

PROJECT BASED WAITLIST *Openings*

FREQUENTLY ASKED QUESTIONS

- 1. Are ALL RRHA waitlists opening? **No.** On September 14 at 8:30 a.m. RRHA will be opening two (2) 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 six months or less for persons in need of that specific bedroom size.
- 4. What are the communities and bedroom sizes that are opening? See chart below:

Name of Community	Bedroom Size Available
* Colbrook Apartments - 2500 Colbrook Hills St. Chester VA 23831	One, Two & Three Bedrooms
Cool Lane Commons - 1900 Cool Ln. Richmond VA 23223	One Bedrooms only
* This is a new Waiting List	

- 5. How many total units are available when this waitlist opens? **Eight (8)**
- 6. What if I need additional assistance to get on the waitlist? Clients are encouraged to utilize walk-in days every Tuesday 9a – 12p Noon & Thursday 1p – 4p
- 7. Are there any additional assistance that is being offered for this waitlist opening? **Yes**
Additional walk-in days have been added: Wed. Sept. 9 from 9a – 12p Noon & 1:30p – 4p (for Portal assistance before waitlist opens) and Fri. Sept. 18 from 9a – 12p Noon & 1:30p – 4p (Waitlist Assistance)
- 8. I have been on the waitlist for several years; will I get housing when the waitlist opens? It depends on several factors, such as your place on the list, the type of housing unit(s) you have selected and your family composition
- 9. When will the other waitlists be open? When there is ample availability on the other waitlists, RRHA will open them so that those waiting can be placed within a limited timeframe.
- 10. How do I get on the waitlist?
 - Go to RRHA's website at www.rrha.com
 - Click "Applicant Portal" – top of the page on desktop | bottom of list on cellular phone
 - Type in your email and password OR Click "Click here to register"
 - Click "I do not have a registration code" – **First Time Users** (If 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"

(Having trouble with any of these steps? Reach out to RRHA’s Call Center at (804) 780-4200 or come in during regular walk-in days Every Tuesday 9a – 12p Noon & Thursday 1p – 4p)

- 11. How do I check my place in line on the current waitlist? Log into the Applicant Portal and Click on "waitlist status"
- 12. 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 or come in

rrha.com



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

