



August 5, 2022

TO: All Property Managers and Referral Agents

FROM: Ohio 811 Program Team

RE: Changes to the Waiting List Database

Emphasys Software is the third-party contractor that operates the centralized waiting list database for the Ohio 811 Program, commonly referred to as Socialserve.

Emphasys has launched a new platform called [MyHousingSearch](#), which includes the waiting list for our program. We will no longer use socialserve.com to access the waiting list. The new home page to log into the system is [myhousingsearch.com](#).



Rent

List

Contact Us

Login / Signup

Affordable Housing For You

From the home page, click the "Login/Signup" button to reach the login page for the waiting list. You will continue to use the same username and password, and the functionality of the waiting list remains the same.

Emphasys will continue to conduct monthly polling of property managers via email to report vacant apartments. Polling reminders, which previously came from info@socialserve.com, will now come from contactHL@emphasys-software.com.

Property managers should continue to report vacant apartments to Emphasys immediately with the anticipated date they will be ready for occupancy. Contact Emphasys at [Polling@emphasys-software.com](#) or (866) 973-3147 to report vacancies at any time.

Emails that were previously directed to PAIR@socialserve.com and support@socialserve.com should now be sent to [PAIR@emphasys-software.com](#). The customer support line remains the same number: (877) 496-4954.

Questions regarding these changes may be sent to 811Program@ohiohome.org. Thank you for your patience during this transition.

