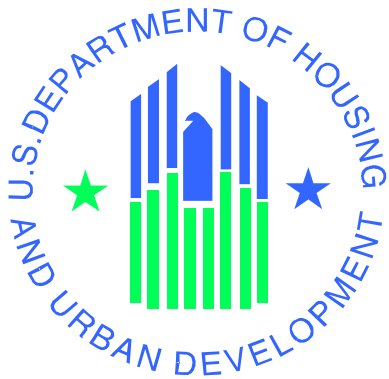# Public Housing Portal

Public Housing Agency User Guide for
Public Housing Waiting List Submission

U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

Financial Management Division

December 5, 2023 (Version 1.2)

Table of Contents

Public Housing Portal

The Public Housing Portal (portal) is an online platform for Public Housing Authorities (PHAs) and the Office Public and Indian Housing (PIH). PHAs can review current and historical Forms HUD-52723 and HUD-52722 data. PHAs can complete and submit Operating Fund (OpFund) required forms. This guide provides PHAs instructions to report the total number of families on the PHA waiting lists as required by the United States Housing Act of 1937 (42 U.S.C. 1437n(a)), as amended by Section 103 of the Housing Opportunity Through Modernization Act of 2016 (HOTMA), Section (E):

> *(E) "REPORTS ON OVER-INCOME FAMILIES AND WAITING LISTS.—The Secretary shall require that each public housing agency shall— ''(i) submit a report annually, in a format required by the Secretary, that specifies— ''(I) the number of families residing, as of the end of the year for which the report is submitted, in public housing administered by the agency who had incomes exceeding the applicable income limitation under subparagraph (C); and ''(II) the number of families, as of the end of such year, on the waiting lists for admission to public housing projects of the agency; and ''(ii) make the information reported pursuant to clause (i) publicly available.''*

Requesting Access to the Portal

PHA staff must request access to the Portal through their local Web Access Security Subsystem (WASS) security coordinator.

User Roles

WASS security coordinators must assign the users only one user role. WASS security coordinators must assign users the appropriate user role. The PHA user roles are described below:

User Role	Description
OPD	**This user role is for the PHA's Executive Director only.** This user can create, edit, upload supporting documents, and sign and submit the forms.
OPE	This user can create, edit, and upload supporting documents for the forms. This user cannot sign or submit the forms.
OPI	This user can only read completed submissions. This user cannot create, edit, upload supporting documents, sign or submit the application.
OPL	**This user role is for the PHA's Board Chair only.** This user can create, edit, electronically sign forms where required, and upload supporting documents.

WASS security coordinators can find a user guide to assign user roles from this web page: https://www.hud.gov/program_offices/public_indian_housing/programs/ph/am/webportal.
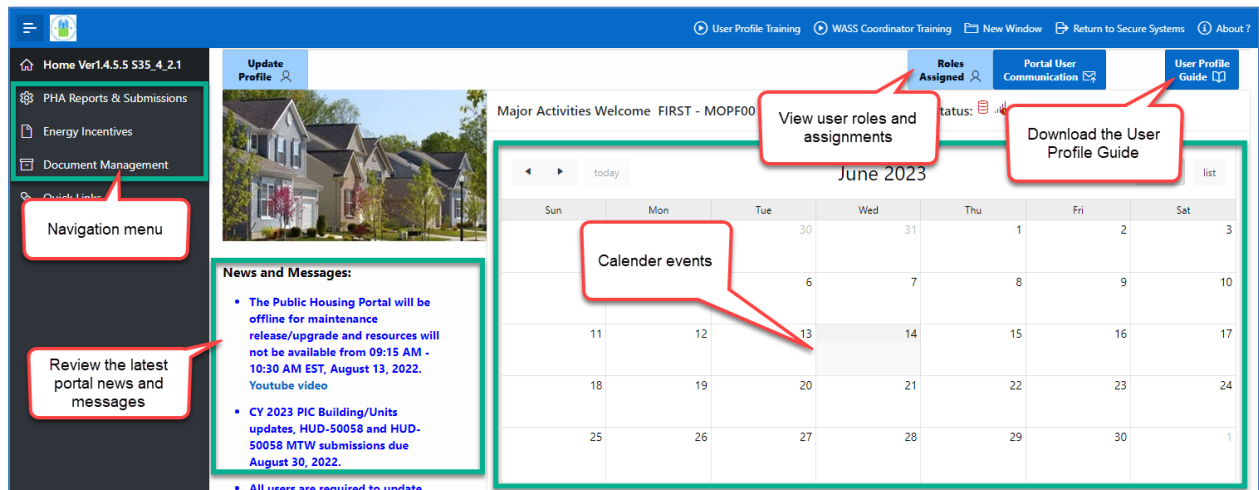
Navigating to Portal through Secure Systems

