HOUSINGAUTHORITY
SANTA CLARA COUNTY

Applicant Portal Staying Active Guide:
(For Current Applicants)

October 2024

HOUSINGAUTHORITY
SANTA CLARA COUNTY

What is Rent Café

Rent Café

Rent Café is the Santa Clara County Housing Authority's online portal platform where new applicants can sign up for SCCHA's Housing Choice Voucher (Section 8) Interest List.

Housing Choice Voucher (Section 8) Interest List

(Also referred to as "**The SCCHA Interest List**")

Definition, lorem ipsum

The SCCHA Interest List

Once you complete registration and you are finished signing up,
you will be placed on the SCCHA Interest List. After registering,
you can log in anytime to view or update your account information.

Please Note:

- You will not receive updates on the status of your application. You'll hear from us if you are selected.

- You are not assigned a specific number, so there is no spot on a waiting list. Instead, applicants are selected through **a random lottery**.

- Vouchers are issued randomly by computer, and we cannot provide a timeframe or guarantee of selection.

- If you are selected, we will notify you by mail, phone, and email. Voucher issuance details will not appear in the online portal. **If you do not respond to our contact attempts, you will be removed from the list and will need to reapply.**

- Please keep your contact information up-to-date at all times.

- To keep your application active, **log in at least once every 6 months**. If you do not log in within this timeframe, your application will **no longer be active**.

Let's Get Started!

Please follow the steps below to stay active on the SCCHA Interest List.

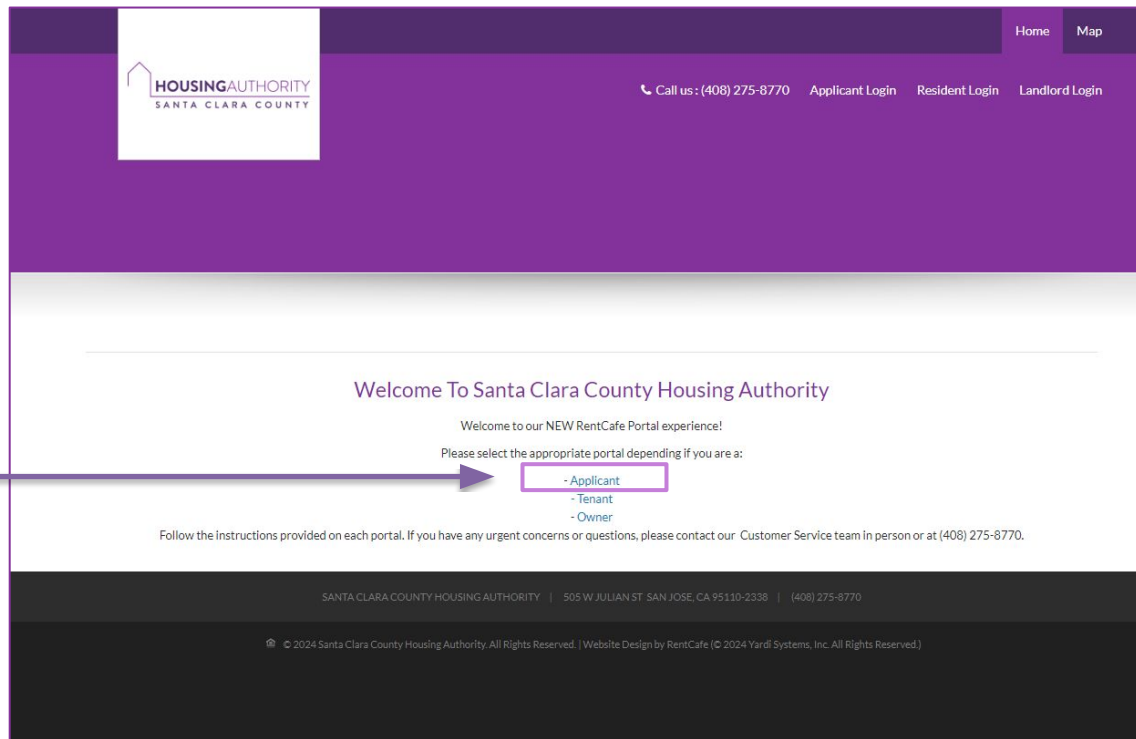# Step 1: Visit The Applicant Portal

Access Via Our Website
https://portal.scchousingauthority.org/
After clicking on the link or typing in the direct website address, you will arrive at the log in screen.

