

Public Housing & Project Based Voucher

WAITLIST

OPENINGS

FREQUENTLY ASKED QUESTIONS

1. Are all of RRHA's waitlists opening? No. On February 27, RRHA will be opening PUBLIC HOUSING and five (5) PROJECT BASED VOUCHER waitlists, only.
2. What is a project-based voucher waitlist? A project-based voucher (PBV) is a housing choice voucher where the subsidy stays with the unit, not the individual voucher holder.
3. Why not open all waitlists? Waitlists are open according to availability. RRHA is opening the waitlists that have availability in an attempt to cut down the wait time to twelve (12) months or less for persons in need of that specific bedroom size.
4. What are the bedroom sizes that are opening? See chart below:

Name of Community	Bedroom Size Available
Public Housing	4 and 5 bedrooms
Armstrong Renaissance 2B <i>(Senior – 62 and older)</i>	1 and 2 bedrooms
Cool Lane Apartments	Studio and 1 bedroom
Urbana at Hioaks	2 and 3 bedrooms
The Heights at Brady Square	1, 2 and 3 bedrooms
Brook Villas	2 and 3 bedrooms

5. I have been on the waitlist for several years, so will I get housing when the waitlist opens? Each waitlist is separate, it can depend on several factors such as but not limited to the number of vacancies at the property, your position on the waitlist, the type of housing unit you have selected (ADA or handicap accessible) and your family composition. Waitlist openings do not guarantee placement into housing.
6. When will the other waitlists be open? Waitlists are open based upon unit availability.
7. How do I get on the waitlist?
 - Visit www.rrha.com
 - Click "Applicant Portal"
 - Returning Users: Type in your email and password OR "forgot password"
 - First Time Users: Click "I do not have a registration code" – (if it's later determined applicant is recognized by our system and a registration code is needed the code can be provided via the call center 804-780-4200)
 - Complete "Personal Details" & "Account Information" sections
 - Accept Terms & Conditions
 - Click "Register"
8. How do I check my place in line on the current waitlist? Log into the Applicant Portal and Click on "waitlist status"
9. What do I do if I am having trouble logging in? Contact the customer call center at (804) 780-4200 to assist with updating email addresses, password resets and registration codes.