



Applicant Portal Staying Active Guide: (For Current Applicants)

October 2024



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

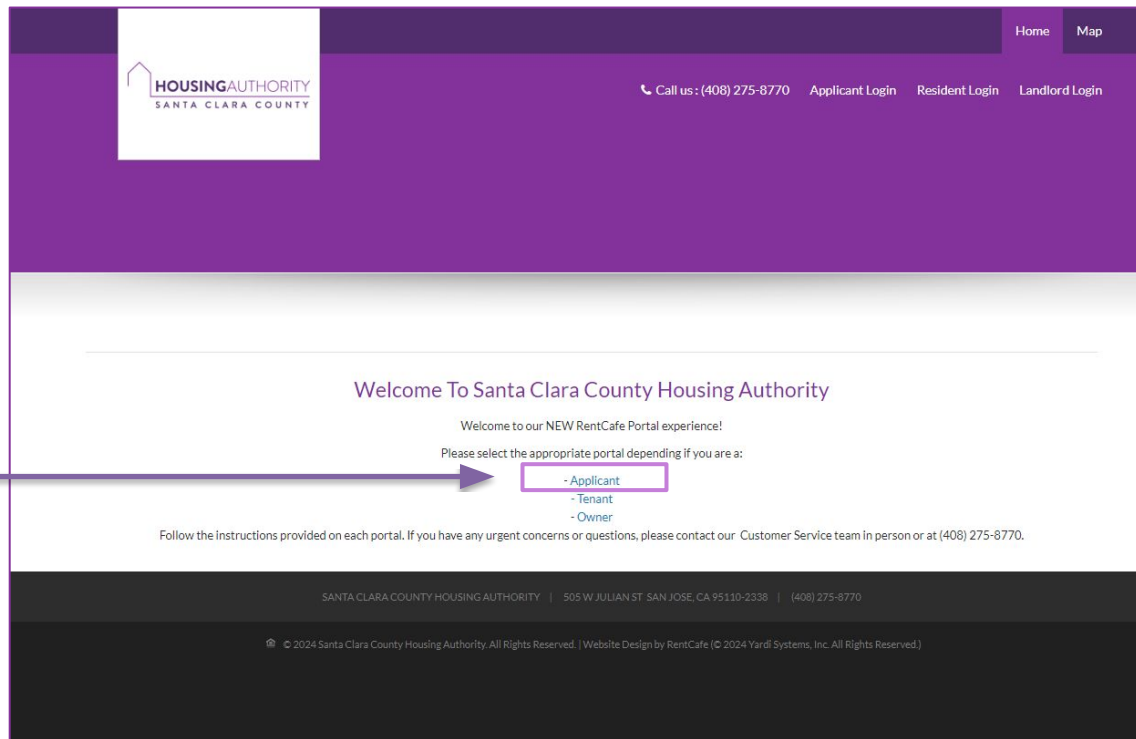
<https://portal.scchousingauthority.org/>

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.

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 [Click here to register](#) 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 [Forgot Password](#) 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:

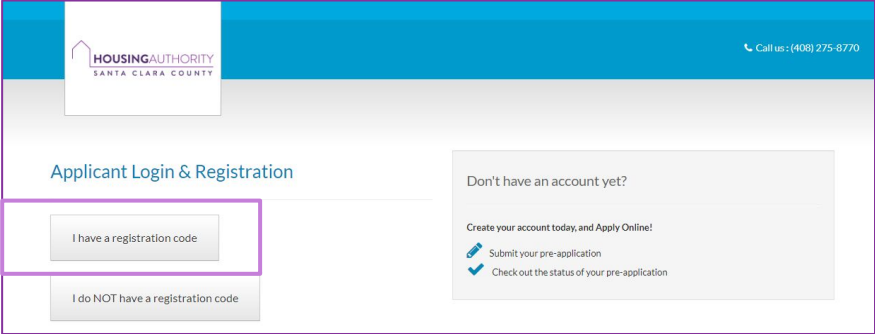
- ✓ Save your application and log in at any time to continue.
- ✓ Check your interest list statuses.
- ✓ Keep your information up to date.

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

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.

