

Streamlined System Better Serves Delawareans

Delaware State Housing Authority

Rental Housing: Supporting Property Management and Renter Needs

HFA Staff Contact

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Housing Finance Agency: Delaware State Housing Authority

Entry Title: Delaware launches streamlined system

Category: Rental Housing



Streamlined system better serves Delawareans

Delaware's five public housing authorities knew they had to join forces to improve the convoluted application process for residents seeking subsidized housing in the First State.

Residents seeking a housing voucher had to navigate a fragmented, disjointed system, submitting multiple applications with different authorities and often receiving little clarity on their status or wait times. Individuals faced confusion, duplication of efforts, and delayed access to vital housing support.

After a coordinated effort, with Delaware State Housing Authority as its lead, the group launched a centralized system on February 3, 2025.

With the launch of the Centralized Wait List, eligible individuals and families now apply for a housing choice voucher or public housing through a single digital platform—joining waitlists for multiple housing authorities across Delaware. The days of submitting separate applications or physically visiting each PHA are over. This centralized approach, available at Delaware.affordablehousing.com, simplifies the process for applicants and brings efficiencies that far outweigh the costs, improving access, coordination, and overall service delivery.

By centralizing the application process, the system reduces administrative tasks, eliminates duplicate applications, and boosts voucher utilization—resulting in quicker access to housing opportunities for families.

This project for Delaware's five Public Housing Authorities (PHAs) represents a significant transformation in how the state provides affordable housing services. For over a year, the five authorities — Delaware State Housing Authority, Wilmington Housing Authority, Newark Housing Authority, Dover Housing Authority, and New Castle County Housing Authority — collaborated with consultants from CSG and AffordableHousing.com to develop and implement the unified system. The U.S. Department of Housing and Urban Development (HUD) played a key role, offering guidance and support throughout the process.

Through a single platform and unified procedures, the change better serves Delawareans and reduces the frustration residents found in the past. DSHA's wait list had been closed since March 2022 and those of other PHAs across Delaware also had been closed, some for longer periods. Reopening these wait lists presents an opportunity to gather essential data and gain a better understanding of the scope of housing insecurity and unmet housing needs across the state.

The project involved extensive outreach to over 20,000 existing applicants, ensuring their information was updated so that no one lost their position during the transition. Previously, individuals had submitted 32,762 applications across 16 different waiting lists. Today, 12,751 applicants have submitted a total of 41,593 applications across all PHAs, streamlining operations and greatly improving the overall applicant experience.

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While Delaware knows there is critical work to do to increase supply of housing, we are proud of the improvements that have been made to date to the single, user-friendly platform for those seeking subsidized housing in the First State.

Delaware.affordablehousing.com gives clients the tool to take the first step.

We've built a system that will truly streamline access to housing and make a real difference for so many families. Housing authorities can now dedicate more resources to directly serving the public, rather than managing complex and overlapping waitlists.

The collaborative process continues as the five authorities collaborate to streamline PHA procedures and make policies consistent across the state. The First State took the first step needed for our customers and looks forward to continued collaboration to bring clarity and consistency to landlords as well as residents.

Measurable benefits to targeted customers and stakeholders

The Centralized Waitlist Initiative has transformed Delaware's housing application process by consolidating 16 separate waiting lists from all five PHAs into one streamlined platform. Before the consolidation, 20,522 applicants submitted 32,762 applications across multiple agencies, leading to confusion and inefficiencies. By streamlining the process, we removed unresponsive applicants and reduced redundant applications.

To date, 12,751 new applicants have submitted a total of 41,593 applications. The platform currently supports 17,102 active applicants and tracks 48,434 applications — 30,989 of which are for housing choice vouchers.

These data-driven results highlight the efficiency of the new system—dramatically reducing complexity and increasing accessibility for Delaware residents. Applicants can now track their status across all PHAs with ease, fostering a more transparent and equitable process. The centralized platform also allows for better resource allocation, ensuring that housing authorities focus on serving the public rather than managing multiple systems. This streamlined approach has simplified the application process, improving access to housing and better serving Delaware's communities.

This achievement occurred through strong partnerships among federal, state, and county agencies, who worked together to break down organizational silos and deliver a solution that serves the shared interests of their communities. Through ongoing collaboration, commitment, and determination, the PHAs played a key role in making this milestone a reality.