Click on "Applicant"
You may also go directly to our website to find the registration/log in link located on the first page.
www.scchousingauthority.org

Step 2: Click Here to Register

Select your preferred language.
If English, you **do not** need to select a language.

Click on **"click here to register"** to start the process. You **must** register first, **do not** enter your email or password.

Applicant Login & Registration

Select Language ▼   Powered by **Google** Translate

Welcome to the Santa Clara County Housing Authority Applicant portal.

If you are new to this online portal, you can go to the <u>Click here to register</u> link below. To complete your online registration, you must have a valid email, which will be used as your Username for future login sessions.

You can use the online portal to:

- Register for a new account
- Review and update your contact information
- Join Interest Lists for Tenant-based or Project-based Assistance
- Review and update Interest List applicant information
- Review household members and income information

If you already registered through the Applicant portal, you may login below with the email address and password you created. If you forgot your password, click the <u>Forgot Password</u> link.

If you do not have an email address, please click one of the following links to create one:

- Gmail
- Yahoo
- Outlook

If you are having trouble accessing or setting up your account, please contact the Housing Authority at (408) 275-8770.

Email

Password

NOTE: Password must be least 10 characters long and contain all of the following: one uppercase letter, one number and one symbol.

Forgot password?
Click here to register

Login

If you already have an account please log in, if not please register now.

With a free account, you can:

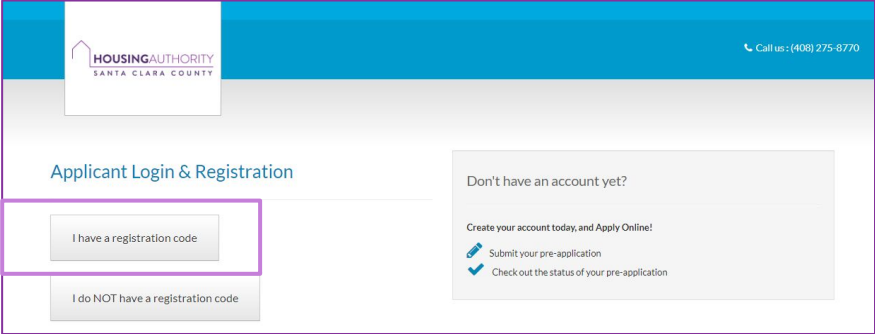- ✔ Save your application and log in at any time to continue.
- ✔ Check your interest list statuses.
- ✔ Keep your information up to date.

You do not need a registration code to register in Rent Café. If you do not have one, visit our **Applicant Portal Sign Up Guide for New Applicants** for next steps.
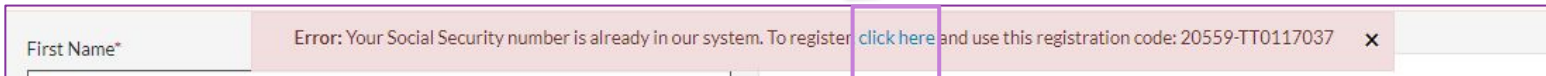
OR

If you have a registration code, click on **"I have a registration code"** and enter it in the next screen. Then click **"Go"**.

If you did not enter a registration code and you received this message, it means you are already registered on our Interest List and have a registration code. To proceed with registering in Rent Café, click on the **"click here"** and it will provide you with the registration code to continue.

