FREQUENTLY ASKED QUESTIONS
Updated January 2024

January 22 – 23, 2024 ONLY!

WAITLIST OPENINGS

1. **Are all of RRHA's waitlists opening?** No. On Monday, January 22, 2024 RRHA will be opening five (5) PROJECT BASED VOUCHER waitlists, only. The pre-application period will open Monday, January 22, 2024 at 8:30 a.m. and close Tuesday, January 23, 2024 at 5 p.m.

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
Lambert Landing I	Two & Three Bedrooms
Lambert Landing II	Two & Three Bedrooms
Liberty Townhomes	One & Three Bedrooms
Brady Square III	One, Two & Three Bedrooms
Brookland Park Apartments	One, Two & Three Bedrooms
Lambert Landing I	Two & Three Bedrooms

5. **How many total units?** 38

6. **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:
   - Number of vacancies at the property
   - Your position on the waitlist
   - Type of housing unit you have selected (ADA or handicap accessible), and
   - Family composition.

   IT IS IMPORTANT TO NOTE: Waitlist openings DO NOT guarantee placement into housing.

7. **When will the other waitlists be open?** Waitlists are open based upon unit availability. Whenever units become available, RRHA will open waitlists for those specific criteria.

8. **How do I get on the waitlist?**
   - Visit www.rrha.com and 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 and Click "Register"

9. **How do I check my place in line on the current waitlist?** Log into the Applicant Portal and Click on "waitlist status"

10. **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.

rrha.com

For General RRHA Inquiries, contact:
RRHA Call Center at (804) 780-4200

RHA
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Building Communities.
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