

PUBLIC HOUSING AGENCY

SAINT PAUL

Multifamily Housing Waiting List FAQs (Frequently Asked Questions)

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

The St. Paul Public Housing Agency (St. Paul PHA) will begin accepting online applications for multifamily housing apartments with 0-5 bedrooms at 8:00 AM on September 17, 2020 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 PHA offices are 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 you.

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 you must 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. All applications received between 8:00 AM on September 17 through 11:59 PM on September 23, 2020 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 September 23, 2020 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?

- If you apply during the first week, you may go to www.stpha.org on October 1, 2020 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 September 23, 2020, you should be able to confirm that you are on the waiting list one week after submitting your application.
- The Assistance Connect Applicant Portal will confirm that you are on the waiting list, but will not disclose rank or approximate wait time. Please do not call the PHA for status information.
- All changes in your application (new address, etc.) will have to 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 PHA has not announced a closing date at this time. The closing of the waiting list will be publicly announced in advance using the same methods used to announce the opening (on the PHA's website, in the Pioneer Press, through HousingLink and by email blast).
-