Step 3: Create Account

Applicant Login & Registration

* Denotes a required field

Personal Details

ENTER:

First Name

First Name*

First Name

Last Name

Last Name*

Last Name

(SSN) Social Security Number in both boxes

SSN#* (If you do not have a SSN, please enter 999-99-9999)

Confirm SSN#*

Phone (Home or Mobile)

Phone (Home)*

(555) 555-5555

Account Information

ENTER:

Email Address in both boxes (Same Email Address)

Email Address* (Your email address is your user name)

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password in both boxes (Same Password)

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Password must be 10 characters long and include 1 upper case letter, 1 lower case letter, 1 number and 1 symbol #!@*
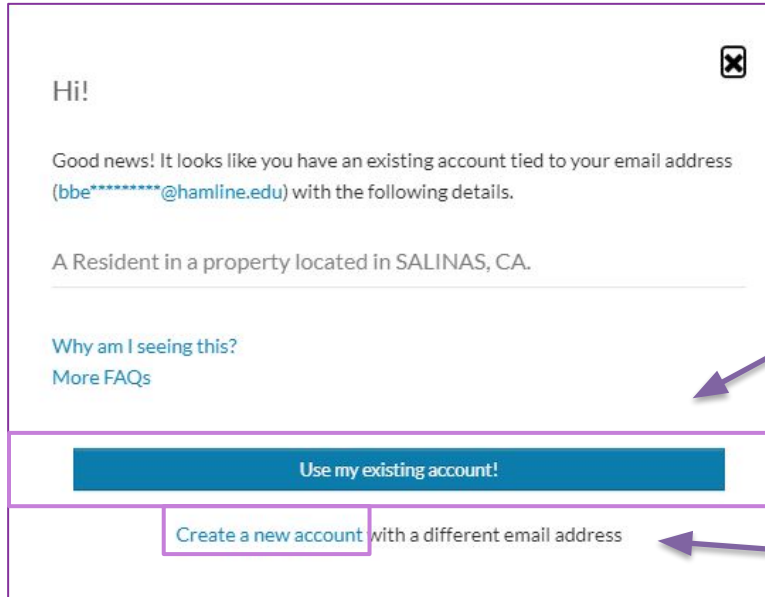
Please read and accept the Terms and Conditions

** Data in these fields will be validated against information available with Santa Clara County Housing Authority

Register

- Click on **"Please read and accept the Terms and Conditions"** box.

- Read the Terms and Conditions in the pop-up box, click **"Accept"**.

- Click the "**Register**" button.

Already Registered in Rent Café

Hi!

Good news! It looks like you have an existing account tied to your email address (bbe*********@hamline.edu) with the following details.

A Resident in a property located in SALINAS, CA.

Why am I seeing this?
More FAQs

Use my existing account!

Create a new account with a different email address

If you see this message after you have entered your information, it means you have already registered in Rent Café for other properties or housing authorities.

You must use the existing account. Click on **"Use my existing account!"** to register Santa Clara County Housing Authority in your Rent Café account.

OR

You may click on **"Create a new account"** to create a new account with a **different email address**.

Already Registered in Rent Café

Enter your password for your Rent Café account and click **"Login"** to continue registering.

If you do not remember your password, click on **"I forgot my password"** to enter your email to receive a password reset link.

Click on **"submit"** once you enter your email address.

Once you have reset the password, Rent Café will then continue the registration process.

Follow the steps to finish registering.

Once you have entered your information successfully, you will arrive at this screen (Dashboard).

To finish registering, you will click on **"Apply to Interest Lists"** to answer additional questions and make any updates to your contract information.

Click on **"Apply/Update Application"** to continue.

Step 4: Language Selection

- Select your preferred language.

- If English, you do not need to select a language.

- Click on **"Next"** to continue.

Click on **"Next"** to continue.

Step 5: Household Information

Click **"Next"** to enter your household information

Interest List Pre-Application

Applications & Certifications | Hi, Wilma ▼

*Denotes a required field

Household Members

Please add each household member who will be living with you if your application is approved/selected.

