

**Frequently Asked Questions
Housing Authority of St. Louis County
Online Waiting List Registration**

1. What information is needed to apply online?

Before beginning the online process, you will need the following:

- **A Valid Email Address** for Housing Authority Notifications
- Head of Household, Spouse/Co-Head Social Security Number
- Mailing Address
- Annual Household Income

2. Where can I apply for the waiting list?

You may apply online at www.haslc.com. Applicants will be required to register online and create a password, which should be kept for your records. A user registration confirmation email will be sent to the email address you provided.

3. When can I apply for the waiting list?

Applications will be accepted 8:00am October 10, 2016 through 12:00pm (noon) on October 14, 2016.

4. Will paper applications be offered?

No. Paper applications will not be available. If you are a person who requires a reasonable accommodation to complete the online application, the Housing Authority will assist you during the period the waiting list registration is open.

5. What if I do not have an email address?

If you do not have an email address, please visit any free email provider, such as gmail.com, outlook.com, etc. to obtain an email address.

6. What if I do not have the information needed, may I submit an application without the required items?

No. Your application for the waiting list will not be accepted if it is incomplete. You must obtain any necessary information and submit the application before October 14, 2016 at 12:00 p.m. (noon).

7. Am I guaranteed a place to live?

No. Registering on a waiting list does not guarantee eligibility for a housing program.

8. Who may apply for the waiting list?

Anyone eighteen (18) years of age or older may apply.

9. Can I apply with my smartphone or any other electronic device?

Yes, as long as Internet access is available on the device.

10. May I apply more than once?

No. Duplicate applications will not be accepted.

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11. If I have applied for Public Housing or Section 8 previously, can I apply again?

Yes. You may apply as long as the waiting list registration is open.

12. What happens after an application is submitted?

HASLC will process all applications submitted by the deadline. An email will be sent to the email address you provided on your online application when it has been processed. Please retain the information for your records as proof you applied.

13. What do I do if I did not receive any emails?

Emails will be sent to the email address you provided on your online application. Check your Spam filter and Junk email folders for emails.

14. Can changes be made after an application has been submitted?

Yes. While the waiting list registration is open, changes may be made to your email address, password and telephone information. The email address and password you provided should be used to access your online registration.

15. How can I change my mailing address once the waiting list registration period is closed?

Visit our website at www.haslc.com to learn more about updating your information.

16. When will I get called from the waiting list for housing?

When housing becomes available, applicants are called from the waiting list and notified by mail to attend an orientation meeting. It is the responsibility of the applicant to keep their contact information updated with HASLC. Failure to do so could result in cancellation from a waiting list. Visit our website at www.haslc.com to learn more about updating your information.