

Frequently Asked Questions (FAQ's)

1) What is the Section 8 Housing Choice Voucher Program?

The tenant generally pays 30% of their adjusted income towards rent and utilities and the Authority pays the rental assistance directly to third party landlords on behalf of the assisted tenants. The assisted dwelling units are subject to inspections in accordance with Housing Quality Standards promulgated by the U.S. Department of HUD to ensure families have a decent, safe and sanitary place to live. HAGC Administers the Housing Choice Voucher program for the Glassboro Housing Authority through an inter local service agreement.

2) How can I apply for rental assistance?

Please see the Apply For Housing tab. This tab will also notify you which waiting lists are opened or closed.

3) What happens once I complete a pre-application?

You will receive a registration packet in the mail with detailed information about your pre-application within 1- 3 months. Please keep this packet for your information.

4) Can you expedite my application?

No. This agency does not provide emergency assistance. You must contact the Department of Social Services agency in your area.

5) How do I report changes to my address, telephone number, income or household size?

It is extremely important to notify housing of your changes. Changes can affect your wait list position, eligibility for different programs and the ability for us to contact you. You may provide changes electronically by signing into Assistance Connect on the Assistance Connect tab. Upon registration for rental assistance, you received instructions to Create an Applicant Account to easily update and change information.

You may also go to the downloads tab> Go to forms> you may download and complete an Income Change Form, Request to remove household member form or an Update of Information form. Once the form is completed you may return it to HAGC by email, fax, US mail or drop off in drop box located at the Tenant Processing Center entrance

6) How can I check where I am on the waiting list?

You can sign into your Assistance Connect account on the website. You can also call 856-848-4924 to check your status.

7) How many bedrooms will I get?

The Subsidy Standards are:

Voucher Size	Household Size
0-bedroom:	1
1-bedroom:	1-2
2-bedroom:	2-4
3-bedroom:	4-6
4-bedroom:	6-8
5-bedroom:	8-10
6-bedroom:	10-12

The Authority will assign one bedroom for each two persons within the household, except in the following circumstances:

- Persons of opposite sex (other than spouses/domestic partners/persons residing together as a couple, and children under 6) will be allocated separate bedrooms.
- Live-in aides will be allocated a separate bedroom, no additional bedrooms are provided for the live-in aide's family.
- Single person families will be allocated one bedroom.
- A single pregnant woman with no other family members must be treated as a two-person family.
- Adults of different generations (defined as at least 18 years difference) will be allocated separate bedrooms.
- Adults (age 18 years or above) and children will not be required to share a bedroom.
- Foster adults and children will not be required to share a bedroom with a family member.

8) Who will pay the Security Deposit?

The tenant is responsible to pay the security deposit. The housing authority helps with rent.

9) Does the Housing Authority have a list of landlords that participate with the program?

Once you have a voucher, you may search for vacancies on the website, New Jersey Resource Center at <https://www.nj.gov/njhrc/find/>. You may also search the internet for vacancies in the area that you wish to move to.

10) How can I transfer or use portability of my voucher to another area?

Please go to the Programs tab, then the Portability tab if you wish to move in or out of Gloucester County

11) Can someone co-sign a lease for me if my credit is insufficient?

Yes, you may have a co-signer, however, you must be able to provide proof of residence for your co-signer.

12) If the Housing Choice Voucher cannot pay the rent requested by the property owner, can I pay the difference?

No. You should never pay more than the Housing Choice Voucher Staff state you should pay.

You can call our office at 856-853-1190 for more information. You also have access to the Tenant Briefing Packet, the Landlord Packet, Senior Housing Management Plans and various policies including the Section 8 Administrative Policy all on the Downloads tab.