

Applicant Portal Sign Up Guide: (For New 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 be added to the SCCHA Interest List.

Step 1: Visit The Applicant Portal

Access Via Our Website

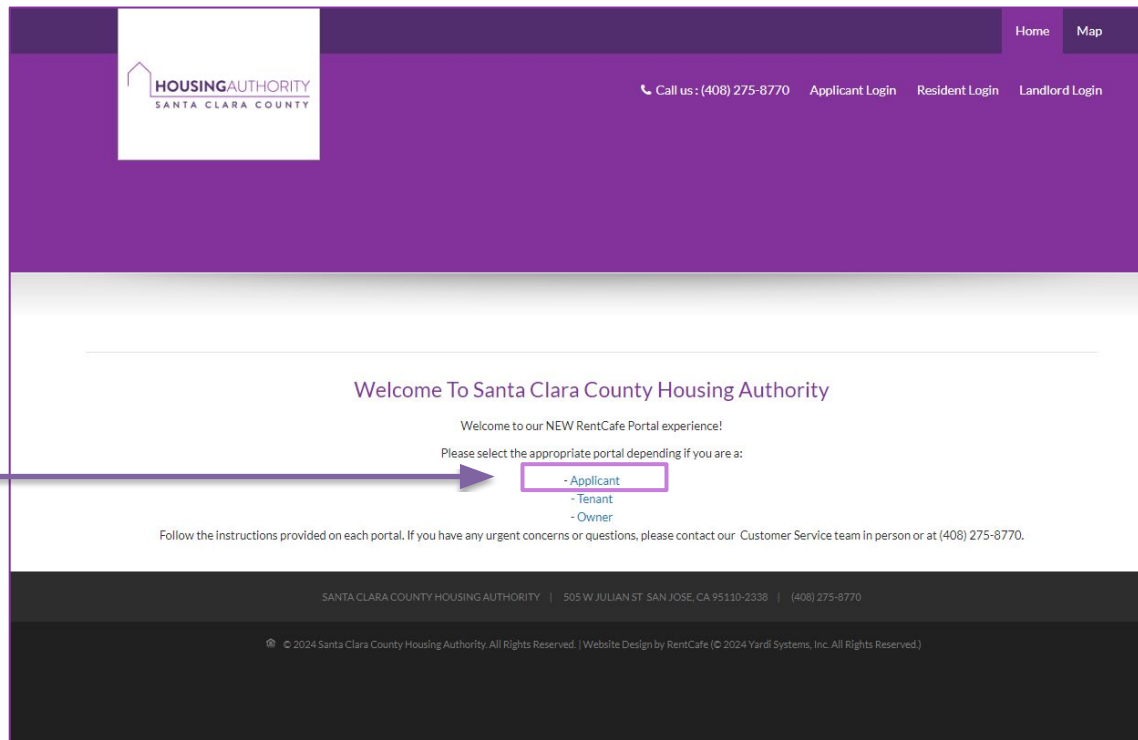
<https://portal.scchousingauthority.org/>

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.

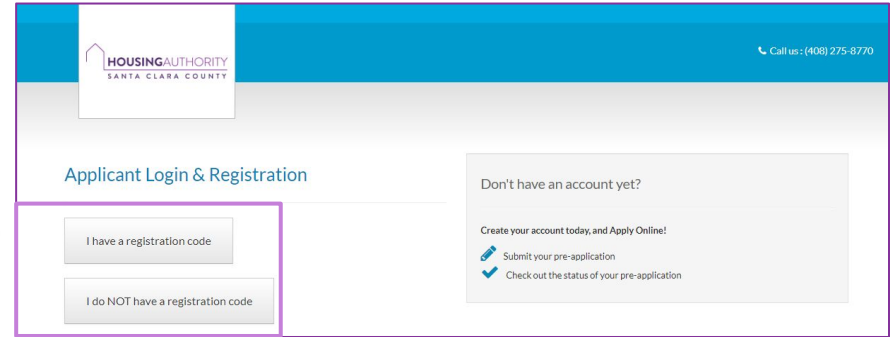
Click on **“click here to register”** to start the process. You **must** register first, **do not** enter your email or password.

