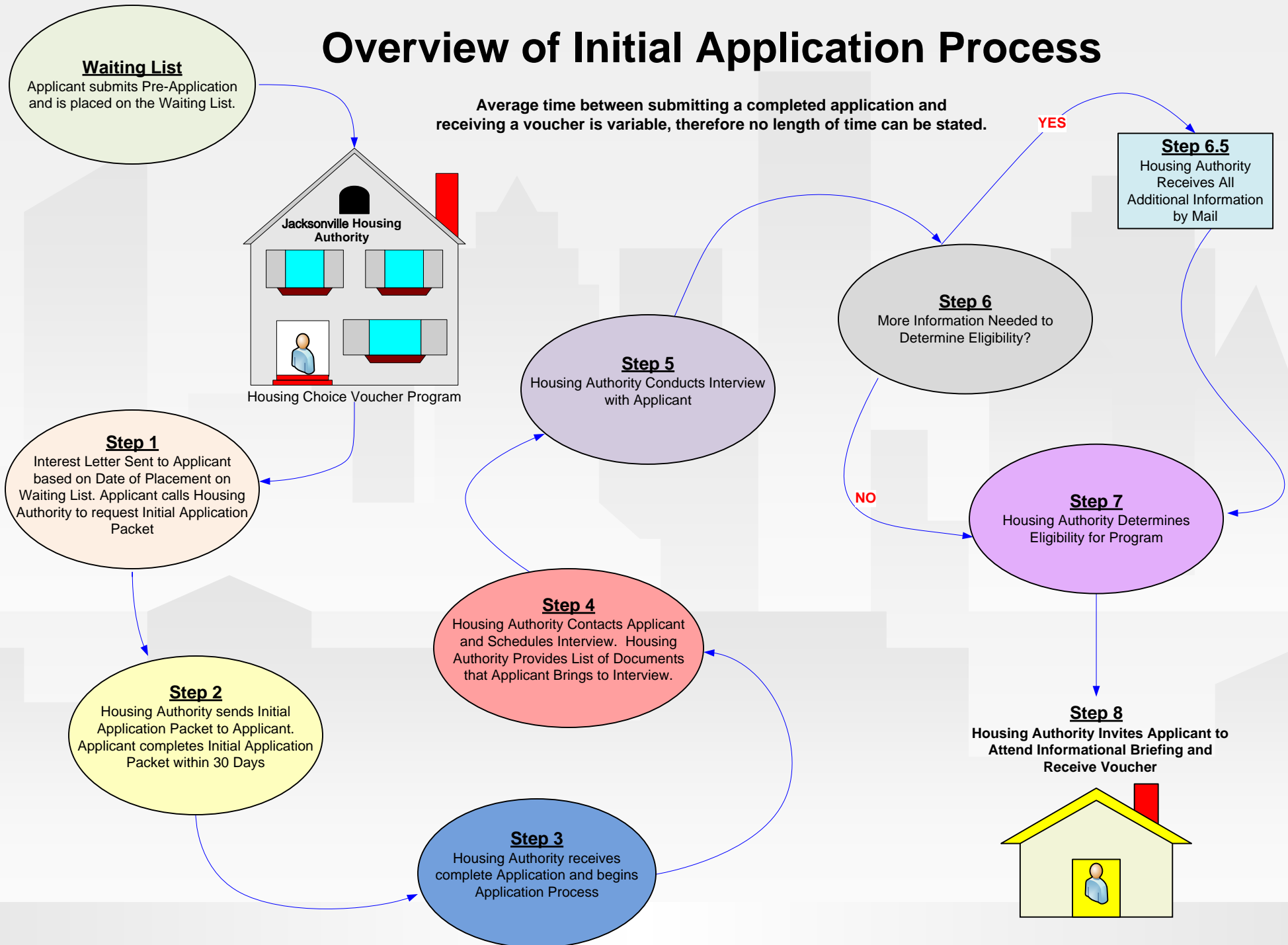
