

Housing Assistance

The Department of Human Services offers emergency and ongoing rent assistance (Housing Grant and Housing Choice Voucher), utility assistance, and referrals to homeless shelters. Learn about programs, eligibility requirements, resources, application processes, and more.



703-228-1350



Department of Human Services (DHS)
dhs@arlingtonva.us

Useful Terms

AREA MEDIAN INCOME (AMI)

The midpoint of a specific area's income distribution that is calculated on an annual basis by the U.S. Department of Housing and Urban Development. The area median income for a family of four for the Washington Metropolitan Area for 2023 was \$120,560.

COMMITTED AFFORDABLE UNITS (CAFs)

These units are guaranteed by agreement with federal, state, or County government, or through mechanisms such as tax-exempt financing, to remain affordable to low- and moderate-income households for a specified period of time; generally, 30 to 75 years. Rents in most cases are affordable to households earning 60% or less of the area median income, although some CAFs have rents affordable to households earning up to 80% AMI.

MARKET-RATE AFFORDABLE UNITS (MARKS)

These units are privately owned but are still affordable because of factors such as apartment type, location, or amenities. Affordability fluctuates with factors impacting housing market conditions, including employment trends, economic stability, and basic supply and demand. The affordability of these units ranges from 50-80% AMI.



703-228-3765



housing.arlingtonva.us
housingdivision@arlingtonva.us



Arlington County
Department of Community Planning, Housing
and Development | Housing Division
2100 Clarendon Boulevard
Arlington, VA 22201

Arlington County Government provides accommodations for qualified individuals with disabilities as described in the Americans with Disabilities Act. To arrange for an accommodation: Call 703-228-3765 or email housingdivision@arlingtonva.us.



ARLINGTON VIRGINIA

Community Planning, Housing
and Development



LEARN ABOUT HOUSING IN ARLINGTON

This guide provides resources for renters and homeowners/buyers in Arlington County.

What is affordable housing?

Decent, quality housing that costs no more than 30 percent of a household's gross monthly income for rent/mortgage, including utility payments.

-U.S. Department of Housing and Urban Development (HUD)


Rule of thumb: If your income is \$4,000 per month, then your rent and utilities should be no more than $\$4,000 \times 0.3$, or about \$1,200.

How can I find an apartment that I can afford?

Committed Affordable Units are units built, acquired, or renovated with public funds and are designated to remain below market rates. These units are under agreements to be set aside specifically for low- or moderate-income households that meet certain income requirements.

Where are vacant Committed Affordable Units?

To aid households in locating affordable housing, Arlington County publishes a monthly Committed Affordable Unit vacancy list. Receive the list via email or visit the website. The list is available on the 10th of every month.

 703-228-3765

 housingdivision@arlingtonva.us
housing.arlingtonva.us


What if I have maintenance issues?

1. To report maintenance issues, you can contact the owner/management company in writing by submitting through the landlord's online maintenance request portal or other methods provided (email, paper form, etc.). A reasonable time for repair is between 3-14 days.
2. If you haven't received a response after two weeks, call the Housing Information Center at 703-228-3765 between 8:00 am - 5:00 pm. Bilingual staff is available. If you call after 5:00 pm, please leave a message.
3. If you've contacted the County AND the owner/property manager still has not responded to your written concerns after 30 days, you can report the issue to the Tenant-Landlord Commission (TLC). Sign up to speak at virtual TLC meetings or submit written comments: bit.ly/ARLTLC
4. If you are experiencing a maintenance emergency, please report to the owner/property manager immediately. You also may contact the County's Office of Code Enforcement to request an inspection.

* Emergencies include:


- No heat in winter
- Drain blockages
- Water leaks
- Flooding caused by frozen water pipes
- Gas odors
- No hot water

Code Enforcement

 703-228-3232

 codeenforcement@arlingtonva.us


Housing

 703-228-3765

 housingdivision@arlingtonva.us
bit.ly/ARLTLC

What do I do if I have an issue with my landlord or tenant?

Staff is available to provide Arlington County tenants and landlords information and referrals regarding tenant landlord law in Virginia to resolve their individual issues.


 703-228-3765

 housingdivision@arlingtonva.us

What homeowner resources are available?

