

Frequently Asked Questions  
Housing Authority of St. Louis County  
Registration for Internet Portal, Rent Café

**1.** What information is needed to apply online?

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

- A valid email address for future notifications
- Social Security number for all household members
- Mailing Address
- Total yearly gross household income

**2.** 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.

**3.** Where can I apply for the waiting list?

[www.haslc.com](http://www.haslc.com)

**4.** When can I apply for the waiting list?

The online registration will open on Monday, March 2, 2020 at 9:00am CST. Registration will close on Friday, March 6, 2020 at 12:00pm (noon) CST.

**5.** Can I register with my smartphone or any other electronic device?

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

**6.** Can changes be made after I register?

Yes. You will be able to return to the website and make changes to your contact information. Once the application has been submitted, you will not be able to make changes to the application.

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

When housing becomes available, applicants are called from the waiting list and will be notified by e-mail. Instructions will be given in the e-mail. It is the responsibility of the applicant to keep all contact information updated with HASLC. Failure to do so could result in cancellation from a waiting list.

**8.** Am I allowed to apply for multiple wait lists?

Yes. Individuals are able to apply to any applicable open wait lists.

**9.** What is Public Housing?

The Housing Authority of St. Louis County's (HASLC) federally funded Public Housing Program owns and manages units located throughout various areas of St. Louis County and in the municipalities of Hillside, Pagedale, and Olivette. HASLC's housing inventory consists of single family homes as well as apartments. The program serves families, seniors, and persons with disabilities.

**10.** What is the Section 8/Housing Choice Voucher (HCV) program?

The Housing Choice Voucher Program (HCV), formerly known as Section 8, is a rental assistance program funded by the U.S. Department of Housing and Urban Development (HUD). The program allows low-income families, elderly and disabled households to find affordable housing in the private market and receive assistance in paying their monthly rent. Qualified participants receive a voucher and are free to choose any housing that meets the requirements of the program. The program is not limited to units located in subsidized housing projects.