

HOUSING AUTHORITY OF BALTIMORE CITY WAITING LIST UPDATE

FREQUENTLY ASKED QUESTIONS

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HABC Admissions and Leasing Office Telephone Number: (410) 396-3225

Important Information Regarding Your Application for Public Housing

The Housing Authority of Baltimore City ("HABC") is conducting an update of its Public Housing waiting list and its Mixed Population waiting list. These Frequently Asked Questions ("FAQs") address the Public Housing waiting list update. As a result of this update, you will be required to update the information on your application and make waiting list selections. HABC offers applicants **on the Public Housing waiting list** the option of selecting from: **(1) the Centrally-Administered Location-Based Waiting Lists ("CALBWL");** and **(2) the Centrally-Administered First Available Unit Waiting List (the "First Available Waiting List").** These two waiting lists are described in more detail below.

Please note that in HABC's **Admissions & Continued Occupancy Policies** (the "**ACOP**"), the First Available Waiting List is also referred to as the CAFAWL.

Applicants may choose either the CALBWL or First Available Waiting List options. Applicants may **not** be listed on both. The questions and answers below provide helpful information to assist you in updating your application and in making your waiting list selection. You must complete your update and waiting list selection to be on any waiting list.

GENERAL APPLICATION AND WAITING LIST UPDATE QUESTIONS AND ANSWERS

1. Does it matter whether I complete the update on-line or by telephone update?

No. You can choose which method to use to complete the update. However, HABC recommends that you update your application by using the on-line option because this option is more efficient for both applicant families and HABC. If you are a person with a disability and need assistance in completing the update because of your disability, you may call **(443) 984-3262**.

2. What happens if I don't complete the waiting list update?

If you wish to remain on the waiting list for public housing, you must complete the waiting list update by the date listed on your update letter. If you do not complete the update, your name will be removed from the waiting list and you will have to reapply when the waiting list reopens.

3. What if I have questions, who do I contact?

If you have questions on updating your application and/or selecting a waiting list option, you should contact the HABC's Admissions and Leasing Office at **(410) 396 - 3225**.

4. Is there any advantage to completing the update right away as opposed to waiting until the last day of the update period?

You must be sure to complete the update by the date listed on your update letter. During this update, all applicants keep their original application date and time, so there is no advantage to updating within the first few days of the update. However, if you complete the update right away, you will be sure that you have updated your application before the deadline.

5. How many waiting lists records will I be able to have for my household?

You will only be able to maintain one waiting list record. Individuals listed on your application will not be able to create a separate waiting list record unless they have applied for HABC public housing separately and are currently active on the HABC public housing waiting list.

6. Will I receive confirmation for my update and waiting list selection?

Yes. After you update your application, you will receive an email (only if you have provided an email address) confirmation stating that your application has been submitted. Please allow 24 hours for your updated changes to process in our system to be able to see your changes on-line. After HABC has completed the waiting list

updates for the CALBWL and Firs Available Waiting List, HABC will mail you a letter to confirm receipt of your update and confirmation of your waiting list selections.

7. Will I be able to update my application after the initial on-line update?

Yes, you will be able to update your application at any time after the initial update. Please note that some changes that you make to your application will result in a new date and time of application, where other changes may not. For example, if you select one waiting list and later change your mind and select a different waiting list, you will be placed on the different waiting list based on the date and time you made the change. When your application date changes, your time on the waiting list will likely be longer. **Refer to section labeled Waiting List Options for further information on changes to your application.**

8. How can I contact the HABC Admissions and Leasing Department?

You may contact the HABC Admissions and Leasing department via phone, email, US mail, or fax. Contact information:

- **Admissions and Leasing Office telephone number: (410) 325-3225**
- **Application Update Call Center: (443) 984-3262**
- **Email: habc.hao@habc.org**
- **Fax Number: (410) 244-6083**
- **US Mail:** Mail must be addressed as follows:

HABC Admissions and Leasing

1225 W. Pratt Street

Baltimore, MD 21223

ON-LINE APPLICANT PORTAL QUESTIONS AND ANSWERS

9. How do I complete the update on-line?

If you choose to complete the update on-line, you will go to HABC's online applicant portal at <https://habc-onthelist.myhousing.com/>. You must register to create a username and a password by putting in your personal information and entering your **Entity ID, which is located on your update letter**. If you no longer have the letter, you can call HABC's Admissions and Leasing Office at **(410) 396-3225** or call the Application Update Call Center at **(443) 984-3262** to obtain the Entity ID. After you have created your password and username, you will use your password and username to log into the portal.