Using the Google Chrome web browser only, go to the portal through the Secure Systems URL:

https://hudapps.hud.gov/HUD_Systems/ ,log in, and click the "**Public Housing Portal (PIH Operating Fund)**" hyperlink.
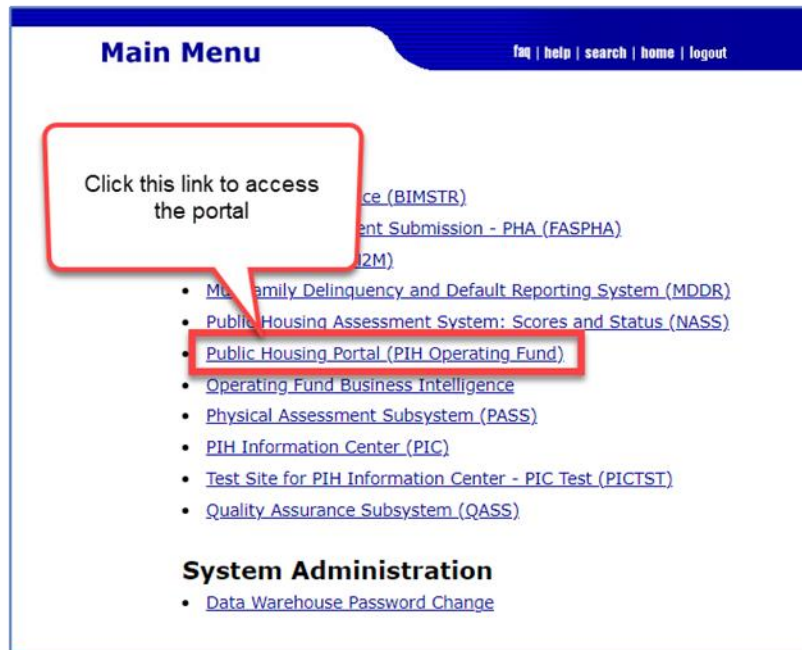
The system displays the portal home page as shown below.

From the home page, PHA users can review upcoming portal submission dates, events, read the latest Portal News and Messages, download the User Profile Guide, update their user profiles, and navigate to many of the portal's modules.

 IMPORTANT:

Please use Google Chrome browser to access the portal.

User Profile

The portal requires all users to have a user profile. Users cannot navigate the portal or access portal resources until they create their user profiles. If the user has not created a user profile, the home page will display the following message: User profile is missing, please update user profile to continue.
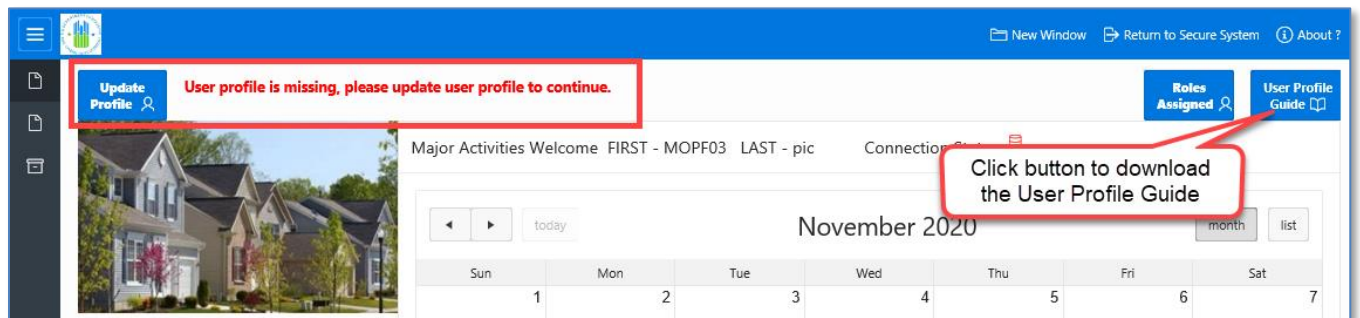

Consult the User Profile Guide to complete your user profile. The "User Profile Guide" is available to download at the portal home page.

