



FREQUENTLY ASKED QUESTIONS

For the State Rental Assistance Program (SRAP)

For Elderly, Family, Homeless and Disabled Households

State-Wide

ENROLLMENT PERIOD: Monday, July 11, 2022, at 9:00 a.m. EST until Friday, July 22, 2022, at 5:00 p.m. EST

GENERAL QUESTIONS:

1. 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 SRAP pre-application. This is the only way to start the application process.

2. WHO MAY APPLY FOR THE WAITING LIST FOR ELDERLY HOUSEHOLDS?

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

3. WHO MAY APPLY FOR THE WAITING LIST FOR DISABLED HOUSEHOLDS?

Head of households or spouses who are permanently disabled.

4. WHO MAY APPLY FOR THE WAITING LIST FOR FAMILY?

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

5. WHO MAY APPLY FOR THE WAITING LIST FOR HOMELESS?

A household who lacks a fixed, regular, and adequate nighttime residence

6. DO I NEED TO BE A CITIZEN TO APPLY FOR SRAP?

To be eligible for SRAP, the head of household must be a US Citizen or a Non-citizen who has been lawfully admitted to the United States

7. WHAT IS A SRAP PRE-APPLICATION?

A SRAP pre-application is the first step in the process to apply for any of the SRAP Waiting Lists. 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.

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

The open enrollment period is from July 11, 2022, through July 22, 2022. That means that the waiting list opens on **Monday, July 11, 2022, at 9:00 a.m. and remains open until Friday, July 22, 2022, at 5:00 p.m.** SRAP pre-applications will be selected through a lottery process, therefore, 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.

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

The <https://www.waitlistcheck.com/NJ559> website accepts pre-applications 24 hours a day beginning **Monday, July 11, 2022, at 9:00 a.m. until Friday, July 22, 2022, at 5:00 p.m.** The website will close exactly at **5:00 pm.**; no more applications will be accepted after 5:00 p.m.

10. CAN I APPLY TO MORE THAN ONE CATEGORY?

Yes, but you must submit a pre-application through the <https://www.waitlistcheck.com/NJ559> website for each category that you think you qualify for. You should also keep in mind that preference is given first to people who meet the stated preferences.

11. WHY DO I HAVE TO CREATE AN ACCOUNT AT THE WEBSITE?

<https://www.waitlistcheck.com/NJ559>

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

12. I AM HOMELESS WHAT ADDRESS SHOULD I USE?

You should use your current mailing address; if you do not have one, please ask a family member or friend.

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

You cannot submit a pre-application without an email address. You must obtain a valid email address to make a 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 if you don't already have one. Also, we have a link to a free email service on the pre-application once you log into <https://www.waitlistcheck.com/NJ559>.

14. CAN I APPLY TO MULTIPLE LISTS?

Yes. You can apply to each list that you think you qualify for.

15. CAN I USE MY SMART PHONE, iPhone, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO MAKE AN APPLICATION?

Yes, providing you can navigate to the website: <https://www.waitlistcheck.com/NJ559> and enter information about yourself from your device.

16. CAN I MAKE CORRECTIONS TO MY SRAP PRE-APPLICATION DURING THE ENROLLMENT PERIOD?

No.

17. CAN I SAVE AN INCOMPLETE APPLICATION FOR LATER?

Yes, but you must complete and submit your application before the deadline.

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

Yes.

19. WHAT INFORMATION WILL I NEED TO FILL OUT THE SRAP 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.

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

Yes. You must answer all the questions and complete all the required fields in the pre-application. Your pre-application should list all the members of your household and all 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.

21. I'M ELDERLY, WHAT TYPE OF ASSISTANCE CAN I GET TO COMPLETE A SRAP 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 at the Division of Aging website for assistance using this link; <https://www.state.nj.us/humanservices/doas/home/saaaa.html>. You can also contact them by phone at 1-800-792-8820 or call our Customer Service at 609-292-4080, Option 9.

22. I DO NOT HAVE INTERNET ACCESS AT HOME. WHERE CAN I GO TO COMPLETE MY SRAP PRE-APPLICATION?

Free wireless connections are available at coffee shops, bookstores, grocery stores, local libraries, and community centers. If you do not have your own electronic device, you can use the computers at a local library and at most community centers. If you are currently in a long-term care facility, please contact **I Choose Home NJ** at 855-466-3005 or log onto this link: <http://www.ichoosehome.nj.gov/>.

23. I DO NOT HAVE ACCESS TO TRANSPORTATION TO GET TO A WIRELESS CONNECTION LOCATION. CAN I COMPLETE MY SRAP PRE-APPLICATION OVER THE PHONE?

No. Pre-applications must be submitted online unless you are disabled or elderly and require a reasonable accommodation.

24. IF I HAVE QUESTIONS, WHO SHOULD I CONTACT?

Call DCA-Customer Service Unit for assistance at 609-292-4080, Option 9 on the telephone.

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

If you did not receive a receipt, you must re-submit a pre-application from the beginning.

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

Wait a few minutes then try again.

27. CAN SOMEONE ELSE SIGN UP FOR ME?

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

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

Yes. All adult household members' income needs to be disclosed on the pre-application.

29. HOW DO I REQUEST A REASONABLE ACCOMMODATION DUE TO A DISABILITY?

If you are disabled and need help applying for 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(s). Our Reasonable Accommodation policy is in our Administrative Plan which can be viewed online at: <https://www.nj.gov/dca/divisions/dhcr/publications/>. You can also call DCA's Customer Service number at 609-292-4080, option 9, for assistance.

30. I WANT TO SUBMIT A WRITTEN SRAP PRE-APPLICATION INSTEAD OF USING THE ONLINE PRE-APPLICATION; CAN I DO THAT?

No. The DCA will only be accepting pre-applications at the following website:
<https://www.waitlistcheck.com/NJ559> .

31. I DO NOT SPEAK ENGLISH OR I DO NOT SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE SRAP PRE-APPLICATION. CAN I GET AN APPLICATION IN ANOTHER LANGUAGE?

Yes, the pre-application is available in 90 different 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 select different language used on the pre-application.

32. WHAT IS THE DIFFERENCE BETWEEN SRAP VOUCHER AND A SECTION 8 VOUCHER?

The SRAP voucher can only be used in the State of New Jersey and is open only to New Jersey Residents; Section 8 can be used through-out the U.S. and its territories.

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

Yes, however, if you were selected by the lottery and your household is up for consideration, a background screening will be done on each adult household member. An adult is an individual who is 18 years of age or older. DCA will evaluate any criminal history in accordance with the Section 5:42-4.1 - Denial of admission or termination of assistance

34. CAN I PRINT MY SRAP PRE-APPLICATION?

Yes, as soon as you finish completing your pre-application you can print it before submission.

35. WHAT DOES "ACTIVE" STATUS MEANS AFTER SUBMITTING A PRE-APPLICATION?

This means that your pre-application was successfully submitted, and you will receive a receipt placing you in an **Active status**. However, this is only for submission of your pre-application. After the lottery is conducted, and if you were **not selected**, your status will then go to **Inactive status**.

36. HOW DO I KNOW IF MY PRE-APPLICATION WAS SUCCESSFULLY SUBMITTED?

Once you click the submit button you will receive a receipt. If you do not receive a receipt, your pre-application **WAS NOT** successfully submitted, and you must re-submit a pre-application.