After you log in, you will select the "**Update Your Application**" button, which will take you to the **Welcome Page** where you will be prompted to enter an **Agent Code**. The **Agent Code** is located on the second page of your letter (in item 7. **In order to make your waiting list selection(s), you will need to enter the Agent Code.** **If you no longer have your letter, you can call HABC's Admissions and**

Leasing Office at **(410) 396-3225** or call the Application Update Call Center at **(443) 984-3262** to obtain the **Entity ID**.

After you enter the Agent Code, you will be asked to update information about your family, address, preferences and waiting list options.

10. What if I have a question when completing the update on-line?

Each screen on the applicant portal includes a **Need Help** option (located at the bottom of each page) to answer questions about the information being requested. If you still have questions after using the **Need Help** option, you can call HABC's Admissions and Leasing Office at **(410) 396-3225** or the call the Application Update Call Center at **(443) 984-3262**.

11. What do I do if I forget my username or password?

If you forget your username or password, you will have to go to HABC's applicant portal at <https://habc-onthelist.myhousing.com/> and select the **Forgot Password** option. You will have the option to have an email (if you have an email address) sent to you confirming your username and providing a temporary password. **You must enter your email address during initial registration in order to use this option.**

If you did not enter an email address, then you select **Answer Security Questions**. You will enter your **First Initial, Last Name, Date of Birth** and **Social Security Number**. You will then be prompted (asked) to enter your **Entity ID (located on your update letter)**. The portal will then provide your username and prompt you to enter a new password. If you have lost your update letter and do not remember your Entity ID, you must contact the HABC Admissions and Leasing Office at **(410) 396-3225** or the call the Application Update Call Center at **(443) 984-3262**.

12. How do I change my username or password?

You will not be able to change your username. However, you will be able to change your password after you have logged into the portal. Once in the portal, you will have access the "**Your Account**" tab from the Home page. You will have to enter your current password, then enter a new password twice as confirmation. (Although you will not be able to change your username, see Question 10 on how to get your username if you forget it.)

13. Can I start the update on-line and then leave and finish it later? Will it save my information if the update is not complete?

Yes, you will be able to leave your application and come back to finish the update. Please keep in mind that for the initial online update, **you must complete the waiting list update by the deadline date on your update letter**. If you do not complete the update by the deadline in the update letter, your name will be removed from the waiting list and you will have to reapply when the waiting list reopens.

14. If my family information changes, can I make the change on the applicant portal?

Yes, once you have logged into the portal, you can make changes to your family information and/or waiting list selections. Changes to your family's information will not affect your position on the waiting list.

15. If I mistakenly change or remove information from my application will I be able to re-enter that information?

Yes, if you mistakenly change or remove any information relating to household members other than your Head of Household, Co-Head or Spouse, you will be able to re-enter the information. You will not be able to change or remove information for the Head of Household, Co-Head, or Spouse. If you wish to change or remove information for the Head of Household, Co-Head, or Spouse, you will need to contact HABC's Admissions and Leasing Office at **(410) 396-3225** or the call the Application Update Call Center at **(443) 984-3262**.

ASSISTANCE WITH THE WAITING LIST UPDATE QUESTIONS AND ANSWERS

16. Am I able to come into the office to update my application?

Due to the COVID-19 pandemic and social distancing measures, no walk-ins will be accepted at this time. Office visits will be limited to appointments scheduled by HABC staff.

17. Can I update my application via telephone?

Yes, you may update your application over the phone by calling **(443) 984-3262 Monday through Friday** between the hours of **9:00 am – 4:00 pm**. Waiting times to speak with an HABC staff person on the telephone will vary based on the number of calls received.

Please note that if you choose the telephone update option, **you must have all required information available and you must be prepared to provide your waiting list selections at the time of your call**. Callers who have not picked their waiting list selections will be asked to call back.