- Head of household
- Co-head of household
- Spouse
- Other Adults
- Minor/children (under 18 years of age)
- Live-in attendants
- Foster children/adults

Language Selection
Welcome to the Pre-Application
Contact Information
Household Information

   Household Members

   Household Annual Income

   Unit Accessibility

   Special Circumstances

Interest List Preferences
Interest Lists
Review & Submit
Log Out

[Add Household Member]

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Wilma	Lee	Head of Household	(Blank)	(Blank)	More Info Needed	Delete

Showing 1 to 1 of 1 entries

[Back] [Next]

Finish registering yourself first before entering additional household members, if any.

Click on **"More Info Needed"** to finish registering yourself. Click **"Next"** to continue.

Tell Us About Household Members

Member Details

First Name (Full Name must match on SS card)*

Wilma

Middle Name

Last Name*

Lee

Date of Birth*

Social Security Number (If this person does not have a SSN, enter 999-99-9999)*

••••••••••• 👁

Gender*

Relationship to the Head of Household*

Head of Household

Is this person disabled?*

Is this person a United States citizen by birth, a naturalized citizen, or a U.S. national?*

Preferred Language Other Than English (optional)

Fill out all the remaining information and click **"Save"** to continue.

Ethnicity

Hispanic or Latino*

Race

American Indian or Alaska Native*

Asian*

Black or African American*

Native Hawaiian or Other Pacific Islander*

White*

Save   Cancel

If you want to add additional members to your household (people who live with you), click on **"Add Household Member"** and fill in their information. Repeat the process for each household member you are adding. When done, click on **"Next"** to proceed with registering.

If you do not need to add additional members to your household, click on **"Next"** to proceed with registering.

Application Progress 31%

*Denotes a required field

Household Members

Please add each household member who will be living with you if your application is approved/selected.

- Head of household
- Co-head of household
- Spouse
- Other Adults
- Minor/children (under 18 years of age)
- Live-in attendants
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender	Edit	Delete
Wilma	Lee	Head of Household	39	Female	Edit	Delete

Showing 1 to 1 of 1 entries

Back   Next

*Denotes a required field

Household Annual Income

Enter the total gross amount (before taxes) of income your household receives, each year.

The amount entered does not automatically disqualify you or affect how applications are selected. Examples of income are: Wages, Unemployment, TANF, Pension, SSI SSDI Child Support, Family Contributions, etc.

Annual Income*

Back Next

Enter your annual income (yearly). If none, or unknown, enter 0 and click **"Next"**.

Click on all access needs that apply to you and click **"Next"**.

*Denotes a required field

Unit Accessibility

Does any member of your household require unit accessibility accommodations? If none apply, select **None**.

Hearing Access	☐
Mobility Access	☐
Sight Access	☐
None	☐

Back Next

Step 6: Interest List Preferences

Application Progress 54%

*Denotes a required field

Special Circumstances

Are you currently displaced or homeless? If none apply, select **None.**

Displaced	☐
Homeless	☐
None	☐

[Back] [Next]

Click on all special circumstances that apply to you and click **"Next"**.

Click on interest list preferences that apply to you. If none apply, leave blank and then click **"Next"**.

---

*Denotes a required field

Interest List Preferences

PREFERENCES: Please carefully read each description and make sure to check each box that pertains to your household. All preferences will be verified if you are selected.

Live/Work Preference: Check the box if you can answer YES to any of these questions:

- Does any adult member of our household live in a city located in Santa Clara County?
- Does any adult member of your household work in the city located in Santa Clara County?

US Veterans Preference: Check the box if you can answer YES to any of these questions:

- Is anyone in the household an active member of the U.S Armed Forces?
- Is anyone in the household a U.S veteran?

California Declared Disaster: In the case of a State of California-declared disaster, the following preference will be activated.

Search: [_____]

Select	Preferences	⬍	Description
☐	Live or Work in Santa Clara County in the Last 5 Years		
☐	Veteran		

[Back] [Next]

Step 7: Interest Lists

Interest List Pre-Application

- Language Selection
- Welcome to the Pre-Application
- Contact Information
- Household Information
- Interest List Preferences
- Interest Lists
- Review & Submit
- Log Out

*Denotes a required field

Interest Lists

Before applying, please carefully review the Interest List descriptions for age restrictions, unit sizes, and accessibility features.