Missing PHA Assignment Warning

1. Click "PHA Reports & Submissions" in the left side navigation menu.

If the system displays the "Missing PHA Assignment" warning in the upper right corner of the "PHA Reports & Submissions" page, the PHA user must contact their WASS security coordinator to correct their user role for the portal.
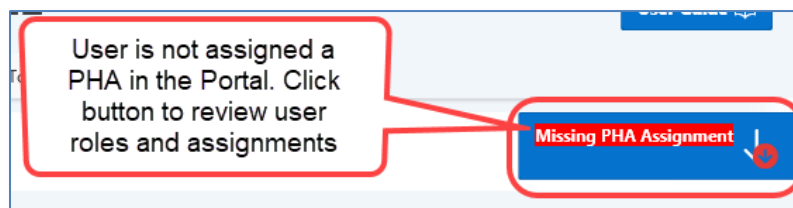
2. Click the "Missing PHA Assignment" button to review assignments of PHAs to user roles. The pop-up window displays the user's Portal roles and associated PHAs.

3. Contact your WASS security coordinator if you need to update your user role and/or PHA assignment(s).
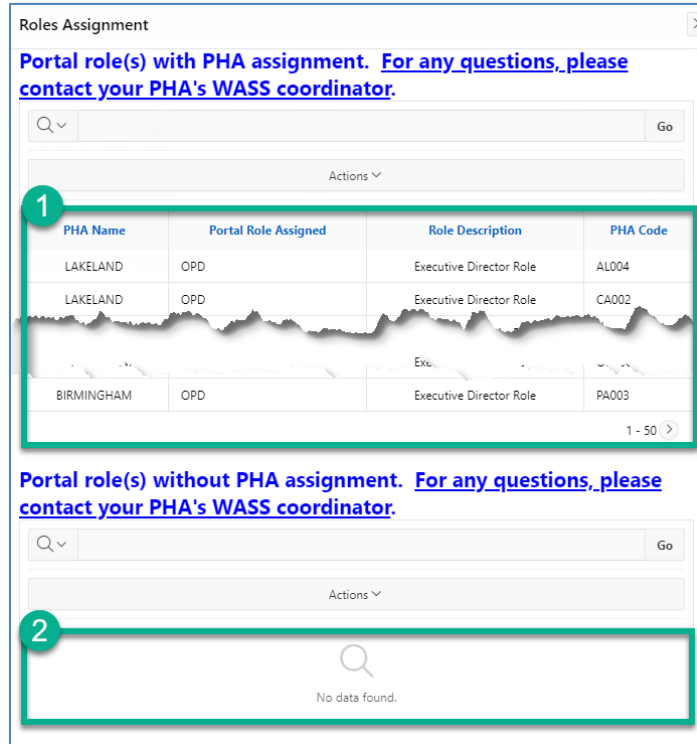
The PHA assignment pop-up window is divided into two (2) areas:

Area 1: Displays Portal role(s) assigned to the user that have associated PHA(s).

Area 2: Displays Portal role(s) assigned to the user that do not have associated PHA(s).

The user should contact the PHA's WASS security coordinator to assign a PHA.

Note: Changes to the user's roles and assignments may take up to two (2) business days. Until then, the user will not be able to access the portal.
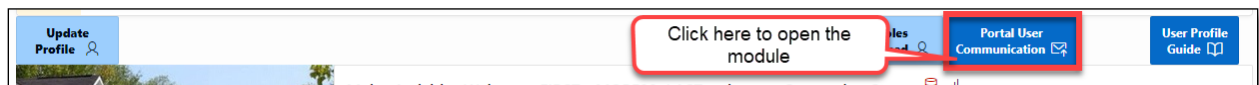
News and Messages

The portal provides users with the current News and Messages related to the Portal and OpFund Grant processing. The News and Messages feed can be found on the home page:
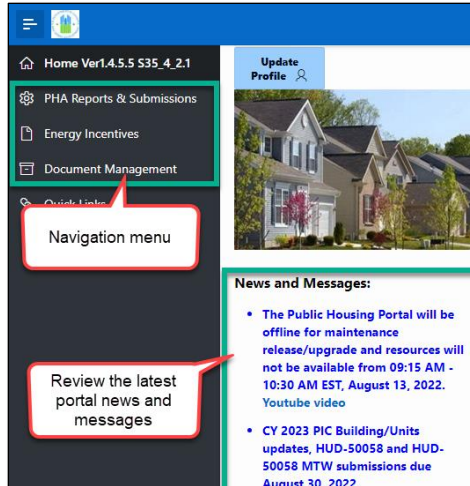
Communication Module