WAITING LIST OPTIONS QUESTIONS AND ANSWERS

18. What are the types of waiting list options that I have?

HABC offers the Centrally-Administered Location-Based Waiting List ("CALWBL") and the First Available Waiting List. Both of these options are described in the questions and answers below.

19. What are Centrally-Administered Location-Based Waiting Lists ("CALBWLs")?

HABC maintains a CALBWL for each family location covered under HABC's Admissions and Continued Occupancy Policies ("ACOP") (the ACOP link is <https://www.habc.org/habc-information/plans-reports-policies/plans-reports-policies/>). Applicants may be listed on up to three CALBWLs by selecting up to three location where they want to live.

20. Can I select any CALBWL?

No, you may only select the CALBWLs for locations that have the **appropriate unit size for your family's size** and for which your family is eligible based on family composition. For example, a family who qualifies for a one-bedroom unit may not select a site with only three-bedroom units. Additionally, elderly only developments may only be selected by households whose head, co-head or spouse is elderly (62 years of age and older).

21. How does the CALBWL option work?

CALBWLs will allow applicants to select up to three locations where they want to live. The CALBWL option is for applicants who only want specific locations for housing. This means that when your name comes to the top of the waiting list for one of the locations you have chosen, you will be called to view the available apartment and you must accept the apartment offer unless you have **good cause (see below for explanation of good cause)** to refuse the offer. **If you refuse the apartment offer and you do not have good cause for doing so, you will be removed from the CALBWL waiting lists.**

22. What is a good cause?

Good Cause is defined in the ACOP as refusing a unit because: (1) of inaccessibility to source of employment or children's day care; (2) for families who have a family member with a disability, of inaccessibility to the medical provider or service provider as verified by the family member's healthcare provider; (3) of temporary hospitalization or recovery from illness of the principal household member, other household members or a live-in aide necessary to care for the principal household member, as verified by the healthcare provider; (4) the unit is inappropriate for the applicant's disabilities (verification from the healthcare provider may be required); (5) there is a change to the school which covers the development selected and the parent/guardian no longer finds the location selection appropriate; or (6) other circumstances that are determined by HABC's Admissions and Leasing Office to prevent the applicant from occupying the apartment as may be verified by an independent third party.

23. If I choose the CALBWL option, do I have to choose three locations?

If you choose the CALBWL option, you may choose one, two, or three locations where you want to live. If you are offered housing at any one of the locations you choose and you refuse the location offered without good cause, your name will be withdrawn from the CALBWLs.

24. Where can I get information on the different locations?

HABC has location information sheets that contain information about each location, including the approximate waiting time for each bedroom size, local schools, nearby healthcare providers, transportation and other services at the location and in the vicinity. The location information sheets are available at the location management office or online at <https://www.habc.org/habc-information/programs-departments/public-housing/map-of-properties/>. You may also obtain

location information sheets from the HABC Admissions and Leasing Office by calling **(410) 396-3225**.

25. Can I choose a specific unit address, not just the development?

No, you cannot choose a specific unit within a development. When you choose a development, you are indicating that you wish to be considered for any unit within the development.

26. Can I determine the order for the developments that I choose?

No. If you choose more than one development, you cannot dictate the order of selection. You will be called to view an available apartment when your name reaches the top of any one of the CALBWLs that you selected.

27. Can I switch location selections at any time?

Yes, you may change your CALBWL site selections at any time. However, your date and time of application will be updated to reflect the date you made the change. Your position on the waiting list for the new location you choose will be updated to reflect the date on which you made the change.

If a family reports a change in family composition while on the waiting list, the family will retain the date and time of application, but the family's position on the waiting list will be updated to reflect the updated information/selection.

28. What is the First Available Waiting List?

The First Available Waiting List is the other waiting list maintained by HABC that includes each location on the CALBWL. Applicants who wish to be considered for the first available unit at any of the locations listed on the CALBWLs may select the First Available Waiting List.

29. How does the First Available option work?

The First Available option is for applicants who wish to be housed more quickly and therefore will accept the first unit offered. What First Available means is that when your name comes to the top of the waiting list for any location for which you qualify, you will be called to view the available apartment and you must accept the apartment offer unless you have good cause to refuse the apartment offer. If you refuse the offer, without good cause, your name will be removed from the waiting list. You would have to reapply for HABC public housing when the HABC public housing waiting list reopens if you remain interested in HABC public housing.

