



Doorway - Housing Portal

City of Berkeley

City Council Meeting

June 14, 2022





ALAMEDA COUNTY
HOUSING PORTAL

We'd love to get [your feedback!](#)

[LISTINGS](#)

[GET ASSISTANCE](#)

[SIGN IN](#)

Apply for affordable housing in Alameda County.

[SEE RENTALS](#)

Doorway

www.housing@acgov.org



Background on Doorway

How it started

- In 2016, San Francisco launched a redesigned affordable housing application system with a **new web portal called DAHLIA**. 97 percent of San Francisco's affordable housing applications are now completed online
- Building on that success, Alameda County set out to develop a **companion housing portal based on the open-source code for DAHLIA, called Doorway**
- **The Board of Supervisors has invested over \$2.3M since 2018** in building a robust system that serves Alameda County residents and continues to refine and expand Doorway
- Today, Alameda County **collaborates with an internal working group** (made up of city housing staff partners) and a second group of **key Bay Area jurisdictions** (City of San Jose, San Mateo County, BAHFA) to improve the scope and quality of the platform

Background on Doorway

Why Have a Housing Portal?

Providing low-income people and property managers with **one-stop shop** access to apply for and manage waitlists for **affordable housing**.

01

Centralizes Affordable
Housing Resources

02

Makes Applying for
Housing Easy &
Equitable

03

Improves Developer
Experiences and Reduces
Developer Costs

04

Generates Accurate Data
& Informs Policy

Doorway

An applicant-focused / transparent system



Listing Opening



Application



Lottery



Lease Up



Waitlist

THE SKYLYNE AT TEMESCAL
3883 TURQUOISE WAY, OAKLAND, CA 94609
BXP MacArthur LLC, DBA The Skylyne at Temescal
[View on Map](#)

UNIT TYPE	MINIMUM INCOME	RENT	AVAILABILITY
Studio	\$3,450 per month	\$1,725 per month	8 units
1 BR	\$3,942 per month	\$1,971 per month	17 units
2 BR	\$4,436 per month	\$2,218 per month	20 units

Listings

THE MIX AT SOHAY

YOU HOUSEHOLD INCOME PREFERENCES REVIEW

What's your name?

YOUR NAME

First Name

Middle Name (optional)

Last Name

YOUR DATE OF BIRTH

MM DD YYYY

YOUR EMAIL ADDRESS

We will only use your email address to contact you about your application.

I don't have an email address

THE MIX AT SOHAY

YOU HOUSEHOLD INCOME PREFERENCES REVIEW

[Back](#)

Let's move to income.

Add up your total gross (pre-tax) household income from wages, benefits and other sources from all household members.

You only need to provide an estimated total right now. The actual total will be calculated if you are selected.

WHAT IS YOUR HOUSEHOLD TOTAL PRE-TAX INCOME?

\$

per month

per year

Common Application

PARTNERS PORTAL SIGN OUT

Properties > Argenta > Applications

ARGENTA
Listing Status: Open | Applications Submitted: 350

APPLICATIONS FLAGS

Filter ADD APPLICATION EXPORT

APPLICATION SUBMISSION DATE	FIRST NAME	LAST NAME	APPLICATION NUMBER	HOUSEHOLD SIZE	DECLARED ANNUAL INCOME	SUBSIDY OR VOUCHER	REQUEST ADA	LIVE WORK PREFERENCE
07/01/2020 at 8:47:32PM	Lisa	Jones	APP-00133030	3	\$42,000	No	Mobility	Live
07/01/2020 at 8:48:50PM	Sara	Kennedy	APP-00133031	2	\$52,000	No	None	Live
07/01/2020 at 8:49:02PM	Clarence	Divine	APP-00133032	1	\$72,000	No	None	Live
07/01/2020 at 8:50:22PM	Andrew	Smith	APP-00133033	4	\$67,000	Yes	Hearing	Live
07/01/2020 at 8:52:12PM	Joyce	Huffman	APP-00133034	1	\$41,000	No	None	Live
07/01/2020 at 8:53:20PM	Brian	Mayberry	APP-00133035	2	\$62,000	No	None	Live
07/01/2020 at 8:56:10PM	Michael	Knight	APP-00133036	2	\$57,000	Yes	Vision	Live
07/01/2020 at 8:57:12PM	Jessica	Beebe	APP-00133037	3	\$81,000	No	None	Live
07/01/2020 at 8:58:33PM	James	Benson	APP-00133038	2	\$32,000	Yes	Mobility	Live
07/01/2020 at 8:59:02PM	Walter	Mathews	APP-00133039	4	\$51,000	No	None	Live

