MyHousing Waitlist Application Portal

Frequently Asked Questions (FAQ)

1) What if I already had a login account?

You will have to create a new user account to access your existing application with the Housing Authority of the County of San Diego (HACSD). You will need Name, Date of Birth, and Social Security Number to create the account online. Your username will be automatically generated and your password must be at least 12 characters long and include the following: one number, one lowercase, one uppercase, and one special character.

2) What happened to my existing application?

If you already submitted an application in Elite before the new HACSD MyHousing portal, your application is still there in Elite. You will need to create a new user account in the HACSD MyHousing portal to access that application and make updates as needed.

3) Why can't I create a new account on the(HACSD) MyHousing portal even though I already have an application?

If you recently submitted a new application on the HACSD MyHousing portal, you have to wait 24 hours until the data is loaded to Elite and then you can create your user account. If you still cannot create a user account, contact HACSD at 858-694-4801 to confirm the information on your application is correct. You will need Name, Date of Birth, and Social Security Number to create the account online.

4) How do I submit a new application?

Visit our website at https://www.sandiegocounty.gov/content/sdc/sdhcd.html and click on the "Rental Assistance" Icon. There you will see a button to Apply for Rental Assistance.

5) How do I create a new user account?

Visit our website at https://www.sandiegocounty.gov/content/sdc/sdhcd.html and click on the "Rental Assistance" Icon. There you will see a button to Update your application. You will need Name, Date of Birth, and Social Security Number to create the account online.

6) I have been removed from a waitlist, how can I reapply?

You have the option to re-apply to a waitlist on the HACSD MyHousing portal. Make sure you log in and click on the "Update Your Application" on the left Actions menu. You will go through hall steps of the application workflow to get to Step 5 to update your lists.

7) I forgot my username and email that I used for the HACSD MyHousing portal, where can I get that?

Contact HACSD at 858-694-4801 to confirm you have an existing waitlist application HACSD MyHousing user account. The HACSD representative will confirm and/or help you update your information that will allow you to access your HACSD MyHousing account.

8) How can I see which waitlists I am currently on?

Once you create your use HACSD MyHousing user account, you can log in and you can access the 'My Waiting Lists' option under the Actions menu on the left of the screen.

9) Add what a sequence date means?

A sequence date is the date and time of placement on the waiting list.

10) Add a question about if their sequence date is off or believe it is off, what to do?

If you believe your sequence date is inaccurate, please call HACSD at 858-694-4801 and a representative can help assist you.

For additional language assistance pertaining to this **document** please call (858) 694-4801.

Para obtener asistencia adicional en español relacionada con este **documento**, llame al (858) 694-4801.

للحصول على مساعدة لغوية إضافية تتعلق بهذا **المستندات** ، يرجى الاتصال بالرقم 858-694-4801