

# Online Application Instructions



The applicant will need to create an account by registering on the RentCafe PHA website. If the applicant already has an account, enter the log in information.



Call us : (312) 663-5447

## Login

### Welcome to the Housing Authority of Cook County's Resident and Applicant Portal

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "[Click here to register](#)". Once the page loads, select "[I want to apply/register](#)". If you already have an application or are a program participant you will be provided a Registration Code to update your current information. **If you have previously registered and applied for one of our waitlists, you will need to complete a new registration in order to apply for a different waitlist.** If you are directed to contact the leasing office, email [registration@thehacc.org](mailto:registration@thehacc.org) for assistance.

[Click here](#) for the application instructions or send an email by clicking [registration@thehacc.org](mailto:registration@thehacc.org) for assistance.

User Name

Password

[Forgot password?](#)

[Click here to register](#)

Login




### Register for a Fast, Easy Application

With a free account, you can:

- ✓ Save your application and log in at any time to continue.
- ✓ Check the status of your applications.
- ✓ Use your account with multiple applications.

[▶ Register Now](#)

New applicants should select 'I do NOT have a registration code.'



Call us : (312) 663-5447

Create an Account

I have a registration code

I do NOT have a registration code

Already have an account? Login Now!

**Welcome to the Housing Authority of Cook County's Resident and Applicant Portal**

From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select "[Click here to register](#)". Once the page loads, select "[I want to apply/register](#)". If you already have an application or are a program participant you will be provided a Registration Code to update your current

Complete the Personal Details and Account Information. All applicants must have an email in order to register. Once all the required fields are complete, click 'Register.'

Create an Account

### Personal Details

First Name\*

Last Name\*

SSN#\* (If you do not have a SSN, please enter 999-99-9999)

Confirm SSN#\*

Phone (Mobile)\*

### Account Information

Email Address\* (Your email address is your user name)

Confirm Email Address\*

Password\*

Confirm Password\*



I'm not a robot



reCAPTCHA  
Privacy - Terms

☐ I have read and accept the [Terms and Conditions](#)

