



## METROPOLITAN DEVELOPMENT AND HOUSING AGENCY HOUSING CHOICE VOUCHER PROGRAM WAITING LIST

### Frequently Asked Questions (FAQs)

#### APPLICATION PROCESS

##### **How do I apply?**

During an open enrollment period, you may apply online at <http://www.nashville-mdha.org/> from any computer or smart phone with internet access (be sure to include <https://> in the web address). Persons needing assistance may call **615-782-3960** from 7:30-4:00 during the opening period. (Telephone support is primarily for elderly, disabled or those without internet access).

##### **What will I need to apply?**

You will need to provide:

- A current mailing address and telephone number where you can be reached
- Names of all family members and the following for each:
  - Social Security number
  - Date of birth
  - Gender (male/female)
  - Race and ethnicity
- Whether you or anyone who will live with you is disabled.
- The annual income of the household (including all household members)
- The age and sex of any other family members in your household

##### **How will I know my pre-application was submitted successfully?**

When you have completed the on-line pre-application successfully, you will immediately see a confirmation page on the computer screen with a confirmation number and your name. You may print this page as your confirmation. If you cannot print, write down your confirmation number or snap a screen shot of your phone. You will also receive an email confirming your application has been submitted.

**What is a Confirmation Number?** This is a number you receive when your on-line pre-application is successfully submitted. It is **NOT** a waiting list number. It is only for reference that a pre-application was successfully submitted. It also does not mean that the associated pre-application will be included in the random selection if the pre-application is a duplicate, is incomplete, or is otherwise rejected.

##### **What happens if I attempt to submit an incomplete on-line Pre-Application form?**

If you leave any required fields on the Pre-Application form blank, you will not be able to complete the submission process. If you enter partial or incomplete information in a required field, you will be able to submit; however, incomplete information in a required field could result in your pre-application being disqualified or you not receiving written correspondence from MDHA at a later time. For example, a partial street address could affect mail delivery.

##### **What if I do not have access to a computer, smart phone, tablet or the internet?**

You may access any computer including those at public libraries - see <https://library.nashville.org/locations> free of charge to complete a pre-application. Anyone needing assistance in completing an online application may stop by the Vine Hill Studio Apartments at 625 Benton Ave., Nashville, TN 37204 between 9 a.m. and 3 p.m. on Wednesday, Oct. 23 or Thursday, Oct. 24. Assistance will also be provided by Catholic Charities of Tennessee from 9 a.m. until 3 p.m. Monday through Friday during the open application period at their C.E. McGruder Family Resource Center at 2013 25th Ave. North.



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### **What if I require assistance or an accommodation to complete my pre-application?**

If you are unable to complete the on-line pre-application yourself, you may ask a trusted friend, family member or service organization to complete it for you with your information. You may also call the information line at **615-782-3960** between 7:30 a.m. and 4:00 p.m., Monday-Friday during the opening period and a representative can assist you by taking your information over the phone and completing the on-line application on your behalf. At the end of the call, you should write down and save the receipt number provided to you.

### **Can someone else complete a pre-application for me or on my behalf?**

Yes, you may enlist the help of a trusted friend or family member to enter your information on the on-line pre-application. You *should not* provide your personal information to anyone you do not know. You *should not pay* anyone to assist you. The pre-application process is completely free and secure.

### **Is there a cost to apply?**

No. There is absolutely no cost to submit a pre-application on-line. You should only apply through the approved website at <http://www.nashville-mdha.org/> *Do not provide anyone with a credit card number or pay anyone. The pre-application is completely free.*

### **What if I experience a problem with the website?**

Although we do not anticipate any problems, should you experience a problem, wait a few minutes and then try the website again. You may also need to close and re-open your web browser. It does not matter what time of day or night you submit your pre-application during the opening period.

### **Can I submit more than one pre-application?**

Only one (1) pre-application per applicant will be used in the random selection process to allow all applicants equal opportunity for waiting list placement. If you submit more than one (1) pre-application, only the last one submitted will be used in the random selection process. Please do not submit more than one pre-application as it will not increase your chances of getting on the waiting list.

