



MS-9870
20 East Main St., Suite 250
P.O. Box 1466
Mesa, AZ 85211-1466
Office (480) 644-3536
Fax (480) 644-2923
Office Hours: Monday-Thursday 7:00 a.m.-6:00 p.m., closed Friday
mesaaz.gov

Frequently Asked Questions (FAQ)

My status

How will I know if I am on the Wait List or not?

When you applied on-line you would have received a confirmation # after you finished your application. If you received a confirmation #, you are on the wait list.

What is my status or number on the Wait List?

We request that you go to the Applicant Portal on our website. You will need your confirmation # to log in. To access the Portal, go to: www.mesaaz.gov/hcvwaitlist

How long after applying will I receive assistance?

It's almost impossible to estimate how long it will take before your name is selected. The wait time varies and depends on when a voucher is available. We pull from the wait list by preference and date/time. When your name is selected, we will notify you by mail. It is your responsibility to always update your mailing address. This can be done by logging in to the Applicant Portal. To access the Portal, go to: www.mesaaz.gov/hcvwaitlist

When will I get assistance?

The wait time varies and depends on when a voucher is available. We pull from the wait list by preference and date/time. When your name is selected, we will notify you by mail. It is your responsibility to always update your mailing address. This can be done by logging in to the Applicant Portal. To access the Portal, go to: www.mesaaz.gov/hcvwaitlist

I applied and have not received a letter or phone call.

We have not sent a letter confirming your name is on the wait list. If you received a confirmation number when you applied, you are on the wait list. Mesa will always correspond by mail.

After I apply, why does it take so long to receive assistance?

We are not able to pull names from the wait list until we have a voucher available. When someone leaves the program, we will then pull names from the wait list to review for eligibility.

Change my information

How do I change/update my address and or phone number?

We request that you go to the Applicant Portal on our website. You will need your confirmation # to log in. To access the Portal, go to: www.mesaaz.gov/hcvwaitlist. If you do not have access to a computer, come in to our office and complete the Wait List Change Form.

How do I add another household member or update my income?

We request that you go to the Applicant Portal on our website. To access the Portal, go to: www.mesaaz.gov/hcvwaitlist. You will need your confirmation # to log in. If you do not have access to a computer, come in to our office and complete the Wait List Change Form.

I don't have my confirmation #. How can I get it?

You can call our office at 480-644-3536 and we can look it up for you. We will ask you to verify your Social Security #s and address.



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How will I know when the wait list is open again?

We post it in the local newspapers, on our website, and on our voicemail 30 days prior to opening. The wait list will open once the current waitlist is depleted.

If I have a felony will that automatically make me ineligible? What about any criminal activity?

No – It depends on the type of conviction and how long ago it took place. We review convictions related to drug and/or violent criminal activity. Those who must register as a sex offender are not eligible.

Size of unit, rent amount

How will I know what size of unit I can look for?

The City of Mesa occupancy standard is 2 family members per bedroom. This is how we calculate your voucher size.

How will I know how much rent I can look for?

Once we have approved your eligibility for the Section 8 HCV program, we calculate what amount of rent you can look for according to your income.

How much of the rent will I be responsible for?

In most cases, you will pay approximately 30% of your adjusted income towards the contract rent. When you attend a briefing, we will give you an estimate of your portion of rent.

Location

Do I have to live in Mesa?

The voucher is for the City of Mesa and you will need to find a unit in our city limits.

Where are the units I can rent?

The City of Mesa Housing does not own any properties. Once you have been approved for the program, you will take the voucher and the amount of rent you are qualified for and find a landlord that will lease to you according to their policies.

Fees

Do you assist with the application fee and security deposit?

We do not assist with any application fees.

We do have a security deposit program that can assist with the refundable portion of security deposit, up to one month's rent ONLY available if funding is available.

Inspections

Will you inspect the new unit?

HUD requires that we inspect all units before assistance can be started. We also conduct annual inspections.

For accommodations, such as braille, large print, or translation, please contact City of Mesa Housing and Community Development at (480) 644-3536, or AzRelay 7-1-1 for those who are deaf or hard of hearing. Si necesita información en español por favor de llamar al 480-644-3536.