HCV – the subsidy is tied to the head of household
A family that is issued a housing voucher is responsible for finding a suitable housing unit of the family's choice where the owner agrees to rent under the program.
https://www.hud.gov/topics/housing_choice_voucher_program_section_8#hcv01

PBV – the subsidy is tied to the unit
An eligible individual or family is offered a specific rental apartment to live in within the county.

MR8 – a subset subsidy, allocated through specific funding sources, similar requirements to HCV and PBV

Accessibility Features: Some of the properties being offered have units that provide accessibility features such as;
- Wheelchair Accessible
- Adaptable for grab bars
- Accessible for hearing/vision

Age-specific properties: Some properties are only available to applicants over a certain age.
Households with members over a certain age may be eligible for four types of age-specific properties:
- Age 50+
  Available to households where all members are over the age of 50

- Age 55+
  Available to households where all members are over the age of 55

- Age 60+
  Available to households where all members are over the age of 60

- Age 62+
  Available to households where all members are over the age of 62

Select the properties that you are interested in, if any.

If none, select **"Housing Choice Voucher"** for a Section 8 Housing Choice Voucher (HCV) only.

	HOMESTEAD - PBV - SRO	(Age: 60+) (SRO Units) Homestead Residence SRO Apartment is a complex located at 2193 Homestead Rd in Santa Clara, CA. [Accessibility: Adaptable for grab bars]
	HOUSING CHOICE VOUCHER	
	JACKSON AVE - MR8	(2BR, 3BR, 4BR Units) Boxer's Mayfair Village is a complex located at 70 N. Jackson Ave in San Jose, CA. [Accessibility: Adaptable for grab bars]
	JULIAN GARDENS - PBV	(3br Units) Julian Gardens Apartment is a complex located at 307 N. Eighth St. in San Jose, CA
	KLEE/OFFENBACH - PBV - SRO	(Age: 60+) (SRO Units) Klee/Offenbach Residence SRO is a complex located at 1230 Klee Ct. in Sunnyvale, CA. The Head of Household must be 60 years of age or older to reside at this property. [Accessibility: Adaptable for grab bars]
	LAUREL GROVE - PBV	(2BR, 3BR) Laurel Grove Apartments is a complex located at 298 Laurel Grove Lane in San Jose, CA. [Accessibility: Wheelchair accessible, Accessible for hearing/vision impaired, Adaptable for grab bars]
	LENZEN GARDENS - PBV	(Age: 55+) (1BR, 2BR Units) Lenzen Garden is a complex located at 293 Lenzen Ave in San Jose, CA. The Head of Household, spouse, or co-head must be 55 years of age or older to reside at this property. [Accessibility: Wheelchair accessible (2BR)]
	LLEWELLYN - PBV - SRO	(Age: 60+) (SRO Units) Llewelyn Residence SRO is a complex located at 88 Llewellyn Ave in Campbell, CA. The Head of Household must be 60 years of age or older to reside at this property.
	LOS ROBLES - MR8	(2BR, 3BR Units) Oak Manor Townhomes is a complex located at 630 Los Robles Ave in Palo Alto, CA.
	LUCRETIA GARDENS - PBV	(3BR Units) Lucretia Gardens is a complex located at 2018 Lucretia Ave in San Jose, CA. [Accessibility: Wheelchair accessible]
	MARYCE FREELEN PLACE - PBV	(1BR, 2BR, 3BR) Maryce Freelan Place is a complex located at 2230 Latham St. in Mtn View, CA.
	MERIDIAN - PBV	(2BR, 3BR Units) Meridian Apartments is a complex located at 365 Mathilda Ave in Sunnyvale, CA. [Accessibility: Wheelchair accessible]
	MET SOUTH - PBV	(3BR Units) Met South is a complex located at 2128 Monterey Rd. in San Jose, CA. [Accessibility: Wheelchair accessible, Adaptable for grab bars]
	MET SOUTH SENIOR - PBV	(Age: 55+) (1BR Units) Met South is a Senior complex located at 2128 Monterey Rd. in San Jose, CA. The Head of Household, spouse, or co-head must be 55 years of age or older to reside at this property. [Accessibility: Wheelchair accessible, Adaptable for grab bars]
	MIRAMAR - PBV	(1BR, 2BR Units) Miramar Apartments is a complex located at 3761 Miramar Way in Santa Clara, CA.