30. Can I switch from a CALBWL to the First Available Waiting List or vice versa?

Yes, you may switch from the CALBWLs to the First Available Waiting List or switch from First Available Waiting List to the CALBWLs. Your date and time of application will change to reflect the date you made the change. Your position on the applicable waiting list(s) will be updated to reflect the date you made the change.

31. What if my name is also on the Centrally Administered Mixed Population and Bailey Waiting List (CAMPBWL) and/or the Housing Choice Voucher (HCV) program waiting list(s)?

Information submitted through the Applicant Portal will be added to all of the HABC waiting list(s) on which you are listed. However, you should also respond to any letters you receive from HABC regarding your status on any HABC waiting list on which you are listed.

32. If my name is not on the Public Housing waiting list but on a different waiting list(s), am I able to register on the portal and update my application?

Yes. The Applicant Portal is designed to allow any individual with an active housing application with HABC to register and create an account. After you register on, and log into, the Applicant Portal, you will click the "**Update My Application**" button. Once you are on the **Welcome Page**, you will click the "**Get Started**" button. Then you will be able to update your family information and current address.

33. Am I able to update my application without entering an Agent Code?

Yes, you will be able to update information pertaining to your family and current address. However, you will not be able to update your waiting list selection(s). In order to make changes to your waiting list selection(s), you must enter the Agent Code on the **Welcome Page** of the Applicant Portal. The Agent Code is located on the second page of your update letter.

34. What if my name is not on the Public Housing waiting list, am I able to apply now?

The HABC waiting list for Public Housing is currently closed and HABC is not accept applications for Public Housing while it is closed. That means only individuals who already have an active Public Housing application may choose from the CALBWL or the First Available waiting list options.

35. Will my position on the waiting list change once I submit this update?

Your date and time of application will not change as a result of this update. However, your waiting time will be affected based on the development options you select.

36. What if my family size changes while I'm on the waiting list?

Changes in family size (both addition and removal of household members) must be reported to HABC and will not result in a change to your date and time of application. Applicants may report changes in family composition via HABC's online portal, telephone, US Mail, fax, or by scheduling an appointment. Refer to **Question 8** for HABC contact information.

If the change in family size means that your family needs a smaller or larger apartment, you will need to check your site selection to make sure that the sites that you have chosen have units with the number of bedrooms your family needs. If a change in family composition does affect the unit size (i.e. the number of bedrooms) applicable to your family, your waiting list time may change if there are a

lot of other applicants who have selected the same location and need the same size apartment.

Again, HABC will not change the date and time of your application as a result of changes in family composition.

37. What are local admission preferences and how do they affect my time on the waiting list?

Federal law allows public housing authorities to have local preferences, which are used to prioritize applicants on the waiting list. HABC has established local preferences to give priority to serving families who qualify for HABC's admission preferences. Certain preferences apply only to the head of household, co-head and/or spouse and others apply to any family member. HABC's admission preferences include employment, elderly households, veterans, engagement in a job training program, disability and a residency preference for those who live, work or have been hired to work in Baltimore.

38. What if my admission preference changes while I'm on the waiting list?

Changes in admission preference claims (i.e. the applicant claimed an employment preference and now the applicant is not employed) must be reported to HABC. Applicants may report changes via HABC's online portal, via US Mail, fax, or by scheduling an appointment. Applicants who are no longer able to claim a local preference will have their waiting list position updated to reflect the removal of the admission preference; however, they will retain their date and time of application. A change in preference may result in a longer waiting time.

39. What do I do if I need an apartment that is wheelchair accessible or I need modifications made to the apartment to accommodate a disability?

HABC has wheelchair accessible units and can also provide modifications to units such as grab bars or hand-held showers. The application update webpage has fields available where applicants can enter information related to the need for an accessible unit and/or unit modification.

40. Who may live at a development labeled as a "Family Locations?"

All applicants may live in family locations provided the development has the appropriate bedroom size for your household composition based on HABC's occupancy standard policies.