The portal provides a communication module that allows users to view historical listserv and email communications containing PIH guidance and instructions. This includes viewing the type of correspondence, date of correspondence, as well as the subject, and the content. The user can sort through different reports ranging from previous years' reports to sub-reports within the current calendar year.
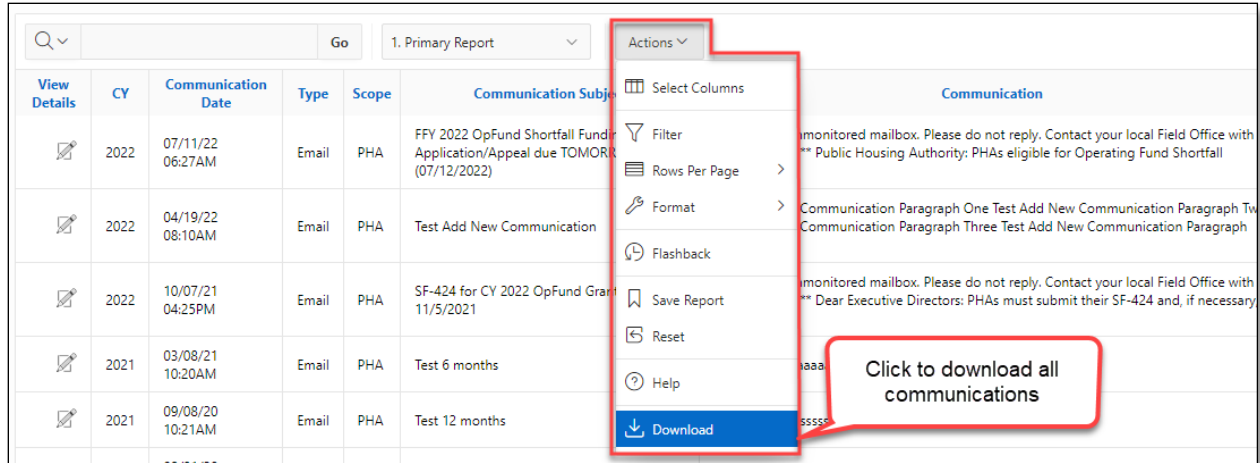
To open this module, select the "**Portal User Communication**" button in the upper right corner of the portal home page.

The "**View/Download Portal User Communications**" page displays the following:

There are actions the user can make within this module to suit their needs.

Click the "**Actions**" drop-down menu to perform the following:

- Filter the full list of portal user communications by Column and Expression.
- Download the full list of portal user communications.
- Aggregate, group, and display the data in the chart format.

This module may help users to search, filter, sort and quickly locate correspondences from a PHA with a specific piece of information (e.g., correspondence regarding SR-FRB for a specific PHA).
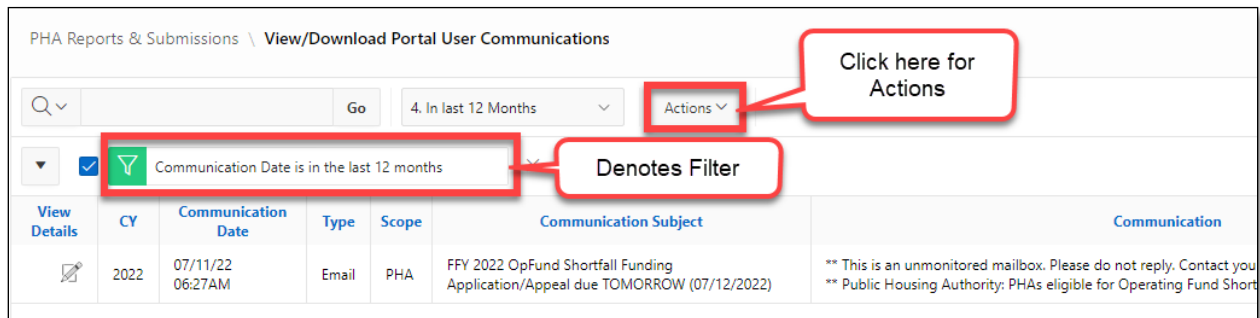
Users can view details from each correspondence and content from the email or download the email and file attachments, as necessary.

Note: *See below details of the communication sent and you may download communication document and any associated file attachments.*

Communication

Notice PIH 2021-14. PHAs that implement waivers and alternative requirements may submit forms HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date.

