

OUR CITY OF MADISON



Community Development Authority (CDA) Alder and Resident Frequently Asked Questions (FAQ) & Answers

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CITY OF MADISON

FAQ Overview

Inclusive – Innovative – Thriving



Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

Questions

What is Public Housing?

How do I get into Public Housing?

I have an issue with my Public Housing unit. Who do I contact?

What is a Section 8 housing voucher?

How do I get on the Section 8 waiting list?

I have an issue with my Section 8 voucher or privately owned unit. Who do I contact?

FAQ Answers



What is Public Housing?

- Public Housing is a type of funding the CDA receives from the US Dept. of Housing and Urban Development. However, when most people ask about Public Housing they are asking for information on the 857 CDA-owned housing units located around Madison.
- The best place to start is by contacting the CDA main office at (608) 266-4675 or going to our website: www.cityofmadison.com/dpced/housing/.

How do I get into Public Housing?

- CDA-owned Public Housing units currently have waiting lists. The length of the waiting lists vary depending on the size of the family and the number of bedrooms needed.
- To submit an application for the Public Housing program please contact the CDA main office at (608) 266-4675 or go to our website: www.cityofmadison.com/dpced/housing/.

I have an issue with my Public Housing unit. Who do I contact?

- The best place to start is the site office for the property.
 - East Site Office: (608) 246-4558
 - Triangle Site Office: (608) 266-4381
 - West Site Office: (608) 267-9524
- If the site office is unable to assist in a timely manner please contact the CDA main office at (608) 266-4675 or send an email to housing@cityofmadison.com.

What is a Section 8 housing voucher?

- The Section 8 Housing Voucher Program is a rental assistance program where program participants pay 30% of their household income for rent and the CDA pays the balance of rent owed.
 - A very general example: a household earns \$1,000/month. They will pay \$300 (30%) towards the monthly rent bill. If the rent bill is \$800 and the household pays \$300, then the CDA Section 8 Program will pay the \$500 balance.
- Section 8 Program participants rent directly from private landlords, the CDA is not the property owner.

How do I get on the Section 8 waiting list?

- The CDA conducts a Section 8 waiting list lottery when the current waiting list is low. This might take place every few years or less frequently. The CDA conducted its most recent lottery in March 2023.
- As vouchers become available, the CDA contacts applicants from the waiting list, confirms qualifications, and issues vouchers on a monthly basis.
- Although the waiting list only opens occasionally, those interested in the Section 8 Program should contact the CDA main office since the CDA often receives special vouchers for targeted populations and may have available vouchers in one of the specialty programs.

I have an issue with my Section 8 voucher or privately owned unit. Who do I contact?

- The best place to start is the assigned Section 8 case worker.
- If the case worker is unable to assist in a timely manner please contact the CDA main office at (608) 266-4675 or send an email to housing@cityofmadison.com.

How Our Agency Provides Customer Service



We Provide Customer Service By...

- Website: www.cityofmadison.com/dpced/housing/
- General email: housing@cityofmadison.com
- Telephone:
 - Main Office: (608) 266-4675
 - Site Offices: Contact information listed on website
- In-person:
 - Main Office: 215 Martin Luther King, Jr., Blvd., Suite 161
Mon-Thurs., 8:00am-4:30pm, closed to walk-ins on Fridays
 - Site Offices: Contact information listed on website
- Listening sessions: Announced via CDA Resident Advisory Board

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Stay Connected!

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(608) 266-4675

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