

# DHA HOUSING CHOICE VOUCHER WAIT LIST UPDATE

On Tuesday March 5, 2019 at 10am CST, the DuPage Housing Authority opened the waiting list to our Housing Choice Voucher Program. This was an online process to add 1,500 new applicants to that list. Because of the desperate need by so many families and individuals for affordable and subsidized housing options, compared to the inadequate amount of federal funding available to us for vouchers, thousands and thousands of applicants nationwide all attempted to apply at the same time..

The website did not crash and there was no “system glitch”. The overwhelming number of applicants all applying at once using desktop computers, laptop computers, smart phones and other smart devices slowed the response time from the website to each device. Depending on the device you were using, what web browser you used, Wi-Fi signal strength, your browser settings, and many other factors related to your Internet Service Provider, carrier and even device settings... the slowed response time from the website may have caused you not to be able to complete the application because it appeared “frozen” or “stuck”. It may even have disconnected - causing you to try to login again repeatedly with varying degrees of success. As the thousands of people applying for the waiting list decreased – either because they successfully submitted an application, or because they stopped trying to submit one, the website response time returned to “normal”. This was not something DuPage Housing Authority did not plan for. We did. But what we cannot plan for is knowing how many thousands of applicants would all be trying to process their pre-application at the same time.

Within 60 days, every applicant who successfully submitted a pre-application will receive an email from DuPage Housing Authority with their status. If you are one of the first 1,500 that successfully submitted a complete pre-application, your status will be ‘On List’. If you are not one of the first 1,500 who successfully submitted a complete pre-application, your status will be ‘Removed’ and Reason ‘App Submitted-Not Selected’.