

Baltimore City Housing Authority Waiting List Update

Frequently Asked Questions and Answers

The **Housing Authority of Baltimore City (HABC)** is updating its waiting list. This means you need to update your application and select the type of waiting list you want. HABC has two types of waiting lists:

(1) the Centrally-Administered Location-Based Waiting Lists (CALBWL) also known as the **Location-Based Waiting List**; and

(2) the Centrally-Administered First Available Unit Waiting List (CAFAWL) also known as the **First Available Waiting List**.

You can only pick **one** type of waiting list—not both.

What are the options?

- **Location-Based Waiting List:** Applicants pick the developments where they want to live. You may choose up to three (3) waiting list(s).
- **First Available Waiting List:** For applicants who wish to be considered for the first available unit at any of the locations listed on the Location-Based Waiting List for which you are eligible may select the First Available Waiting List.

The questions and answers below will help you update your application and pick your waiting list. You must complete this update to be on any waiting list.

General Application and Waiting List Update Questions and Answers

1. What happens if I don't finish the waiting list update?

If you do not update your application by the specified date set by HABC, you will be assigned to the First Available Waiting List.

2. **Who can I contact if I have questions?**

If you have questions about updating your application or picking a waiting list, contact **HABC's Public Housing Admissions Office** at **(410) 396-3225**. **Should I finish the update right away, or can I wait?**

There's no advantage to finishing the update early. Everyone keeps their original position on the waiting list. However, make sure to complete the update by the deadline listed in your update letter.

3. **How many waiting list records can my household have?**

Your household can only have one waiting list record. People on your application cannot create separate records unless they applied separately and are currently active on the HABC Public Housing waiting list.

4. **Will I get a confirmation after completing the update and waiting list selection?**

Yes, once you update your application, you'll get an email confirming it has been submitted. It might take 24 hours for changes to show in the system. HABC will also mail you a letter confirming your update and waiting list choices after all updates are done.

5. **Can I update my application again at a later date?**

Yes, you can make changes any time after the initial update. However, some changes, like picking a new waiting list, may change your wait time and position on the waiting list. This might make your wait longer. Refer to the section labeled "**Waiting List Options**" section for more details.

On-Line Applicant Portal Questions and Answers

6. **How do I complete the update online?**

Go to HABC's Applicant Portal by typing this address: <https://habc-onthelist.myhousing.com/>. You can also scan the QR code on your letter.

To start, you must create a username and password by registering with your personal information. After registering, use your new username and password to log in. Once logged in, click "**Update My Application**" and enter the **Agent Code** found in your letter. From there, update your family details, address, preferences, and waiting list choices. **Important:** You need a valid email address to register.

7. What if I have questions while updating online?

Each page in the portal has a "**Need Help**" button at the bottom. Click the "**Need Help**" button for help with the page you're working on. If you still have questions, call **HABC's Public Housing Admissions Office** at **(410) 396-3225**.

8. What if I forget my username or password?

If you forget your username or password, go to the portal and click "**Forgot Password**." You'll get an email with your username and a link to reset your password. If you still have problems, call the **Public Housing Admissions Office** at **(410) 396-3225** for help.

9. Can I change my username or password?

You cannot change your username, but you can change your password. Log into the portal and click "**Your Account**" on the Home page. Enter your current password, then type your new password twice to confirm it.

10. Can I start the update and finish it later? Will my progress save?

Yes, you can stop and come back later to finish your update. **Remember, you must complete the update by the deadline listed in your update letter.** If you do not update your application by the specified date, you will be assigned to the First Available Waiting List.

11. Can I update family information in the portal?

Yes, you can log in and update your family information or waiting list selections. Small updates, like fixing a name or date of birth, won't change your spot on the waiting list. Adding or removing family members could affect your waitlist choices.

12. What if I accidentally delete or change information? Can I fix it?

Yes, you can re-enter information if you make a mistake. However, you cannot edit or delete details for the Head of Household, Co-Head, or Spouse. To change those, call the **Public Housing Admissions Office** at **(410) 396-3225**.

Assistance with the Waiting List Update Questions and Answers

13. Can I come to the office to update my application?

Office visits are allowed by appointment only. To set up an appointment, call the **Public Housing Admissions Office** at **(410) 396-3225**.

14. Can I update my application by phone?

No, updates must be made through HABC's Applicant Portal. If you have a disability or need assistance, please call the **Public Housing Admissions Office** at **(410) 396-3225**.

Waiting List Options Questions and Answers

15. What types of waiting lists are available?

HABC offers two types of waiting lists:

1. **Location-Based Waiting List**
2. **First Available Waiting List**

Each of these options is described in the questions and answers below.

16. Can I pick any location on the Location-Based Waiting List?

No, you may only select the Location-Based Waiting List(s) for locations that have the appropriate unit size for your family. For example:

1. A one-bedroom family cannot pick sites with only three-bedroom units.
2. Elderly-only locations can only be selected by households whose head, co-head or spouse is elderly.