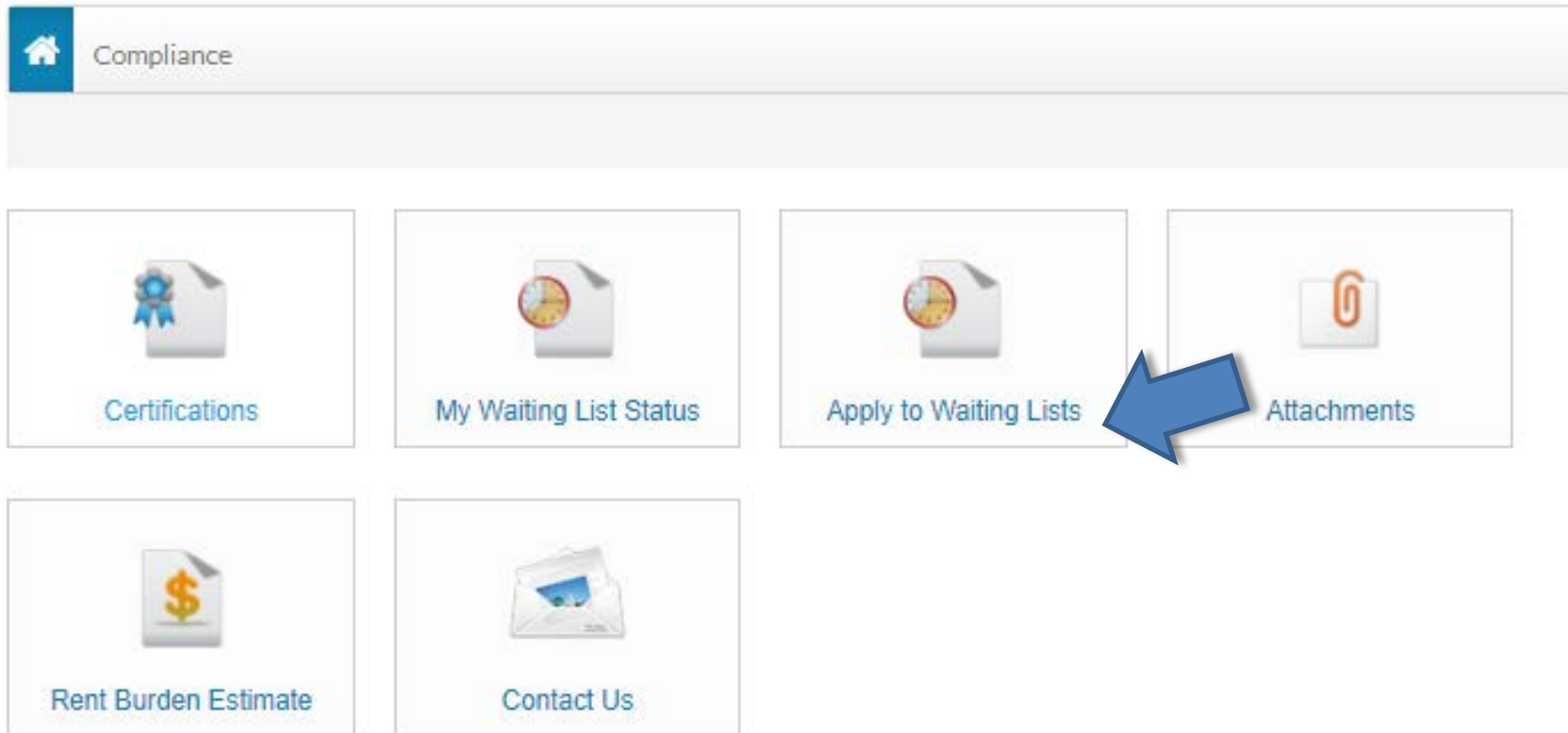
\* Required fields

Register

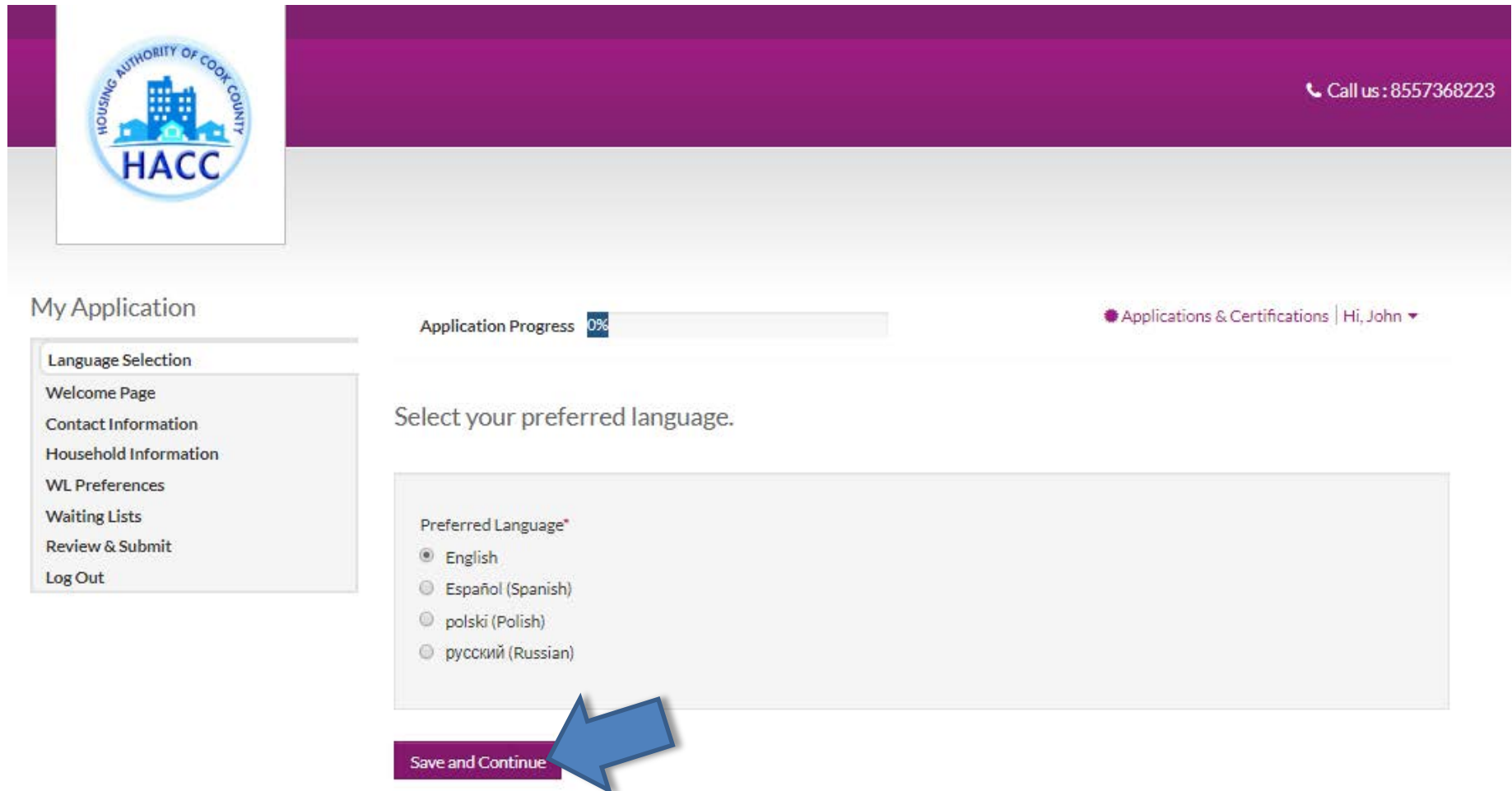


If the applicant already has a RentCafe PHA account, log on and select 'Apply to Waiting Lists'

\*This step applies to existing applicants only. New applicants should disregard this step.



Select preferred language. In order to move to the next step in the application, click 'Save and Continue' at the end of each step. Answer each question until your application progress is 100%. If the applicant does not have time to complete the application in one session, the applicant may log out and resume the application at a later time.



The screenshot shows the HACC application interface. At the top left is the HACC logo, which features a stylized city skyline and the text 'HOUSING AUTHORITY OF COOK COUNTY' and 'HACC'. At the top right, there is a purple header bar with the text 'Call us : 8557368223'. Below the header, the main content area is divided into two sections. On the left is a sidebar titled 'My Application' with a list of navigation links: 'Language Selection', 'Welcome Page', 'Contact Information', 'Household Information', 'WL Preferences', 'Waiting Lists', 'Review & Submit', and 'Log Out'. The 'Language Selection' link is highlighted. On the right is the main content area, which has a title 'Select your preferred language.' and a form titled 'Preferred Language\*'. The form contains four radio button options: 'English', 'Español (Spanish)', 'polski (Polish)', and 'русский (Russian)'. The 'English' option is selected. Below the form is a purple button labeled 'Save and Continue', which is pointed to by a large blue arrow.

HOUSING AUTHORITY OF COOK COUNTY  
HACC

