

1) When will the Housing Authority of the City of Alameda notify me of my housing wait list application status?

The housing wait list application period is now closed. The Housing Authority of the City of Alameda will not be able to return phone calls or emails related to housing wait list status. Wait list applicants will be notified of their status no earlier than April 2025.

Thank you for your interest in living to the City of Alameda. To check your wait list application status, please visit the website below. Also, please ensure that your contact information is current, because if the Housing Authority attempts to contact an applicant and receives no response from the applicants, the applicant will be dropped from the wait list. So please ensure that your email address, mailing address, and phone number within your wait list account is current and accurate.

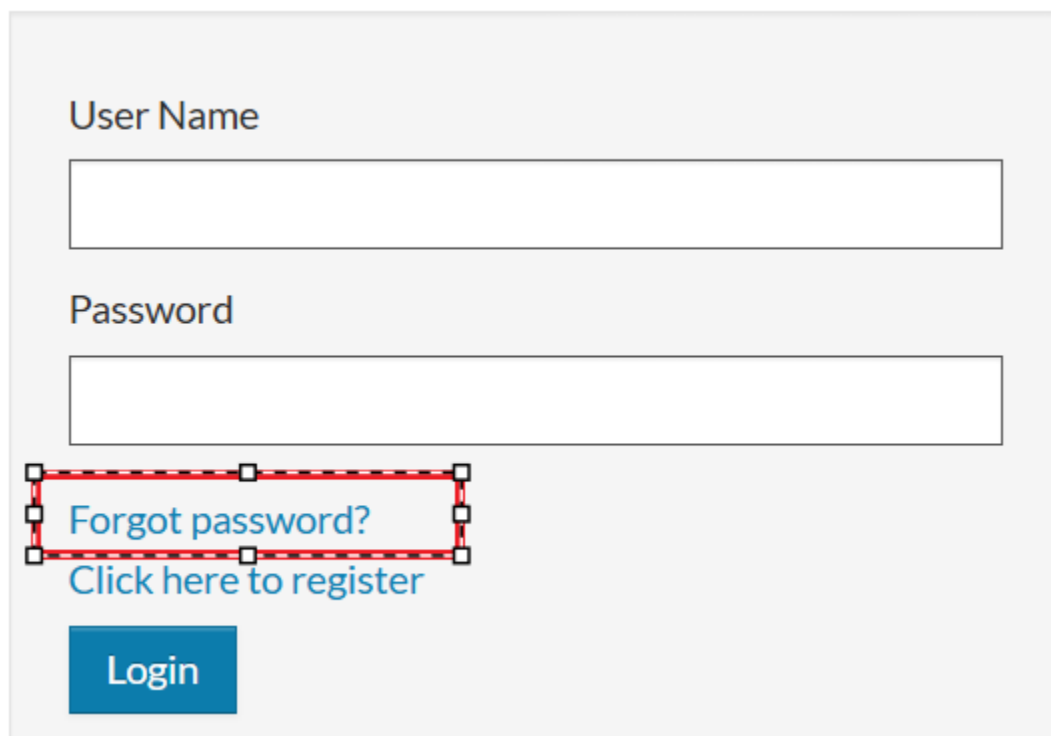
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2) I am having problems logging into my online applicant account, what should I do?

A) Navigate to <https://recertification.alamedahsg.org/>, click on "Applicant login"



B) Click on "forgot password:



The screenshot shows a login form on a light gray background. It contains two input fields: 'User Name' and 'Password'. Below the 'Password' field, there is a link 'Forgot password?' in blue text, which is highlighted by a red dashed rectangular box with small square handles at its corners. Below the link is another blue link 'Click here to register'. At the bottom of the form is a blue button labeled 'Login'.

c) Type in your user name(should be your email) and click submit:

Password Reset

Please enter your user name and we'll send you a link to reset your password.

User Name

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Submit

D) You should then receive a password reset email which provides a link for you to reset your password.

E) If you are still not receiving the password reset email, please verify your email address by coming to the AHA main office at 701 Atlantic Ave Alameda, CA 94501 with your photo ID and staff will verify your email address on file. Office hours are Monday through Thursday 8:30am to 3pm.

3) Will an applicant be automatically provided housing if the applicant is selected to be placed on the wait list?

If the applicant is selected for the housing wait list, AHA will notify the applicant of next steps in the process.

4) If I was already on the waitlist before the waitlist opening in December 2024, will my wait list position change?

Wait lists are ordered in two ways: random lottery assignment and preferences. For families being added to a wait list with applicants from a previous lottery still on the wait list, the new families will receive a random lottery assignment lower than the current/existing wait list applicants. However, the new applicants may be eligible for more preference points than the previous applicants. The families will be ordered by preference points which may result in families who applied in December 2024 receiving housing assistance before applicants from previous lotteries. If two families have the same number of preference points, the families in the earlier lottery will be higher on the list than those from the December 2024 lottery.

5) I applied via a paper application; how do I do "save my spot" online?

You will receive a letter from AHA with a registration code that is required to register on to Rent Café. Then on Rent Café (online portal) please complete "Save my spot" process online or you can come to AHA's main office (701 Atlantic Avenue) to obtain your registration code.

