



Ohio 811 Referral Process for New Properties

TO: All property managers and referral agents participating in the Ohio 811 Program

DATE: June 2, 2026

The Ohio Housing Finance Agency (OHFA) has received feedback from property management companies regarding the timeframe for leasing apartments at new properties participating in the Ohio 811 Program.

To assist with leasing apartments more quickly, OHFA will begin sending referrals for the initial leasing of new properties 60–90 days before the apartments are ready for occupancy. This will place the Ohio 811 application process on a similar timeline as the other apartments at each property.

To initiate the referral process, owners or property managers of a new property must continue to send notification to the [Ohio 811 mailbox](#) indicating a project's placed-in-service date 90 days prior to placing it in service.

Other important points about the referral and application process include:

- OHFA will send a maximum of two referrals for each available Ohio 811 apartment at a property.
- Individuals who accept a referral must be ready and willing to move into an apartment upon approval.
- Individuals who accept a referral must obtain all required documents and submit an application as soon as possible.
- All income and asset verifications must be dated within 120 days of a certification's effective date. Third-party verifications use the date received by a property; applicant-provided documents use the date printed on the document. Consecutive documents (such as paystubs) only require the most recent documents to be within the 120-day window. New verification is required if any document falls outside these timelines.
- Approval of an application does **not** guarantee that an apartment will be available. The order that applicants are referred from the waiting list determines who will have the first opportunity to sign a lease.

- When apartments are ready for occupancy, property management must confirm the status of all Ohio 811 applicants with OHFA before any of them sign a lease to ensure that the order of the waiting list is followed.
- An approved applicant must have an opportunity to view their apartment before signing a lease to ensure that the apartment meets their needs.

Feel free to contact OHFA at 811Program@ohiohome.org with any questions about this process or general questions about the Ohio 811 Program