

FAQ's

What documents are required for the initial application?

Please provide **social security card and one valid form of identification** for each household member such as:

- Driver's License
- Birth Certificate
- Non-Driver ID
- Passport

How long does it take to process my application?

Processing typically takes **ten business days** from the date your application is received.

How will I be notified of my application status?

All notifications and correspondence are sent **by mail**.

Can you tell me my position on the waitlist?

We are unable to provide your exact waitlist position, as it changes frequently.

How long will I be on the waitlist before receiving an apartment?

Wait times vary and depend on unit availability and your position on the waitlist. Each property maintains its own waitlist, and some may be longer than others.

What happens if my application is denied?

You will receive a letter explaining the decision and outlining how to request an appeal hearing. You must respond within **10–14 days**, depending on the property.

How can I tell if a property is subsidized?

Subsidized units are listed under the **"Apartment Rentals"** tab.

Are pets allowed?

Pet policies vary by property. However, **service animals are always permitted**.

How much is the rent?

Rent varies by property. We can provide details once you begin the screening process for a specific unit.

Are utilities included?

Utility inclusion differs by property. This information will be provided when you begin processing for a unit.

How do I know if I am eligible for a unit?

Eligibility can only be determined after we receive and review all required documentation, as there are many variables involved.

Do you provide emergency housing?

No. We do not offer emergency housing. For assistance, please call **211**.

Am I eligible if I have a criminal background?

We encourage full honesty on your application. All decisions are made **case-by-case**. Providing false information will result in automatic denial. You may request an appeal hearing to explain your situation in more detail.

Is smoking allowed?

No. All properties are **smoke-free**. The use of tobacco or marijuana is prohibited in accordance with federal guidelines, regardless of medical card status.