6) Why do I get both rejection and update request from AHA?

If you've applied for more than one wait list, you will receive rejection for each wait list that you were not selected for via each wait list lottery. For any wait list that you were selected for (via the lottery), applicants will receive a communication from AHA which will provide an update and required next steps.

7) How do I know I finished "save my spot"?

Once you complete the “Save my Spot” process online, the button “save my spot” will no longer be appear on the webpage.

8) I was selected (via lottery) to multiple wait lists, will “save my spot” cover all these wait lists?

Your response on Save My Spot will cover all the wait lists that appear within your “Save My Spot” profile. If you were selected for multiple wait lists, you may receive additional requests as Save My Spot will manage those wait lists in the future.

9) What are the list of wait lists that were opened in December 2024?

Along with the Housing Choice Voucher (a tenant-based voucher program), the following Project-Based Voucher (a program where the offer of assistance is tied to a physical unit in the City of Alameda) Wait Lists were opened in December 2024:

- **Properties with an Elderly Family Preference (PBV)** – studios, 1-bedroom, and 2-bedroom units.
- **Family (PBV)** – studio, 1, 2, 3, 4, and 5-bedroom units.
- **Park Alameda (PBV)** – studio units.
- **Faircloth/RAD (PBV)** – 1-bedroom and 2-bedroom units.

10) What is the list of possible preferences?

S8 - Housing Choice Voucher (HCV) Program	PBV - Family	PBV – Park Alameda	PBV – Faircloth/RAD	PBV - Properties with an Elderly Preference
FUP Graduates	In Place tenants for PBV units	In Place tenants for PBV units	In Place tenants for PBV units	In Place tenants for PBV units
Applicant Displaced by Public Action	Applicant Displaced by Public Action	Disability-Specific Supportive Services	Elderly Family	Elderly Family
Special Provisions (Over housed/ underhoused managed hsg. Residents)	Terminated due to lack of funding	Applicant Displaced by Public Action	Applicant Displaced by Public Action	Applicant Displaced by Public Action
Terminated due to lack of funding	Residency	Terminated due to lack of funding	Terminated due to lack of funding	Terminated due to lack of funding
Residency	Family (Elderly or Disabled)	Residency	Residency	Residency
Family (Elderly or Disabled)	Veteran	Family (Elderly or Disabled)	Family (Elderly or Disabled)	Family (Elderly or Disabled)

S8 - Housing Choice Voucher (HCV) Program	PBV - Family	PBV – Park Alameda	PBV – Faircloth/RAD	PBV - Properties with an Elderly Preference
Veteran		Veteran	Veteran	Veteran

Following is a description of each preference.

FUP Graduates:

Emancipated Youth assisted with Family Unification Program (FUP) funding pursuant to FUP regulations dated 2009 or later who were given rental assistance for a fixed term of thirty-six months who are now aging out of that thirty-six month period and referred by Alameda County Social Service for assistance under the HCV Program. Admissions are limited to five per calendar month for this preference subject to availability of vouchers.

APPLICANTS DISPLACED BY PUBLIC ACTION:

Displaced Person(s). A person or persons whose dwelling in AHA's jurisdiction, as determined by AHA:

- Has been destroyed, rendered uninhabitable or projected to be uninhabitable for at least 180 days from the date of displacement as a result of action or inaction by a landlord in response to a disaster declared by the Federal Government or the State of California—provided that the family was meeting all conditions of occupancy at the time of its occurrence; or
- Has been, or will be, rendered legally or functionally uninhabitable for, at least, 180 days from the date of displacement as a result of redevelopment activity or actions invoking the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Uniform Relocation Act) and Section 104(d) of the Housing and Community Development Act (HCD).

Displaced family. (A) Displaced person(s) that:

- Has submitted an online or paper application to AHA for housing assistance within 120 days after the date of displacement from a dwelling located within AHA's jurisdiction, or, in the case of a binding written governmental notice, within 120 days before or after the mandatory vacate date; and
- As of the date that AHA selects the applicant for housing assistance from its Wait List, contingent on AHA's verification of the family's application information, is not living in standard, permanent replacement housing.

Standard, permanent replacement housing is defined as housing that is decent, safe, and sanitary according to Housing Quality Standards and State and local housing code that is adequate for the family size according to

Housing Quality Standard and State and local code, and that the family is occupying pursuant to a written or oral lease or occupancy agreement.

Standard, permanent replacement housing does not include transient facilities, hotels, motels, temporary shelters and, in case of Victims of Domestic Violence, housing occupied by the individual who engages in such violence. It does not include any individual imprisoned or detained pursuant to State Law or an Act of Congress. Shared housing with family or friends is not considered temporary and is considered standard, permanent replacement housing.

TERMINATED DUE OT LACK OF FUNDING:

Section 8 participants who have been terminated by AHA due to over leasing or lack of federal funding.

RESIDENCY:

Applicants who live or work in the City of Alameda, or applicant families including at least one adult member who lives or works in the City of Alameda. For homeless applicants, this preference will apply if the applicant is living in a shelter or transitional housing located in the City of Alameda or had been living in the City of Alameda prior to becoming homeless.

