

FREQUENTLY ASKED QUESTIONS FOR AFTER LOTTERY SUBMISSION FOR THE NEW JERSEY STATE RENTAL ASSISTANCE PROGRAM (SRAP) PRE-APPLICATIONS

1. HOW DOES THE LOTTERY WORK?

All application selected will be through a random computerized selection process.

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

You can check <https://waitlistcheck.com> on or after **February 14, 2025**, to learn if you were selected through the lottery.

3. WHO or WHERE CAN I CONTACT IF I HAVE QUESTIONS REGARDING ACCEPTANCE ON THE SRAP WAIT LIST?

You can call 609-292-4080, option 9 or email DCA at: customer.service@dca.nj.gov

4. WHAT HAPPENS IF I FORGET MY USER ID?

Your User ID is your email address.

5. WHAT HAPPENS IF I FORGET MY PASSWORD?

On <https://www.waitlistcheck.com/> home page click the “Forgot Password” link and follow the onscreen instructions.

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

Yes. You can submit changes such as name, address, email, telephone number through an email at: customer.service@dca.nj.gov or via regular mail to: Applicant Services Unit, P.O. Box 051, Trenton, NJ 08625. However, these changes can only be made after the open enrollment period and if your SRAP- pre-application was selected via the lottery.

7. WHAT DOES “ACTIVE” STATUS MEAN AFTER LOTTERY?

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

8. WHAT DOES AN “INACTIVE” STATUS MEAN AFTER LOTTERY?

Inactive status means that you **were NOT selected** by the lottery process.

9. WHAT HAPPENS ONCE I GET ON THE WAITING LIST?

When your name and or number 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 information to DCA portal at: Assistancecheck.com using the User Name that you provided when your created your waitlistcheck account; or email us at: customer.service@dca.nj.gov or via 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 a voucher.

10. CAN I RE-APPLY IF I WAS NOT SELECTED TO THE SRAP WAIT LIST?

Yes, when DCA conducts its next open enrollment for rental assistance you can apply for either the SRAP or for the Housing Choice Voucher (Section 8) Program.

11. CAN I BE SELECTED AND PLACED ON MORE THAN ONE WAITING LIST?

Yes, if you were selected through the lottery process.