	VILLAGES AT WILLOW GLEN- PBV	(Property: 55+) Village at Willow Glen Apartments is a senior complex located at 440 Willow Glen Way in San Jose, CA. The Head of Household, Spouse or Co-head must be 55 years of age or older to reside at this property. This property has 1-bedroom and 2-bedroom units available. Accessibility: Wheelchair accessible
	WALDO - PBV	(1BR) Waldo Apartments is a complex located at 3043 Emerson St in Palo Alto, CA.
	WESTWOOD AMBASSADOR -PBV	(1BR, 2BR Units) Westwood Ambassador Apartments is a complex located at 2606 Newhall St in Santa Clara, CA.
	WHEELER MANOR - PBV	(Age: 62+) (1BR Units) Wheeler Manor is a senior complex located at 650 W. Fifth Street in Gilroy, CA. The Head of Household, Spouse or Co-head must be 62 years of age or older to reside at this property. [Accessibility: Accessible for hearing/vision impaired, Wheelchair accessible]
	WOLFE - PBV - SRO	(Age: 62+) (SRO Units) Wolfe Residence SRO is a senior complex located at 1675 S. Wolfe Rd in Sunnyvale, CA. The Head of Household must be 62 years of age or older to reside at this property. [Accessibility: Adaptable for grab bars]

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Once you have made your selections, click **"Next"** continue.

Step 8: Review & Submit

Interest List Pre-Application

Application Progress 85%

Applications & Certifications | Hi, Wilma ▼

- Language Selection
- Welcome to the Pre-Application
- Contact Information
- Household Information
- Interest List Preferences
- Interest Lists
- **Review & Submit**
- Log Out

*Denotes a required field

Final Review & Submission

Please confirm the information you entered is correct. If you want to make changes, click on the appropriate menu links on the left side of the screen. When you have finished reviewing the data entered, click accept terms and conditions then submit application.

Household Members	Household Annual Income	Unit Accessibility	Special Circumstances	Interest List Preferences
Interest Lists				

First Name	Last Name	Relationship	Age	Gender	Citizenship
Wilma	Lee	Head of Household	39	Female	Eligible Citizen

Terms and Conditions

I understand that any false or misleading information will result in the rejection of this application. All applications are conditional upon final review by the housing authority.

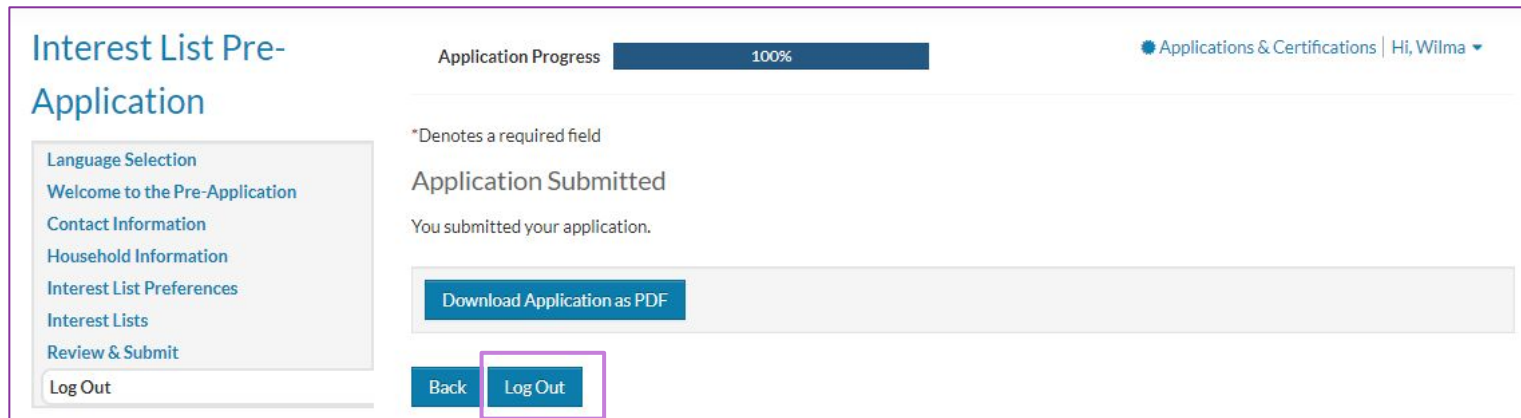☐ I accept the above terms and conditions.