Call us : 8557368223

My Application

Application Progress 0%

Applications & Certifications | Hi, John ▼

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Select your preferred language.

Preferred Language\*

☒ English

☐ Español (Spanish)

☐ polski (Polish)

☐ русский (Russian)

Save and Continue

# Welcome Page



Call us : (312) 663-5447

## My Application

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 8%

Applications & Certifications | Hi, John ▾


Welcome to our waiting list application.

Lets get started...

Go Back

Save and Continue

# Enter contact information



Call us : (312) 663-5447

My Application

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 15%

Applications & Certifications | Hi, John

Your Contact Information

Mailing Address\*

City\*

State\*

Zip\*

E-mail

hacctest123+4@gmail.com

Mobile

(555) 555-5555

Home

(555) 555-5555

Office

(555) 555-5555

Go Back

Save and Continue



# Household Information



Call us : (312) 663-5447

## My Application

Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

Additional Details

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 23%

Applications & Certifications | Hi, John ▾

## Household Information

Next, we will collect information about the people who will be living in your household.

Go Back

Save and Continue

# Select 'More Info Needed'



Call us : (312) 663-5447

## My Application

Language Selection  
Welcome Page  
Contact Information  
Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

Additional Details

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 31%

Applications & Certifications | Hi, John ▾

## Household Members

You must include all members who will be living in your household.