PHAs that implement waivers and alternative requirements

PHAs that implement waivers and alternative requirements consistent with Notice PIH 2021-14 may submit actions recorded on lines 2a and 2b in the form HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date. PHAs may only submit 90 calendar days from the effective date for transactions impacted by the waivers and alternative requirements. Such instances may be waivers and alternative requirements related to reexaminations and inspections. Although PIH provides PHAs that implement waivers and alternative requirements up to 90 days to submit their forms, PIH encourages PHAs that have the operational capacity to do so to continue submitting HUD-50058 forms within the normal 60-day

2947 of 4000

Click here to view & download the message

|	File Name	File Description	Last Update User	Last Update	Attach Id	File Id
Download	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.pdf	Email PDF File format	LIANG ZHOU	09/14/21 04:16PM	16089	35090
Download	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.msg	Email File Outlook Format	LIANG ZHOU	09/14/21 04:15PM	16089	35089
						1 - 2

Session Time-Out

Due to HUD-issued security requirements, the portal terminates the user's session after sixty (60) minutes. The system displays the following warning message five (5) minutes before the end of the session:
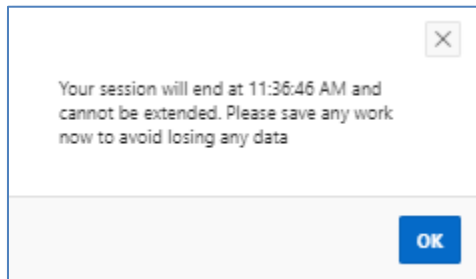

Click the "**OK**" button and use the remaining five (5) minutes to save any updates to forms. Once the session is terminated, the portal displays the following warning message:
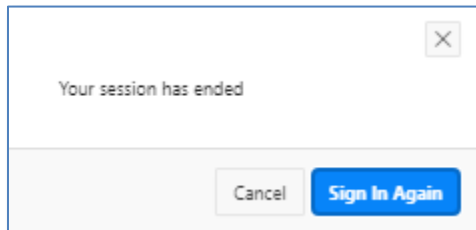
Click the "**Sign In Again**" button to return to the Secure Systems log-in page or click the "**Cancel**" button to close the pop-up window.

System Maintenance and Software Updates

Users may be locked out of the portal during system maintenance and software updates. Users are notified when the system is offline with a warning message displayed on the home page as shown below.
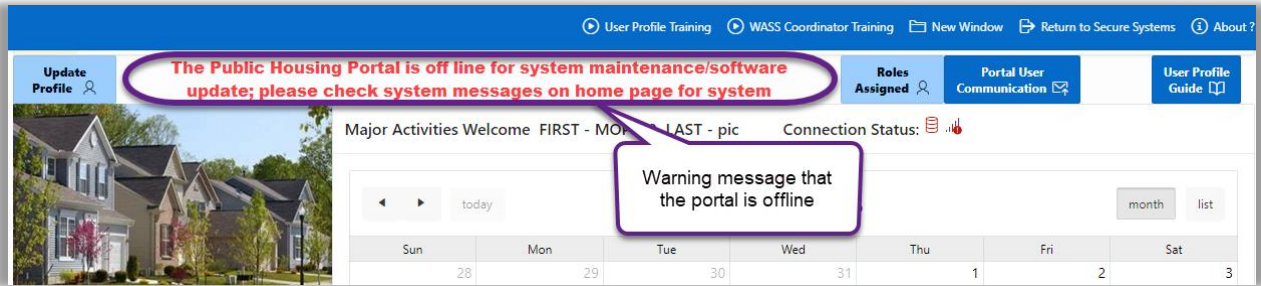
The portal will be available once the system maintenance or software updates are completed.

Navigation Shortcuts and Tips

The image below provides basic top navigation shortcuts located near the top of the portal.
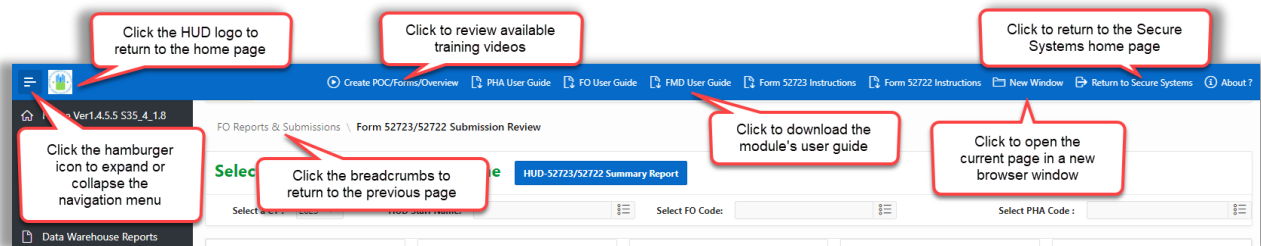
Users can click on the HUD logo to return to the portal's home page or click the "**Return to Secure Systems**" shortcut to return to Secure Systems. The portal provides breadcrumbs which are hyperlinks, indicating user's location on the website and helping to navigate the user to the previous web page. The shortcut "**New Window**" opens the current page in a new web browser window. Clicking the "**PHA User Guide**" button downloads this user guide.