FAMILY (ELDERLY OR DISABLED):

A family including a member 62 years of age or older or a person with disabilities.

VETERAN:

A member of the military, a veteran who was discharged or released under conditions other than dishonorable, or a surviving spouse (as defined by the Department of Veteran Affairs.)

SPECIAL PROVISIONS:

There are two categories of Special Provisions Applicants:

- Applicants who are residents residing in units owned and/or managed by the AHA and who are over housed or underhoused and for whom there is no appropriate unit in the complex where they live and only with the approval of the Executive Director.
- Family Unification Program (FUP)-eligible families and FUP-eligible youths to which the AHA intends to issue FUP vouchers with available funding provided by HUD for this purpose. [Note: This previously was a

separate preference.] These families must be referred by agencies working with the families.

IN PLACE:

Eligible residents who reside in units at the time of the PBV property owner's proposal selection date for Project-based assistance.

Note: due the definition of this preference, it is anticipated that families applying under this wait list opening will not be eligible for this preference.

DISABILITY-SPECIFIC SUPPORTIVE SERVICES:

Persons with disabilities eligible for the disability-specific supportive services offered by Park Alameda under a Ryan White grant from Alameda County. Participation in these services is voluntary, but the family will receive the preference points for being eligible for the services. This preference is allowable under HOTMA regulations. This preference will be limited to the 9 units at Park Alameda specified under the HAP contract as excepted units because the units are specified for families with members with disabilities.

ELDERLY FAMILY:

A family whose head of household, co-head/spouse, or sole member is person 62 years of age or older.

11) I applied via paper application; how do I do "save my spot" online?

You will get a letter from us with registration code to register for Rent Café to complete the "Save my spot" process online or you can come to main office to obtain your registration code.

12) Why did I get both a rejection and an acceptance e-mail from AHA?

If you've applied for more than one wait list, you will receive rejection notices for the wait list(s) that you were not placed on during the randomized lottery process, but you may have been selected for other wait lists and then you will receive a selected letter.

If the AHA runs the update function on the wait list you were selected for, you will receive a request to review and update your information for the wait list(s) that you did make.

You can see your status in the portal. See our other FAQ for information on logging into the portal.

13) How do I know I finished "save my spot"?

Once you complete the “Save my Spot” process online, the button “save my spot” will no longer be available to you on the portal.

14) I was selected for multiple wait lists in the lottery. Will “save my spot” cover all the wait lists I was selected for?

Your response will cover all the wait lists that have Save My Spot running at the time you complete it. If you made multiple lists, you may receive additional requests as Save My Spot is run on those wait lists in the future.

15) What is “Save My Spot” and why am I being asked to submit documents?

“Save My Spot” is an online feature that AHA uses to ensure the accuracy of the application and confirm your interest in remaining on the waitlist. We need documentation to confirm your eligibility for your claimed preference at this time, so that is collected through Save My Spot. Failure to respond to the outreach will result in the removal of your application.

16) I was selected. How soon can I move in?

Being selected for a waitlist does not mean housing is available immediately. AHA will reach out when your name comes close to the top. Please watch for communications from us through your e-mail and portal. It may be many years before you are selected for housing.

17) I am in need of urgent housing now. Can I be moved up the waitlist?

No. You are encouraged to apply for other waitlist openings at other Housing Authorities and nonprofit providers. Please sign up here for notifications from the Bay Area wide affordable housing portal: <https://housingbayarea.mtc.ca.gov/>. The preferences in question #1 are the only ones that the AHA has and the only means for moving up a wait list. If you are homeless, you are encouraged to reach out to the County’s Coordinated Entry System (CES) by calling 211.

18) I was not selected. Can I appeal?

No. If you were not placed on the wait list due to not making it through the random lottery, there is no appeal or opportunity to change this decision. Unfortunately, we were not able to place tens of thousands of people on our wait lists due to the large number of applications. We did not take any information from the application into account when conducting the randomization for the Housing Choice Voucher (tenant-based) wait list. For the Project-Based Voucher (PBV), unit specific, wait list, the only information considered were the size of the units at the complex and the size of unit the family selected on their application. Everyone who applied to a PBV wait list was randomized for one of the bedroom sizes on that list. If the family selected a unit size not at the complex, the family was placed in the closest unit size to the one they selected before the randomization.

You are encouraged to apply for other waitlist openings at other Housing Authorities and nonprofit providers. Please sign up here for notifications from the Bay Area wide affordable housing portal: <https://housingbayarea.mtc.ca.gov/>

19) What is my position number on the wait list?

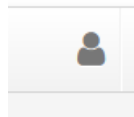
The AHA does not release position numbers on wait lists. You can see your status in the portal. See our other FAQ for information on logging into the portal.

20) Why am I unable to update the Social Security Number and applicant name when logging into my account?

Some personal data is connected to a personal identity and will be not updated until it's the applicant's turn to be processed.

21) How do I update my phone number, address, or e-mail?

You can update these items under the profile button.



Profile button: