



- 1. Are all of RRHA's waitlists opening? No. On Monday, December 8, 2025 RRHA will be opening our PUBLIC HOUSING and PROJECT BASED VOUCHER waitlists, only. Various bedroom sizes are available.
- 2. What is a project-based voucher (PBV) waitlist? A 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 & Location of Community	Bedroom Size Available
SRO (Single Room Occupancy) Efficiency 5409 Hull Street, Richmond VA 23224	One Bedroom, ONLY
Public Housing Hillside, Mosby, Gilpin, Fairfield & Whitcomb	Two, Three, Four & Five Bedrooms
Green Park 1203 East Brookland Park Blvd, Richmond VA 23222	One, Two & Three Bedrooms, ONLY

- 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. Whenever units become available, RRHA will open waitlists for those specific criteria.
- 7. How do I get on the waitlist?
 - 1) Visit www.rrha.com
 - 2) Click "Applicant Portal"
 - 3) Returning Users: Type in your email and password OR "forgot password"
 - 4) 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)
 - 5) Complete "Personal Details" & "Account Information" sections
 - 6) Accept Terms & Conditions
 - 7) 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.
- 10. When do the waitlists close? Green Park closes Friday, Dec. 12 @ 5p | SRO Efficiency and Public Housing closes Friday, Dec. 19 at 5p