The County assist eligible buyers through low-interest mortgages, down payment assistance, and with the purchase of properties at affordable prices. Special events and classes are available for first-time home buyers. The County also offers resources for existing homeowners, including:

- assistance with foreclosure prevention
- grant-funded program that provides accessibility modifications to homes occupied by disabled and 55+ homeowners
- condo education series
- real estate tax relief program for qualified homeowners

 703-228-3765

 housingdivision@arlingtonva.us



APARTMENT COMPLEXES FOR RESIDENTS 62 YEARS AND OLDER AND DISABLED PERSONS



QUESTIONS?
CONTACT US

COMMITTED
AFFORDABLE
UNITS (CAFs)

Property Name	Address	Phone
The Carlin (162 units)	4300 North Carlin Springs (Ballston)	703-243-4300
Claridge House (300 units)	1500 South Fern Street (Pentagon City)	703-521-9100
Culpepper Garden (346 units)	4435 North Pershing Drive (Buckingham)	703-528-0162
Hunter's Park at Cherrydale (74 units)	2021 North Nelson St. (Lee Highway-Glebe Road)	703-592-6390
Woodland Hill (234 units)	600 South Carlin Springs Rd. (Columbia Pike-Arlington Mill)	703-931-5700



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Department of Community Planning, Housing
and Development | Housing Division
2100 Clarendon Boulevard
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RENTAL ASSISTANCE PROGRAMS



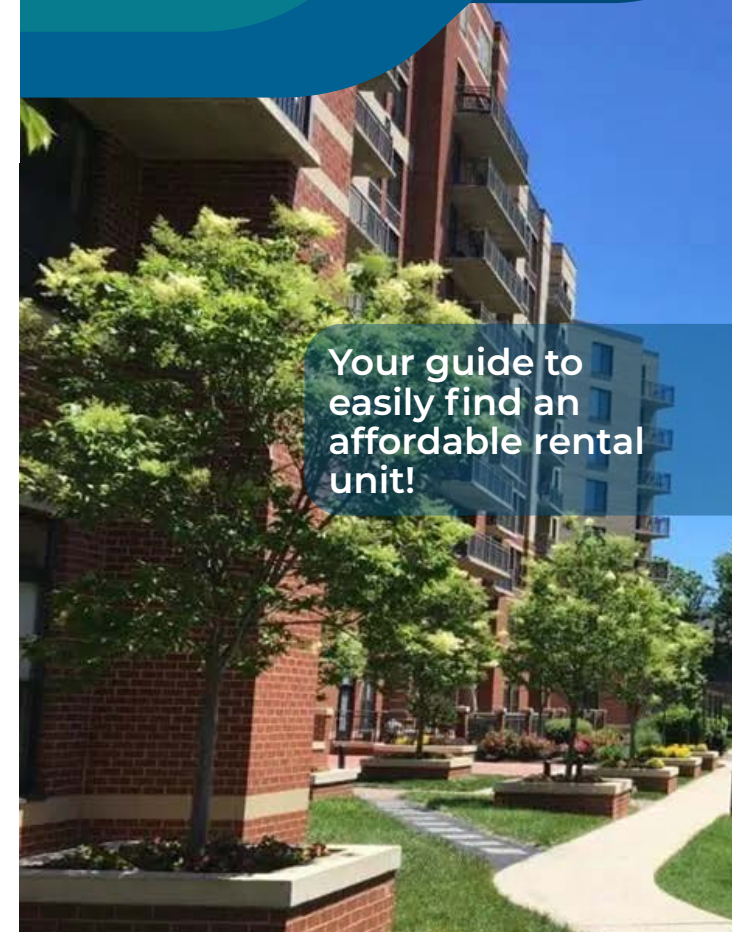
Housing Grants

The Housing Grants program provides supplemental housing assistance payments to low-income seniors, persons with disabilities and working families with children. For additional information contact the Department of Human Services at 703-228-1350.



Housing Choice Voucher Program

A federal rental assistance program that provides vouchers to eligible households to seek housing. Households pay approximately 30% of their adjusted gross income toward rent with the remainder of the rent paid directly to the landlord by the program. For additional information and availability, contact the Department of Human Services at 703-228-1350.



Your guide to easily find an affordable rental unit!

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WHAT ARE COMMITTED AFFORDABLE UNITS (CAFs)?