You do not need a registration code to register in Rent Café.

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

OR

If you **do not** have a registration code, click on **“I do not have a registration code”** to proceed.



HOUSING AUTHORITY
SANTA CLARA COUNTY

Call us : (408) 275-8770

Applicant Login & Registration

I have a registration code

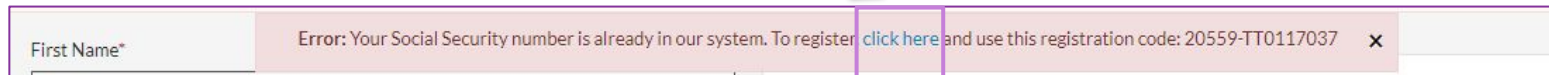
I do NOT have a registration code

Don't have an account yet?

Create your account today, and Apply Online!

- Submit your pre-application
- 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.



First Name*

Error: Your Social Security number is already in our system. To register [click here](#) and use this registration code: 20559-TT0117037

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.

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

Language Selection

Welcome to the Pre-Application

Contact Information

Household Information

Interest List Preferences

Interest Lists

Review & Submit

Log Out

*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: Contact Information

Interest List Pre-Application

Application Progress 15%

*Denotes a required field

Contact Information

Mailing Address*
City*
State*
Zip*

☐ I do not have a mailing address.

E-mail
Home*
Mobile
Office

Back Next

Applications & Certifications | Hi, Wilma

Application Progress 23%

*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

Enter your information and then click "Next" to continue.

Step 6: Household Information

Interest List Pre-Application

- 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

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	(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	☐
Mobility Access	☐
Sight Access	☐
None	☐

Back **Next**

Step 7: Interest List Preferences

Application Progress **54%**

*Denotes a required field

Special Circumstances

Are you currently displaced or homeless? If none apply, select **None**.

Displaced	☐
Homeless	☐
None	☐

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
☐	Live or Work in Santa Clara County in the Last 5 Years	
☐	Veteran	

Back **Next**

Step 8: 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.

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

☐	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
☐	WALDO - PBV	(1BR) Waldo Apartments is a complex located at 3043 Emerson St in Palo Alto, CA.
☐	WESTWOOD AMBASSADOR - PBV	(1BR, 2BR Units) Westwood Ambassador Apartments is a complex located at 2606 Newhall St in Santa Clara, CA.
☐	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]
☐	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 9: 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.

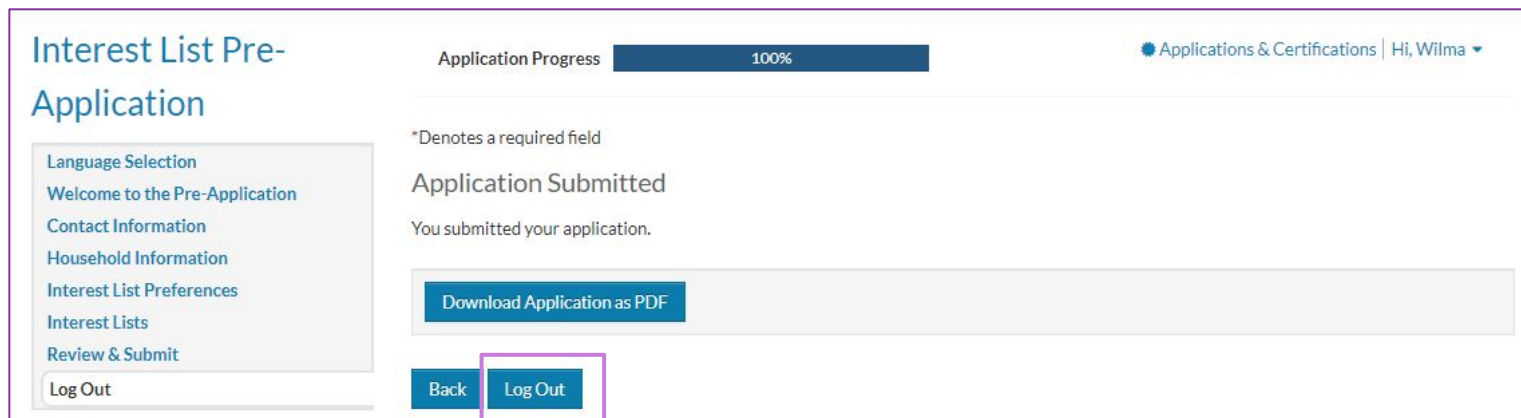
Back

Next

Check the box to accept the terms and conditions.