### **What if I made a mistake on my pre-application?**

Before you click **Submit** on your online pre-application, you will be able to review all of the information entered. Review it carefully. If you see a mistake, click on the **Previous button** at the bottom of the screen until you get to the page where you need correct your information. Do not use the "back" button. Once you correct the information, click on the **Next button** to return to the **Preview Application** page. Once you finishing reviewing the information, click **Submit**.

If you realize you made a mistake on your name, address, date of birth, or social security number, *after you clicked Submit*, you may want to submit another pre-application during the opening period. Should you be placed on the waiting list, all your information will be reviewed by MDHA when you are selected and you can provide correct information at that time. Note, only one (1) pre-application per applicant will be used in the random selection process. If you submit more than one pre-application, only the last one submitted will be accepted and used in the random selection process.

### **Can I come to MDHA's office to apply?**

No. The MDHA Section 8 office does not have public access computers available for the pre-application process. You may go the Vine Hill or Catholic Charities locations referenced above.



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**GENERAL INFORMATION**

**Is MDHA accepting Section 8 applications?**

MDHA is accepting housing choice voucher applications from noon October 22, 2019 till 3 pm October 25, 2019. We anticipate accepting applications again in the fall of 2021. Please visit the MDHA website for announcement and other housing assistance options that may be available - <http://www.nashville-mdha.org/>. Information on other subsidized housing that may be more immediately available may be found at <http://www.hud.gov/apps/section8/index.cfm>. Also, see [https://rdmfhrentals.sc.gov.usda.gov/RDMFHRentals/select\\_state.jsp?home=YES](https://rdmfhrentals.sc.gov.usda.gov/RDMFHRentals/select_state.jsp?home=YES) to search by town or zip code for other subsidized housing in rural areas. Resources for those with other needs may be found at <http://www.wttin.org/>.

**I applied for MDHA’s HCV program previously. Why haven’t I heard anything?**

MDHA selects from a HCV waiting list for 24 months. We generally receive tens of thousands of applications during an open enrollment period but will select only between 2,000 and 3,000 during a 24 month period. Any application not selected in the 24 month period is cancelled and a new waiting list is established. You must apply again during this opening period in order to be placed on the new waiting list. The 2015 and 2017 Section 8 HCV waiting lists are no longer valid.

**Will I get a voucher if I complete a pre-application?**

No. Submitting an on-line pre-application **does not** guarantee placement on the new waiting list and **is not** an offer of housing assistance. Only persons who are placed on the waiting list, selected from the waiting list and determined eligible will receive a voucher, but this is not part of the pre-application process.

**Is my personal information secure?**

Yes. The on-line pre-application process is secure. If you use a public computer, be sure to complete the on-line application or close out the on-line application (if you do not complete it) so that you do not leave your personal information displayed on the computer. Call center representatives are also trained to protect your information and will not have access to it once they finish assisting you with your pre- application over the phone.

**What does random selection mean?**

MDHA is using a computerized random selection process to assign all applicants to a position on the waiting list. All applications accepted will be placed on the waiting list. If you are not selected within the next 2 years, you must re-apply when the waiting list re-opens.

**What are the income limits?**

If you are selected for the waiting list, MDHA will determine your eligibility. A family’s annual income must not exceed the Very Low Income Limit published by the U.S Department of Housing and Development for the Nashville Metropolitan Statistical Area. For reference purposes, the current income limits used are listed below (subject to change).

| Family Size | Income Maximum |
|-------------|----------------|
| 1           | \$28,000       |
| 2           | \$32,000       |
| 3           | \$36,000       |
| 4           | \$40,000       |



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|   |          |
|---|----------|
| 5 | \$43,200 |
| 6 | \$46,400 |
| 7 | \$49,600 |
| 8 | \$52,800 |

**What is the definition of a family?**

A family includes any single individual or two or more persons sharing residency whose income and resources are available to meet the family’s needs.