Add Member

First Name	Last Name	Date of Birth	Relationship	Age	Gender	
John	Smith	(Blank)	Head of Household	(Blank)	(Blank)	<a href="#">More Info Needed</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

## Tell Us About Household Members

### Member Details

First Name\*

John

Is this person disabled?\*




Middle Name

Last Name\*

Smith

Date of Birth\*

Social Security Number (If this person does not have a SSN, enter 999-99-9999)\*

..... 

Gender\*



Relationship to the Head of Household\*

Head of Household



Citizenship Status\*



### Ethnicity

Hispanic or Latino\*



### Race

American Indian or Alaska Native\*



Asian\*



Black or African American\*



Native Hawaiian or Other Pacific Islander\*



White\*




Notes:



Save

Complete all  
required fields and  
click 'Save'

If there are additional members in the Household, select 'Add Member.' The applicant must enter member information for all members of the household. Failure to do so may affect your eligibility.

Call us : (312) 663-5447

### My Application

[Language Selection](#)  
[Welcome Page](#)  
[Contact Information](#)  
[Household Information](#)  
**[Household Members](#)**  
[Annual Income](#)  
[Unit Accessibility](#)  
[Special Circumstances](#)  
[Additional Details](#)  
[WL Preferences](#)  
[Waiting Lists](#)  
[Review & Submit](#)  
[Log Out](#)

Application Progress 

31%

Applications & Certifications | Hi, John ▾

### Household Members

You must include all members who will be living in your household.

Add Member


First Name	Last Name	Date of Birth	Relationship	Age	Gender		
John	Smith	1/1/2000	Head of Household	19	Male	Edit	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

Enter the combined total annual income for all members of the household



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### My Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Household Members
- Annual Income**
- Unit Accessibility
- Special Circumstances
- Additional Details
- WL Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 38%

Applications & Certifications | Hi, John ▾

### Annual Income

What is the combined annual income for all members of your household?

Annual Income\*

[Go Back](#) [Save and Continue](#)

Select unit accessibility accommodation(s) required by any member in the applicant's household. If not applicable, select 'None.'



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## My Application

Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

Additional Details

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 46%

Applications & Certifications | Hi, John ▼

## Unit Accessibility

Will any member in your household require unit accessibility accommodations?

Hearing Access ☐

Mobility Access ☐

Sight Access ☐

None ☐

Go Back

Save and Continue

Select special circumstance. If not applicable, select 'None.'



Call us : (312) 663-5447

## My Application

- Language Selection
- Welcome Page
- Contact Information
- Household Information
- Household Members
- Annual Income
- Unit Accessibility
- Special Circumstances**

- Additional Details
- WL Preferences
- Waiting Lists
- Review & Submit
- Log Out

Application Progress 54%

Applications & Certifications | Hi, John ▾

### Special Circumstances


Are you currently displaced or homeless?

- |           |                          |
|-----------|--------------------------|
| Displaced | <input type="checkbox"/> |
| Homeless  | <input type="checkbox"/> |
| None      | <input type="checkbox"/> |

Go Back

Save and Continue

Unless the applicant entered 999-99-999 as the SSN for any member of the household, a response to these questions are not required. However, if answered, it provides the agency additional information on the applicant.



Call us : (312) 663-5447

### My Application

Language Selection

Welcome Page

Contact Information

Household Information

Household Members

Annual Income

Unit Accessibility

Special Circumstances

**Additional Details**

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress 

62%

● Applications & Certifications | Hi, John ▾

### Additional Details

Please provide your information in the below fields to your best ability.

For instructions on how to locate your Census Tract, [please click here.](#)

Could you or anyone in your family benefit from features of an accessible unit?

What is the Census Tract for your current address?

If you inputted 999-99-9999 as your SSN, please state the reason

Go Back

Save and Continue



Select the preferences applicable to the applicant's household. If a preference is selected, please download the preference verification form and submit the verification to HACC at [pbvwaitlist@thehacc.org](mailto:pbvwaitlist@thehacc.org). In the email subject line, please include applicant's full name, waiting list, and the info 'Preference Verification'. Verification must be submitted within 10 business days of the submitted application date. Failure to provide the verification form will result in the removal of the preference.