Committed Affordable Units are units built, acquired, or renovated with public funds and are designed to remain below market rates. These units are placed under agreements to be set aside for low or moderate-income households that meet certain income requirements.



Where are rental CAFs located?

Although there is no public housing in Arlington County, there are several privately owned apartment complexes where rents are subsidized. A sample list of rental communities is included in this brochure. For a complete listing, visit <https://bit.ly/affordablehousingarl>.



What are the income requirements?

Many units have a maximum income allowed that is equal to 60% of the area median income. This amount varies by the number of people in the household, and some properties have lower limits. Please contact the apartments to inquire about income requirements.



How do I apply?

Persons interested in applying for CAFs must contact the management office on-site. There you will learn about availability, whether or not the property maintains a waiting list and the maximum income allowed.

Did you know Arlington County provides ownership CAFs as well? Learn more: housing.arlingtonva.us


How do I find a vacant Committed Affordable Unit?

To aid households in locating affordable housing, Arlington County publishes a monthly Committed Affordable Unit vacancy list. It is compiled from information obtained from landlords who have vacancies. Call 703.228.3765 to request a copy or visit housingdivision@arlingtonva.us to request the link to receive the list via email every month. The list is available on the 10th of every month.



Sample list of Committed Affordable Units in popular Arlington Neighborhoods

For the full list of Committed Affordable Units scan the QR code on the next panel.

Buckingham			
Property Name	Address	Type	Phone
Ballston Park at Historic Buckingham Village (233 units)	351 N. Glebe Road	Garden	703-526-9600
Buckingham Gardens (140 units)	315 N. George Mason Dr.	Garden	703-276-3083
Gates of Ballston (348 units)	4207 N. Pershing Drive	Garden	703-621-0088
Knightsbridge Apts (37 units)	204 N. Thomas Street	Garden	703-528-7751
The Madison at Ballston Station (100 units)	4400 N. 4th Street	Elevator	703-527-4040
Whitefield Commons (64 units)	200 N. Thomas Street	Garden	703-528-7751
Green Valley			
Property Name	Address	Type	Phone
Fort Henry Gardens (82 units)	2470 S. Lowell Street	Garden	571-473-5330
The Macedonian (36 units)	2229 Shirlington Road	Elevator	703-673-7030
The Shelton (94 units)	3215 S. 24th Street	Elevator	703-673-7030
Columbia Pike - Arlington Mill			
Property Name	Address	Type	Phone
Arbor Heights (198 units)	5203 8th Road South	Garden	571-551-5280
Arlington Mill (121 units)	901 S. Dinwiddie Street	Elevator	703-566-6213
Columbia Grove (130 units)	1010 S. Frederick Street	Garden	703-671-1009
Columbia Hills (229 units)	1000 S. Frederick Street	Elevator	703-566-5760
Fields of Arlington (189 units)	5100 S. 8th Road	Elevator	703-671-3300
Harvey Hall Apartments (100 units)	860 S. Greenbrier Street	Elevator	703-636-9990
Key Gardens (22 units)	5121 Columbia Pike	Garden	703-636-9990
Monterey Apartments (109 units)	813 S. Greenbrier Street	Garden	703-379-6656
The Serrano (196 units)	5535 Columbia Pike	Elevator	703-671-3200
The Shell (83 units)	870 S. Greenbrier Street	Elevator	703-551-5280
Rosslyn			
Property Name	Address	Type	Phone
Bennett Park (14 units)	1601 Clarendon Blvd.	Elevator	703-243-5041
1800 Oak Apartments (38 units)	1800 N. Oak Street	Elevator	703-527-2006
Gables Pointe 14 (39 units)	1307 N. Rolfe St.	Elevator	703-440-7521
Key Boulevard Apartments (33 units)	1537 N. Key Blvd.	Garden	703-524-1337
Marbella Apartments (134 units)	1301 N. Queen Street	Garden	703-243-6650
Parc Rosslyn (101 units)	1531 N. Pierce Street	Elevator	703-525-6111
Union on Queen (76 units)	1515 N. Queen Street	Elevator	703-682-7369
Sedona (55 units)	1510 Clarendon Blvd.	Elevator	703-566-9670



Do you know about your rights
and responsibilities as a
landlord or tenant?
Learn more in the
TENANT/LANDLORD GUIDE.
Scan the QR Code below to view.



