



Doorway Benefits for Property Owners and Operators

Doorway is a regional affordable housing program of the [Bay Area Housing Finance Authority](#) (BAHFA) with the goal of creating a one-stop shop for affordable housing opportunities across the region. It offers centralized and standardized marketing and management of the initial application process, including lottery processing and maintenance of waitlists for all Bay Area counties except the City and County of San Francisco.¹

About Doorway

Doorway provides housing opportunity listings, **free to our partners**, for deed-restricted affordable housing. The public-facing Doorway Housing Portal (DHP), housingbayarea.org, helps Bay Area housing seekers find and apply for affordable homes. The Doorway Partners Portal (DPP) is the backend platform that helps affordable housing property owners and operators create listings and manage applications. It is a single place to market affordable housing opportunities throughout the Bay Area for available units and open waitlists, offered in the region's five most common written languages: English, Spanish, Traditional Chinese, Filipino and Vietnamese. More than 30 jurisdictions and 30 property owners and operators are using Doorway as of March 2025.



The Doorway Housing Portal provides a simple and equitable way for residents to find and apply for affordable housing in the Bay Area, and builds a shared technology platform with transparent processes from marketing to placement. The Portal helps people, housing providers and local governments, and provides critical data to shape policy and attract more housing resources.

Benefits & Services for Partners

By consolidating processes into one platform and having Doorway staff available for some tasks and questions, property staff will be freed up for other responsibilities.

Doorway benefits include:

- Individualized training and ongoing support with the Doorway platform.
- One streamlined, user-friendly digital application for all listings, and a paper version that provides additional accessibility.
- Full paper application processing, including secure application receipt at a BAHFA USPS post office box and digitization of paper application received.
- Lottery processing, including application deduplication.
- Application monitoring and the ability to download application data and lottery results.
- Support for housing seekers with questions regarding listings and applications.
- Data on affordable housing demand, reported by key demographics.

Best Practices for Property Owners & Operators

- Take advantage of individualized staff training and support.
- Lead the listing drafting process.
- Keep staff contacts updated for property listing and applicant questions Doorway staff cannot answer.
- Provide regular feedback on Doorway's system design and operations to ensure Professional Partners' needs are met.

For More Information

For further information about Doorway and to learn how to participate, contact:

Babs Deffenderfer

Doorway Listings and Partner Project Manager, Bay Area Housing Finance Authority

Email: bdeffenderfer@bayareametro.gov

Phone: (415) 778-4454

¹ San Francisco affordable housing opportunities are typically offered through the DAHLIA San Francisco Housing Portal.