Below is the list of icons the user may encounter while using the portal. These icons provide users with additional functions that include downloading, filtering the reports and tables, and reviewing the definitions of data elements.

 Click this icon to expand or minimize the navigation menu
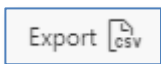
 Click this icon to download the displayed data in CSV/Excel format
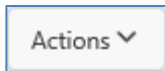
 Click this icon to expand or maximize the tables

|	
⬀⬃ (minimize icon)	Click this icon to minimize the tables
⑦ (help icon)	Click this icon to read the definition of the data element
🔍⌄ (search icon)	Click this icon before the search bar to select a column heading to filter tables
Actions ⌄	Click this button to reveal additional features to manipulate reports and tables, such as download the report or filter the data
📄 PHA User Guide	Click this button to view and download the portal PHA user guide
▶ (play button)	Click this button to open the module's training video (videos include options to select subtitles/closed captions and auto-translate to over fifty languages including Spanish)

Navigate the Public Housing Waiting List Module

Follow these steps from any page in the Public Housing Portal to find the Public Housing Waiting List module.
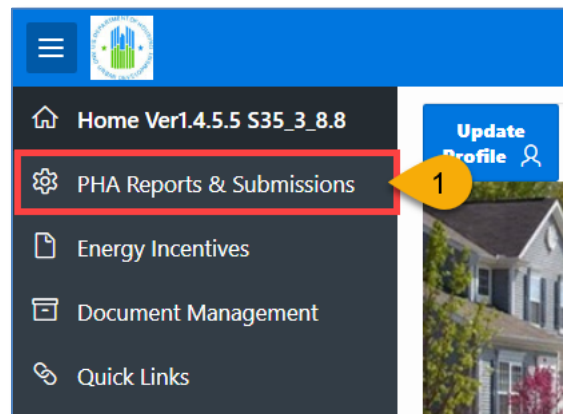
1. Click "PHA Reports & Submissions" in the left side navigation menu.
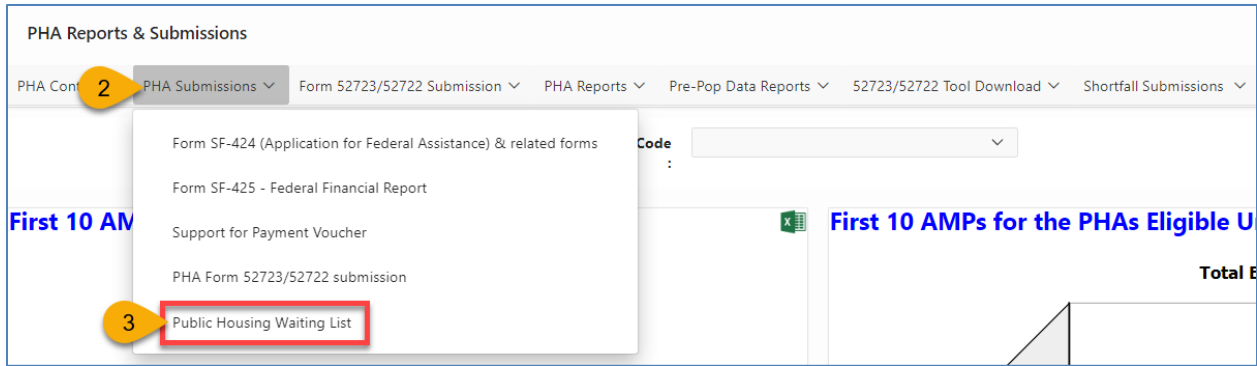
2. Click the "PHA Submissions" drop-down menu.
3. Select "Public Housing Waiting List" from the drop-down menu.

Agency-Wide and Site-Based Waiting Lists

Annually, PHAs must report the total number of families on the waiting lists for admission to the public housing (PH) projects or units of the agency. While the term "waiting list" is often used in the singular, there are often multiple sub-lists based on unit size and type. Depending on the size of the PHA, this waiting list may consist of a community-wide or agency-wide waiting list, one or more site-based waiting lists, or some combination of these two.

- Agency-wide waiting list includes qualified applicants in the order in which housing offers will be made to any of the PHA's PH units.
- Site-based waiting lists include qualified applicants in the order in which housing offers will be made that request PH units in a specific project.

