GASTONIA HOUSING AUTHORITY

My Waiting List Automated Telephone Response System

Use this form only when the automated telephone system cannot find your record.

Section 8 regulations require public housing agencies to maintain waiting lists and select applicants according to HUD requirements and the agency's written policies. The regulations DO NOT require housing authorities to provide waiting list positions or waiting list status updates. GHA nevertheless provides waiting list positions as a curtesy through the My Waiting List automated telephone system.

Why the system may not find a record

- The application may have been removed after GHA mailed a letter requiring a response to the mailing address on file and GHA did not receive a response by the deadline. **(Most frequent cause)**
- The caller may have entered information before a prompt finished or may have entered the Social Security number or date of birth incorrectly.
- A newly submitted application may not yet have been entered or included in the information sent to My Waiting List. This process may take approximately 8 to 12 weeks.
- The Social Security number or date of birth may have been unclear on the application or may have been entered incorrectly.

APPLICANT INFORMATION

Please print clearly. Complete all fields so GHA can determine whether a limited record review is possible.

Head of Household Name	
Date of Birth	_____ (MM/DD/YYYY)
Social Security Number	_____ - _____ - _____
Mailing Address	
City, State, ZIP	
Email Address	
Telephone Number	

Applicant signature: _____ **Date:** _____

If My Waiting List cannot locate your record, GHA recommends that you submit another application. If GHA already has the same application, the later application will be treated as an update and filed with the original application.

When can I expect a response?

Submitting this form will not necessarily result in a response from GHA. GHA will respond only if it needs more information to complete the limited review or if the review shows that GHA or the My Waiting List system made an error described below.

What GHA will review

- Whether the My Waiting List automated telephone system appears to contain an error that prevents it from locating the applicant's record.
- Whether GHA entered the head of household's Social Security number or date of birth incorrectly from the original application.
- For an application removed within the last year for failure to respond, GHA will review whether the letter requiring a response was mailed to the mailing address recorded in GHA's system at the time the letter was mailed.

When GHA will contact the applicant

- GHA needs additional information to determine whether an error occurred.
- GHA confirms an error in My Waiting List or a GHA data-entry error involving the applicant's Social Security number or date of birth.
- GHA confirms that a letter requiring a response was not mailed to the mailing address recorded in GHA's system at the time the letter resulting in the dropped application was sent.

When GHA will not contact the applicant

- GHA determines that no qualifying system or data-entry error occurred.
- GHA verifies that the application was removed correctly after a letter requiring a response was mailed to the mailing address recorded in GHA's system and no timely response was received.
- The form requests only a waiting list position, confirmation of waiting list status, or an estimate of how long the applicant will wait.

Keeping your application active

- Keep your mailing address, email address, telephone number, household composition, and other required information current with GHA in writing.
- Read all GHA mail promptly and respond by the deadline stated in the letter, generally within 14 calendar days depending on the notice.
- GHA may periodically update or purge its waiting lists by asking applicants to confirm continued interest. Failure to respond may result in removal from the waiting list.
- If your application was removed correctly, you must submit a new application if the applicable waiting list is open.

Submit completed form to:

Email:	admissions@ghanc.org
Mail:	Gastonia Housing Authority, P.O. Box 2398, Gastonia, NC 28053
In person/drop box:	340 W. Long Avenue, Gastonia, NC 28054