

# FAQs: State of Illinois Rental Housing Support Program (RHSP) Wait List Opening for DuPage Housing Authority (DHA)

***DHA is OPENING the General Wait List for the State of Illinois Rental Housing Support Program (RHSP) on WEDNESDAY SEPTEMBER 7, 2022, at 10:00 a.m. CST.***

A combination of low wages and limited availability of affordable rental housing units requires many families and households throughout the State of Illinois to pay a disproportionate share of their income for basic housing. There are also households in the state that face additional difficulty in finding affordable housing due to disabilities or special needs of family members.

To address this pressing need, in 2005 the state enacted the *Rental Housing Support Program*. The RHSP promotes permanent housing by funding rent subsidies for rent burdened extremely- and severely-low-income households.

We are pleased to announce the opening of the RHSP Waiting List for DuPage County. Below is the number of pre-applications that will be accepted on September 7, 2022, at 10:00 a.m. CST to September 7, 2022, at 4:00 p.m. CST:

<u>Number of Applications</u>	<u>Unit Bedroom Size</u>
100	1 Bedroom Unit
100	2 Bedroom Unit
50	3 Bedroom Unit
30	4 Bedroom Unit
30	5 Bedroom Unit

Subsidy level is based on the certified bedroom unit size for a household. The certified bedroom unit size is determined based on one (1) bedroom gets approved for subsidy for every two (2) persons in the household regardless of age or gender – usually called, “2 heartbeats per room.”

When completing the pre-application, you MUST place select the correct bedroom unit size for your household based on 2 heartbeats per room. If the incorrect bedroom size is selected, you may be withdrawn from that Wait List.

<b>Standards Used to Determine Unit Bedroom Size</b>		
<b>Unit Bedroom Size</b>	<b>Minimum Number of Persons</b>	<b>Maximum Number of Persons</b>
<b>0BR</b>	<b>1</b>	<b>2</b>
<b>1BR</b>	<b>1</b>	<b>2</b>
<b>2BR</b>	<b>2</b>	<b>4</b>
<b>3BR</b>	<b>4</b>	<b>7</b>
<b>4BR</b>	<b>5</b>	<b>9</b>
<b>5BR</b>	<b>6</b>	<b>11</b>

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*The online application will be available at that time through the Applicant Café link on our website [www.dupagehousing.org](http://www.dupagehousing.org).*

*The wait list will CLOSE September 7, 2022, at 4 PM or when the allotted number of applications have been successfully submitted, whichever comes first. (See chart above.)*

There is no cost to submit a pre-application for the RHSP Wait List. DHA will never ask for your debit or credit card or any other form of payment to submit a pre-application for its services. Additionally, **DO NOT** provide personal information to anyone claiming he or she can guarantee a spot on the wait list, improve your chances of selection for the RHSP wait list, or ensure that you will receive any DHA benefits!

WHEN THE WAIT LIST OPENS, you must successfully submit a pre-application online during the open period. The pre-application includes information on the head of household as well as each household member. Please have available the Head of Household mailing address, Email address, Total household income, as well as each household member's First and Last name, Date of Birth, SSN, Gender, Race and Ethnicity, and Relationship to Head of Household. This must be submitted online using a computer, smartphone, tablet or other electronic device with Internet access. Applicants should have a valid e-mail address to apply. If you do not have Internet access, you may submit the pre-application online at locations throughout the County that offer free use of their computers, such as public libraries. Internet access is not available for submitting a pre-application at the DHA office.

## **Reasonable Accommodations**

Pre-applications will NOT be provided or accepted at the DHA Wheaton, IL location unless you have been **pre-approved** for a *Reasonable Accommodation* because of a disability or related condition that prevents you from equal access to the online pre-application process. Your accommodation request must be written and must describe the reason why the online pre-application process prevents you from accessing the pre-application. The written request must be RECEIVED BY WEDNESDAY, AUGUST 31, 2022, BY 4:30 p.m. CST by:

- Mailing to: DuPage Housing Authority Attn: RHSP-Kristin Sartore, 711 E. Roosevelt Rd., Wheaton, IL 60187.
- Faxing to: Attention: RHSP-Kristin Sartore (630) 690-0702; or
- Emailing to: [ksartore@dupagehousing.org](mailto:ksartore@dupagehousing.org)

If the request is approved, you will be notified, and arrangements will be discussed on how to receive it.

