

HCVP FAQs

Q: How do I apply for a Housing Choice Voucher through CCHA?

A: You must apply to an open waiting list in order to have an opportunity to receive a voucher. CCHA only accepts applications to one of our waiting lists online via our vendor software Yardi/Rent Cafe.

Q: How will I know when to apply online?

A: You can visit the CCHA website at www.hacc.org and follow the link to our wait list.

Q: Can you send me an application in the mail, by fax or email?

A: No, you must apply online when a waiting list is open.

Q: How do I apply online if I don't have a computer or internet access?

A: You can apply using a computer, laptop, tablet, or smart phone (some older devices may not be compatible with the online application). Anyone can apply on your behalf so if you do not have a digital device or access to the internet, you can have a family member, friend, caseworker, etc. to apply for you. If you have a disability, you can make arrangements with the local housing agency to submit your application.

Q: Do I have to pay a fee, or is there a charge to submit an application?

A: **Applying for a voucher is FREE!** If you are asked to pay a fee, you are on a fraudulent website.

Q: How often does a waiting list open?

A: Currently the wait list is open and will remain open until a decision is made by senior management to close it. Normally, wait lists are closed when the number of applicants grows to a number that would take several years to clear.

Q: What is the web address for the online application?

A: To apply, you can visit www.hacc.org and click on the link to apply to the wait list.

Q: What information must I provide on the online application?

A: You must provide your Social Security number, mailing address and telephone number. You may provide your email address, but it is not required.

Q: Why must I provide my Social Security number, mailing address and telephone number?

A: You must provide this information so we have a way of contacting you when the we reach your name on the waiting list or we are updating contact information on the wait list.

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What other questions are on the application?

A: You will be asked about your qualifications for any local preferences (residency, disability, work, veteran status, homelessness). The application also asks you if you wish to designate an additional contact person.

Q: Why would I want to have another contact person?

A: You can provide contact information on your application for a family member, friend or advocate who can assist you with issues you may encounter with your housing application. You are not required to complete this information.

Q: How long does it take to complete the online application?

A: It can take anywhere from 30 minutes to an hour to complete an online application.

Q: Is the application only in English?

A: No, the online application is also available in Spanish.

If you need assistance to apply because you speak a language other than English or Spanish, please contact 361-889-3300 for assistance.

Q: Can I apply to multiple wait list, such as the project based wait list and tenant based wait list?

A: Yes, you may apply to more than one waiting list managed by HACC.

Q: Can I apply twice to the same wait list during the open period for a better chance at a voucher?

A: No, you will get an error message if you try to apply a second time during the open period.

Q: How do I know my application was submitted?

A: After you click the Complete Application button, you will receive a confirmation number. You can print or write down your confirmation number. This confirmation number only confirms your application was submitted successfully. It does not mean you will be placed on the waiting list.

Q: Why won't I be placed on the waiting list?

A: If you did not fully complete your application, or you did not click on the "Submit" button. Your application will not be saved and you will not be placed on the wait list.

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Q: What if I don't receive a confirmation number?

A: If you don't receive a confirmation number, then you did not submit your application correctly. Once you click on the Complete Application button, you will see red text indicating any data fields you failed to complete or completed incorrectly. Once you go back and complete those fields and click the button again, you should receive the confirmation number.

Q: Can I talk to someone if I get an error message or do not receive a confirmation number?

A: Yes, you may call 361-889-3300 and ask to speak to the Rent Cafe specialist.

Q: How do I know if I was picked to be on the waiting list?

A: If your name is selected from the wait list, you will receive a letter from the HACC that will notify you of your selection status. There will be instructions in the letter for you to contact the agency to be scheduled for a program eligibility review. If you do not respond to the letter within ten business days, a second letter will be sent to the address that you provided when you applied to the wait list. If you do not respond to the second letter within ten business days, your name will be removed from the wait list and you will have to reapply.

Q: What is a local service area?

A: A local service area includes the area that HACC administers the housing choice voucher program, the City of Corpus Christi.

Q: What is a residency preference?

A: Per HUD regulation, a housing agency can give priority to applicants who live, work or are hired to work in the agency's service area. This means applicants who meet the residency preference are ranked higher on the wait list than applicants who do not meet the preference.

Q: Can I apply if I live outside the local service area?

A: Yes, anyone can apply to an open waiting list. However, you should know that you will be ranked lower on the waiting list because you do not live, work, or are hired to work service area.

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Q: What does ‘meet the criteria for that list’ mean?

A: HUD allows a housing agency to open the waiting list for applicants who meet a specific preference. This information will be provided in the waiting list advertisement. For example. If the HACC receives a special allocation of funding for a particular demographic group, such as the disabled population, then that would be the preference for those vouchers. If you do not meet that criteria, and you apply to that wait list, then your name will not be pulled for the specialty voucher.

Q: Are there other preferences?

A: Yes. Depending on the type of voucher (Mainstream, VASH, Foster Youth, NED), those specialty vouchers have preferences that are mandated by HUD. In order to qualify for those specialty vouchers, you must meet the specific criteria for each. The HACC will verify each applicant's preferences before a voucher is awarded. Providing incorrect preference information will remove your name from the wait list.

Q: How long will I have to wait for a voucher?

A: Voucher availability depends on the rate of turnover (how many people leave the program) and the level of federal funding available. It is hard to estimate how long you will be on the waiting list.

Q: What if I move before the local housing agency contacts me?

A: If you move during your wait time to be called for a voucher, you can log into your account in Rent Cafe to update your contact information.