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

Step 10: Log Out

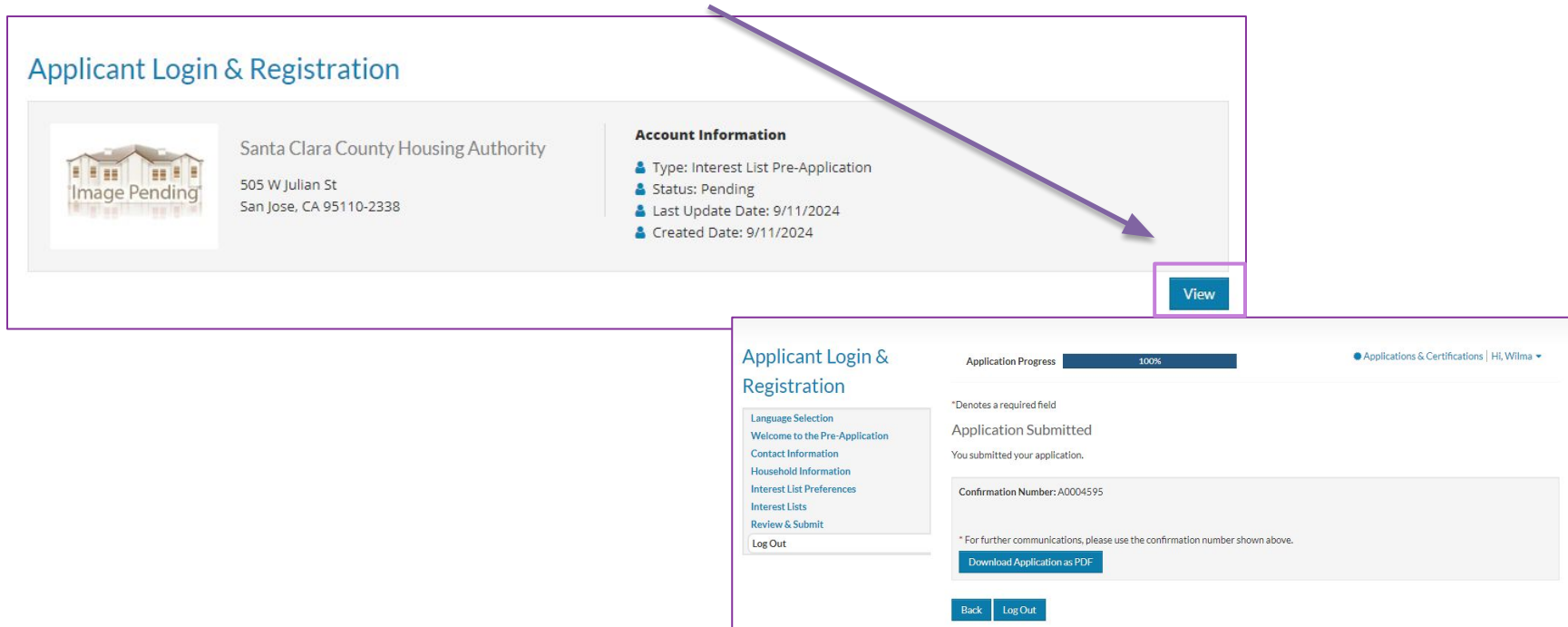


The screenshot displays the 'Interest List Pre-Application' interface. On the left is a sidebar menu with options: Language Selection, Welcome to the Pre-Application, Contact Information, Household Information, Interest List Preferences, Interest Lists, Review & Submit, and Log Out. The main content 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 purple box. A purple arrow points from the text below to this button. The top right corner shows the user's name 'Hi, Wilma' and a dropdown arrow.

When you have completed the registration successfully, you will arrive at this screen and you may **“Log Out”**.