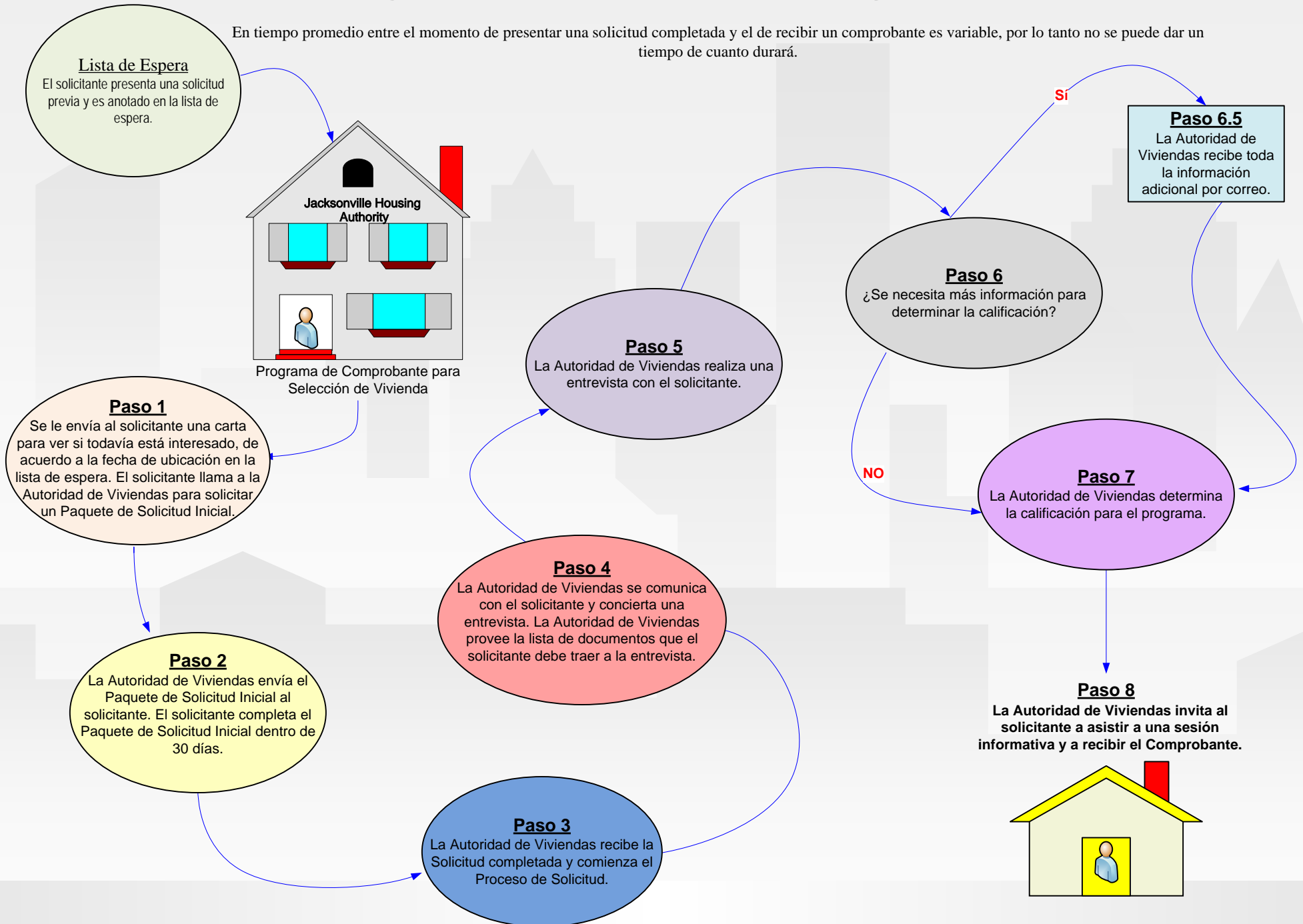