350 Applications Show 10 Jump to page 2 NEXT

Partners Portal


Applicant-Focused: Experience and Accessibility

- Available at **Housing.acgov.org**
- Site is available on **desktop and mobile**
- Listings are shown **clearly and concisely**
- Simple click-through interface **avoids errors and confusion**

JONES BERKELEY

YOU HOUSEHOLD INCOME REVIEW

Let's get started on your application



JONES BERKELEY

Application Due Date: Oct 13, 2020 at 5:00 PM

[BEGIN](#)

ALAMEDA COUNTY HOUSING PORTAL

BROWSE PROPERTIES GET ASSISTANCE

Application Due Date: Mar 03, 2021 at 8:00 PM

AVAILABLE UNITS AND WAITLIST

Once ranked applicants fill all available units, the remaining ranked applicants will be placed on a waitlist for those same units.

20 AVAILABLE UNITS

HOW TO APPLY

[APPLY ONLINE](#)

OR

1 Get a Paper Application

[DOWNLOAD APPLICATION](#)

2 Submit a Paper Application

SEND APPLICATION BY US MAIL


The Mix at SoHay BMR
P.O. Box 14217
San Francisco, CA 94114-9991
[Get Directions](#)

Applications must be received by the deadline. If sending by U.S. Mail, the application must be postmarked by Mar 03, 2021 and received by mail no later than Mar 03, 2021. Applications received after Mar 03, 2021 via mail will not be accepted even if they are postmarked by Mar 03, 2021. SoHay Apartments, LLC is not responsible for lost or delayed mail.

Eligibility

Income, occupancy, preferences, and subsidies

1 Household Maximum Income



THE MIX AT SOHAY

29362 MISSION BLVD, HAYWARD, CA 94544
SoHay Apartments, LLC
[View on Map](#)

UNIT TYPE	MINIMUM INCOME	RENT	AVAILABILITY
Studio	\$2,503 per month	\$1,251 per month	8 units
1 BR	\$2,860 per month	\$1,430 per month	4 units
2 BR	\$3,219 per month	\$1,609 per month	8 units

Applicant Portal (cont.)

Increasing Access, Saving Time, Providing Transparency

The screenshot shows the 'New Application' page of a Housing Portal. The page has a blue header with the 'HOUSING PORTAL' logo and navigation links for 'LISTINGS' and 'SIGN OUT'. The main heading is 'New Application'. Below the heading, there is a '< Back' link and a 'DRAFT' status indicator. The form is divided into several sections: 'Application Data' with fields for Date Submitted (MM, DD, YYYY), Time Submitted (HH, MM, SS, AM), and Language Submitted In (Select One); 'Primary Applicant' with fields for First Name, Middle Name (optional), Last Name, Date of Birth (MM, DD, YYYY), Email (example@web.com), and Phone ((555) 555-5555); and 'Additional Phone' with fields for Additional Phone ((555) 555-5555) and Additional Phone Type (What type of number is this?). There are also buttons for 'SUBMIT', 'SUBMIT & NEW', and 'Cancel'.

- A centralized location is **more transparent and accessible**
- A common application saves **time and complexity**
- An online electronic application **minimizes errors**
- The online application **saves user information** for future applications (optional)
- Applicants can **review the status** of pending applications and lotteries

Partner Portal

Creating Value for Developers and Property Managers

✕ Add Unit **DRAFT**

Eligibility

AMI Chart

Percentage of AMI

2021 Alameda County ▾

80 ▾

HOUSEHOLD SIZE

MAXIMUM ANNUAL INCOME

1	\$ 76750
2	\$ 87700
3	\$ 98650
4	\$ 109600
5	\$ 118400
6	\$ 127150
7	\$ 135950
8	\$ 144700

HOUSING PORTAL PROPERTIES LISTINGS APPLICATIONS

Applications Received

Filter [Add Paper Applications](#) [Export / CSV](#) [ADD APPLICATION](#) [EXPORT](#)

[See Application Details](#)

APPLICATION SUBMITTED DATE	APPLICATION NUMBER	FIRST NAME	LAST NAME	HOUSEHOLD SIZE	DECLARED ANNUAL INCOME	DECLARED MONTHLY INCOME	SUBSIDY OR VOUCHER	REQ ADP
12/14/2020 at 13:38:32...	a5bc9a4d-c0f9-4ff2-	Kathy	Cheng	2	\$40,000	n/a	Yes	For
12/15/2020 at 15:50:14...	09a09563-32d7-44c-	Bob	Test	2	\$65,555	n/a		For
12/15/2020 at 15:54:59...	946d2e7c-f2af-4984-	Heather	Cho	2	n/a	\$1,200	Yes	Nor
12/15/2020 at 15:58:43...	a071d318-8132-462-	Duke	Hammet	2	\$1,000	n/a	Yes	Nor

