUM AGE REQUIREMENT WHEN APPLYING FOR THE STATE RENTAL ASSISTANCE VOUCHER?

Yes. You or your co-applicant must be at least 18 years of age; or be an emancipated minor.

11. WHAT IS A PREFERENCE?

A preference is a priority placement given to applicants for a specific preference; below are the preferences for the State Rental Assistance Program Waiting List:

Veteran Preference: A Veterans Preference is defined as United States Armed Forces Veterans discharged or released from active duty in the armed forces under honorable conditions are eligible for the veterans' preference. This means you must have been discharged under an honorable or general discharge. The surviving spouse of a United States Armed Forces Veteran who died outside of service is entitled to the same preference as the United States Armed Forces Veteran, up until he/she remarries.

Homeless Preference: A Homeless Preference is defined as individuals and families who are experiencing homelessness; at risk of experiencing homelessness; fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking; or were recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability; or a household who lacks a regular nighttime residence, lives in a shelter, car, abandoned building, hotel, or other nonresidential place. For a complete definition of homeless see the footnote below. ⁱ

Disabled Preference: A Disabled Preference is defined by (1) Documentation from the Social Security Administration that a member of the household is a disabled person who is receiving Social Security Disability or Supplemental Security Income benefits; or (2) Certification from a physician, on a Certification of Disability Form that a member of the household is a person with disabilities.

Elderly Preference: Elderly is defined as the Head of household who is 62 years of age or older.

Local and Residency Preference: Local and Residency preference is defined as a preference for admission of families that reside anywhere in a specified area, including families with a member who works or has been hired to work in the area (“residency preference area”) and to include the DCA’s determination that for the purposes of selection, residency will be decided on a county-by-county basis. For DCA, the specified area is New Jersey.

12. CAN I HAVE MORE THAN ONE PREFERENCE?

Yes, applicants can choose one or all preferences on the preliminary application that applies to them.

13. WHY DO I HAVE TO CREATE AN ACCOUNT AT THE WEBSITE?

<https://www.waitlistcheck.com/NJ559?>

An account is necessary to apply for assistance. In addition, creating an account allows you to come back to the website after you have submitted your SRAP 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.

14. I DO NOT HAVE AN EMAIL ADDRESS. HOW DO I SUBMIT MY SRAP 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. In addition, we have a link to a free email service on the pre-application once you log into <https://www.waitlistcheck.com/NJ559>. If you have any questions, please call 609-292-4080, option 9, between 8:00 a.m., and 8:00 p.m. Seven days a week or email us at: customer.service@dca.nj.gov. during the opening period.

15. CAN A VETERAN CHOOSE MORE THAN ONE PREFERENCE?

Yes, a Veteran can choose all of the preferences that he/she qualifies for and will be given the highest priority placement on the waiting list.

16. I AM LIVING WITH FAMILY/FRIENDS AND MOVING FROM PLACE TO PLACE, AM I CLASSIFIED AS HOMELESS?

Yes. (For homeless preference, see question #11)

17. I AM HOMELESS WHAT ADDRESS SHOULD I USE?

If you do not have an address, please ask a family member or friend if you can use their address. You can also use a homeless shelter, transitional housing agency address or a caseworker's address. If you do not have any of the above, you can type in "homeless" and include the town or city you are located in at the time of submission of the pre-application.

18. CAN I USE MY SMART PHONE, iPhone, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO MAKE A SRAP PRE-APPLICATION?

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

19. CAN I MAKE CORRECTIONS TO MY SRAP PRE-APPLICATION DURING THE ENROLLMENT PERIOD?

No, not during the open enrollment period; if your pre-application is selected via the random lottery process and you are placed on a waiting list, then you can update your pre-application via Assistance check or by emailing DCA at Customer.Service@dca.nj.gov or by regular mail at: DCA-DHCR, Application Service Unit, 101 South Broad Street, P. O. Box 051, Trenton, NJ 08625-00501.

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

Yes.

21. WHAT INFORMATION WILL I NEED TO FILL OUT THE SRAP 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.

22. DO I HAVE TO ENTER NAMES AND INCOME ON MY SRAP 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 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.

23. DO I HAVE TO REPORT ALL ASSETS, INCLUDING BANK ACCOUNTS ON THE SRAP PRE-APPLICATION?

Yes. you are required to report all household assets, including any stocks, bank accounts, for all household members, including minors. DCA will use the interest earned from the assets when calculating your household income.

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

You can have a family member or friend assist you with the SRAP pre-application or you can contact one of the organizations listed at the Division of Aging website for assistance using this link: <https://www.nj.gov/humanservices/doas/>.

You can also contact the Department of Aging at 1-800-792-8820 or DCA's call center at 609-292-4080, option 9 between 8:00 a.m. and 8:00 p.m. seven days a week or email us at: customer.service@dca.nj.gov. during the opening period.

25. I DO NOT HAVE A HOME COMPUTER. WHAT TYPE OF ASSISTANCE CAN I GET TO COMPLETE A SRAP PRE-APPLICATION?

You may have a family member or friend assist you with the SRAP pre-application. You can also go to the local public library or call Division of Housing Community Resources, Customer Service Unit at 609-292-4080, Option 9 for assistance from 8:00 a.m. to 8:00 p.m. seven days per week or email us at: customer.service@dca.nj.gov. during the opening period.

