



FREQUENTLY ASKED QUESTIONS

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

Go to is <https://www.waitlistcheck.com/NJ559> during the open 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 for placement on the waiting list.

WHAT IS A PRE-APPLICATION?

A pre-application is the first step in creating an application. The pre-application you submit will be entered into the lottery. You will be notified via email of your selection in the lottery and then you will continue through the application process. If you are not selected in the lottery, your pre-application will not be considered and will be marked inactive.

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

The open enrollment period is from February 4, 2019 through February 8, 2019. That means that 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. Because 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 <https://www.waitlistcheck.com/NJ559> website accepts 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; no more applications will be accepted after 5:00pm.

CAN I APPLY TO MORE THAN ONE COUNTY?

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

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

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, there is a free email site where you can set up an email if you don't already have one. Also, we have a link to a free email service on the application

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.

IF I HAVE APPLIED TO ANOTHER HOUSING AUTHORITY USING WAITLISTCHECK.COM, DO I LOG IN USING MY EXISTING ACCOUNT INFORMATION TO SUBMIT MY 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 at the [Division of Aging](#) (link) for assistance.

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.

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 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 number, you will need to start completing 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 to ask for information on the status of the website.

CAN SOMEONE ELSE SIGN UP FOR ME?

Yes. You can have a friend or family member 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 needs to 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 call DCA's Customer Service number at 609-292-4080 for assistance.

I WANT TO SUBMIT A WRITTEN PRE-APPLICATION INSTEAD OF USING THE ONLINE PRE-APPLICATION SHOWN AT [is https://www.waitlistcheck.com/NJ559](https://www.waitlistcheck.com/NJ559) CAN I DO THAT?

No. The DCA will only be accepting pre-applications through the online website.

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?

The pre-application is available in 90 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.

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; however, 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. Your case cannot proceed unless you have paid back any amounts owed.

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/>

AFTER PRE-APPLICATION SUBMISSION:

HOW DOES THE LOTTERY WORK?

Each pre-application receives points according to if the applicant lives in the county for which he/she is applying; if he/she is disabled, or a member of the household is disabled, or if a member of the household is a victim of domestic violence; if the applicant is a Veteran of the U.S. Military or if he/she is a surviving spouse of the U.S. Military. The computer adds up all the points for each household, then randomly selects from the highest scoring households 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 from 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?

On the <https://www.waitlistcheck.com/NJ559> home page 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

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

Yes. You must submit changes such as name, address, email, telephone number through our NEW portal at: Assistancecheck.com once you received a PIN Number from our Agency, which allows you to

create an account for Assistancecheck; or you can email us at: customer.service@dca.nj.gov or via 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 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 our **NEW** portal at: Assistancecheck.com once you received a PIN Number from our Agency, which allows you to create an account for Assistancecheck; 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.