**How do the selection preferences affect my position on the Waiting List?**

Generally, applicants with selection preferences have shorter wait times than applicants who have no selection preference. When you are selected and your eligibility is determined, MDHA will verify any preference(s) you selected. If you select a preference you do not qualify for, your application will be returned to the waiting list and repositioned without the preference.

MDHA has one preference available during an open enrollment application period:

**Residency** - Households who live in Davidson County on the date they submit a pre-application.

**Is this the same thing as the Public Housing Waiting List?**

No. The Housing Choice Voucher Program is completely different from the Public Housing Program. To apply for public housing, you will need to submit a separate pre-application when public housing applications are being accepted. For more information about the MDHA public housing program, please contact their office at 615-252-8469 or [assetmanagement@nashville-mdha.org](mailto:assetmanagement@nashville-mdha.org).

**If I am already on the Public Housing Waiting List, can I also be on the Housing Choice Voucher Waiting List?**

Yes. MDHA allows families to be on multiple waiting lists at the same time, but you must submit a separate application during an open enrollment period for either program.

**What is a pre-application and how does it differ from an application?**

A pre-application is a short form used to obtain only the basic information needed to place an applicant on the waiting list. This means that if you are placed on the waiting list, when your name reaches the top of the waiting list, you will be required to complete a full application and provide additional information regarding your household income sources, income amount, citizenship status and other information needed to verify your eligibility for the HCV Program.

**How will I know if I get on the waiting list?**

Within a few weeks of the open enrollment period ending, MDHA will begin accepting those applications submitted. You will receive another email once your application has been accepted. Once your application is accepted, it is included in the pool of applications and then randomly assigned a lottery number and placed on the waiting list. Your application could remain on the list for up to 2 years. If selected, we will send you a letter to the address entered on your application. At that time, we will verify household member and income information and determine your eligibility for assistance. If not selected within the 2 year period the application will be withdrawn and it will be necessary to re-apply. We will notify you by **email** if this occurs. Please inform MDHA in writing if your address changes or, you may sign in to Rent Café at



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[https://www.rentcafe.com/onlineleasing/mdha/guestlogin.aspx?propleadsourcesource\\_546907=portal](https://www.rentcafe.com/onlineleasing/mdha/guestlogin.aspx?propleadsourcesource_546907=portal).

Login with your username and password created when you entered the application and update contact information changes. It is not necessary to update income and household member changes as they will not affect your position on the waiting list. Information on other subsidized housing that may be more immediately available may be found at

<http://www.hud.gov/apps/section8/index.cfm>, or for rural areas at

[https://rdmfhrentals.sc.egov.usda.gov/RDMFHRentals/select\\_state.jsp?home=YES](https://rdmfhrentals.sc.egov.usda.gov/RDMFHRentals/select_state.jsp?home=YES).

**What do I do if my mailing address or family size changes after I submit a pre-application?**

Once MDHA notifies you that your application has been accepted, it is your duty to immediately inform the MDHA's Housing Choice Voucher Program of any changes to your contact information - address, email or phone. To update contact information, you may submit changes using <http://www.nashville-mdha.org/wp-content/uploads/2015/02/Change-of-Address-Form-1.1.10.pdf> or, you may sign in to Rent Café at

<https://www.rentcafe.com/onlineleasing/mdha/guestlogin.aspx> with your username and password created when you entered the application and update contact information changes. If you have forgotten your password, click on the Forgot Password link under the Login fields and follow instructions on how to reset it. It is not necessary to update income and household member changes as they will not affect your position on the waiting list. If selected, we will verify income and household composition at that time. Or, you may email us at [section8@nashville-mdha.org](mailto:section8@nashville-mdha.org) or submit this information in writing to the following address:

MDHA, Rental Assistance  
620 Dew Street  
Nashville, TN 37206

Phone: 615-252-6500    Fax: 615-252-6614

**For other general HCV information, please visit MDHA's website at <http://www.nashville-mdha.org/>.**