26. I DO NOT HAVE INTERNET ACCESS AT HOME. WHERE CAN I GO TO COMPLETE MY SRAP PRE-APPLICATION?

Free wireless connections are available at coffee shops, bookstores, grocery stores, local libraries, and community centers. If you do not 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 or log onto this link: <http://www.ichoosehome.nj.gov/>. You can contact the DCA customer service for additional assistance at 609-292-4080, option 9 from 8:00 a.m. to 8:00 p.m., seven days a week or email us at: customer.service@dca.nj.gov. during the opening period.

27. I DO NOT HAVE ACCESS TO TRANSPORTATION TO GET TO A WIRELESS CONNECTION LOCATION. CAN I COMPLETE MY SRAP PRE-APPLICATION OVER THE PHONE?

No. Pre-applications must be submitted online unless you are disabled or elderly and require a reasonable accommodation. You can contact the DCA customer service for additional assistance at 609-292-4080, option 9 from 8:00 a.m. to 8:00 pm. seven days a week or email us at: customer.service@dca.nj.gov. during the opening period.

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

If you did not receive a Receipt Page, you must re-submit the SRAP pre-application from the beginning.

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

Wait a few minutes then try again.

30. CAN SOMEONE ELSE SIGN UP FOR ME?

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

31. 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 needs to be disclosed on the pre-application.

32. 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 Reasonable Accommodation policy is in our Administrative Plan which can be viewed online at: [Plans and Publications](#) You can also call DCA-Customer Service number at 609-292-4080, option 9 for assistance from 8:00 a.m. to 8:00p.m. seven days a week or email us at: customer.service@dca.nj.gov during the opening period.

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

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

34. I DO NOT SPEAK ENGLISH OR I DO NOT SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE SRAP PRE-APPLICATION. CAN I GET AN APPLICATION IN ANOTHER LANGUAGE?

Yes, the pre-application is available in 90 different languages. Go to the Home page found at <https://www.waitlistcheck.com/NJ559> . At the top right is a drop-down button that allows you to select different language used on the pre-application.

35. WHAT IS THE DIFFERENCE BETWEEN SRAP VOUCHER AND A SECTION 8 VOUCHER?

The SRAP voucher can only be used in the State of New Jersey and is open only to New Jersey Residents; Section 8 Voucher can be used through-out the U.S. and its territories.

36. WILL DCA ASSIST WITH FINDING APPLICANTS WITH LOCATING SUITABLE HOUSING?

No, however you can go online to New Jersey Housing Resource Center at <https://nj.gov/njhrc> or, go to Zillow.com or Rent.Com.

37. I AM A MINOR, BUT I AM EMANCIPATED, CAN I APPLY?

Yes.

38. I AM NOT A U.S. CITIZEN, CAN I APPLY?

Yes, you can apply if you are a legal resident and have permanent status to live in the United States or have eligible immigration status.

39. CAN I APPLY FOR RENTAL ASSISTANCE IF A MEMBER OF MY HOUSEHOLD or I HAVE 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 Section 5:42-4.1 - Denial of admission or termination of assistance.

40. CAN I PRINT MY SRAP PRE-APPLICATION?

Yes, as soon as you finish completing your pre-application you can print it before submission.

41. WHAT DOES "ACTIVE" STATUS MEANS AFTER SUBMITTING A PRE-APPLICATION?

This means that your pre-application was successfully submitted, and you will receive a Receipt page. However, this is only for submission of your pre-application. After the lottery is conducted, and if you were **not selected**, your status will then go to **Inactive status**.

42. HOW DO I KNOW IF MY PRE-APPLICATION WAS SUCCESSFULLY SUBMITTED?

Once you click the submit button you will receive a Receipt Page, (retain receipt for your records). If you do not receive the Receipt Page, your pre-application **WAS NOT** successfully submitted. You have to re-submit your SRAP pre application.

43. WHAT IS THE NEXT STEP AFTER SUBMITTING A SRAP PRE-APPLICATION?

After the Open Enrollment period ends, a random lottery will be completed to select applicants for placement on the State Rental Assistance Program (SRAP) waiting list. DCA will notify you if you were or were not selected via emails.

You can also go online to: <https://www.waitlistcheck.com> after **February 14, 2025**, using the same credentials you used when you applied for the SRAP pre-application to see your status.

ⁱ SEC. 103. [42 USC 11302]. GENERAL DEFINITION OF HOMELESS INDIVIDUAL. (a) IN GENERAL.—For purposes of this Act, the term “homeless”, “homeless individual”, and “homeless person” means: 1) an individual or family who lacks a fixed, regular, and adequate nighttime residence; (2) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (3) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing); (4) an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided; (5) an individual or family who—(A) will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by, (i) a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days; (ii) the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or (iii) credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause; (B) has no subsequent residence identified; and (C) lacks the resources or support networks needed to obtain other permanent housing; and (6) unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who, (A) have experienced a long term period without living independently in permanent housing, (B) have experienced persistent instability as measured by frequent moves over such period, and (C) can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental

health conditions, substance addiction, histories of domestic violence or childhood abuse.