



FREQUENTLY ASKED QUESTIONS

For the State Rental Assistance Program (SRAP)

For Elderly, Family and Disabled Households

Waiting List Enrollment Period State-Wide for SRAP

From March 6 to March 10, 2017

GENERAL QUESTIONS:

HOW DO I APPLY FOR THE STATE RENTAL ASSISTANCE PROGRAM (SRAP)

Go to <https://www.waitlistcheck.com/NJ559> during the open enrollment period and follow the instructions on the Home page to submit a pre-application. This is the only way to start the application process.

WHO MAY APPLY FOR SRAP?

Someone whose primary residence is in the State of New Jersey and who has resided in New Jersey for at least six months prior to applying for S-RAP assistance.

WHO MAY APPLY FOR THE WAITING LISTS FOR ELDERLY HOUSEHOLDS?

Individuals or head of households who must be at least sixty-two (62) years of age

WHO MAY APPLY FOR THE WAITING LIST FOR DISABLED HOUSEHOLDS?

Head of households or spouses who are permanently disabled

WHO MAY APPLY FOR THE WAITING LIST FOR FAMILIES?

Head of households with or without children who are 18 years of age; or an individual who is an emancipated minor

WHAT IS A PRE-APPLICATION?

A pre-application is the first step in the process to apply for the SRAP. The pre-application you submit will be entered into the Lottery. If you are selected through the lottery, you will be notified via email of your selection then you will be placed on the waiting list and continue through the application process. If you are not selected by the Lottery, your pre-application will not be considered and will be marked inactive.

WHAT TIME DOES THE WAITING LIST OPEN FOR PRE-APPLICATIONS?

The open enrollment period is from March 6 through March 10. That means that the waiting list opens on **Monday, March 6, 2017 at 10:00 a.m. and remains open until Friday, March 10, 2017 at 5:00 p.m.** Because pre-applications will be selected through a lottery process, it does not matter when you submit your pre-application as long as you submit your pre-application during the open enrollment period. Every pre-application submitted during the open enrollment period has a chance of being selected during the lottery.

WHAT ARE THE HOURS THAT THE WEBSITE WILL ACCEPT PRE-APPLICATIONS?

<https://www.waitlistcheck.com/NJ559> website accepts pre-applications 24 hours a day beginning **Monday March 6, 2017 at 10:00 a.m. until Friday, March 10, 2017 at 5:00 pm.** The website will close exactly at 5:00 p.m.; no more applications will be accepted after 5:00 p.m.

CAN I APPLY TO MORE THAN ONE WAITLIST?

Yes.

WHY DO I HAVE TO CREATE AN ACCOUNT AT THE <https://www.waitlistcheck.com/NJ559> WEBSITE?

Creating an account allows you to come back to the website after you have submitted your pre-application and check on the status of your pre-application. You must save your account information so that you can return to the website and find out if your pre-application was selected for the lottery.

I DO NOT HAVE AN EMAIL ADDRESS. HOW DO I SUBMIT MY PRE-APPLICATION?

You cannot submit a pre-application without an email address. You must obtain a valid email address to make pre-application. There are many free email services such as Yahoo, Gmail and Hotmail. When you begin your pre-application process, there is a free email site where you can set up an email account if you don't already have one.

CAN I USE MY SMART PHONE, IPHONE, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO SUBMIT MY PRE-APPLICATION?

Yes. As long as you can navigate to the website (<https://www.waitlistcheck.com/NJ559>) and enter information about yourself from your device, you can do it.

IF I HAVE APPLIED TO ANOTHER HOUSING AUTHORITY USING WAITLISTCHECK.COM, DO I LOG IN USING MY EXISTING ACCOUNT INFORMATION TO SUBMIT MY PRE-APPLICATION TO DCA?

Yes.

WHAT INFORMATION WILL I NEED TO FILL OUT THE PRE-APPLICATION?

You will need the full legal names, social security numbers and dates of birth for all members in your household. You will also need to list all income received by every member in the household.

DO I HAVE TO ENTER NAMES AND INCOME ON MY PRE-APPLICATION?

Yes. You must answer all the questions and complete all the fields in the pre-application. Your pre-application should list all the members of your household and all of your household's income including, but not limited to: Temporary Assistance to Needy Families (TANF), Social Security Retirement, Social Security Disability, Supplemental Security Income (SSI), pensions, child support, alimony, unemployment, temporary disability, wages, self-employment earning, etc.

I'M ELDERLY, WHAT TYPE OF ASSISTANCE CAN I GET TO COMPLETE A PRE-APPLICATION?

You may have a family member or friend assist you with the pre-application or you can contact one of the organizations listed: ([Link to division of Aging County list](#))

I'M DISABLED, WHAT TYPE OF ASSISTANCE CAN I GET TO COMPLETE A PRE-APPLICATION?

If you are disabled and need help making a pre-application, DCA will extend reasonable accommodations on a case-by-case basis and will take into consideration the disability and the need(s) of the individual. Please call 609-292-4080 and select Option 8 from the Menu for information.

I DON'T HAVE INTERNET ACCESS AT HOME. DO YOU KNOW WHERE I CAN GO TO COMPLETE MY PRE-APPLICATION?

Free wireless connections are available at coffee shops, book stores, grocery stores, local libraries and community centers. If you don't have your own electronic device, you can use the computers at a local library and at most community centers.

I DON'T HAVE ACCESS TO TRANSPORTATION TO GET TO A WIRELESS CONNECTION LOCATION. CAN I COMPLETE MY PRE-APPLICATION OVER THE PHONE?

No. Pre-applications must be submitted online or call DCA-Applicant Services Unit at 609-633-6157 for assistance.

IF I HAVE QUESTIONS WHO SHOULD I CONTACT?