**LEARN ABOUT
HOUSING IN ARLINGTON**
Arlington County provides resources for
renters, homeowners and buyers.



 housing.arlingtonva.us
 housingdivision@arlingtonva.us
 703-228-3765



Build the brightest future for you and your family!



Child Care

Programs that help find and pay for child care



Medical Assistance

Medicaid, medication payments, and connections to medical care



Food Assistance

Help paying for food (SNAP and WIC) and referrals to food pantries (Arlington Food Assistance Center)



Job Seeker Resources

Resume and job search assistance, job skills training and certifications, public access to computers and printers



Housing Assistance

Emergency and ongoing rent assistance (Housing Grant and Housing Choice Voucher), utility assistance, and referrals to homeless shelters



Multicultural Resources

Language classes, citizenship classes, and cultural events in our community centers

Services are free and available in-person or virtually in your preferred language. We welcome everyone regardless of immigration status, national origin, disability, race, color, age, gender identity, sexual orientation or religion. **Call 703-228-1300 or 703-228-1398 TTY.**

Our mission

In solidarity with Black, Indigenous, and People of Color, create equitable access to the resources and opportunities needed for every community member to be healthy, safe, and economically secure.

Visit our website!

Learn about our programs, eligibility requirements, resources, application processes and more!





¡Construye el futuro más brillante para usted y su familia!



Asistencia para la vivienda

Asistencia de alquiler continua y de emergencia, asistencia con los servicios de utilidades y referencias a refugios para personas sin hogar



Centro de desarrollo laboral

Ayuda con el currículum y la búsqueda de empleo, capacitación y certificaciones de habilidades laborales, acceso público a computadoras e impresoras



Asistencia alimentaria

Ayuda para pagar los alimentos (programa SNAP y WIC) y referencias a despensas de alimentos (Centro de Asistencia Alimentaria de Arlington)



Recursos multiculturales

Clases de idiomas, clases de ciudadanía y eventos culturales en nuestros centros comunitarios



Asistencia médica

Medicaid, pagos de medicamentos y conexiones con la atención médica



Cuidado de los niños

Programas que ayudan a encontrar y pagar el cuidado de niño

Los servicios son gratuitos y están disponibles virtualmente o en persona en su idioma preferido. Damos la bienvenida a todos, independientemente de su estado migratorio, origen nacional, discapacidad, raza, color, edad, identidad de género, orientación sexual o religión. **Llama 703-228-1300, TTY 703-228-1398**

Nuestra misión

En solidaridad con las personas de color e gente indígenas, crear un acceso equitativo a los recursos y oportunidades necesarios para que todos los miembros de la comunidad estén sanos, seguros y económicamente seguros

¡Visite nuestro sitio web!

¡Aprenda sobre nuestros programas, requisitos de elegibilidad, recursos, procesos de solicitud y más!





Call or Visit Our Main Office Today!

Arlington Department of Human Services Customer Service Center



703-228-1300
703-228-1398 TTY

2100 Washington Blvd.
Arlington VA 22204



Free garage parking on
the lower level



arlingtonva.us/dhs



ART 42, ART 45, ART 77

Or Call the Community Outreach Center Near You:

Hours and services vary. Call for an appointment prior to visiting.



Arlington Mill Community Center
909 Dinwiddie St., Suite 523, Arlington, VA 22204
703-228-7798 or 703-228-1198



Gunston Community Center
2700 S Lang St., Arlington, VA 22206
703-228-5618



Lubber Run Community Center
300 N Park Dr., Arlington, VA 22203
703-228-5569 or 703-228-4473



Woodbury Park Community Center
223 N Fairfax Dr., Arlington, VA 22201
703-228-5615



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Economic Independence Division



¡Llame o visite nuestra oficina principal hoy!

Centro de Servicio al Cliente del Departamento de Servicios
Humanos de Arlington



703-228-1300

703-228-1398 TTY 2100 Washington Blvd.

Arlington VA 22204



Estacionamiento en garaje
gratuito en el nivel inferior



arlingtonva.us/dhs



ART 42, ART 45, ART 77

O llame al Centro de Alcance Comunitario más cercano a usted:

Los horarios y servicios varían. Llame para una cita antes de la visita.