17. How does the Location-Based Waiting List work?

The Location-Based Waiting List option is for applicants who only want specific locations for housing. You can select up to three locations where you'd like to live. When your name reaches the top of one list, you'll be offered a unit there. You must accept the offer unless you have a "**good cause**" to refuse (see question 18). If you refuse without a good cause, you'll be removed from that waiting list.

18. What is a “good cause”?

“Good Cause”, as is defined in HABC’s [Admissions and Continued Occupancy Policy \(ACOP\)](#) as refusing a unit because:

1. Inaccessibility to source of employment or children's day care;
2. Families who have a family member with a disability, inaccessibility to the medical provider or service provider as verified by the family member’s healthcare provider;
3. 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; or
6. Other circumstances that are determined by HABC’s Public Housing Admissions Office to prevent the applicant from occupying the unit as may be verified by an independent third party.

19. Will I get three offers for units?

No, you will only receive **one unit offer** from one of your selected developments. If you reject a unit offer for a good cause, you will receive a second unit offer from one of your remaining selected developments. If you refuse a unit without a good cause, you will be removed from all of the family Location-Based Waiting List(s) and must reapply.

20. If I choose the Location-Based Waiting List option, do I have to choose three locations?

No, you can choose up to three locations. However, if you refuse a unit offer without a good cause, your name will be removed from the Location-Based Waiting List.

21. How can I learn more about housing options?

HABC provides location information sheets with details like waiting times, schools, and nearby services. Get these sheets from:

1. The location management office.
2. The HABC website: www.habc.org
3. HABC Public Housing Admissions Office at (410) 396-3225.

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

No, choosing a location means you agree to be considered for any unit within that development.

23. Can I rank my location choices?

No, the order is determined by which location becomes available first.

24. Can I change my location choices later?

Yes, you may change your Location-Based Waiting List site selections at any time. However, any changes made after your initial update will affect your position on the waiting list for the new location you chose 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.

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 update.

25. How does the First Available Waiting List work?

The First Available option is for applicants who wish to be housed faster. When your name reaches the top of the list, you'll get a unit offer from any location that fits your family size. Refusing the unit without a good cause will remove you from the waiting list.

26. Can I switch between the waiting lists?

Yes, you may switch from the Location-Based Waiting List to the First Available Waiting List or switch from First Available Waiting List to the Location-Based Waiting List.

However, your position on the applicable waiting list(s) will be updated to reflect the date you made the change.

27. Will updating my application change my waiting list spot?

No, your application date stays the same but wait times may vary depending on your choices.

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

Changes in family size (both addition and the 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.

If the change in family size means that your family needs a smaller or larger unit, 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 number of other applicants who have selected the same location and need the same size unit.

During the initial Waiting List update for the Location-Based Waiting List HABC will not change the date and time of your application as a result of changes in family composition. However, once the update has been completed any changes you make to your wait list(s) selection will have an impact on your wait time on the waiting list(s).

29. What do I do if I need a unit that is wheelchair accessible, or I need modifications made to the unit to accommodate a disability?

HABC has wheelchair accessible units and can also provide modifications to units as reasonable accommodation for a resident with a disability. The application update allows applicants to provide information related to the need for an accessible unit and/or unit modifications. Applicants who need a wheelchair accessible unit will be placed on the **HABC Accessible Housing Waiting List** and will receive up to three offers.

30. Who can live in 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. (This includes single-person households)

31. Can a single person live in a one-bedroom unit?

Yes, you may be assigned a one-bedroom unit at family locations.

32. 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 Location-Based Waiting List(s), 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 unless a member of the family has a verifiable disability-related need for an additional bedroom. Below are HABC's general guidelines for determining unit size.

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

33. 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 a disability, living in the assisted unit. The live-in aide must be 18 years of age or older, not obligated for the financial support of the elderly family member and/or family member(s) with a disability, and would not be living in the unit except to provide care for the person. The need for a live-in aide must be verified in writing by a qualified healthcare professional. **Live-in aides do not have occupancy rights under the program when their services are no longer needed.**

34. Do screening rules differ by location?

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 the owner's screening requirements. If you are denied from a development based on their screening process that is 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 several locations, you will only be removed from the Location-Based Waiting List(s) development that denied your application. HABC will proceed with the remaining selections.

35. Is rent the same at all locations?

The rent calculation is generally the same and is generally based on 30% of your household's adjusted gross annual income. However, some privately owned sites may have a minimum rent, which HABC does not currently have.. 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 on the [HABC website](#).

36. Do I have to pay for utilities at my selected location?

Residents get a utility allowance. If a resident exceeds his or her allowance the resident must pay for the excess amount they used above their allowance, unless there is a verifiable disability-related need to exceed the allowance.