

HCVP FAQs

Q: How do I apply for a Housing Choice Voucher through Virginia Housing?

A: Virginia Housing partners with 31 local housing agencies across Virginia to administer the Housing Choice Voucher program (HCVP). You must apply to an open waiting list in order to have an opportunity to receive a voucher. Virginia Housing only accepts applications to one of our waiting lists online.

Q: How will I know when to apply online?

A: Our local housing agencies advertise waiting list openings in area newspapers two weeks prior to the opening. Waiting list openings are also posted on [VirginiaHousing.com](https://www.virginiahousing.com) in the announcements section of the website. The announcement includes the information on how and when to apply.

Q: Can you send me an application in the mail, by fax or email?

A: No, you must apply online when a waiting list is open.

Q: How do I apply online if I don't have a computer or internet access?

A: You can apply using a computer, laptop, tablet, or smart phone (some older devices may not be compatible with the online application). Anyone can apply on your behalf so if you do not have a digital device or access to the internet, you can have a family member, friend, caseworker, etc. to apply for you. If you have a disability, you can make arrangements with the local housing agency to submit your application.

Q: Do I have to pay a fee, or is there a charge to submit an application?

A: **Applying for a voucher is FREE!** If you are asked to pay a fee, you are on a fraudulent website.

Q: How often does a waiting list open?

A: It is impossible to predict when a waiting list will open. A waiting list opens when a local housing agency needs more applicants to fill available vouchers.

Q: What is the web address for the online application?

A: [VirginiaHousing.Apply4Housing.com](https://www.virginiahousing.com/apply4housing)

Q: What information must I provide on the online application?

A: You must provide your Social Security number, mailing address and telephone number. You may provide your email address, but it is not required.

Q: Why must I provide my Social Security number, mailing address and telephone number?

A: You must provide this information so we have a way of contacting you when the local housing agency reaches your name on the waiting list or completes a waiting list update.

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What other questions are on the application?

A: “The application will ask you if you qualify for any local preferences (see next section on Waiting List Preferences). The application also asks you if you wish to designate an additional contact person.”

Q: Why would I want to have another contact person?

A: You can provide contact information on your application for a family member, friend or advocate who can assist you with issues you may encounter with your housing application. You are not required to complete this information.

Q: How long does it take to complete the online application?

A: You have 20 minutes to complete and submit the application. If you haven't submitted the application within 20 minutes, the system will ask you if you need more time.

Q: Is the application only in English?

A: No, the online application is also available in Spanish.

If you need assistance to apply because you speak a language other than English or Spanish, please contact the local housing agency before or during the open waiting list period for assistance.

Q: Can I apply to multiple Virginia Housing local housing agency waiting lists?

A: Yes, you may apply to more than one waiting list managed by Virginia Housing.

Q: Can I apply twice to the same waiting list during the open period for a better chance at a voucher?

A: “No, you will get an error message if you try to apply a second time during the open period. However, you can apply the next time the same local housing agency opens its list.”

Q: How do I know my application was submitted?

A: After you click the Complete Application button, you will receive a confirmation number. You can print or write down your confirmation number. **BE AWARE** this confirmation number only confirms your application was submitted successfully. It does not mean you will be placed on the waiting list.

Q: Why won't I be placed on the waiting list?

A: Virginia Housing instituted a random selection process, sometimes referred to as a lottery, in 2020 to place applicants on the waiting list. The waiting list application software randomly selects applicants to be placed on the waiting list based on a local housing agency's need. It is possible some people who apply will not be placed on the waiting list because they were not randomly selected from the pool of applicants.

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Q: What if I don't receive a confirmation number?

A: If you don't receive a confirmation number, then you did not submit your application correctly. Once you click on the Complete Application button, you will see red text indicating any data fields you failed to complete or completed incorrectly. Once you go back and complete those fields and click the button again, you should receive the confirmation number. If you still do not receive a confirmation number, reapply before the waiting list closes.

Q: Can I talk to someone if I get an error message or do not receive a confirmation number?

A: Yes, you may email HCVWaitList@VirginiaHousing.com for assistance or call the local housing agency. Please know we cannot assist you if you contact us after the waiting list closes.

Q: How do I know if I was picked to be on the waiting list?

You can check to see if you were randomly selected by going to this website the day after the waiting list opens: VirginiaHousing.Apply4Housing.com/Status.

If you have previously applied to any Virginia Housing waiting list in the past, you will not be able to check your status.

Please do not contact the local housing agency to find out if you were randomly selected. If you get an error message when you check your status online, you may email HCVWaitList@VirginiaHousing.com to ask if you were randomly selected.

Q: What is a local service area?

A: A local service area includes the counties and cities in Virginia where the local housing agency provides services. For example, Housing Connections Inc. provides services in Craig, Floyd, Giles, Montgomery and Pulaski counties.

Q: What is a residency preference?

A: "Per HUD regulation, a housing agency can give priority to applicants who live, work or are hired to work in the agency's local service area. This means applicants who meet the residency preference are ranked higher on the waiting list than applicants who do not meet the preference. Each of the 31 local housing agencies have a residency preference."

Q: Can I apply if I live outside the local service area?

A: Yes, anyone can apply to an open waiting list if you meet the criteria for that list. However, you should know that you will be ranked lower on the waiting list because you are not in the local service area.

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Q: What does ‘meet the criteria for that list’ mean?

A: HUD allows a housing agency to open the waiting list for applicants who meet a specific preference. This information will be provided in the waiting list advertisement.

Q: What if I don’t meet the criteria?

A: If you don’t meet the criteria, you will not be placed on the waiting list.

Q: Are there other preferences?

A: Each local housing agency can adopt other local preferences to address housing needs in its communities, such as having a preference for disabled applicants or homeless applicants. The online application will ask if you qualify for a local housing agency’s preferences when you apply. Please do not pick preferences that you do not qualify for because all preferences are verified when you are drawn from the waiting list.

Q: How long will I have to wait for a voucher?

A: Voucher availability depends on the rate of turnover (how many people leave the program) and the level of federal funding available. It is hard to estimate how long you will be on the waiting list.

Q: How will I know when a local housing agency reaches my name on the waiting list?

A: The local housing agency will send you notification, either by postal mail or email, letting you know when they reach your name on the waiting list. You will have a certain number of days to respond, and if you fail to do so before the deadline, your name will be removed from the waiting list.

Q: What if I move before the local housing agency contacts me?

A: You must report **IN WRITING** any changes to your mailing address, email address or telephone number to the local housing agency so they can update your record. The local housing agency will not be able to contact you if they do not have current information. You may also report any changes to the local preferences.