You can contact the New Jersey Department of Community Affairs, Applicant Services Unit (ASU) at 609-633-6157 or dial 609-292-4080, and select Option 8 on the Menu, Monday through Friday from 9:00 am to 5:00 pm.

I WAS ON THE WEBSITE AND STARTED TO COMPLETE MY PRE-APPLICATION. I LOST THE INTERNET CONNECTION IN THE MIDDLE. HOW DO I GET BACK?

If you did not receive a confirmation number, you will need to start completing your pre-application again from the beginning.

THE WEBSITE IS UNAVAILABLE AND I CANNOT ENTER MY PRE-APPLICATION. WHAT SHOULD I DO?

Call 609-633-6157 and alert Applicant Services Unit to the difficulties you are having. They will check on the status of the website; or if busy, call 609-292-4080 and dial option 8.

CAN SOMEONE ELSE SIGN UP FOR ME?

Yes. You can have a friend or family member assist you in completing the pre-application but you must certify that all of the information being provided (dates of birth, income, etc.) is true.

IF MY CHILDREN LIVE WITH ME AND THEY ARE 18 YEARS OLD OR OLDER DO I HAVE TO INCLUDE THEIR INCOME?

Yes. All household members' income needs to be disclosed by entering it onto the pre-application.

I HAVE A REQUEST FOR A REASONABLE ACCOMODATION DUE TO A DISABILITY. WHAT IS YOUR AGENCY'S POLICY ON HANDLING SUCH REQUESTS?

DCA will extend reasonable accommodations on a case-by-case basis and will take into consideration the disability and the need(s) of the individual. Please call 609-292-4080 and select Option 8 from the Menu for information. Our written policy is in our Administrative Plan which can be viewed online at: http://www.nj.gov/dca/divisions/dhcr/announcements/pdf/hcv_admin_plan_fy_2016.pdf.

I WANT TO SUBMIT A WRITTEN PRE-APPLICATION INSTEAD OF USING THE ONLINE PRE-APPLICATION SHOWN AT <https://www.waitlistcheck.com/NJ559> CAN I DO THAT?

No. The DCA will only be accepting pre-applications through the online website.

I DON'T SPEAK ENGLISH OR DON'T SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE PRE-APPLICATION. CAN I GET A PRE-APPLICATION IN ANOTHER LANGUAGE?

Yes. The pre-application is available in 90 languages. Go to the Home page found at <https://www.waitlistcheck.com/NJ559>. At the top right is a drop-down button that allows you to view the pre-application in different languages.

CAN I APPLY FOR RENTAL ASSISTANCE IF I OR A MEMBER OF MY HOUSEHOLD OWES MONEY TO DCA OR IF I OR A MEMBER OF MY HOUSEHOLD WAS TERMINATED BY DCA IN BAD STANDING?

Yes, depending upon the previous situation or cause; however, if you were a previous participant of a DCA-administered rental assistance program and were terminated with cause or if you owed money to any of DCA's housing assistance programs you may not be eligible for participation. If you are selected by the lottery and your household is up for consideration, DCA will evaluate your previous circumstances. Your case cannot proceed unless you have paid back any amounts owed.

CAN I APPLY FOR RENTAL ASSISTANCE IF I OR A MEMBER OF MY HOUSEHOLD HAS A CRIMINAL BACKGROUND?

Yes, however, recent criminal activity (within the last 5 years) may prevent a person from participating. DCA will conduct background screening for criminal history in accordance the SRAP regulations N.J.A.C. 5:42 (2014)

AFTER PRE-APPLICATION SUBMISSION:

HOW DOES THE LOTTERY WORK?

Pre-applications are selected for placement on the waiting list by a random computer generated selection after sorting for preferences.

WHEN CAN I CHECK THE STATUS OF MY PRE-APPLICATION?

You can check the <https://www.waitlistcheck.com> website on **March 24th** to learn if you were selected through the lottery.

CAN I PRINT MY PRE-APPLICATION?

Yes, follow the instructions at the <https://www.waitlistcheck.com> website.

WHAT HAPPENS IF I FORGET MY USER ID?

Your User ID is selected by you at the time you submit your pre-application. You choose whether to use your email address or a telephone number you provide as your User ID.

WHAT HAPPENS IF I FORGET MY PASSWORD?

On the <https://www.waitlistcheck.com> home page click the “Forgot Password” link and follow the onscreen instructions.

WHAT DOES “ACTIVE” STATUS MEAN?

Active status means you were selected by the lottery process and are on the waiting list.

WHAT DOES AN “INACTIVE” STATUS MEAN?

Inactive status means that you were NOT selected by the lottery process

CAN I MAKE CHANGES TO MY PRE-APPLICATION AFTER I SUBMIT IT?

Yes, but you must contact DCA to make those changes. You must submit changes such as name, address, email, telephone number to customer.service@dca.nj.gov or via regular mail to: Applicant Services Unit, P.O. Box 051, Trenton, NJ 08625.

CAN I BE SELECTED AND PLACED ON MORE THAN ONE WAITING LIST?

Yes.

WHAT HAPPENS ONCE I GET ON THE WAITING LIST?

DCA cannot predict how long it will take to reach your household on the waiting list. It depends on the rate of turnover of existing participants and the level of funding available. For this reason it is very important that you keep your information current. This includes changes to your name, address, telephone number or email address. Failure to update your profile information may disqualify you. Disqualified households are removed from the waiting list. Submit updates to your profile to: customer.service@dca.nj.gov or via regular mail to: Applicant Services Unit, P. O. Box 051, Trenton, NJ 08625.

As housing assistance becomes available, DCA will contact you for an eligibility screening appointment. The screening process will determine if you meet the basic eligibility requirements to qualify for the program. If you meet the program requirements, you will receive a voucher.