After Registration: Login

After you have registered and logged out of the registration screen. When logging back in, you will arrive at this screen. Click **“View”** to see your account information.



The screenshot displays the 'Applicant Login & Registration' page. On the left, there is a placeholder for a profile picture labeled 'Image Pending' and the contact information for the Santa Clara County Housing Authority: 505 W Julian St, San Jose, CA 95110-2338. On the right, under 'Account Information', the following details are listed: Type: Interest List Pre-Application, Status: Pending, Last Update Date: 9/11/2024, and Created Date: 9/11/2024. A purple arrow points from the top of the page to a blue 'View' button located at the bottom right of the account information section. Below this, a larger screenshot shows the full page layout. It includes a sidebar with navigation 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%, a confirmation message 'Application Submitted' with the confirmation number A0004595, and a 'Download Application as PDF' button. At the bottom, there are 'Back' and 'Log Out' buttons.

Applicant Login & Registration

Account Information

- Type: Interest List Pre-Application
- Status: Pending
- Last Update Date: 9/11/2024
- Created Date: 9/11/2024

View

Applicant Login & Registration

Application Progress: 100%

Applications & Certifications | Hi, Wilma

*Denotes a required field

Application Submitted

You submitted your application.

Confirmation Number: A0004595

* For further communications, please use the confirmation number shown above.

Download Application as PDF

Back **Log Out**

Update Your Information, Email, and Password

To change/update your contact information, email and password click on the arrow by your name and the drop box will appear, click on **"My Profile"** to change/update your contact information.



Hi Wilma ▲

My Profile

Logout

Applicant Login & Registration



Santa Clara County Housing Authority

505 W Julian St
San Jose, CA 95110-2338

Account Information

Type: Interest List Pre-Application

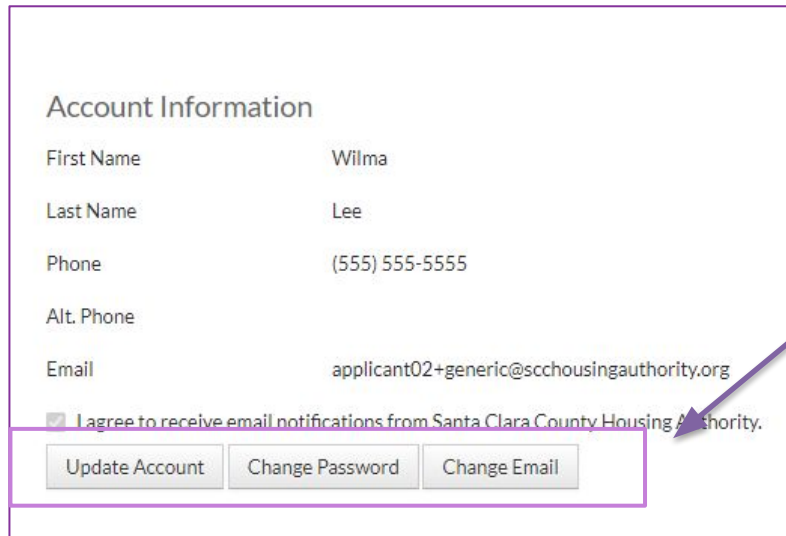
Status: Pending

Last Update Date: 9/11/2024

Created Date: 9/11/2024

View

Update Your Information, Email, and Password



A screenshot of a web form titled "Account Information". The form contains several input fields with labels on the left and values on the right. Below the fields is a checkbox with a label. At the bottom, there are three buttons: "Update Account", "Change Password", and "Change Email". A purple rectangular box highlights these three buttons. A purple arrow points from the right side of the image towards the "Change Email" button.

Account Information	
First Name	Wilma
Last Name	Lee
Phone	(555) 555-5555
Alt. Phone	
Email	applicant02+generic@scchousingauthority.org
☒ I agree to receive email notifications from Santa Clara County Housing Authority.	
Update Account Change Password Change Email	

Click on the box for the information you want to change/update. Follow the directions to complete the change(s).

- Update Account:** Change your mailing address
- Change Password:** Change your password
- Change Email:** Change your email address



(408) 275-8770



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



scchousingauthority.org

