

**Waitlist Policy**

The **Texas Department of Housing and Community Affairs** (TDHCA) has published rules for implementing and maintaining a waitlist of prospective applicants. Mainly, the new rule requires that properties give occupancy priority, on a waitlist, to those requesting an “Accessible Unit” (e.g. – mobility, hearing or vision). It is an uncorrectable TDHCA finding if the property’s waitlist policy does not give priority to these household types, and the finding can be issued anytime based on a complaint filed with TDHCA or an outside agency associated with your property (i.e. – Section 8, etc…).

Here’s how we are going to comply with the new rule:

1. Please throw away all your old blank guest cards, and implement the new (attached) guest card

immediately. (We recommend printing the guest card double‐sided and using colored paper, so they stand‐out on your desk or in a file)

2. When completing the new guest card, management should ask (via phone or in person):

a. Would you like to be on the property’s Waiting List?

b. Do you require an **Accessible Unit** (AU) in accordance with 24 CFR 8.27?

3. Guest cards stating “Yes” to being on the **Waiting List** should be hole punched and filed in a “Waiting List” notebook in date order.

a. The waiting list notebook should have **these tabs**: “General Waiting List” and “Accessible Unit”. Remember, file behind each tab in date (contacted) order.

4. Guest cards stating “Yes” to requiring an Accessible Unit should be place behind the appropriate tab in the Waiting List notebook, AND given leasing priority over prospects within the General Waiting List.

Here’s how we’ll enter and track the Waiting List in OneSite:

1. For those that want to be on your waitlist, enter all the information from the guest card into OneSite under the Prospect screen. (If information requested in OneSite is not on the Guest Card then please leave blank)

a. If you already have persons on your waitlist then please back‐date the “**Contact**” date, when entering the Prospect in OneSite (if not already in OneSite) and follow the instructions below to add the existing list into OneSite.

2. Upon saving the Prospect’s information, click “Waitlist – Conventional” on the next screen (shown below).


3. While on the next screen and behind the household member’s last name, type “**(NA)**” for a general Waitlist Applicant, and “**(AU)**” for a household requesting an Accessible Unit.

4. Enter all the guest card information being sure to select the unit type or types the household requested, and then Finish the waitlist section.

5. Upon completion, a printable Waiting List is now available by generating the “Waitlist” report in

OneSite. Waitlist priority can easily be tracked on the report by the abbreviations you entered behind the last name (e.g. – (NA) or (AU))


6. **Each time** a Prospect is added to the Waiting List in OneSite, print and file a copy of the Waitlist report in the very front of your Waiting List notebook.

Please note that resident transfers shall NOT be given any priority on the waitlist (treat the household as if they just visited your property for the first time), UNLESS the transferring household requests an Accessible Unit. In all cases, please complete a new Guest Card with the household requesting a transfer, and file it behind the appropriate tab in your Waiting List notebook to ensure occupancy preference is appropriately documented. Please answer #1 on the Guest Card (Reason for

Moving), “Requesting on‐site transfer”.

Please contact your Compliance Supervisor if you have any detailed questions regarding any waitlist policy or procedure.