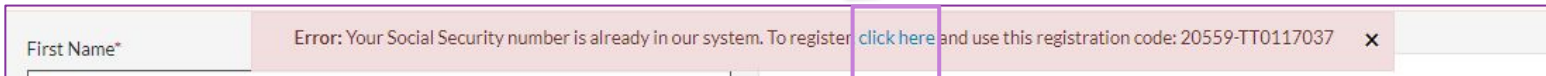
OR

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



The screenshot shows the 'HOUSING AUTHORITY SANTA CLARA COUNTY' logo in the top left and a phone number '(408) 275-8770' in the top right. The main heading is 'Applicant Login & Registration'. Below this, there are two buttons: 'I have a registration code' (highlighted with a purple box and a purple arrow) and 'I do NOT have a registration code'. To the right, there is a section titled 'Don't have an account yet?' with the text 'Create your account today, and Apply Online!' and two links: 'Submit your pre-application' and 'Check out the status of your pre-application'.

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.



The screenshot shows a registration form with a 'First Name*' field. To the right of the field is a red error message: 'Error: Your Social Security number is already in our system. To register, [click here](#) and use this registration code: 20559-TT0117037'. A purple arrow points to the 'click here' link. There is a close button (X) to the right of the message.

Step 3: Create Account

Applicant Login & Registration

* Denotes a required field

Personal Details

ENTER:

First Name

Last Name

(SSN)

Social Security Number in both boxes

Phone (Home or Mobile)

First Name*

First Name

Last Name*

Last Name

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

Confirm SSN#*

Phone (Home)*

(555) 555-5555

ENTER:

Email Address in both boxes (Same Email Address)

Password in both boxes (Same Password)

Password must be 10 characters long and include 1 upper case letter, 1 lower case letter, 1 number and 1 symbol #!@*

Account Information

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

YourEmail@Example.com

Confirm Email Address*

YourEmail@Example.com

Password*

Password

Confirm Password*

Confirm Password

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

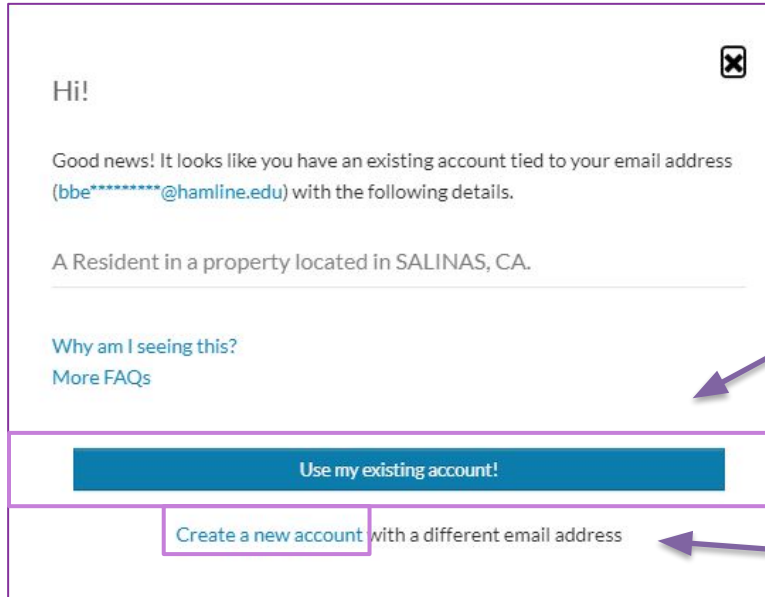
Please read and accept the Terms and Conditions


** 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

The screenshot shows a registration confirmation message. It includes a greeting, a confirmation of an existing account tied to the email address bbe*****@hamline.edu, and details about the user being a resident in Salinas, CA. There are two main action buttons: 'Use my existing account!' and 'Create a new account with a different email address'. Two purple arrows point to these buttons from the right side of the image.

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

← Account Access

Glad to have you back!

REGISTRATION CODE*

20559

EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)

bbellbrown01@hamline.edu

PASSWORD* ⓘ

FIRST NAME*

Brenda

LAST NAME*

Bell Brown

SSN#*

PHONE (HOME)*

555555555

Login

[I forgot my password](#)

By connecting your existing account, you are agreeing to the [Terms and Conditions](#) and [Privacy Policy](#).

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.

