

Applicant Portal – Frequently Asked Questions

Applications for the Housing Choice Voucher / Project Based waiting list are managed online through the **Yardi RentCafe Applicant Portal**. Applicants can apply, check status, and update information through their portal account.

[PBV FAQs](#)

[HCV FAQs](#)

Most Common Questions

How do I apply for the waiting list?

When the waiting list is open, applications must be submitted online through the **Applicant Portal**. Applications are not accepted in person, by mail, or by email.

How will I know when the waiting list is open?

Pre-register your household information when the waiting lists are closed. By pre-registering, you will be notified by email when the waitlist is opened. Complete the pre-application and select WLNews to receive email notification and other news regarding waiting list openings and other housing opportunities.

Can I apply to different waiting lists?

Yes, you may apply to different waiting list. You will use one electronic pre-application to apply for different properties or waiting lists. AAHC maintains one waiting list for all AAHC-owned Project-Based Voucher (PBV) properties. To apply, select the **AAHC Owned PBV** waiting list. If you are interested in other properties not owned by AAHC, simply select the appropriate waiting list for those properties or different waiting list.

How do I check if I'm still on the waiting list?

Log into your portal account and select **Application Status**.
If your application is active, it will show as **“Waiting List – Active.”**

Can I see my number on the waiting list?

Yes, you can see your waiting list position. **Your position on the list may move** based on program funding, preferences, and eligibility requirements, which may change for any applicant at any time.

How long is the waiting list?

Waiting times vary and may take **several months or several years** depending on funding availability and the unit vacancies.

Updating Your Information

How do I update my phone number, email, or address?

Log into your portal account and update your **profile information**.

Important: If your contact information is not current, the housing commission may not be able to reach you when your name is selected.

Can I add or remove household members?

Yes. Household information can be updated through your portal account.

What if I moved?

You must update your address in the portal as soon as possible to continue receiving program notifications.

When Your Name is Selected

How will I know if my name is selected?

You will receive a **notification through the portal, by mail, or by email** asking you to begin the eligibility review process.

What happens after my name is selected?

You will be asked to submit documents verifying:

- Household members
 - Income
 - Identification
 - Social Security numbers
-

How long do I have to respond?

Each notice will include a deadline. If you **do not respond by the deadline**, your application may be removed from the waiting list.

What happens if I'm removed from the waiting list.

You will receive notice in the mail that you have been removed from the waiting list. You have 14 days from the date of the notice to appeal. Applicants may reapply to the waiting list when the waiting list reopens.

Top 10 Mistakes Applicants Make (That Can Delay or Remove an application)

- Not updating email or phone number
 - Forgetting portal login information
 - Missing document upload deadlines
 - Entering incorrect Social Security numbers
 - Uploading blurry or incomplete documents
 - Not checking the portal regularly
 - Submitting duplicate applications
 - Not reporting household changes
 - Ignoring portal notifications
 - Waiting too long to respond when selected
-

I cannot log in to my account.

Try the following:

- Try a different internet browser
- Use a different device (phone or computer)

If you still cannot access your account, contact the housing commission for assistance.

Important Reminder

Applicants are responsible for **keeping their contact information current and checking the portal regularly** for updates or requests from the housing commission