

DAHLIA Housing Portal – FAQ & Tips Guide

Helping You Navigate the Affordable Housing Application Process

DAHLIA (the San Francisco Housing Portal) is an online system that helps people **search and apply for affordable housing opportunities**. Below are answers to common questions, plus helpful tips to make the process smoother.

1. Getting Started

Q: What is DAHLIA?

A: DAHLIA is the City’s online portal where you can find, apply for, and track affordable housing opportunities. It’s free to use and available to everyone who meets the eligibility requirements for each listing.

Q: How do I start an application?

A:

1. Visit <https://housing.sfgov.org>
2. Create a DAHLIA account with your email address and password.
3. Search for listings that match your income and household size.
4. Complete and submit your online application.

Tips:

- Use one email address per household — don’t create multiple accounts.
- Write down your login info and keep it in a safe place.
- If you don’t have an email, create one for free on Gmail or Yahoo before starting.

2. Account & Login Help

Q: I forgot my password. What should I do?

A: Click “Forgot your password?” on the login screen. You’ll get a reset email — check your **spam** or **junk** folder if it doesn’t appear.

Q: I can’t find the verification email after signing up.

A: Check your spam or promotions folder. If you still can’t find it, log in again and click “Resend verification email.”

Tips:

- Use a simple password you’ll remember but others won’t guess.
- Always check your spam folder for messages from “SF DAHLIA.”

3. Completing an Application

Q: What documents do I need?

A: Usually, you'll need:

- Proof of income (pay stubs, benefits letters, etc.)
- Proof of identity for all household members
- Most recent tax return (if applicable)

Q: Can I start an application and finish it later?

A: Yes — click **Save Draft** before leaving the page. Log in later to finish.

Q: How do I know my application was submitted?

A: After you apply, you'll see a confirmation page and receive an email that says "Application Submitted." Keep a copy or screenshot for your records.

Tips:

- Double-check household size and income before submitting.
- Review your email for confirmation right away.
- Don't wait until the last day — the site can get busy near deadlines!

4. Lottery and Selection Process

Q: Is housing first-come, first-served?

A: No. DAHLIA uses a **lottery system**. Every complete, eligible application submitted by the deadline has an equal chance of being selected.

Q: How will I know if I'm selected?

A: You'll receive an email and can log in to your DAHLIA account to check your lottery number and results once they're posted.

Q: What happens if I'm selected?

A: The property management team will contact you directly to verify your eligibility, income, and documentation.

Tips:

- Make sure your contact info (phone/email) stays up to date.
- Add official housing email addresses to your "safe sender" list.
- Even if you're not selected, keep applying — there are new listings every month!

5. Common Technical or Access Challenges

Q: What if I only have a smartphone?

A: You can complete the application on your phone, but uploading documents may be easier on a computer. Try using public computers at libraries or community centers.

Q: The website logged me out or froze. What do I do?

A: Log back in and check your saved drafts. DAHLIA auto-saves most of your progress.

Q: Can I get help filling out my application?

A: Yes — community organizations, housing counselors, and city resource centers can help you in person or by phone.

Check the “[Get Assistance](#)” section on the [DAHLIA homepage](#) for support locations.

6. After Applying

Q: How can I track my application status?

A: Log in and click “My Applications.” You’ll see each application and whether it’s “Submitted,” “In Lottery,” or “Closed.”

Q: How often should I check DAHLIA?

A: New listings are posted frequently. Check once a week or sign up for email alerts for new opportunities.

Q: What if I need to update my information?

A: You can update your account profile anytime — but once you submit an application, those details stay fixed for that specific lottery.

7. Language & Accessibility Help

Q: Is DAHLIA available in other languages?

A: Yes — you can view the site in English, Spanish, Chinese, and Filipino. For other languages, in-person help or interpreters may be available through community partners.

Q: What if I need disability access or screen-reader support?

A: DAHLIA is compatible with most assistive technologies. If you encounter issues, contact the DAHLIA Help Desk for support.

8. Where to Get Help

DAHLIA Support:

<https://housing.sfgov.org>

housinginfo@sfgov.org

415-701-5500

In-Person Assistance:

Visit a local housing counseling or community partner site.

Quick Tips for Success

1. **Start early** — don’t wait until the deadline day.
2. **Save your login info and confirmation emails.**

3. **Apply for multiple listings** to increase your chances.
4. **Keep your email and contact info current.**
5. **Check DAHLIA regularly** — new homes are added often.