For the purposes of this module, PHAs must count a single family only once. Families that are on both an agency-wide and one or more site-based waiting lists can only be reported once in the PHA's waiting list submission. Do not report the same family on each independent waiting list.

Create the Waiting List Submission

Follow these steps to create an agency-wide, site-based, or both waiting list submission.
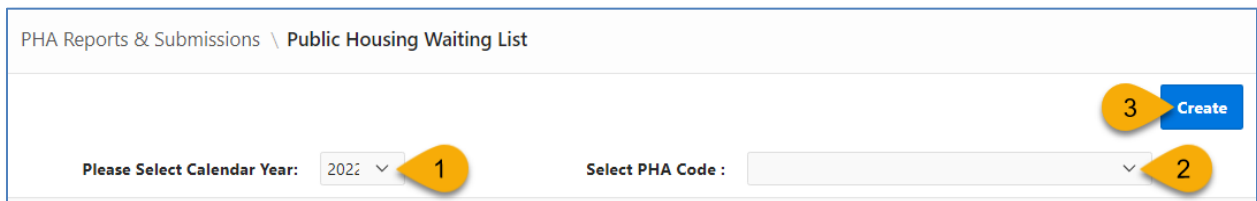
1. **Please Select Calendar Year:** Select the calendar year for the reporting period of the PHA's submission. Please note that the waiting list count is a point in time number on December 31st of the calendar year.

---

2. **Select PHA Code:** Select the PHA code and PHA name.
3. Click the "Create" button.

Agency-Wide Waiting List Only

Complete these steps if the PHA only maintains an agency-wide waiting list.

1. **Public Housing Agency Wide Waiting List**: Select "Yes" if the PHA keeps a waiting list that covers the entire PHA. Select "No" if the PHA only keeps site-based waiting lists and follow the steps in Site-Based Waiting List Only below.
2. **Public Housing Agency Wide Waiting List Open (Yes/No)**: Select "Yes" if the agency-wide waiting list is open. Select "No" if the waiting list is closed.
3. **Public Housing Agency Wide Waiting List Count**: Enter the number of families on the agency-wide waiting list.
4. **Public Housing Site Based Waiting List**: Select "No" if the PHA does not keep site-based waiting lists. Select "Yes" if the PHA keeps site-based waiting lists and complete the steps 4 and 5 in Agency-Wide and Site-Based Waiting Lists below.
5. Click the "Create" button.

Site-Based Waiting List Only

Complete these steps and the steps in Add Site-Based Waiting Lists if the PHA maintains site-based waiting lists only.

1. **Public Housing Agency Wide Waiting List**: Select "No" if the PHA only keeps site-based waiting lists.
2. **Public Housing Site Based Waiting List**: Select "Yes" if the PHA only keeps site-based waiting lists.
3. Click the "Create" button and follow the steps in Add Site Based Waiting Lists below.

Agency-Wide and Site-Based Waiting Lists

Complete these steps and the steps in **Add Site-Based Waiting Lists** if the PHA maintains both agency-wide waiting list and site-based waiting lists.

1. **Public Housing Agency Wide Waiting List**: Select "Yes" if the PHA keeps a waiting list that covers the entire PHA.
2. **Public Housing Agency Wide Waiting List Open (Yes/No):** Select "Yes" if the agency-wide waiting list is open. Select "No" if the waiting list is closed.
3. **Public Housing Agency Wide Waiting List Count**: Enter the number of families on the agency-wide waiting list.
4. **Public Housing Site Based Waiting List**: Select "Yes."
5. Click the "Create" button and follow the steps in **Add Site-Based Waiting Lists** below.

Add Site-Based Waiting Lists

If the PHA selected "Yes" for Public Housing Site Based Waiting List, then the PHA must report waiting list counts for each site containing PH projects or units of the agency.

1. Click the "Add Site Based Waiting List" button.

2. **Development Number**: Select the development code.
3. **Site Based Waiting List Open (Yes/No)**: Select "Yes" if the site's waiting list is open. Select "No" if the waiting list is closed.
4. **Site Based Waiting List Count**: Enter the number of families on the site-based waiting list. Do not include families counted on another site's waiting list or in the agency-wide waiting list.
5. Click the "Create and Close" button to create the entry.

Repeat steps 1 through 5 to add waiting lists for additional sites.

Edit a Site-Based Waiting List Entry

PHAs may update site-based waiting list entries.

Click the pencil icon (🖉) of the site-based waiting list entry to open a pop-up window to review and edit entry. Edit the Site Based Waiting List Open (Yes/No), Site Based Waiting List Count, or both fields if required.

Click the "Update & Close" button to save changes and close the pop-up window. Users may also delete the entry from the same pop-up window.