41. If I am a single person household will I be able to rent a 1-bedroom unit?

You may be assigned a zero- or one-bedroom unit. If a zero-bedroom unit is available first, you will be offered the zero-bedroom unit.

42. How do I know how many bedrooms my family qualifies for?

The table and policies below should be used by applicants to determine the number of bedrooms their family qualifies for. If you select CALBWLs, do not choose developments that do not have appropriately sized units for your family.

HABC does not determine who shares a bedroom but there must be at least one person per bedroom. Below are HABC's general guidelines for determining unit size.

Bedroom Size	Minimum Persons in Household:	Maximum Persons in Household:
0	1	2
1	1	2
2	2	4
3	3	6
4	4	8
5	6	10
6	8	12

Generally, HABC will assign a unit within the following guidelines:

- Single person families shall be allocated a zero or one bedroom.
- A same or opposite sex couple who is married, has an interdependent relationship or domestic partnership will be allocated a zero or one bedroom.
- Other than adults who are married, have an interdependent relationship or domestic partnership, adults of the opposite sex will not be required to share a bedroom.
- Household members of the same sex who are seven or more years apart will not be required to share a bedroom, although they may share a bedroom at the family's request.
- Two household members of the same sex who are less than seven years apart will be allocated one bedroom.
- Children of the opposite sex will not be required to share a bedroom.
- Foster children, appropriately documented, will be included in determining unit size only if they will be in the unit for more than 180 calendar days per year.
- Live-in aides will generally be provided a separate bedroom but HABC will not approve additional bedrooms for the live-in aide's family members. Refer to **Question 43** for information on live-in aides.
- Space may be provided for a student who is away at school but who lives with the family during school recesses.
- Space will not be provided for a family member who will be absent for more than 180 cumulative calendar days in a twelve-month period, except for family members who have been called to active duty. In the case where a family member has been called to active duty, the family composition will remain unchanged even if the family member is absent from the unit for more than six months. After one year, HABC may reevaluate the situation and may take action to transfer the family to another unit based on the family's composition.

43. What is a Live-in Aide?

A live-in aide is an individual who is essential to the care and well-being of an elderly person(s) or a person(s) with disabilities in the household as verified in writing by a health professional, is not obligated for the support of the person, would not be living in the unit except to provide care for the person, is 18 years of age or older and can demonstrate current residency in good standing by providing a landlord reference. Live-in aides are not considered to be a family member and have no rights or benefits under the program. For more information pertaining to live-in aides please refer to the ACOP via the link: <https://www.habc.org/habc-information/plans-reports-policies/plans-reports-policies/>

44. Some developments are called RAD or Project-Based Housing and others are referred to as Public Housing. What is the difference?

Since 2015, HABC has converted several of its public housing sites under Rental Assistance Demonstration ("RAD") program created by the U.S. Department of Housing & Urban Development's ("HUD"). A benefit of the RAD program is that major renovations to aging buildings are made through private investment to preserve affordable housing and improve the quality of life for the residents of the buildings. Public housing developments follow the rules and regulations of the Public Housing program. Developments that have been converted under RAD follow Long Term Affordable Criteria, which provide many – but not all – of the rights and benefits that applicants and residents in HABC's Public Housing program receive.

45. Are there different screening requirements for different developments?

Some locations in the CALBWL are not owned or managed by HABC but are required to take applicants from HABC's CALBWL. Developments not owned by HABC may have different screening processes. If you select a site not owned by HABC, you may be denied based on that owner's screening requirements. If you are denied by a development based on their screening requirements, which are different from HABC's eligibility requirements, you may select another development and keep your current date and time on the waiting list. If you selected CALBWLs for 2 or 3 developments, you will only be removed from the CALBWL for the development that denied your application.

46. Will my rent be different based on the development in which I live?

Generally, the rent calculation method for all developments is the same; however, some developments may have different minimum and maximum rents. HABC has a minimum rent of zero. There are privately owned sites that have an approved minimum rent that is more than zero. Where a minimum rent is established, residents will be required to pay at least the amount established as the minimum rent. Information on which developments have established a minimum rent is available on the Development Fact Sheet. Development Selection Sheet can be found at <https://www.habc.org/habc-information/programs-departments/public-housing-and-rad/my-application/>.