



Statewide Referral Network (SRN) & HUD Section 811 Project Rental Assistance (PRA) Property Manager FAQ

What's the difference between ILHousingSearch.org and the internal SRN and 811 units Waiting Lists?

ILHousingSearch.org is a publicly viewable website that all IHDA properties must list their non-SRN and non-811 units on to comply with IHDA standards. The SRN and 811 waiting lists are housed in something called the Pre-Screening, Assessment, Intake, and Referral or PAIR module. PAIR allows the waiting list manager to match eligible persons on the waiting lists to the available units. SRN and 811 units must be entered separate from the development's other units. Fill out the monthly periodic poll that comes in your email every month or call Emphasys to update your SRN and 811 unit information. Please be aware of the Unit ID, and include when updating any unit information through the periodic poll. The Unit ID will be provided to you by Emphasys.

How do I make sure my SRN/HUD Section 811 units are listed as available within the PAIR Module/Waiting List?

List your properties in the SRN and Section 811 unit Waiting Lists in two easy steps:

1. SRN units: when your SRN agreement is signed and the development has closed with IHDA, your unit's basic information will be added by Emphasys staff.
2. Respond to monthly periodic polls, which will be sent via email to update vacancy information including accessibility features, request assistance and update contact information. If you are a new construction development, please mark when you are 65% done with construction in your periodic poll so unit details can be collected.
 - a. **If you have an available unit or units or submitted questions through the poll, you may be contacted by Emphasys to update necessary information.** Be prepared to provide full details about your SRN/811 units including property features, neighborhood amenities and accessibility offerings. All SRN and 811 units need to be listed, regardless of availability.

What happens if my SRN/811 units turn over in between the monthly poll cycles and I need to immediately change unit status?

Call or email the Emphasys SRN/811 support line (1-866-973-3147 or polling@emphasys-software.com) if vacancies fluctuate between email polling cycles or any other time you have questions or concerns about your listings. All calls will be responded to within one business day.

How do monthly poll emails work?

On the first of the month, you will receive an email from polling@emphasys-software.com with a link to a form with questions regarding unit availability that you must complete. A comment box is provided for you to convey questions or other important information (e.g., change in contact information, details to add to unit or property profile, etc.). If you ask for assistance through the comment box, **you will be contacted by Emphasys**. If unit information does not match IHDA records or needs more clarification, you will be contacted by Emphasys.

***Note:** Please answer unit availability questions carefully! If you report available units, then your listings will be viewable to the Housing Waiting List Manager/Staff and tenants will be referred to you.*



Who do I contact if I have a problem with a tenant?

Contact the Housing Waiting List Manager.

Who do I contact if I have general questions about the SRN/HUD 811 PRA program?

Contact your IHDA contacts, Sharde' M. Hondras, Paula Lewis, or contact Emphasys.

Property Manager Contacts

For assistance and/or questions about:

Tenant Referrals or Applications:

Housing Waiting List Manager

217.557.3095

DHS.ILPAIRWaitlist@Illinois.gov

Compliance/IHDA SRN Agreements and Contracts

Sharde' M. Hondras

SRN/HUD Section 811 Program Coordinator

872.271.8142

shondras@ihda.org

Paula Lewis

SRN/HUD Section 811 Program Manager

872.271.8177

plewis@ihda.org

Listing New SRN Units, Unit Availability Changes for Periodic Polling *Only*

Emphasys' SRN/HUD Section 811 Support Specialists

866.973.3147

polling@emphasys-software.com

*** For questions and/or assistance with log in access, or to register, update, or to list **publicly viewable units** please call ILHousingSearch.org's call center at 1.877.428.8844 available Mon-Fri from 9am – 8pm EST.