



Public Housing Multifamily Waiting List FAQs (Frequently Asked Questions)

1. When will the multifamily waiting list for Public Housing be open and how do I apply?

The St. Paul Public Housing Agency (St. Paul PHA) will begin accepting online applications for 0-5 bedroom apartments beginning on March 1, 2023 and continuing until further notice. It is an online-only application. You may apply at any time (24 hours a day) at www.stpha.org. You can use any computer, tablet or smart phone with internet access to apply, including free computers at public libraries. This information is posted at www.stpha.org and www.HousingLink.org.

2. Can I come into a PHA office to apply?

No, you will not be able to come to any PHA office to complete an application. Applications are taken online only. There will not be any applications available at the PHA. The PHA will not have computers for applicants to use, and the PHA's Central Administrative office is closed to the public until further notice.

3. Can you help me with the application?

No, PHA staff will not be able to help you with your application. Other community organizations may be able to help.

4. What information do I need to apply for the waiting list?

The application asks for Social Security numbers (SSN) and birth dates for all members of your household. You will also need to know your household's annual income and provide an email address.

5. Can I apply more than once? Can my spouse and I each put in a separate application?

No, only one application is allowed per family.

6. I have a disability. How do I ask for a reasonable accommodation to apply for the waiting list?

Applicants who need a reasonable accommodation as a result of a disability can submit a written request to the PHA's Rental Office. We encourage you to submit a written request as promptly as possible.





7. Do I have to apply early to get a good place on the waiting list?

No, but applying within the first week will give you the best chance at a good placement on the list. All applications received during the first week will be randomly sorted (like a lottery). It does not matter if you apply first or last since all applications received during that period will be entered in the lottery. After March 7, 2023, applications will be sorted by the date and time received.

8. What happens after I apply? How will I know I am on the waiting list?

You can confirm that you are on the waiting list by calling 651-371-6135 or by using the “Assistance Connect Applicant Portal”. When you will be able to confirm you are on the list depends on when you apply:

- If you apply during the first week, you may go to www.stpha.org on April 1, 2023 or later to register for the St. Paul PHA “Assistance Connect Applicant Portal” and confirm that you are on the waiting list. Click on the button “Update Application” and follow the directions to register for the portal.
- If you apply after March 7, 2023, you can register for the portal and confirm that you are on the waiting list about a week after submitting your application.
- You can also call 651-371-6135 (an automated line) to confirm that you are active on the waiting list, following the same timelines noted above.
- The Assistance Connect Applicant Portal and the automated phone line will only confirm that you are on the waiting list. They will not tell you where you are on the list or how long your wait time may be. Please do not call the PHA for status information.
- All changes in your application (new address, etc.) must be submitted online using the Assistance Connect Applicant Portal which can be accessed at www.stpha.org by selecting “Update Application”.

9. When is the waiting list closing?

The waiting list will remain open until further notice.

