



OPPORTUNITY HOME WAITLIST

FREQUENTLY ASKED QUESTIONS

How do I apply for housing?

Anyone can apply for housing by visiting Opportunity Home's website at homesa.org and clicking the Apply for Housing button to fill out an application.

Is there a difference between Public Housing and Section 8?

Yes, Public Housing and Section 8, now known as the Housing Choice Voucher (HCV) Program, are separate programs. Public Housing is comprised of approximately 74 properties that are owned and operated by Opportunity Home, while an HCV voucher is provided to eligible applicants to rent from any private sector landlord who accepts vouchers.



What happens after I apply for housing?

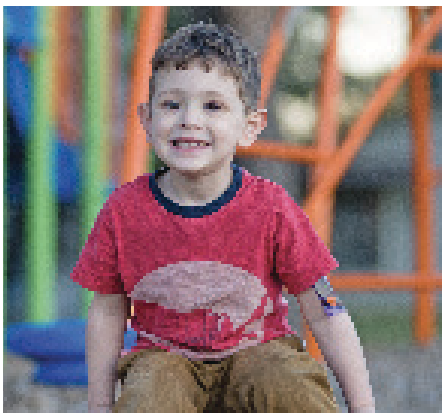
After applicants apply for housing, they must create an online portal account after 24 hours have passed at homesa.org. A portal account allows applicants to:

- Update any information such as mailing address, phone number, and adding or removing existing family members. This is crucial for Opportunity Home to have updated to communicate with the applicant.
- Monitor current waitlist status.
- Apply to additional waitlists.



How do I create a portal account?

- Go to homesa.org and click on Apply for Housing
- Scroll down and click Apply Here
- Scroll down to the bottom of the next page and click on Already Applied? (this will appear in blue letters)
- You will come to the Login page and click on Register (in blue letters)
- You will be taken to the Registration page, where you will enter the first initial of your first name, your complete last name, and your date of birth
- Enter your confirmation number on the following page and press enter
- The next page will give you your username and access to create a password
- ALWAYS keep your username and password accessible



If I already have a portal account, how do I update my information?

- Go to homesa.myhousing.com/account/login
- Enter your Username and Password and click login
- On the right side of your homepage underneath Actions, you can click on Update Your Application
- On the next page, there will be instruction on how to navigate through your portal account

What if I forgot my username or password or both?

- Go to homesa.myhousing.com/account/login
- Click on Forgot Password? (in blue letters)
- The next page will ask you to enter your email address.

Please note: the email address must be the same email address you used when you initially created your portal account. If you no longer have access to this email address, you can contact Opportunity Home San Antonio staff at 210.477.6000 for assistance.

How long is the Waitlist? Public Housing (PH)

The current estimated wait time for most properties is two to six years. Elderly/disabled developments average between four and six years wait time.

Voucher Programs

The estimated wait time is one to three years.

When an applicant is called off the waitlist, a pre-application will be sent to the address they provided in their online application. The pre-application is time sensitive and is due back to Opportunity Home within 10 business days from the date it was mailed. Applicants can also log into their portal accounts and see if a letter has been mailed.

How can I get housing now?

Opportunity Home does not offer emergency housing assistance. For information on emergency housing providers in your area, please call 2-1-1 or visit 211.org. You can directly contact one of our 27 Beacon Communities that provide subsidized or mixed-income housing.

For a listing of Beacon Communities, visit homesa.org/beacon.

How can I get housing assistance through Opportunity Home San Antonio?

Applications for Opportunity Home housing assistance may be submitted online at homesa.org.

PH: There are three Public Housing waitlists: Family Public Housing, Elderly/Disabled Public Housing, and Accessible Public Housing. At the end of the online application, applicants will be informed of which waitlists they are eligible for.

Voucher Programs: Applications for the Housing Choice Voucher (“Section 8”) Program may only be submitted when the waitlist is open. Announcements for reopening are made on social media, print and digital media outlets and on Opportunity Home’s website.

Why can’t I make changes to my account?

If an applicant has already made changes on their account, they must wait for any previous changes to be approved and processed before creating any new changes. Changes typically take 24-48 hours to process.

Why does it say “error” when I try to log in?

An error message might appear if an applicant is not active on any Waitlist (they are welcome to reapply) or there may be a “Duplicate Head of Household” error. Applicants can email waitlist@homesa.org for assistance.

I applied today, why won’t it let me register for a username?

Applicants must wait 24 hours before registering for a username.

Why is it giving me an “error” message when I’m trying to apply?

Most errors are due to an application already being submitted on the same day. They must wait for the application to upload to our systems in order to register for a username.

If I am a public housing resident, can I apply for a Housing Choice (Section 8) Voucher?

Yes, only when the waitlist is open. Residents of Opportunity Home’s public housing properties can still apply for a Housing Choice Voucher (Section 8).