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Governor



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**New York State Division of Housing and Community Renewal**  
25 Beaver Street  
New York, NY 10004

**HOUSING MANAGEMENT BUREAU MEMORANDUM # 2009-B-09**

**To:** All Housing Companies  
Owners, Managing Agents and Site Managers

**From:** Robert Damico, Downstate Director  
Housing Management Bureau

**Date:** June 17, 2009

**Subject:** Mitchell-Lama Automated Waiting List,  
New Public Access Function – Update Contact Information

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DHCR is adding a new **Update Contact Information** public access function to its website within the next week which will enable admission applicants to submit requests to update Automated Waiting List (AWL) contact information online, thereby facilitating the process for themselves as well as for housing companies.

Please insure that staff members assigned to AWL administration and maintenance familiarize themselves with the directions for the applicant and housing company components of the new function on the reverse side of this page. The AWL Main Menu will alert housing company staff when online update requests have been received and staff should be instructed to process them promptly.

If you have questions concerning the AWL public access functions, please contact Veda Ramos at (212) 480-7345 or [vramos@nysdhcr.gov](mailto:vramos@nysdhcr.gov). If you wish to update the housing company contact information available on DHCR's website, please contact your assigned representative or Mohammed Siddiqui at (212) 480-7340 or [msiddiqui@nysdhcr.gov](mailto:msiddiqui@nysdhcr.gov).

A handwritten signature in black ink, appearing to be "R. Damico", written over a horizontal line.

Robert Damico

**New York State**  
**Division of Housing and Community Renewal**  
**MITCHELL-LAMA AUTOMATED WAITING LIST**  
**UPDATE CONTACT INFORMATION PUBLIC ACCESS FUNCTION**

**I. APPLICANT DIRECTIONS**

1. Go to DHCR's homepage @ [www.nysdhcr.gov](http://www.nysdhcr.gov) and select:
  - **Forms & Applications** (*third tab from left*)
  - **Mitchell-Lama AWL Public Access Functions** (*link under Online Services*)
  - **Update Contact Information**
2. Select the housing development from the dropdown list. Enter your AWL application number and the name of the head or co-head of household and click the **Submit** button. If entries match an active admission application record exactly, a Contact Information Update form will be retrieved; if not, a “*No records were found that match your request*” message will be displayed and you should contact the housing company for further direction.
3. Complete the Contact Information Update form in its entirety, including email address and telephone numbers (if any), and click the **Submit** button. A **Help** button is available in the upper right of the screen, if needed.
4. If required fields have been completed correctly, a “*Your request has been successfully submitted*” message will be displayed and a confirmation email will be sent to you automatically. You should receive a second email advising whether your request was accepted or rejected within two weeks. If you don't receive the second email, or if it states that your request has been rejected, contact the housing company for further information.

**II. HOUSING COMPANY DIRECTIONS**

1. The housing company's **AWL Main Menu** will contain a new item labeled **Applicant Contact Information**. When an applicant submits an online update request this menu item will be followed by a red “ATTENTION: ONLINE UPDATES PENDING” alert. When the alert appears, select **Applicant Contact Information** for a list of pending requests. Select the confirmation number of each request to view current contact information (on left) and requested changes (highlighted on right). Review each request and accept or reject it. If you reject a request, you must enter a “reason for rejection”.
2. When you accept or reject a request, a “*Transaction was successful*” message will be displayed and:
  - (a) *if accepted*, the new information will be reflected in the AWL, the Application History tab will identify the transaction as an online update request, and the applicant will automatically be emailed advising that the request was accepted;
  - (b) *if rejected*, the applicant will automatically be emailed advising that the request was rejected and that the housing company should be contacted for further information and direction.
3. The “ATTENTION: ONLINE UPDATES PENDING” alert will disappear when all pending updates have been accepted or rejected. Note that records of all update requests are maintained in **Applicant Contact Information** by status and can be referenced by selecting the appropriate status (accepted, rejected or pending) from the dropdown list. No paper documentation of these transactions is required.