[Back] [Next]

Check the box to accept the terms and conditions.

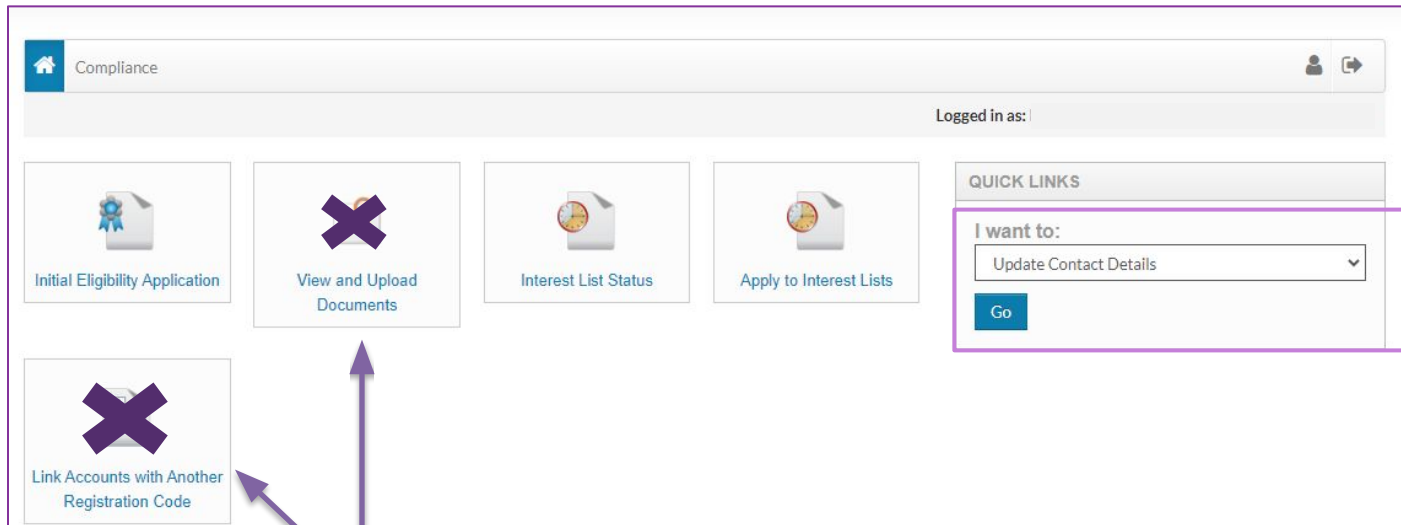Click **"Next"** to continue and complete the registration.

Step 9: Log Out

When you have completed the registration successfully,
you will arrive at this screen and you may **"Log Out"**.

After Registration: Login

To update your contact information or change your password, click **"Go"**.

"View and upload documents" and "link accounts with another registration code" **does not** apply to you, the applicant.

Update Your Information, Email, and Password

Click on **"Edit Profile"** to make any changes/updates to your contact information.

Click on **"Change Password"** to change/update your password.

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