

## **hAlert FAQ**

### **Take the work out of your housing search!**

**Q. What is hAlert? Will it change my life?**

A. hAlert is a free service that sends you newly listed housing and waiting list openings. These listings match your selected criteria and will arrive by email or text message. Once you create an account, select the type of housing you need. Then sit back, relax, and wait for the email or text message to arrive. BAM! The searching is done for you! This means less time searching for housing and more time doing things you enjoy. That's life changing, right?

**Q. Why did you choose the name hAlert? Should I be alarmed?**

A. Don't be alarmed, just be excited! The "h" in hAlert stands for housing. The "Alert" is really just a way to get your attention so you don't miss out on a great place to live.

**Q. I am a unique person. Can I customize the alerts I receive?**

A. Yes. You can select criteria as unique as the welcome rug you've chosen for your new home. Your options are the following: City/community, # of bedrooms, rent amount, Section 8, Smoke-free, Seniors Only, Accessibility, and even a certified lead safe home. You will only receive an alert if it matches your criteria.

**Q. How often will I get an email or text message alert? In other words, will this annoy me?**

A. We are confident we have designed a helpful, non-annoying service. Once you have selected your criteria and hit the giant orange "Save" button, a screen will pop up to let you know how many alerts per day your criteria may produce. It is not a guaranteed number. You may receive more or less. It is just our IT team's best guess. However, they are pretty smart.

**Q. I am not receiving many alerts. Is this your fault or mine?**

A. No need to point fingers. We can solve this problem together! If you aren't receiving many alerts this means no new listings that match your criteria were posted on the HousingLink website since you set up your account. You can log in and change your criteria at any time.

**Q. Do famous people use hAlert?**

A. Probably.

**Q. I found my dream home. How do I stop receiving alerts?**

A. Congratulations! Please email your hAlert success story to [jdye@housinglink.org](mailto:jdye@housinglink.org). Then, log in to your account, scroll to the bottom of the page and click "Delete Account." It is sad to see you go, but you are welcome back any time. Thanks for using HousingLink!