# FAQs: State of Illinois Rental Housing Support Program (RHSP) Wait List Opening for DuPage Housing Authority (DHA)

DHA will coordinate with you to receive a paper copy pre-application and you can return the pre-application back to this office when completed, however due to the time sensitive nature of the wait list opening and the expected high volume of pre-applicants, we strongly suggest the pre-application be dropped off at the Reception Desk so it can be date and time stamped upon receiving it. **No paper copy of completed pre-applications can be emailed or faxed.**

## PLEASE NOTE:

**YOU WILL NOT BE ABLE TO SUBMIT THE COMPLETED PAPER COPY PRE-APPLICATION BEFORE 10:00 A.M. CST ON WEDNESDAY, SEPT. 7, 2022, WHEN THE WAIT LIST OFFICIALLY OPENS!**

All pre-applications will be date and time stamped. If a paper copy of the pre-application is submitted before 10:00 A.M. CST it will be considered **rejected** due to the wait list not being open at the time of receipt of the pre-application!

**NOTE: THIS IS NOT A REQUEST FOR ANY MEDICAL DIAGNOSIS, A REQUEST FOR MEDICAL RECORDS OR A REQUEST TO PROVE ANY CLAIMED DISABILITY OR A DESCRIPTION OF SAME.**

Individuals with hearing or speech disabilities using TDD or TTY technology may call Illinois Relay Services for assistance.

**IMPORTANT:** When the DHA RHSP wait list opens, the *Wait List Pre-application* will contain sensitive information about the applicant that is considered confidential. That information will be maintained in a **User Account** on our secure database. Access to the information in a user account will only be available to the applicant and DHA so **you must create a user account before you can submit an online Pre-application to apply for the DHA RHSP wait list. Unless permission for a Reasonable Accommodation has been granted, Pre-applications can only be completed and submitted online within your User Account.**

If you answer Yes to **any** of the following questions, you already have a User Account and don't need to create another one:

1. Are you a Participant *currently* on the Housing Choice Voucher Program in DuPage County under the DuPage Housing Authority?
2. Are you a Participant *currently* on the Housing Choice Voucher Program in Kendall County under the Kendall Housing Authority?
3. Were you a Participant on the Housing Choice Voucher Program in DuPage County under the DuPage Housing Authority but are no longer on the HCV program or no longer live in DuPage County?

## FAQs: State of Illinois Rental Housing Support Program (RHSP) Wait List Opening for DuPage Housing Authority (DHA)

4. Were you a Participant on the Housing Choice Voucher Program in Kendall County under the Kendall Housing Authority but are no longer on the HCV program or no longer live in Kendall County?
5. Were you on any Wait List for the DuPage Housing Authority that opened in 2010, 2016 or 2019, or any Wait List for the Kendall Authority that opened in 2008 or 2018?
6. Are you a participant or former participant of the Illinois Rental Housing Support Program (RHSP) administered through DuPage Housing Authority or Kendall Housing Authority?

If you answered No to **all** the questions above, you Do Not have a RENT Cafe User Account and you **must** create one.

If you have a Rent Café User account and forgot your username or password, please contact the Compliance Department for assistance by emailing Nadya Reusche at [nreusche@dupagehousing.org](mailto:nreusche@dupagehousing.org) or Jim Stafford at [jstafford@dupagehousing.org](mailto:jstafford@dupagehousing.org).

It is not required but it is highly recommended that before the DHA RHSP wait list opens for pre-applications at **10:00 a.m. Central, on Wednesday September 7, 2022**, that you:

- (1) visit the DuPage Housing Authority website at [www.dupagehousing.org](http://www.dupagehousing.org);
- (2) **select** the Applicant Café link to create your User Account. Once it directs you to the 'Login' webpage,
- (3) select the '**Click here to register**' link, then
- (4) follow the steps to create your account by entering your email address as a *username* and create a *password* that you choose. Please note that passwords must be a minimum of 10 characters, and must include at least one upper case letter, one lower case letter, one number and one symbol, such as a dollar ( \$ ) or pound ( # ) sign.

**Note:** Once you create the user account, you will receive an email confirming your Rent Café user account was created. You are now ready to complete the pre-application once the DHA RHSP wait List opens for pre-applications.