Innovation and transparency

The Centralized Waitlist Project stands out not only for its immediate impact on the public but also for its forward-thinking, scalable model that has the potential to inspire similar efforts nationwide. By working collaboratively with housing authorities, community partners, and other stakeholders, this project

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demonstrates how digital solutions can address systemic challenges in government service delivery. It exemplifies the power of innovation and partnership in achieving more efficient, transparent, and accessible government services.

The digital platform at Delaware.AffordableHousing.com enhances transparency by enabling applicants to access their application, receive real-time updates, and make changes as needed. Moreover, the system links users to other vital resources, including rental properties and homes for sale. Now, applicants can call DHAA to update their information and ensure they are on the list by speaking directly with a live operator. The process is more efficient and transparent and those features foster trust and confidence in the state's housing system.

Replication

The success of the Centralized Waitlist Project sets a new standard for affordable housing service delivery and positions Delaware as a model for other states. As the first of its kind in the nation, this collaborative, innovative solution has the potential to be replicated across the country—making affordable housing more accessible nationwide.

This initiative highlights what can be achieved when agencies and stakeholders work together toward a shared goal. It is not only a victory for innovation and coordination but also a powerful example of how public service can create a lasting, meaningful impact.

Visual aids

Delaware State Housing Authority drove the communication plan with a coordinated social media campaign and press outreach, as well as direct outreach to existing users who were on the five PHA wait lists. Authorities sent emails and distributed information materials. The visuals below illustrate the coordinated campaign to educate the public and our existing and potential customers.

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The waitlist for all Public Housing Authorities (PHAs) will reopen on Monday.

Delaware's five public housing authorities will open their waitlists for the Housing Choice Voucher (HCV) programs and low-income public housing, effective February 3, 2025. For more information, please visit <https://Delaware.AffordableHousing.com>.

For inquiries, contact Delaware 211.

Applicants wishing to reinstate their placement via appeal should refer to <https://Delaware.AffordableHousing.com> or call toll-free at (855) 301-5920 for further assistance.

To read the official press release, please visit <https://www.destatehousing.com/.../delawares-five-public.../>

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assistance through
Delaware Housing
Authorities



5 Participating Housing Authorities

   Whatcoat Social Services and 29 others

11 comments 63 shares

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Delaware Housing Access Association

October 15, 2024

ID #: 990120064987

Name
Address
Address 2
City, State Zip

Dear Applicant,

Beginning in October 2024, Delaware's five Public Housing Authorities (PHAs) partnered with AffordableHousing.com to centralize the housing assistance application process. Through this statewide initiative, a single, streamlined system will allow applicants to submit and manage their waiting list applications for all PHAs using a common application. All applications will be processed through a centralized platform, accessible at <https://Delaware.AffordableHousing.com>.

Housing authorities participating in this centralized waiting list collaboration include:

1. Delaware State Housing Authority ("DSHA")
2. Dover Housing Authority ("DHA")
3. New Castle County Housing Authority ("NCCHA")
4. Newark Housing Authority ("NHA")
5. Wilmington Housing Authority ("WHA")

You are receiving this notice because you have an active waiting list application with a participating housing authority. All applicants must update their applications to remain on the waiting list. Failure to do so will result in your application being removed from the waiting list. Please note that this letter is not an offer of housing assistance.

THE DEADLINE TO RESPOND TO THIS UPDATE REQUEST IS NOVEMBER 15, 2024.

How to Keep your Application on the Waiting List:

1. Go to www.AffordableHousing.com/update, and click on **Update Application**.
OR
2. Complete and return the enclosed application update form. You can send it back by one of these options:
 - Drop off at a participating PHA office closest to you
 - Fax to: (561) 416-9848
 - Email to: delaware@affordablehousing.com
(Please note, mail is processed by our partner, AffordableHousing.com, located in Florida).
 - Mail it back to: Application Update, P.O. Box 272530, Boca Raton, FL 33427

For more information on how to update your application while on the waiting list, please visit: <https://delaware.affordablehousing.com> or contact a participating PHA, listed on the next page.

Thank you,

Delaware State Housing Authority, Dover Housing Authority, New Castle County Housing Authority, Newark Housing Authority, and Wilmington Housing Authority



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News articles

[Delaware's 5 Public Housing Authorities to Reopen Waitlists for Housing Choice Voucher & Low-Income Public Housing Programs](#)

[Delaware reopens public housing waitlists](#)

[The Delaware State Housing Authority to re-open waitlists on February 3rd](#)

[Housing voucher waitlist to reopen on February 3](#)