

Update FAQ

Do I need to know what waitlists I am on?	No. Your information will be used to update the applications that match the last 4 of your social security number and your date of birth.
What if I don't have a computer?	You can use a smartphone, a tablet, or you can go to the local public library to use a public access computer. You can also ask a friend or family member for help. Or you can use the (1) computer at 630 I Street.
Can I update by coming to the office?	Everything is available on line so you don't have to come to the office or wait in any lines.
What if I get 2 yellow letters?	Each letter will have a different update code. You MUST update your information using <u>both</u> update codes. You received two letters because they are attached to different personal information; different social security number or date of birth. This may be because there was a mistake made when you typed this information on the original wait list. If this information is not updated, you will be removed from the wait list connected to the mistaken information. Now is the time to fix this to make sure you remain on all the wait lists you applied for.

<p>What if I lose my letter with my update code?</p>	<p>Go to www.sacwaitlist.com. Check the box that says "I am already on the wait list and want to remain on the wait list" and click on the bottom. At the bottom of the next page, click after the sentence that says: "If you have any problems with your update code, please report here." Complete the form and submit it and Housing Authority staff will contact you to provide assistance.</p>
<p>Once I have the update code, what do I do with it?</p>	<p>Go to www.sacwaitlist.com. Click on the button under the sentence "I am already on the wait list. . ." and follow the directions.</p>
<p>What do I need to do on the application update page?</p>	<p>Review all information listed and change any information that is not correct. Next, answer the questions at the bottom of the page and submit.</p>
<p>What do I do if I cannot log in?</p>	<p>Check that the head of household's last four numbers of the social security number are entered correctly, and that the date of birth is entered correctly. Make sure to enter / needed in the date of birth. If the update code has a 1 or an I or an L, those letters look alike and may be entered incorrectly. If the character looks like a 1, try again using an I or an L. If you still can't get in, look at the bottom of the page, choose the option that fits, and follow the directions to report the problem. Housing Authority staff will contact you to provide assistance.</p>

<p>What is a preference?</p>	<p>Preferences are priorities. Applicants who are disabled, or veterans or homeless receive a preference so they have priority on some wait lists. When families are selected from the wait list, they have to verify that they meet the preferences they claimed. There is information at www.sacwaitlist.com show the preferences for each wait list.</p>
<p>If I am not homeless now, but end up homeless before I am selected, how can I receive the preference?</p>	<p>You must always report any changes to any of the information on the application within 30 days at www.sacwaitlist.com. Keep the update code in your wallet so you can report future changes as they happen. The wait list is reshuffled based on the most current information we have.</p>
<p>After I update my information, what do I do next?</p>	<p>Continue to ensure that your information is correct—report changes as they happen. Then wait to receive a letter from the Housing Authority telling you what to do next.</p>