



Public Housing (HCVP) Wait List Opening 2025 Frequently Asked Questions

1. Q. What is Public Housing?

- A.** Public Housing is a federally funded program that provides rental assistance for low-income individuals and families but unlike regular section 8 vouchers (which moves with the tenant) Public Housing is tied to specific unit in a building.

2. Q. Which property will I be on the wait list for?

- A.** The only wait list that is open for Public Housing is Drexel House Apartments, which is a senior citizen community only; all applicants must be 62 and older.

3. When can I apply for the other Public Housing waiting list?

- A.** PBCHA does not plan to open the waitlist for Public Housing at this time. Please continue to visit our website for any updates.

4. When can I apply for the Public Housing Waitlist for Drexel House Apartments?

- A.** Pre-applications will be accepted during the wait list registration period beginning July 24, 2025 at 9:00AM.

Remember pre-applications will be accepted online only. No paper applications will be available. Pre-applications will not be accepted at PBCHA's headquarters, or any property owed or operated by PBCHA.

5. Q. What information is needed to apply online?

- A.** The online pre-application requires only your name, social security number, date of birth, mailing address, email address, phone number, annual income and information of all household members who will reside in your household. The pre-application process takes an average of 5 minutes to complete.

6. Q. How do I apply for the Drexel Public Housing Wait List?

A. You must submit a pre-application online at <https://myportal.pbchafl.org/> Pre-application may be submitted online using a computer, smartphone or other electronic device with Internet access. Internet access is also available at Public Libraries.

The pre-application form is available in English, Creole, and Spanish. Registrants who require assistance in completing a pre-application because of a disability and need a reasonable accommodation, may call 561-621-0711 and request assistance. PBCHA will verify that the limitations imposed by the disability require the requested accommodation. If PBCHA determines that the limitations imposed by the disability do not require a request for accommodation, the Registrant will be required to apply online.

This number is only available to persons with special needs. If you have resources to access the internet (family, friends, etc.) please do not use this number as resources are limited.

Applicants will be required to create a username and password, which should be kept for your records.

7. How long is the Drexel Public Housing waitlist open for?

A. The waitlist will be open indefinitely for **Drexel Housing Apartments only**.

8. Q. It says I already have an account with another housing agency can I use the same account?

A. No. You must open a new account with a different email address than you used for the other account(s).

9. Q. What additional documentation is needed with the application. Is a list of documents available?

A. No additional information is needed at this time. If you are selected from a waitlist, you will be contacted and given instructions on what other documents are needed.

10. Q. I cannot change or update an application.

A. You must wait 24 hours from the time the application was submitted or any update to the application was submitted. The application or update must be accepted by PBCHA before any revisions can be made by the applicant. Applications are accepted within 24 hours.

11. Q. I am homeless or in a situation where housing is needed immediately. Can I be moved to the top of the list?

A. No. There are no preferences for persons on the waitlists. All applicants are afforded an equal opportunity to apply and be selected from the waitlist. Persons with immediate

needs should call 211 or visit the website 211.org for information on what other resources are available in the area.

12. Q. The website freezes when I am applying, and I cannot finish the process.

- A.** The website failing to properly function while completing the application process is typically due a compatibility problem with the applicant's device. Use a different computer or type of device to complete the application process.

13. Q. Am I required to live in the City of Palm Beach County to participate in PBCHA's Public Housing Wait list?

- A.** You do not have to live in the City of Palm Beach County to submit a pre-application for PBCHA's Public Housing Wait List. However, you must reside at Drexel House Apartments when selected from the waitlist. This subsidy is tied to Drexel House Apartments only.

14. Q. Am I guaranteed a place on the Public Housing Wait List?

- A.** As the wait list selection process is done by date and time of when the application is submitted. Once the date and time selection process is completed, PBCHA will send an email to **selected** registrants to notify them.

15. Q. Can I call PBCHA find out what number I am listed on the Public Housing Wait List?

- A. NO.** Due to the high volume of applications being selected, we are not accepting phone calls for questions relating to where your application stands on the waitlist. Since applications are selected by date and time no number is assigned. Selected applicants are called from the wait list based on the date and time selection and notified of next steps. **Again, you will not be contacted until your name is selected from the waitlist.**

16. Q. Is there a cost to submit a Public Housing Wait List pre-application?

- A. No.** There is no cost to submit a pre-application. PBCHA will never ask for your debit or credit card or any other form of payment to submit a pre-application for its services. Additionally, please do not provide personal information to anyone claiming he or she can guarantee a spot on the wait lists, improve your chances of selection for the wait list or ensure that you will receive any PBCHA benefits.

17. Q. Can I apply for the Public Housing Wait List if I have applied before, was previously terminated from the program, owe PBCHA any money or if I am on another wait lists?

- A. Yes.** You will not be prohibited from submitting a pre-application; however, when you are selected from the wait list, your application will be reviewed in accordance with

PBCHA's Admission and Continued Occupancy Policy (ACOP), which may include a review of your previous participation in a housing assistance program and related rental history.

18. Q. What happens after I submit the pre-application?

A. Once you enter your email address and password (or create one if needed) and fill out your online pre-application, you will receive an email receipt with an attachment containing the Online Application Summary confirming that your pre-application was successfully submitted.

Note: Once you submit your pre-application, put your username and password in a safe place so you will not lose it. Please retain this information for your records as proof you applied.

Pre-applications will be selected using date and time selection process.

After the date and time selection, PBCHA will contact the selected applicants.

19. Q. I received an email my pre-application has been accepted. Does that mean I am on the wait list?

A. Yes. An email is sent when a pre-application has been accepted and will remain on the waitlist until selected or withdrawn. Emails will be sent to the email address you provided on your online application. Check your Spam filter and Junk email folders for the email.

20. Q. What if something changes on my application?

A. You will be able to update your information on the applicant portal where you submit your application after 24 hours. Remember to save your username and password when you register. It is the responsibility of the applicant to keep their contact information updated with PBCHA. Failure to do so could result in cancellation from the Public Housing Wait List.

21. Q. When will I get called from the Public Housing wait list for housing?

A. Being added to the wait list does not mean that you will receive housing right away. You will be notified by email when you selected from the waitlist or when it is time to update your application annually.

22. Q. It says I already have an account with another housing agency can I use the same account?

A. No. You must open a new account with a different email address than you used for the other account(s).

Palm Beach County Housing Authority does not discriminate against Registrants, applicants or participants on the basis of their race, color, religion, sex, national origin, disability or familial status.

