

5a. How to determine an applicant's position on the waitlist

THE QUICK DIRECTIONS

When someone ask their waitlist position:

- **Get Proof of their Identity, explaining why you need it.**
- **Log on to our website.**
- **Bring up the particular waitlist they are on** to show the top 20 possible applicants (the first page), and then check if the caller/visitor is in that top 20 list.
- **Give an estimate based on their position:**
 - If the caller/visitor shows among the first 20 applicants, say:
"You're in the top twenty on the list. We're estimating a wait of 2 months to three years. It depends entirely on how many people vacate a unit during that time".
 - If caller/visitor is not among the first 20 applicants, say something like:
"We're estimating a wait of hree years or more. It depends entirely on how many people vacate a unit during that time."

THE STEP-BY-STEP DIRECTIONS

Step 1: Explain to the applicant that, for reasons of confidentiality, you can't simply give the information without first making sure they are someone who has a right to receive this information. *The applicants will have received a mailing containing their Control Number and an explanation of its importance, so they have no excuse for not providing this information. Applicant may choose to provide their assigned [1] Control Number, [2] SSN, and/or [3] Last Name and Date of Birth (this last approach may not work if there are a lot of people with the same last name on your waitlist. In any case, you risk a lawsuit if you give out information to someone who has not first provided at least one of the first two items.*

Step 2: Log on with www.housingworks.net with your ID and password:

Welcome to HousingWorks!

HousingWorks is modeled after an ecosystem, and provides benefits for individuals and organizations working in the affordable, subsidized, and special needs housing worlds.
This site is designed for low-end users and slow internet connections.
Read our [Mission Statement](#)

(Click link): [Enter HousingWorks](#)

Enter HousingWorks

P.O. Box 231104, Boston, MA 02123

At-a-Glance

- [Applicants: How to look for housing](#)
- [Providers: Waitlist Services](#)
- [Oversights: Data Reporting Services \(NYA\)](#)

Other Handy Resources

- [Instruction Guides](#)
- [Company Brochure](#)

A number of other websites contain information that may be helpful to you at one time or another.

(Click link): [Registered Housing Provider](#)

I'm looking for [housing](#) or a [housing advocate](#) for myself or a friend
(this search is free and open to anyone)

Registered Users
login using one of the links below:
[Registered Housing Advocate](#)
[Registered Housing Provider](#)
[Registered Housing Reporter](#)

New Users
contact HousingWorks to register:
Phone: (617) 504-0577
E-mail: support@housingworks.net

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Enter ID and Password:

Sign-On to access Housing Reporting Services

Reporter ID: if you've forgotten these, call (617) 504-0577 or [email us](#)

Password:

The final step you take depends on whether or no the applicant knows what waitlist(s) they are on.

If the applicant knows which waitlist s/he is on, bring up the waitlist and sort it. This approach works best when the applicant sits on only one waitlist in your program (ex: the “4BR Extremely Low income waitlist”).

A. (Click link) [Manage Waitlists](#):

1

- [Update](#) program info
- [Manage](#) waitlists
- [Walk-In](#) screen
- [Create/Update](#) online applications
- [Search](#) for housing or housing resources
- [Change](#) password

To access a client, enter their

Social Security Number:

-or-
Control Number:

-or-
Last Name: and
Date of Birth: Sep 16 2007

1BR 30% AMI

B. Select the Waitlist the applicant is on (1), and then hit “Show” (2):

1

2

Show first 0 waitlist entries entire waitlist

Displaying 1...20 of 110 entries.

Name	Preference	Control #	Eligible?	Status	Last Updated
	Date/Time		Desired Unit Size	Hide Closed	
			1 BR		08/14/07 03:13

C. Last, sort the list by one or more of the following:

Date (of application)

Unit size

Priority

Preference

You sort a list by clicking the lines next to that column:



A-Z



Z-A



Not sorted at all

If the applicant doesn't know which waitlists he is on, or is on multiple waitlists managed by your office, then you have to add a step to the process: first find out which waitlist(s) they are on, and then sort that waitlist just as you did in the previous pictures.

A. Click link) [Manage Waitlists](#), fill in **one** of the three fields (see red arrows below), and then hit the "Update Application Status" button.

[Update](#) program info

[Manage](#) waitlists

[Walk-In](#) screen

[Create/Update](#) online applications

[Search](#) for housing or housing resources

[Change](#) password

To access a client, enter their

Social Security Number: ←

-or-

Control Number: ←

-or-

Last Name: and ←

Date of Birth: Sep 16 2007

Add to Waitlist 1BR 30% AMI

Generate Application

Update Application Status

B. You'll next see a page that tells you everything about the applicant, including: "What waitlists they are on"

First, note the waitlist name (see red circle):

Second, click the Provider link (see blue circle): in the gray stripe at the top of the page. This returns you to the previous page, where you can then click the "Manage Waitlists" Link

Home > [About Us](#) > [Contact Us](#) > [FAQ](#) > [Privacy Policy](#) > [Terms of Service](#)

Test Aanon84

Contact Information (Updated: 06/10/2006)

Phone Number: (17) 240 5976 Annual Income: \$144

E-Mail: Mailing Address: 723 W. 1st Ave. New York, NY 10008

City: State: Zip: Box #:

Waitlist Status

Put the client on multiple waitlists:

- Complete the first waitlist row, including the control number and date/time of application. The applicant must have the same control number for all waitlist
- Press the green plus sign above

To change an applicant's status on some or all waitlists:

- Provide answers to the first two fields below;
- Check the boxes to the left of those waitlist(s) you want to affect (if all waitlists are affected, click the "Check All" box.);
- As a last step, press the "Enter" key on your keyboard to activate the "Update Status" button.

Change Status to: Open

Reason for Update: None

Verifying Phone Number: (17) 240 4277

Check All Uncheck All

Waitlist Name	Priority	Preference	Date & Time	Control #	Eligible?	Desired Unit Size	Status	Last Updated	Notes
1BR 30% AMI	C	C	01/02/08 01:45 PM	0002	Yes	1 Bedroom [] Wheelchair [] Modifications	Closed	07/27/07 08:16 AM	
1BR 30% AMI	09	Not Inc	01/02/08 01:45 PM	0002	Yes	1 Bedroom [] Wheelchair [] Modifications	Closed	08/14/07 03:13 PM	Time of the day, the day of the week

C. (Click link) [Manage Waitlists](#):

- [Update](#) program info
- 1** [Manage](#) waitlists
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To access a client, enter their

Social Security Number:

-or-
Control Number:

-or-
Last Name: and

Date of Birth: Sep 2007

1BR 30% AMI

D. Select the Waitlist the applicant is on (1), and then hit “Show” (2):

1

-- All Waitlists -- first waitlist entries
 entire waitlist

Displaying 1...20 of 110 entries.

2

Name	Preference	Control #	Eligible?	Status	Last Updated
	Date/Time		Desired Unit Size	Hide Closed	
			1 BR		08/14/07 03:13

E. Last, sort the list by one or more of the following.

Date (of application)

Unit size

Priority

Preference

You sort a list by clicking the lines next to that column:



A-Z



Z-A



Not sorted at all

Check to see if the applicant is in the top twenty on the list.

If they are in the top twenty, say: “You’re in the top twenty on the list. We’re estimating a wait of 2 months to three years. It depends entirely on how many people choose to vacate a unit during that time”.

If they aren’t in the top twenty, say: “There are at least twenty people still ahead of you on the list. We’re estimating a wait of three years or more. It depends entirely on how many people choose to vacate a unit during that time”.