



**If I have already applied for a waiting list in the past, do I need to register for the portal to submit an application for a different waiting list?**

If you are not already registered in the portal, you will need a registration code in order to submit an application. Please contact us at [techhelp@hacsb.com](mailto:techhelp@hacsb.com) to receive your registration code.

**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 account, you will see an "Apply to Waiting Lists" option. You will not be able to adjust your income or other household information we have on file for you as an existing participant.

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

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

**I am getting an "Invalid Registration Code" error message when entering the code provided to me.**

If you get this message, be sure that you have entered the code exactly as provided, including the dash and 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](mailto:techhelp@hacsb.com) for assistance.

**I have submitted my application. Now what?**

Your application is sent to our waiting list department for review. We go through every application to ensure that each applicant meets the qualifications for the waiting list they applied to. After we have reviewed your application, you will receive an email within 60-90 days confirming your application was approved or denied. Because we are only able to admit new families to our programs as other families leave the programs, 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 application at any time by logging in to the Applicant Portal and clicking on the "My Waiting List Status" icon. If your status is "On List", no action is required unless you are updating your contact information.

**My application has been denied. Why?**

Applications are screened to ensure that each applicant meets the qualifications for the waiting list they applied to. If your application has been denied, here are some possible reasons: 1) you did not meet the qualifications of the waitlist or 2) your application appears to be a duplicate. The email you received indicating that your application was denied will state the specific reason why it was denied. You can re-apply if the waiting list is still accepting new applications. However, if the reason your previous application was denied has not changed, your new application will also be denied.

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

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

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

A valid email address is required to apply. If you do not currently have a valid email account, you will need to create one in order to register for the Applicant Portal. Free email accounts are available through Google, Yahoo, and others. Please keep in mind that you will need to have access to the email account in the future. Notifications regarding registration and application confirmations will be sent only via email.

**What if I forgot my username or password to the Applicant Portal?**

If you have forgotten your password, follow the "Forgot Password" link on the Applicant Portal login page. Your username is the email address you used at the time of registration. If you have forgotten what email you used, you may email [techhelp@hacsb.com](mailto:techhelp@hacsb.com) or call us at 909-890-9533 and press option 1 for assistance.

**The portal is saying I have registered before with my email, 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 or with a property management company, it is possible that you already have an account on file through those agencies that use the same website. Follow the "Forgot Password" link to access your previous account and login to merge your accounts. 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 applications as a duplicate and reject all but the first one. You must use only one valid email address for HACSB. Notifications regarding registration and application confirmations will be sent only via email.

**How do I update my contact information?**

Use the username and password you created when you applied to access your account information through our Applicant Portal. Then click on "Update Contact Details" to make changes.

**When will I be called from the waiting list?**

Because we are only able to admit new families to our programs as other families leave the programs, the Housing Authority is unable to determine how long you may need to wait before your name is pulled from a waiting list. Usually, the waiting period is several years. However, a specific timeframe cannot 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 assign two people per bedroom, regardless of age, gender, or relationship. If you apply for a waiting list and do not qualify for that bedroom size based on your family size, your application for that particular waiting list will be rejected and you will need to re-apply for the correct size waiting list when open. Additional bedrooms may be considered as a Reasonable Accommodation for a disabled household member.

**What if I do not have access to the internet to apply 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](mailto:techhelp@hacsb.com) or calling 909-890-9533 and selecting option 1.



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