

Calgary Housing Company

587-390-1200

APPLICATION FREQUENTLY ASKED QUESTIONS

Copies of Original Documents are Acceptable

WHO WILL BE LIVING IN THE UNIT? (LIST FAMILY MEMBERS)

- Include name, birth date and immigration status of each member of the family who will be living in the unit (including the person filling out the application)
- Do not list family members joining you at a later date
- If your household has taken on the care of a minor who they are not the legal guardian of, CHC requires guardianship papers or written permission from the minor's legal guardian

WHAT DO I DO IF I AM NOT A CANADIAN CITIZEN?

- You will need confirmation of Permanent Residence (the wallet sized Permanent Resident Card is not acceptable)
- If you are unable to find your landing papers, contact the Government of Canada to order another copy. Applicants must wait until their new copies are received before they may submit their application.

HOW DO I DETERMINE MY FAMILY NUMBERS?

- My family is joining me later:
 - ˘ When the family members join the household, your application must be updated to include their immigration and financial papers. Do not include them until they have arrived.
- I will be receiving custody of my children:
 - ˘ Parents who receive custody of children will need to provide custody papers with their application or update
- I/We are expecting a baby:
 - ˘ Provide a doctor's note indicating the due date
- I will be getting married:
 - ˘ Once your spouse has joined the household, your application must be updated to include their immigration papers (if applicable) and financial papers. Do not include your spouse until they have joined the household.

DO I REQUIRE INCOME?

WHAT PROOF OF INCOME DO I NEED?

- If you don't have an income, you may still apply
- All sources of income from all members of the household 15 years of age and older are to be included with your application
- CHC calculates the gross income (before taxes), therefore we require one complete month of actual paystubs or a letter from your employer stating the number of hours worked per week and your hourly rate of pay
- If you receive income from a Registered Retirement Income Fund you need to show documents listing the gross yearly, quarterly or monthly amount you receive
- You may also show your bank statement if you receive any of the following:

<i>f</i> Old Age Security	<i>f</i> GST	<i>f</i> Alberta Family Tax Credit
<i>f</i> Canada Pension	<i>f</i> Alberta Seniors Benefit	<i>f</i> Child Tax Benefit

PROOF OF INCOME (CONTINUED)

- Alimony: provide a letter from the person providing the alimony or a copy of the court order
- Child Support: provide a letter from the person providing the support, provide a bank statement, or a copy of the court order
- Employment Insurance: provide one pay stub or your Confirmation of Employment Insurance Income form
- Government Assistance: provide cheques stubs or proof of direct deposit
- Social Assistance or AISH: provide your medical assistance card with budget portion attached
- WCB: provide one complete month of pay stubs or a letter from WCB confirming your weekly benefits
- Working: provide pay stubs showing last month's gross earnings. If you just started your job, provide a letter from your employer stating the date you commenced your employment, your hourly rate of pay, and how many hours per week you are working.
- Self-Employed: (including taxi drivers), you must submit a statement showing a minimum of three month's sales and expenses. Calgary Housing Company Customer Service will provide you with the necessary forms.

DO YOU HAVE MORE THAN \$7,000 IN ASSETS? If yes, you do not qualify

Documentation is required if you have the following assets in Canada or in other countries:

- Investments including GICs, pensions, savings accounts, chequing accounts, trust funds, mutual funds, stocks, bonds (attach statements indicating value and interest earned)
- Real estate or any other vested interest, equity in property (attach a copy of the mortgage agreement and any documents showing its sale). If you own a house, but don't have access to it, provide proof (from a lawyer) that you do have access.
- Vehicle(s) – equity is assessed by reviewing the most current Canadian Red Book value. In order to accurately assess the value of a motor vehicle include the following details on your application:
 - f* Year, make, model, number of doors
 - f* If your vehicle is leased or has a loan attached to it, then include the lease/loan documents with your application

I AM A STUDENT (OR A MEMBER OF MY FAMILY IS A STUDENT)...WHAT DO I DO?

If you have a student loan or grant, attach a copy of the Notice of Assessment showing payment for tuition, fees, book costs and living allowance. If you are attending school and receive your funding through Employment Insurance (EI) or Alberta Works, provide your Notice of Assessment.

I HAVE BEEN EVICTED...WHAT DO I DO?

If you are being (or have been evicted), include a copy of your Eviction Notice given to you by your Landlord.

WHAT ELSE MAY I INCLUDE WITH MY APPLICATION?

- Support letters from agencies or social workers (Note: these will not affect your placement on the Waiting List)
- A Release of Information Form allowing Calgary Housing Company staff to speak to someone on your behalf (available through Customer Service or on our website)
- A Landlord Reference Check Form allowing Calgary Housing Company staff to conduct a landlord reference check (available through Customer Service or on our website)
- A Health Inspection Report for households who believe their current accommodation is detrimental to the health of their family

ARE PETS ALLOWED?

- Calgary Housing Company has some properties where one pet is allowed per household. Some size and type restrictions apply. If you have more than one pet, we cannot house you.
- If you are not willing to find another home for your pet, it may take longer to find you accommodation

HOW IS RENT CALCULATED?

- Rent for community housing is based on 30% of the total gross household income, which includes all income from all members of the household 15 years of age and older
- Tenants on Social Assistance pay according to the amount set by the government

DO YOU HAVE EMERGENCY HOUSING?

- Calgary Housing Company does not provide emergency housing
- If you have nowhere to go, perhaps you can try a shelter:

Services Offered To	Shelter	Address	Telephone
Families	Inn From the Cold (churches)	1117 – 7 Av SW	403-263-8384
	Salvation Army/Centre of Hope	420 – 9 Av SE	403-410-1111
Single Women (no abuse)	Drop-In Centre	423 – 4 Av SE	403-266-3600
	Mustard Seed	102 – 11 Av SE	406-269-1319
	Salvation Army/Centre of Hope	420 – 9 Av SE	403-410-1111
	YWCA – Mary Dover House	320 – 5 Av SE	403-232-1599
Abused Women	Calgary Native Women’s Shelter	-	403-531-1972
	Calgary Women’s Emergency Shelter	-	403-232-8717
	Discovery House	-	403-277-0718
	YWCA – Sherriff King Home	-	403-266-0707
Single Men	Booth Centre	631 – 7 Av SE	403-262-6188
	Drop-In Centre	423 – 4 Av SE	403-266-3600
	Mustard Seed	102 – 11 Av SE	403-269-1319
	Salvation Army/Centre of Hope	420 – 9 Av SE	403-410-1111

HOW DO I COMPLETE THE APPLICATION?

WHAT HAPPENS NEXT?

- You do not need to sign the application until you are offered a unit, you have accepted it, and an appointment has been made to sign the lease
- You do not need to have your application signed by a Commissioner for Oaths until you have been offered a unit, you have accepted it, and an appointment has been made to sign the lease. Your application will be commissioned at that time.
- You must renew your application every 12 months to stay on the waiting list. You may renew your application by calling Calgary Housing Company at (587) 390-1200.
- If there is a change in your telephone number, address, income or family size, you must update your application. Proof of income must accompany any updates to your income information.