# Overview of Initial Application Process



# Vista General del Proceso de Solicitud Inicial

En tiempo promedio entre el momento de presentar una solicitud completada y el de recibir un comprobante es variable, por lo tanto no se puede dar un tiempo de cuanto durará.



# Waiting List Q&A

Jacksonville Housing Authority

## Applying for Housing Authority Assistance

### Important Information about the Waiting List:

✓ Check our website or call to see if our waiting list is open right now.

✓ We cannot estimate how long the wait will be.

### Important Information about the Waiting list, cont'd.

Applicants who were already on the waiting list prior to the October 2018 waiting list opening will continue to be contacted based on preferences and date of placement.

### What Kind of Assistance Does the Housing Authority Offer?

The Housing Authority assists thousands of families through the Housing Choice Voucher (Section 8) rental assistance program. We also own several apartment complexes for low-income families. You may apply for these programs through separate pre-application forms.

### How Do I Apply?

**First, check our website or call to find out if our waiting list is open.**

When the lists are open, to apply, simply fill out the pre-application and return it to us.

Pre-Application forms can be obtained on our website at [www.jhatx.org](http://www.jhatx.org), from our lobby, by calling or emailing.

### Ours of Operation

Mon & Fri By Appointment Only  
Tu,Wed,Th 9a-12p Walk-ins Welcome & Best Time to Turn in Application in Person & 1p-5p by Appointment Only

If we are unavailable, applications will be on the outside of the door. Return them in person, by fax or email

### My landlord says he or she will accept Section 8. Can I get a voucher now?

No. Even if you have a landlord who wants to participate in the voucher program, you still must put your name on the waiting list like all other pre applicants.

We are currently encouraging applicants on the waiting list to talk with their landlords about accepting a Section 8 voucher.



**Questions? Call or visit us online**

*Program rules are subject to change. Use this as general guidance only.*



**Jacksonville Housing Authority**

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# Waiting List Q&A, cont'd

Jacksonville Housing Authority

## How Long Is the Wait?

This depends on how many people went on the waiting list, how many people leave the program, and the level of funding the Housing Authority receives from HUD. The wait typically take years.

**Please do not call to ask how much longer the wait will be. We cannot estimate this.**

## Who is Eligible?

Eligibility is primarily based on household income. Please see the income limits to see how much money individuals and families can earn and be eligible for assistance. Specific eligibility rules can change at any time, and we do not review your eligibility until we are ready to assist you.

## What Happens After I Submit a Pre-Application?

Several weeks after we receive your pre-application, we will send you a letter confirming you have been placed on the waiting list. Keep this letter with your important papers.

## How Do I Add or Remove Family Members?

You do not need to inform the Housing Authority about changes to your family while you are on the waiting list.

If the family breaks up, whoever was designated as Head of Household on the pre-application will keep the place on the waiting list.

Anyone not living with the Head of Household would need to apply on their own by submitting a new pre-application.

## How Do I Update My Pre-Application?

If you move, it is very important that you send us your new address, in writing, within 30 days.

## If we cannot reach you by mail, you will be dropped from the waiting list.

To update your address, please complete a Change form. You can get this form:

- ✓ In our lobby
- ✓ On our website
- ✓ Or, you can call a get a change form

**You will receive written confirmation several weeks after submitting a Waiting List Status form to us.**

## Why Haven't I Heard From the Housing Authority?

We will contact you by mail when you get close to the top of the waiting list.



## Need More Info?

Visit our website or call our Info Line to request Q&A sheets on these topics:

- ✓ Getting a Voucher Q&A
- ✓ New Landlord Q&A
- ✓ Program Eligibility Q&A
- ✓ Special Needs Q&A

# Reporting Changes Q&A

Jacksonville Housing Authority

## Tips for reporting changes:

✓ Use the Change Forms available on our website and in our lobby to report all changes.

You may also obtain a form by calling our to request one be sent to you.

✓ Remember that, due to the number of changes we receive, it may take weeks to process the change.

✓ If your income went up, you can expect your rent to go up, too. **Budget about a third of your increased income for rent.**

## How to Report Income and Other Changes

### What kinds of changes should I report to the Housing Authority?

You are required to report all changes to income, assets, or family composition (people moving in and out of your household) to the Housing Authority.

If you have any documentation that helps to verify the change, like a benefit letter or a pay stub, please submit a copy with the form. This will help us process the change more quickly.

**Please be specific and thorough.** Include dates and dollar amounts. If you lost a job, but started receiving unemployment, report both changes.

**Failure to report changes could result in the requirement to repay subsidy, or termination from the program.** See our Program Fraud Q&A for more information.

### What kinds of income changes should I report?

**Increase in income:** If the income of anyone in your household goes up for any reason, including a raise, a new job, an increase in benefits or child support, financial help from a friend or family member, work for cash, or any other reason, you must report it to the Housing Authority immediately.

**Decrease in income:** If the income of anyone in your family goes down, due to a cut in hours at work, losing a job, a reduction in benefits, or for any other reason, you must report it immediately.

Generally, your rent is not lowered until after you have reported the decrease, even if the decrease happened much earlier. Therefore, the sooner you report any changes, the better.

**Changes to assets:** Any changes to your family's assets, including settlements, real estate, gifts of cash or property, trusts, bank accounts, etc. must be reported.



Questions? Call or visit us online

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*Use this as general guidance only.*



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# Reporting Changes Q&A cont'd

Jacksonville Housing Authority

## Reporting Changes to Income, Assets, and Family Composition

### How do I report changes to my family composition?

**You must receive our written permission** before moving someone into your household. Use the **"Request for Approval to Change Household Composition"** Form, available on our website or by calling.