Applicant Login & Registration

Please enter your email address and we'll send you a link to reset your password.

Email

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Submit

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

Follow the steps to finish registering.

Compliance

Logged in as: Dennis Abella (t0095888) - 1557 Calco Creek Dr

Initial Eligibility Application

View and Upload Documents

Interest List Status

Apply to Interest Lists

Link Accounts with Another Registration Code

QUICK LINKS

I want to:


Update Contact Details

Go

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.

Interest List Application/Updates

 Santa Clara County Housing Authority
505 W Julian St
San Jose, CA 95110-2338

Apply/Update Application

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.

Applicant Login & Registration

Application Progress **0%**

*Denotes a required field

Select your preferred language

Preferred Language*

- ☒ English
- ☐ Español (Spanish)
- ☐ Việt (Vietnamese)

Next

Click on **“Next”** to continue.

Interest List Pre-Application

Application Progress **0%**

● Applications & Certifications | HI, Wilma

*Denotes a required field

PRE-APPLICATIONS FOR SANTA CLARA COUNTY HOUSING AUTHORITY (SCCHA)
Online Interest List Pre-Application

IMPORTANT NOTICE: Written requests for persons with disabilities or persons needing assistance must be put in writing to the SCCHA Office.

Submit only ONE pre-application to Santa Clara County Housing Authority. Duplicate pre-applications will not be accepted.

Disclaimer
Pre-applications can be received online anytime during the interest list opening. Applicants will receive a confirmation email acknowledging the successful transmission of the pre-application. By submitting this pre-application information, you are not guaranteed placement on any interest list. Santa Clara County Housing Authority does not charge an application fee for any interest list.

Maintaining Your Status on the Interest List
When added to an Interest List, you will be notified by mail and/or email if your name is selected, or if we are updating our applicant files. Your pre-application will be removed from the Interest List if you do not respond to notifications or if your letter is returned from the post office or if your pre-application is not selected.

Eligibility

- An applicant must qualify as an individual or family as defined by Santa Clara County Housing Authority.
- The Head of Household must be at least 18 years of age at the time the application is complete or an emancipated minor by a court of competent jurisdiction, consistent with California law.
- At the time of admission, the family must have an annual income that does not exceed the established income limits according to the maximum income by family size established by the U.S. Department of Housing and Urban Development (USHUD).
- Applicant or any member of the family that has ever been convicted of manufacturing or producing methamphetamine on the premises of any federally-assisted housing or any family household member that is subject to a lifetime registration requirement under a state sex offender registration program will not be eligible for housing assistance.
- Applicant and all members of the family must provide documentation of social security numbers for all family members or certify that they do not have social security numbers at the time of the initial eligibility interview.
- Applicant and all members of the family must meet USHUD requirements on citizenship or immigration status.
- Applicant or any member of the family who currently owes rent or other amounts to Santa Clara County Housing Authority or any other housing authority will not be offered assistance until the outstanding balance is paid in full.

Equal Housing Opportunity Statement: Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age and familial status, and disability. In addition, the U.S. Department of Housing and Urban Development regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The Santa Clara County Housing Authority will comply fully with all federal, state, and local nondiscrimination laws and with rules and regulations.

SCCHA does not discriminate on the basis of race, sex, color, religion, marital status, familial status, national origin, age, pregnancy, disability, ancestry, or sexual orientation in the access to, admission into, or employment in, housing programs or activities.

All answers you provide are confidential. Information will not be shared with anyone without your written consent except as required by law.

To begin, click 'Next':

Back **Next**

Step 5: Household Information

Application Progress

23%

Applications & Certifications | Hi, Wilma

*Denotes a required field

Household Information

On the following pages, you will enter all information regarding the people living in your household. Be sure to answer all the questions will complete and accurate information or indicate if it does not apply to you.

To proceed, click 'Next'.

Back

Next



Click **“Next”** to enter your household information

Interest List Pre-Application

Application Progress

31%

Applications & Certifications | Hi, Wilma

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

*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	(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%

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

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

Application Progress **38%** Applications & Certifications | Hi, Wilma

*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"**.

