



Participant Frequently Asked Questions

Q: How do I apply for OHA's security deposit assistance?

A: OHA subsidized families must request the security deposit assistance. A short request form is required to complete and submit. Families can access the request form on our website at www.oakha.org, or by calling 510-587-2100. Completed forms should be submitted via email at ownerservices2@oakha.org

Q: How do I know how much assistance I'm eligible for?

A: OHA will pay security deposit assistance based on the unit size.

Q: When will I get the security deposit from OHA?

A: Security deposit assistance will be paid directly to the owner after contract activation.

Q: Do I have to pay OHA back for the security deposit assistance?

A: No, this assistance does not need to be paid back to OHA. The security deposit will be returned to you by the owner at the end of your tenancy, and in accordance with California governance.

Q: Can this security deposit assistance be used in another city or county?

A: No, this assistance is only for leasing up in Oakland. Families exercising portability will not be eligible.

Q: How long is security deposit assistance available from OHA?

A: OHA will assist with security deposits as long as funds are available.

Q: I am transferring from one unit to another within the same building or with the same owner. Can I receive security deposit assistance?

A: No, families who already live in the building or portfolio will not be eligible for security deposit assistance. Your existing deposit should transfer with you.



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Q: The security deposit for my unit is more than the assistance from OHA, what do I do?

A: Families are responsible for the difference between the total security deposit and the amount of assistance paid by OHA. Additional security deposit resources may be available by dialing 211.

Q: I'm not an OHA participant but I live in Oakland, can I get security deposit assistance?

A: No, security deposit assistance from OHA is only available to families assisted under the Housing Choice Voucher (HCV), Project Based Voucher (PBV), or Public Housing programs.