You must also report birth, adoption, and court-awarded custody, and all other changes on this form.

All adults must pass the Housing Authority screening, and there are limits on the additional bedrooms we will grant for people you add.

You must also get your landlord's permission before moving someone in.

If someone moves out of your household, please report this to us immediately as well.

These changes could affect your rent, so it is important that we know about them immediately.

### What happens after I report a change?

Due to the high volume of changes we receive, it could be weeks before we are able to process the changes you send us.

- ✓ Please don't call immediately to ask if a determination has been made. These calls only slow down the time it takes to review the information, and the person answering the phone may not have access to your file.
- ✓ Changes are processed in the order we receive them.
- ✓ If we are missing any documentation from you, we will notify you.
  - ✓ Once we have all the information, we will verify the changes by directly contacting employers, agencies, banks, etc. Changes may take longer to process depending on how quickly they respond.
- ✓ If your rent is adjusted, you will receive a rent change notice by mail.

### Are there any changes I am not required to report?

No, there is no such thing as a change that you are not required to report to us.

Please don't assume that we already know about a change to your income or family composition just because we are a government agency.

It is your responsibility to report all changes involving everyone in your household to us in writing. **Failure to do so may be considered program fraud.**



### Need More Info?

Visit our website or call our Info Line for more information about program responsibilities, including:

- ✓ Program Fraud Q&A
- ✓ Income Verification Q&A
- ✓ Annual Recertification Q&A
- ✓ Special Needs Q&A



# Jacksonville Housing Authority

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[Intake@JHATX.org](mailto:Intake@JHATX.org)

## REPORTING HOUSEHOLD INCOME AND/OR CHANGES

(You must complete both sides of this form – front and back)

ALL household changes must be reported to the Jacksonville Housing Authority **within ten (10) calendar days of the date the change occurs.** Changes may only be submitted by completing the required **Change Reporting Form.** The JHA will **NOT ACCEPT ANY** type of change information by phone, email, fax or any other method.

**If changes are not submitted AND verified by the 20<sup>th</sup> day of the current month, they WILL NOT take effect on the 1<sup>st</sup> of the following month** (Ex: A change reported on Jan. 21<sup>st</sup> would not take effect on Feb. 1<sup>st</sup> but would become effective on March 1<sup>st</sup>)\*\* **NO EXCEPTIONS\*\***

### What must be reported:

1. **ALL** changes in FAMILY COMPOSITION (including and limited to):
  - a. Births
  - b. Marriages
  - c. Deaths
  - d. Family members (regardless of age) moving in or moving out of the residence  
(Housing Management must approve new additions to the household **BEFORE** they move in.)
2. **ALL** increases, decreases and/or **ANY** changes in household income
3. **ALL** “lump sum” payments and/or additions to family income, such as delayed eligibility for Social Security benefits.
4. **ALL** assets (including, but not limited to):
  - a. Checking accounts
  - b. Savings accounts
  - c. Ownership of house &/or land
  - d. Credit Union shares
  - e. Certificates of Deposit
  - f. Cash on hand

**Failure to report household changes is fraudulent and could result in the requirement to repay any additional charges owed and termination from any HUD/Housing Authority programs.**

**I HAVE READ AND UNDERSTOOD THE ABOVE GUIDELINES.**

\_\_\_\_\_  
*Signature of Head of Household*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of other adult family member*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of other adult family member*

\_\_\_\_\_  
*Date*

**REPORTING HOUSEHOLD INCOME AND/OR CHANGES**



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## CHANGE REPORTING FORM

(You must complete both sides of this form – front and back)

**PRINT** Head of Household Name: \_\_\_\_\_  Voucher Holder  Waiting List Applicant

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Mailing address / Unit #: \_\_\_\_\_ Is this a new address???  Yes  No

City, State & Zip \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Phone Number: (     ) \_\_\_\_\_ - \_\_\_\_\_

**INCOME CHANGE:** Employment:  Started  Stopped  Changed Is this a new job?  YES  NO

Name of Household Member with an Income Change: \_\_\_\_\_

New Employer: \_\_\_\_\_ Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ End Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Previous Employer: \_\_\_\_\_ Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ End Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

On Temp. Leave of Absence (maternity leave, illness, etc.): Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ End Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

I get paid:  Weekly  Bi-weekly (every other week)  Semi-monthly (twice a month)  Monthly