Application Progress **46%** Applications & Certifications | Hi, Wilma

*Denotes a required field

Unit Accessibility

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

Hearing Access	<input type="checkbox"/>
Mobility Access	<input type="checkbox"/>
Sight Access	<input type="checkbox"/>
None	<input type="checkbox"/>

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	<input type="checkbox"/>
Homeless	<input type="checkbox"/>
None	<input type="checkbox"/>

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
<input type="checkbox"/>	Live or Work in Santa Clara County in the Last 5 Years	
<input type="checkbox"/>	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

Application Progress

77%

● Applications & Certifications | Hi, Wilma ▾

*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.

<input type="checkbox"/>	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]
<input type="checkbox"/>	HOUSING CHOICE VOUCHER	
<input type="checkbox"/>	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]
<input type="checkbox"/>	JULIAN GARDENS - PBV	(3br Units) Julian Gardens Apartment is a complex located at 307 N. Eighth St. in San Jose, CA
<input type="checkbox"/>	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]
<input type="checkbox"/>	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]
<input type="checkbox"/>	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)]
<input type="checkbox"/>	LLEWELLYN - PBV - SRO	(Age: 60+) (SRO Units) Llewellyn 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.
<input type="checkbox"/>	LOS ROBLES - MR8	(2BR, 3BR Units) Oak Manor Townhomes is a complex located at 630 Los Robles Ave in Palo Alto, CA.
<input type="checkbox"/>	LUCRETIA GARDENS - PBV	(3BR Units) Lucretia Gardens is a complex located at 2018 Lucretia Ave in San Jose, CA. [Accessibility: Wheelchair accessible]
<input type="checkbox"/>	MARYCEE FREELAN PLACE - PBV	(1BR, 2BR, 3BR) Marycee Freelan Place is a complex located at 2230 Latham St. in Mtn View, CA.
<input type="checkbox"/>	MERIDIAN - PBV	(2BR, 3BR Units) Meridian Apartments is a complex located at 365 Mathilda Ave in Sunnyvale, CA. [Accessibility: Wheelchair accessible]
<input type="checkbox"/>	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]
<input type="checkbox"/>	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]
<input type="checkbox"/>	MIRAMAR - PBV	(1BR, 2BR Units) Miramar Apartments is a complex located at 3761 Miramar Way in Santa Clara, CA.

<input type="checkbox"/>	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
<input type="checkbox"/>	WALDO - PBV	(1BR) Waldo Apartments is a complex located at 3043 Emerson St in Palo Alto, CA.
<input type="checkbox"/>	WESTWOOD AMBASSADOR - PBV	(1BR, 2BR Units) Westwood Ambassador Apartments is a complex located at 2606 Newhall St in Santa Clara, CA.
<input type="checkbox"/>	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]
<input type="checkbox"/>	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]

[Back](#)
[Next](#)

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

Step 8: Review & Submit

Interest List Pre-Application

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

Application Progress85%

Applications & Certifications | Hi, Wilma

*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.