1. Click the "Delete" button and follow steps 2 and 3 in the section Delete a Site-Based Waiting List Entry below.
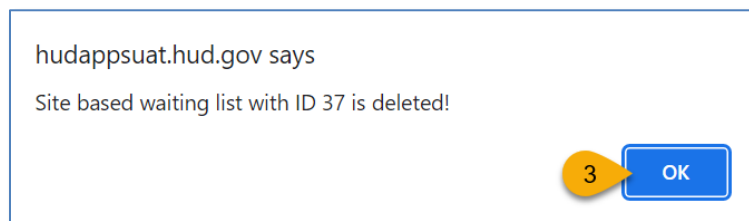
Delete a Site-Based Waiting List Entry

PHAs may delete a site-based waiting list entry if the entry was made in error. However, PHAs that keep a site-based waiting list must create at least one site-based waiting list entry or you receive an error when submitting your information.

1. Click the trash can icon (🗑) to delete the site-based entry.
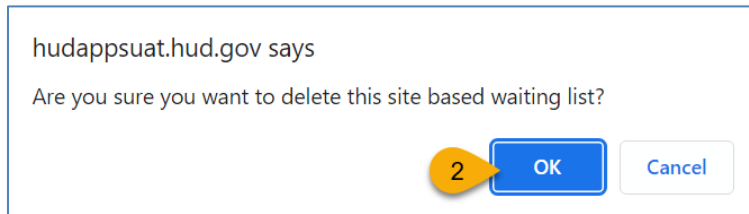
2. Click the "OK" button.

3. Click "OK" again.

The entry is deleted.

Update the Waiting List Submission

PHAs may update their wait list submission to revise agency-wide waiting list fields or change whether the PHA maintains site-based waiting lists.

Make any updates and click "Apply Changes" to save the updates.

Refresh Executive Director (ED) Information

Only the Authorized Representative can submit the waiting list information to HUD. The contact information for the Authorized Representative is prepopulated with the ED's contact information contained in IMS/PIC. Update IMS/PIC to correct the ED's contact information. (Consult the IMS/PIC Job Aid for guidance: https://www.hud.gov/sites/dfiles/PIH/documents/HA_Contacts_Instructions.pdf.) It takes one business day for changes in IMS/PIC to carry over to the portal.

Click the "Refresh ED Info" button to update the form with the latest ED's contact information contained in IMS/PIC.

Sign and Submit the Waiting List Submission

Once the waiting list submission is complete, only the ED can electronically sign and submit the form.

1. Click the "Sign and Submit" button.

2. Signature Text: The ED must type their name. Please read the certification that the ED is agreeing to before moving onto the next step.
3. Click the "Sign Document" button.

4. By clicking "OK," the ED is agreeing to the certifications and electronically signing the submission.
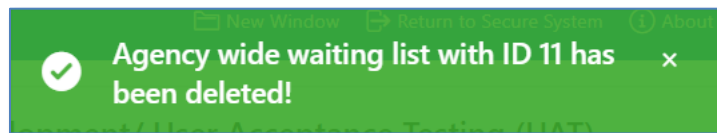

5. Click the "OK" button.

Delete the Waiting List Submission

PHAs may delete the entire waiting list submission before submitting to HUD. Follow the steps below to delete. However, PHAs are required to submit waiting list information to HUD annually.

1. Click the "Delete" button.

2. Click the "OK" button.

The portal displays the following message:

PHAs are still required to submit their waiting list information to HUD annually.

Common Errors

The portal requires PHA to complete most fields before they can create or sign and submit their public housing waiting list submission.

➢ Missing Public Housing Agency Wide Waiting List and Public Housing Site Based Waiting List responses.

PHA must respond "Yes" or "No" to these fields.

➢ Missing Public Housing Agency Wide Waiting List Open (Yes/No) and Public Housing Agency Wide Waiting List Count if the agency-wide waiting list is selected.

If the PHA keeps an agency-wide waiting list, they must indicate if the waiting list is open and how many families are on the waiting list.

➢ Missing site-based waiting list entries.

If the PHA keeps site-based waiting lists, the PHA must create at least one site-based waiting list entry.

Questions

Do you have comments, questions, or need help finding information in the portal? We are here to help!

- Do you have questions about PH waiting lists or HUD reporting requirements? Contact your local FO.
- For questions or technical issues regarding your access to the Portal, contact the Real Estate Assessment Center – Technical Assistance Center (REAC-TAC) by calling 1-888-245-4860 Option #4 or by sending an email to REAC_TAC@hud.gov.