Rate per hour is: \$ \_\_\_\_\_ Number of hours per week: \_\_\_\_\_ Number of hours per month: \_\_\_\_\_

Amount of pay each pay period is: \$ \_\_\_\_\_ Amount of pay per month is: \$ \_\_\_\_\_

Are You or WILL YOU BE receiving Unemployment?  YES  NO Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Amount \$: \_\_\_\_\_ weekly/bi-weekly/monthly/semi-monthly (circle one)

Child Support:  Started  Stopped  Changed Date of Change: \_\_\_\_/\_\_\_\_/\_\_\_\_ Monthly Amount: \$ \_\_\_\_\_

Disability/SS/SSI:  Started  Stopped  Changed Date of Change: \_\_\_\_/\_\_\_\_/\_\_\_\_ Monthly Amount: \$ \_\_\_\_\_

### List anyone new you are requesting to **ADD** as a family member to your application or your lease:

Name	Social Security #	Gender	DOB	Relationship

### List anyone you are requesting to **REMOVE** from your application or your existing lease:

Name	Social Security #	Gender	DOB	Relationship

Please describe any other change not listed above: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*Signature of Client Reporting Change*

*Date Reported*

## REPORTING HOUSEHOLD INCOME AND/OR CHANGES



# Program Eligibility Q&A

Jacksonville Housing Authority

## Different Eligibility Rules for Different Programs

Each program has its own set of eligibility rules, and those rules can change from time to time.

The information in this Q&A applies to the Housing Choice Voucher Program and Public Housing.

Other programs may have special rules. For instance, our farmworker program is open only to farmworker families.

## Finding Out Who Is Eligible for Assistance

### How Do You Determine My Income?

The first step to becoming eligible is for the Housing Authority to determine how much your family's annual income is.

- ✓ We will ask you to complete forms stating all of your income and assets.
- ✓ We will ask you to provide documents like tax returns, pay stubs, bank statements and more
- ✓ We may verify your income directly with your employer and/or the agency that provides you benefits.
- ✓ We will also check with federal and state agencies that gather information about earnings from many different sources to confirm the information you have provided.

If we discover that your family has not reported some income to us, you could be denied assistance or face fraud charges. **It is very important to declare all income to the Housing Authority.**

### What are the income limits?

The Housing Choice Voucher program and the public housing program require that we assist a certain number of "**extremely low income**" families. These are families whose income is below 30% of the county median income.

We can also assist families who are "**very low income**," which means that their income is below 50% of median income. Some families with incomes up to 80% of median, called "**low income**," may also be assisted.

Other programs have different income limits, but the income limits mentioned above are a general guide for most housing assistance programs.

The income limits are based on the number of people in your family and change at least once a year. You can get the current income limits from our website.

**We will give you the current income limits when we are ready to process your full application for assistance.**



Questions? Call our  
or visit us online



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# Program Eligibility Q&A cont'd

Jacksonville Housing Authority

## Other Eligibility Questions for Housing Authority Programs

### Is Anyone Eligible for a Special Preference?

The Jacksonville Housing Authority determines applicant eligibility and issues vouchers on a first come, first served basis, based on the date that an applicant added their name to the waiting list. Additionally, the Housing Authority gives preference to disabled & elderly applicants.

Households may receive the preference at any given time.

### Is There a Background Check?

There is an extensive criminal background, landlord, and credit check.

**In the Voucher program, housing is denied for registered sex offenders and certain other violent or drug-related offenses**

### How Many Bedrooms Will My Family Be Eligible For?

The Housing Authority calculates one bedroom for the head of household and spouse or domestic partner, if any.

We then calculate one bedroom for every two family members, regardless of age or sex.

In the Housing Choice Voucher Program, your family may choose to rent a home with more bedrooms, if the unit chosen is within their voucher limit.

A larger unit may be requested as a special accommodation for persons with disabilities. For more information, see our

Special Needs Q&A.

### Who Counts as a Family Member?

When you submit your full application, we will ask you to list everyone who will live in your home when you get assistance.

### Are there citizenship requirements?

Many Housing Authority programs require that at least one adult in the family be a citizen or a legal resident. If some members of your family are not citizens or legal residents, you may receive less rental assistance than you would otherwise.



### Need More Info?

Visit our website or call to request Q&A sheets on these topics:

- ✓ Getting a Voucher Q&A
- ✓ New Landlord Q&A
- ✓ Waiting List Q&A
- ✓ Special Needs for Persons with Disabilities Q&A