



Turn the Key Housing Counseling Intake Instructions

Please follow the steps below in order to be scheduled for your housing counseling 1 on 1 appointment. You will only be contacted for an appointment once **all** of the following steps have been completed.

Please have the following documents available for all income earning adult household members as you will need them during this process.

- Photo ID
- Paystubs – last 30 days
- Federal Tax Returns for the past 2 years
- W2's – last 2 years
- Banks Statements – last 2 months
- Proof of Other Income – (Child Support, Alimony, Social Security, Pensions, Etc.)
- Housing Counseling certificate –*If you have attended a city-funded agency within 12 months*

1. Complete the online educational webinar using the link below.

**If you have completed housing counseling within the last 12 months you may bypass this step*

<https://www.phfatraining.org/login/index.php>

When creating an account:

- Please select “yes” when asked “Are you a Turn the Key user?”
- Please select “not working with a counseling agency” when asked “Counseling Agency”

Upon completion of the webinar you will receive an automatically generated certificate. Please save the certificate for your records.

2. Create an account using the link below.

<https://phdc.my.site.com/TTKResidentPrograms/s/login/>

Please note: upon creating an account “.phdc.portal” will be added to the end of your email address to create your username. Your username will be used to log in NOT YOUR EMAIL

After creating an account:

- Complete the Turn the Key Interest Form, Application, and upload the above-mentioned documents.

**if you have completed housing counseling from a city-funded housing counseling agency within the last 12 months please upload your certificate of completion and your action plan from your housing counseling session in place of the certificate from the above mentioned webinar.*

If you need any assistance, please contact us using the Turn the Key general email box at TURNTHEKEY@phdc.phila.gov