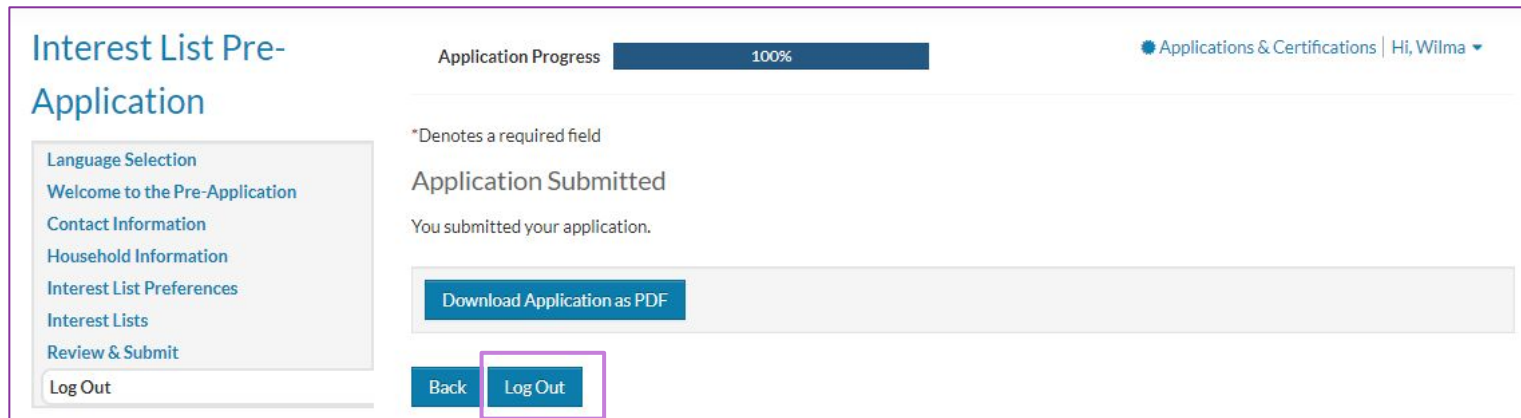
Back

Next

Check the box to accept the terms and conditions.

Click **“Next”** to continue and complete the registration.

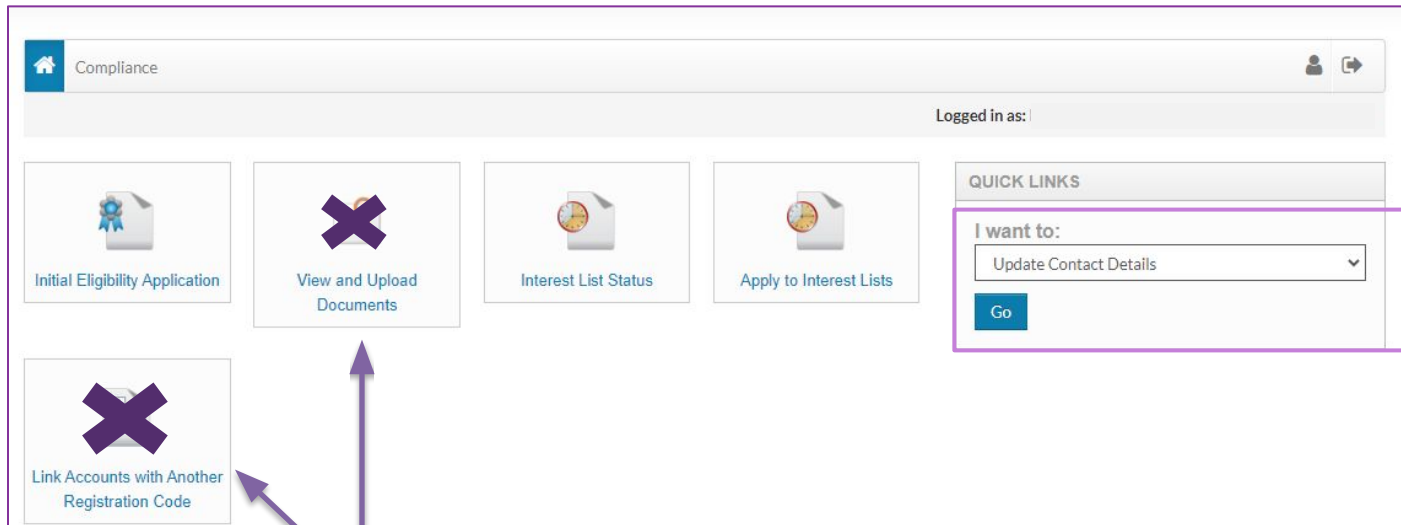
Step 9: Log Out



The screenshot displays a web interface for 'Interest List Pre-Application'. On the left is a sidebar menu with links: 'Language Selection', 'Welcome to the Pre-Application', 'Contact Information', 'Household Information', 'Interest List Preferences', 'Interest Lists', 'Review & Submit', and 'Log Out'. The main content area shows 'Application Progress' at 100% and a message 'Application Submitted' with the text 'You submitted your application.' Below this is a 'Download Application as PDF' button. At the bottom, there are 'Back' and 'Log Out' buttons. The 'Log Out' button is highlighted with a red rectangle. A red arrow points from the text below to this button. The top right corner shows a user profile 'Hi, Wilma'.

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

My Profile

Name

SSN 

Mailing Address

City - State - Zip

E-mail

Home

Mobile

Office

[Edit Profile](#) [Change Password](#)

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

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



(408) 275-8770



**505 W Julian St
San Jose, CA 95110**



scchousingauthority.org