## My Application

Application Progress  69%

Applications & Certifications | Hi, John ▾

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

### Waiting List Preferences

If none apply, click *Save and Continue* to move forward.


Search:

Select	Preferences	Description
<input type="checkbox"/>	Benefit from features of the unit	Applicant can benefit from features of the unit
<input type="checkbox"/>	Benefit from the Services provided at the site	Benefit from the Services provided at the site
<input type="checkbox"/>	Current resident of city property is located in	Current resident of city property is located in at the time of application
<input type="checkbox"/>	Elderly or Disabled Family	Unable to Work due to Age or Disability
<input type="checkbox"/>	HACC Voucher Applicant	Currently on the Housing Choice Voucher Waitlist
<input type="checkbox"/>	Homelessness	Applicants selecting the Homeless Preference must return the Homeless Verification form provided in order for the preference to be applied at the time of application.
<input type="checkbox"/>	US Military Veteran	Veteran
<input type="checkbox"/>	VAWA	Victim of Domestic Violence
<input type="checkbox"/>	Working Family/Disabled Families	Working families and those unable to work due to age or disability.

Go Back

Save and Continue

Select waiting list the applicant wants to submit the application for. Only open wait lists will appear in this section. If a wait list is not open, it will not be available for the applicant to select.



HOUSING AUTHORITY OF COOK COUNTY  
**HACC**

Call us : (312) 663-5447

### My Application

Language Selection  
Welcome Page  
Contact Information  
Household Information  
WL Preferences  
**Waiting Lists**  
Review & Submit  
Log Out

Application Progress **77%**

Applications & Certifications | Hi, John ▼

### Waiting Lists

Select the waiting lists that you want to apply to. You can select one or more.

Search:

Select	Waiting list	Description
<input type="checkbox"/>	HACC WL	waiting list

**Go Back** **Save and Continue**

Click on each tab to review the information entered for each section. Once ‘Save and Continue’, is selected, the application will be submitted. If the applicant needs to go back to a previous section to make changes, use the ‘Go Back’ button. No changes to the application will be allowed after submission.

My Application

Language Selection

Welcome Page

Contact Information

Household Information

WL Preferences

Waiting Lists

Review & Submit

Log Out

Application Progress85%

Applications & Certifications | Hi, John

Final review & submission

Verify that the information you entered is correct. If needed, click Go Back and change it. Then accept the terms and conditions at the bottom of this screen and click Save and Continue.

Household MembersAnnual IncomeUnit AccessibilitySpecial CircumstancesAdditional DetailsWL Preferences

Waiting Lists

First Name	Last Name	Date of Birth	Relationship	Age	Gender	Citizenship
John	Smith	1/1/2000	Head of Household	19	Male	Eligible Citizen

