



Frequently Asked Questions (FAQs)

1. How much does it cost to list my rental property on TNHousingSearch.org?
Nothing, and no charge will be incurred at any time. Tennessee Housing Development Agency has contracted with Socialserve.com to provide a free, nonprofit listing service.

2. What types of properties can I list?
All kinds of rental properties, all rent levels, in Tennessee, except vacation rentals.

3. How long will it take after I enter the property for it to be viewable by the public?
Properties will become active immediately after they are correctly entered into the system. Updates can be made 24-hours a day and will also be instantly applied to your listing. Listings are added and updated in real time.

4. How long will it take until I get phone calls from prospective residents?
This depends on several factors in your community such as the economy, number of properties on the market, and how desirable your property is compared to others. Properties that are well maintained, located in a desirable neighborhood and priced reasonably may receive calls almost immediately. However, other properties may not receive calls for many months. THDA plans to begin resident outreach efforts in mid-May.

5. What is the average amount of time that it takes for a property to be rented?
Again, we have found that properties that are well maintained, located in a safe neighborhood, and reasonably priced move much faster than properties that do not meet these criteria. The state of the economy, high rents, high deposits, high application fees, high-crime neighborhoods and property appearance will ALL have a DIRECT impact on how quickly a property sells/rents.

6. How do prospective residents access the listings?
Prospective residents can call our toll free number (1.877.428.8844) to receive housing lists, or they can search for housing through the internet. Many Housing Resource Centers, Public Housing Authorities and libraries have computers for residents to use, and counselors may assist with searches at some locations.

7. How do I make changes to my listing, like changing the deposit amount, etc.?
As a registered property provider you can manage and update your account 24 hours a

day, seven days a week via the Internet, or you may call socialserve.com for assistance during office hours, M-F 8-7 Central Time.

8. Is Socialserve.com a part of the Tennessee Housing Development Agency?

No. Socialserve.com is a nonprofit organization that works with state and local housing partners to streamline access to affordable housing.

9. What personal information of mine will be posted on the web?

Basic contact information must be provided in order for residents to contact you. This **must** include your name or company name and phone number and **may optionally contain** your mailing or e-mail address. However, you control your information and can update it at any time via the Internet or a toll free phone call.

**Funded by Tennessee Housing Development Agency,
www.thda.org.**

Website maintained by Socialserve.com, 1-877-428-8844.