



Applicant Portal Frequently Asked Questions

If I have already applied for a waiting list in the past, what happened to my pre-application? Do I need to still register for the new portal?

All paper pre-applications that have been received by our agency were entered into our system and are accessible for viewing via the portal. By registering for the applicant portal, you can see the status of any pre-applications that you've submitted in the past or make any updates to your contact information.

I am already a housing program participant, can I still apply to different waiting lists?

Yes, you can still apply for any open waiting lists. When you log into your resident portal, you will see an "Apply to Waiting Lists" option. You will not be able to adjust your income or household composition because it pulls what we have in our system, because you are an existing participant.

I made a mistake on my pre-application and need to correct it, but it is not allowing me to. How can I revise my pre-application?

Once your pre-application is reviewed and accepted by our agency, you will get an email letting you know that your pre-application has been accepted. At this point, you can log back into your portal account and make changes to your pre-application.

I am getting an "Invalid Registration Code" error message when entering the code provided by the website.

If you get this message, be sure that you have entered the code exactly as shown, with no spaces before or after the code. You can also try closing out of your browser completely and trying again. If you are on a mobile device, be sure that you close out the webpage and not just the app itself, and try again. If you are still getting the same error message, email techhelp@hacsb.com.

I have submitted my pre-application. Now what?

Your pre-application is sent to our waiting list department for review. We go through every pre-application to ensure that each applicant meets the qualifications for that particular waiting list.

You will receive confirmation if your pre-application has been approved or denied within 60-90 days. If your pre-application is accepted, you will receive an email. The Housing Authority is unable to determine how long you may need to wait before your name is pulled from a waiting list.

You can check the status of your pre-application at any time using the Applicant Portal. If your status is "On List", then no action is required, unless you are updating your contact information.

My pre-application has been denied, why?

Pre-applications are screened depending on the waiting list that you are applying to. If your pre-application has been denied, one of the reasons may be 1) you did not meet the qualifications of the waitlist or 2) your pre-application appears to be a duplicate. Your denial email will state the specific reason why you were denied. You can re-apply, but if your pre-application has not changed, you will likely get denied again.

Can both my husband and I apply to the same waiting list?

Yes, multiple adult household members can all apply to the same waiting lists.

I do not have an email address. How do I apply?

You will need to setup an account using a free e-mail website such as Google Gmail. You will need to have access to this account in the future.

What if I forgot my username or password?

If you have forgotten your password, follow the “Forgot Password” link on the registration site. If you have forgotten what username (email) you used, you may email techhelp@hacsb.com or call us at 909-890-9533 and press option 1 for assistance.

The portal is saying I have registered before, but I don’t think I ever have. How do I log in?

If you’ve used a portal to apply to other Housing Authority waitlists, it is possible that you have a username and password on file through those agencies that use the same website. If you can remember your username and password from those pre-applications, use it again to login here. If you do not remember your username and/or password, you will have to register to our site with a different email address.

Can I apply multiple times using multiple email addresses?

If you apply multiple times, our system will flag the pre-application as a duplicate and reject all but the first one. You must use a valid email address, because notifications may be sent only via email.

How do I update my information?

Use the username and password you created at the time of applying to access your account information from our Applicant Portal. Then you can click “update my application” to proceed.

When will I be called from the waiting list?

No timeframe can be given at this time, and there are many factors that affect how quickly we can serve you. Our timelines may change depending on funding and the rate at which people are exiting the program.

If I live by myself, can I apply for a two bedroom waiting list?

Our occupancy standards typically assign two people per bedroom, regardless of age or gender. If you apply for a waiting list and do not qualify for that bedroom size due to your family size, your pre-application for that particular waiting list will be rejected, and you will be required to re-apply for the correct size waiting list (if it is open). You will not be returned to the top of the waiting list, but will be treated as a new applicant.

What if I do not have access to the internet to submit a pre-application and/or do not know how to use the computer?

Applicants should consider asking family/friends for assistance or possibly utilizing the local public library. Persons with disabilities can request a reasonable accommodation at any time for assistance by emailing techhelp@hacsb.com or calling 909-890-9533 and selecting option 1.



HACSB ofrece asistencia idiomática gratis. Para ayuda con esta información, por favor llámenos al (909) 890-9533, opción 1

Document Version 05.01.2019