Terms and Conditions

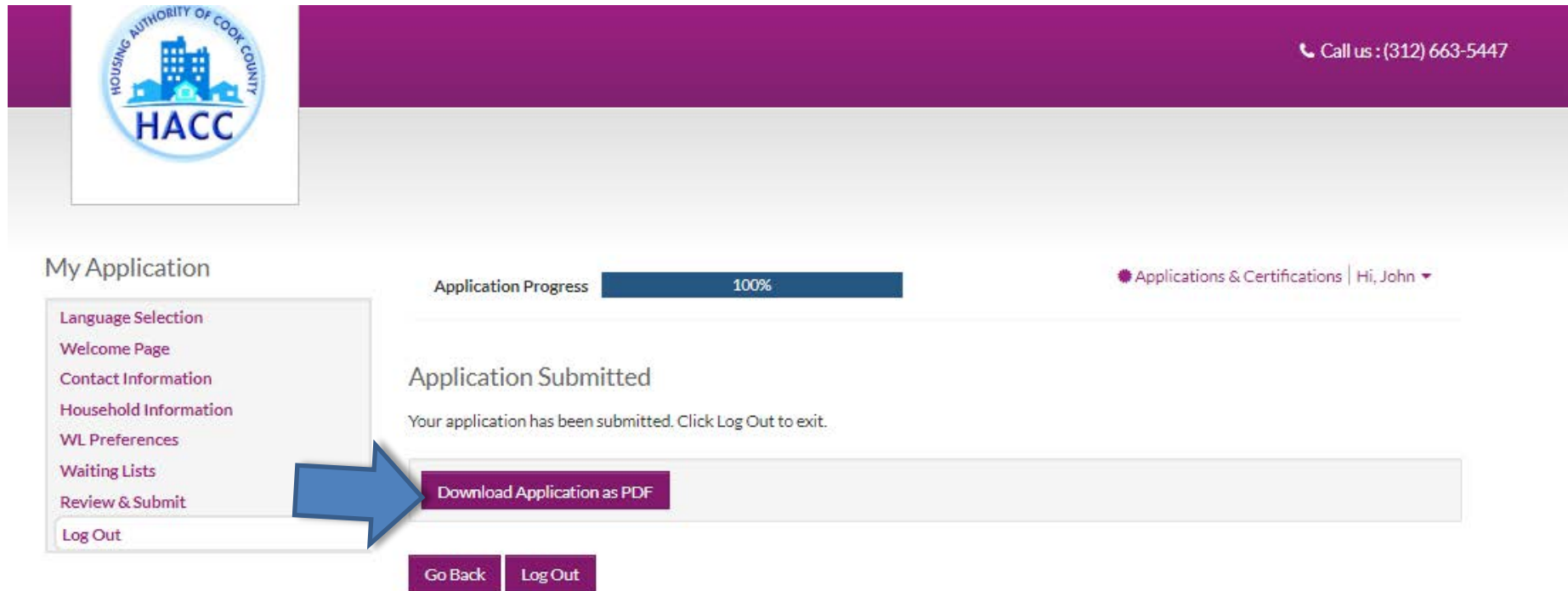
I hereby acknowledge that the information I have given in this application is correct to the best of my knowledge and belief. I understand that the making of willful false statements or misrepresentations of a material nature may make me subject to criminal and civil penalties under state and federal law. I authorize (for the duration of my participation in the Housing Authority Programs), the release of income, financial and family composition information concerning myself and family to the Housing Authority of the County of Cook and the U.S. Department of Housing and Urban Development to establish my eligibility, including the release of information that may include, but not limited to, identify marital status, residences, rent, credit and criminal activity, employment, income, assets, medical or child care expenses, and income tax returns. The groups or individuals that may release the above information include the Internal Revenue Service, previous landlords, other housing authorities, courts, post offices, welfare agencies, financial institutions, law enforcement agencies, utility companies, the Veteran's Administration, credit bureaus, and providers of credit, alimony, or other financial support.

☒ I accept the above terms and conditions.

Go Back

Save and Continue

The applicant may click 'Download application as PDF' to save a copy of the application.



The screenshot displays the HACC website's application submission interface. At the top left is the HACC logo, and at the top right is a purple header bar with the contact number "Call us : (312) 663-5447". The main content area is titled "My Application" and features a sidebar menu on the left with links: "Language Selection", "Welcome Page", "Contact Information", "Household Information", "WL Preferences", "Waiting Lists", "Review & Submit", and "Log Out". A blue arrow points from the "Review & Submit" link to a purple button labeled "Download Application as PDF". Above this button, the "Application Progress" is shown as a 100% complete bar. The main heading "Application Submitted" is followed by the text "Your application has been submitted. Click Log Out to exit." Below the "Download Application as PDF" button are two smaller purple buttons: "Go Back" and "Log Out". In the top right corner of the main content area, there is a link for "Applications & Certifications" and a user profile indicator "Hi, John" with a dropdown arrow.