Centro Comunitario de Arlington Mill

909 Dinwiddie St., Suite 523, Arlington, VA 22204
703-228-7798 or 703-228-1198



Centro Comunitario Gunston

2700 S Lang St., Arlington, VA 22206
703-228-5618



Centro Comunitario Lubber Run

300 N Park Dr., Arlington, VA 22203
703-228-5569 or 703-228-4473



Centro Comunitario de Woodbury Park

223 N Fairfax Dr., Arlington, VA 22201
703-228-5615



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Economic Independence Division

HOW ARLINGTON RESPONDS TO HOMELESSNESS



DEPARTMENT OF HUMAN SERVICES

Connects households as quickly as possible with the interventions that will most effectively and efficiently prevent or end their experience of homelessness and lead to greater stability



EMERGENCY OR CRISIS ASSISTANCE

Helps Arlington residents find shelter, emergency food, and other DHS and community services



STREET OUTREACH TEAMS

Work to connect with people who are sleeping outside in parks, tents, in cars, abandoned buildings, or under bridges, to help people move forward on their pathway to stability and housing



WHAT YOU CAN DO

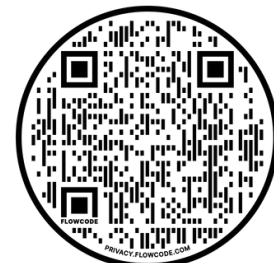
- **Donate to or volunteer** at an area non-profit. More info can be found online at <https://www.arlingtonva.us/Government/Departments/DHS/Public-Assistance/Homelessness/Shelters-and-Resources>.
- **If you are worried** about someone sleeping outside, call PathForward's Homeless Services Center directly: 703-820-HELP (4357). (You can always call 9-1-1 if you have any immediate concerns about someone's welfare or safety.)

NEED HELP?

- If you're at risk of or experiencing homelessness, call **703-228-1300** for assistance.
- Requests for emergency shelter can be made by calling 703-228-1010, a 24/7 shelter hotline.



To visit the Arlington Department of Human Services Public Assistance website and learn more, scan this QR code with your phone:



Q: What is ET3?:

A: ET3 is a Medicare program which gives EMS systems greater flexibility in handling less acute 911 calls with options such as Treatment in Place (TIP) and/or transport to an alternative healthcare destinations such as an Urgent Care center.

Q: If I call 911, will the Fire Department still respond?

A: Yes! Everyone who calls 911 will still get an appropriate on-scene response based by Fire Department personnel to address their concerns.



Q: How does this impact me?

A: The ET3 program allows EMTs and paramedics to provide cutting edge medical care on-scene and unique alternatives other than just transport to the hospital emergency department. Well-trained Fire Department medical personnel will still respond on every call to evaluate and treat any emergent medical problems. However, under ET3, the Fire Department will now be able to transport less severe injuries or illness to an Urgent Care center or to consult on-scene with a qualified health practitioner (Nurse Practitioner, Physician Assistant, or Physician) via telemedicine. These practitioners will be able to provide definitive medical treatment and follow-up care without having to transport the patient to an emergency department.

Q: Why the change?

A: Sometimes bringing the patient to the emergency department does not solve the patient's problem. Under ET3, we will be able to match the medical needs of the patient with the resources in the community often with less time spent, and potentially, at lower overall medical cost for the patient.



**ARLINGTON COUNTY
FIRE DEPARTMENT**

**Emergency Triage, Treat,
and Transport (ET3)**

(Triage, Tratamiento y Transporte de Emergencia)

P: ¿Qué es ET3?:

R: ET3 es un programa de Medicare que le da más flexibilidad a sistemas de EMS (Servicios Médicos de Emergencia) en el manejo de llamadas del 911 no agudas, brindar atención y tratamiento en el lugar donde este, transportar a destinos alternativos, y/o hacia un centro de cuidado urgente.

P: ¿Si llamo al 911 aún respondera el Departamento de Bomberos?

R: Si! Todos los que llamen al 911 recibirán una respuesta adecuada proporcionada por el personal del Departamento de bomberos para atender



P: ¿Cómo puede impactarme?