4 Total Applications Show 8 Jump to 1

✕ Select Preferences

- Displacee Tenant or Mission Boulevard Corridor (SR 238) Displacee Tenant Housing Preference
- Live/Work in Oakland
- Neighborhood Residents
- Housing Opportunities for Persons with AIDS
- Berkeley Housing Authority Apartments
- Oakland Displaced Household
- Live/Work in City of Alameda
- OAKLAND HOUSING AUTHORITY PROJECT-BASED VOUCHER

- Listing creation is **streamlined and standardized**
- Important parameters like AMI charts and unit preferences are programmed and **stored in the portal for easy implementation across multiple properties**
- Applications can be seamlessly sorted, ranked, and approved, **expediting lease-up**

Inclusionary Housing

Empowering
Cities to easily
regulate

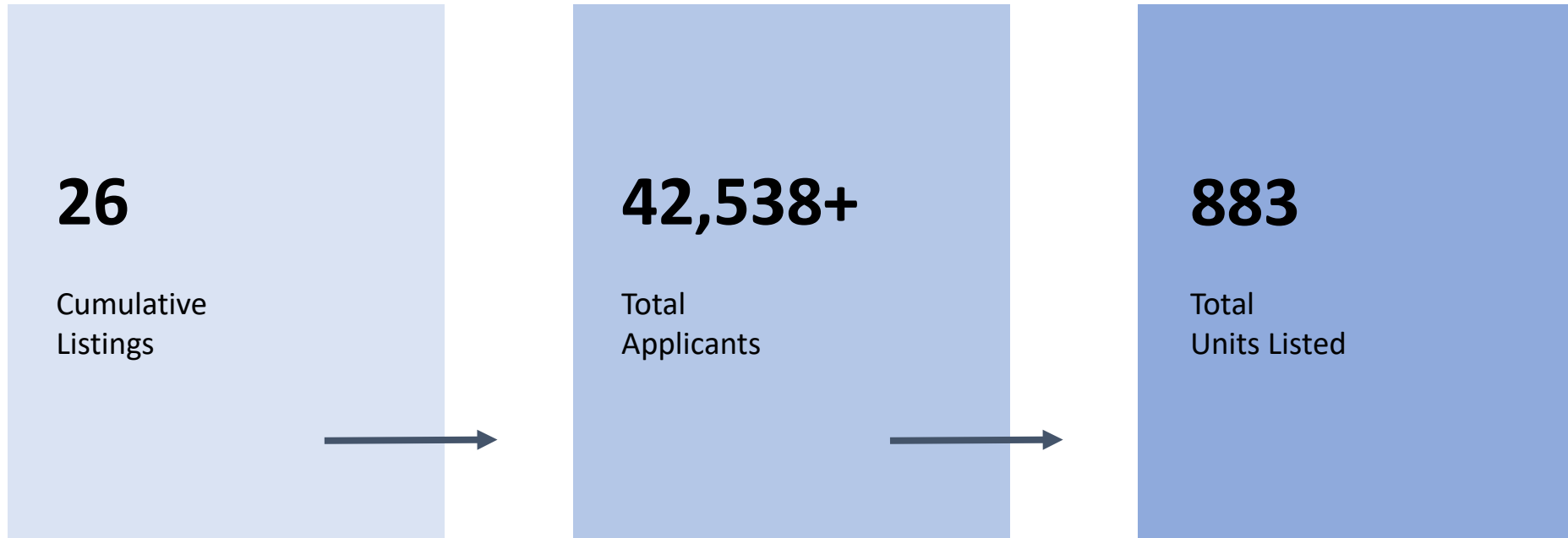
- The housing portal is a good **introduction to affordable housing for density bonus and Inclusionary Housing project developers** who have little to no experience with affordable housing and their requirements.
- **Alleviates concerns** about developers conducting sufficient outreach and marketing
- Gives some **reassurance to the public about the transparency** of the process and equal access to these scarce resources
- Data from applications exposed a mismatch between applicant needs and the size of units being produced and has **informed subsequent policy**

Applicant Data – Benchmark Occupancy					
Studio	1BR	2BR	3BR	4BR+	Total
5850	3502	1756	1022	622	12752
46%	27%	14%	8%	5%	100%

Unit Data					
Studio	One BR	Two BR	Three BR	4BR	Total
159	296	198	67	0	720
22%	41%	28%	9%	0%	100%

Portal Impact

Platform Usage



Source: Application Data

Questions?