**Housing Authority of Cook County (HACC)**

Call us : (312) 663-5447

**My Application**

Application Progress **100%**

Applications & Certifications | Hi, John ▾

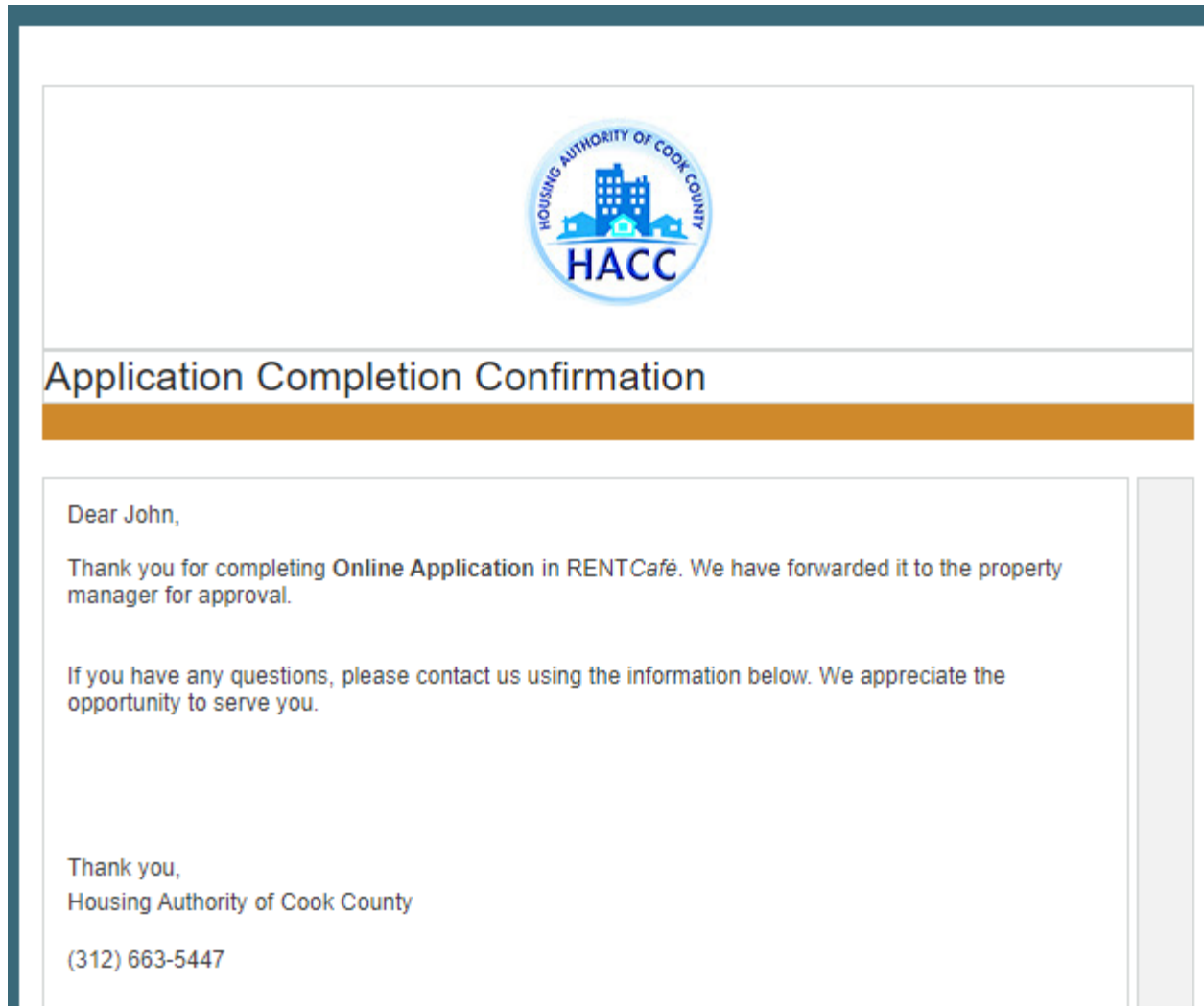
**Application Submitted**

Your application has been submitted. Click Log Out to exit.

**Download Application as PDF**


**Go Back** **Log Out**

The applicant will receive an email confirmation indicating the online application is complete and pending manager approval.



Applicants can log onto RentCafe PHA to review their application status. Login credentials are the same as the one created at the time of application. The user name is the email address the applicant used.


<https://www.rentcafe.com/onlineleasing/cook-county-live/guestlogin.aspx>



Call us : 8557368223

Applications & Certifications | Hi, John ▾

Applications & Certifications



Housing Authority of the County of Cook

175 W Jackson Blvd  
Chicago, IL 60604

Account Information

Type: 50058 Online Application

Status: Pending

Last Update Date: 11/15/2019

Created Date: 11/15/2019

View