R: ET3 permite a los EMTs y paramédicos administrar atención médica avanzada en el lugar donde este, y darle alternativas a la de una sala de emergencias en un hospital. El personal médico capacitado del Departamento de Bomberos responderá a cada llamada para evaluar y tratar cualquier problema médico de urgencia. Sin embargo, bajo el programa ET3, el Departamento de Bomberos ahora podrá transportar lesiones o enfermedades no agudas a un centro de atención de urgencia o podran facilitar una consulta en el lugar donde este con un profesional de la salud calificado (enfermera especializada (NP), asistente médico (PA) o médico (M.D) a través de telemedicina. Estos profesionales podrán brindarle tratamiento médico definitivo y atención de seguimiento sin tener que transportar al paciente a una sala de emergencias.

P: ¿Por qué el cambio?

R: En ocasiones llevar al paciente a la sala de emergencia no resuelve el problema. Bajo el programa ET3, podremos responder a las necesidades médicas del paciente con los recursos más adecuados dentro de la comunidad, ahorrando tiempo, y potencialmente a un costo médico en su totalidad más bajo para el paciente.



Para obtener más recursos e información sobre ET3, visite fire.arlingtonva.us

PREVENTION

FOOD

- Keep garbage in a trash can with a tight lid
- Clean trash cans and dumpsters often
- Do not let bird seed fall on the ground
- Pick up and properly discard pet waste

HARBORAGE

- Remove piles of wood, furniture, and any yard debris
- Cut grass low to the ground and trim plants away from the home or building

ENTRY POINTS

- Seal openings larger than a pencil in diameter. Use strong sealants:
 - Steel wool
 - Putty
 - Copper stuffing
 - Expandable foam
 - Cement
- Add weather stripping to doors, including garage doors
- Install tight-closing crawl space doors and vent covers



RODENT CONTROL PROGRAM

Arlington County Public Health helps with rodent problems, such as how to:

- Get rid of food sources and harborage (shelter)
- Get rid of rodents
 - Property owners are responsible for extermination on private property
- Clean-up

We also work with Code Enforcement if there is a violation of Arlington County Code (Chapter 10-16, Rat Harborage).

For help or to report a problem:

703-228-7400

EHVector@arlingtonva.us



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**Keep
Rodents
Away!**



ARLINGTON
VIRGINIA

CLEAN-UP

- Wear disposable gloves when touching rodents, objects or areas they have dirtied, or poison
- Wet droppings or nesting materials with cleanser before clean-up to keep them from getting into the air
- Wear a mask
- Put dirty items in a sealed plastic bag and throw it away immediately
- Wash your hands after clean-up



HIRE AN EXPERT

A licensed pest management professional can safely place bait or do clean-up. This is suggested for large numbers of rodents.

→ LEARN MORE

Arlington County
www.arlingtonva.us (Search "Rats")

Centers for Disease Control and Prevention
www.cdc.gov/rodents

Environmental Protection Agency
www.epa.gov/rodenticides

CONTROL

TRAPPING

(RECOMMENDED INDOORS)

- Put snap traps next to walls
- Use peanut butter in traps to attract rodents
- Don't move the trap so rodents get used to it being there
- **Follow manufacturer instructions!**



BAITING/POISON

- Put bait in secure containers to keep children, pets, and other animals safe
- Place bait where you have seen rodent activity
- Check bait daily and replace as needed
 - It may take a few days for rodents to die
- **Follow manufacturer instructions!**



RATS & MICE

Rats and mice are rodents that live close to people, in or near homes and buildings. They can damage property and carry germs that make people sick.

You may have a rodent problem if you see droppings, chew holes, footprints, or nests or burrows.

The most common rodents in Arlington are the **Norway rat** and **house mouse**. Both have brown or gray fur on top and a lighter underside.

NORWAY RAT



- About 16 inches long including tail
- Most active at night
- Fit through openings larger than a quarter
- Usually make nests outside underground

HOUSE MOUSE



- About 5 inches long including tail
- Fit through openings larger than a dime
- Usually make nests inside but can also live outside



ARLINGTON VIRGINIA

Community Planning, Housing
and Development



DEPARTMENT OF COMMUNITY PLANNING, HOUSING
AND DEVELOPMENT • HOUSING DIVISION

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 703-228-3765