

Frequently Asked Questions regarding CALGARY HOUSING COMPANY

Q: I have applied for Calgary Housing. What are the next steps?

A: CHC will process your application and send you a letter advising you of your status on the priority list.

Q: How is my priority determined?

A: Priority of Need and Allocation of Housing is determined by The Social Housing and Accommodation Regulations (SHAR). Several factors including but are not limited to: Source and amount of total household income, amount of rent paid, number of dependants in the household, and current circumstances that effect a living situation are used to determine priority. Other factors are also considered and can be found on page 14 of SHAR.

www.qp.alberta.ca/documents/Regs/1994_244.pdf

CHC is required to follow these regulations when offering housing solutions to applicants.

Q: What if there are changes to my situation?

A: If your address or your phone number change, please call us at **587.390.1200**. If there are changes in your family size, your source or amount of income, the amount of rent that you pay, or the locations where you are willing to live, please update us in person at **any of our three locations** or via email at chcapplicant@calgary.ca

Q: What are your office hours?

A: We are open Monday to Friday from 8:00 a.m. to 4:00 p.m. We are closed on statutory holidays. Our phone lines are open from 8:00 a.m. to 4:30 p.m. Our phone number is 587.390.1200.

Q: How am I able to submit my application?

A: Applications may be submitted using email to: chcapplicant@calgary.ca or in person or fax at one of our 3 District Offices currently located at:

West District Office
1701 Centre Street NW
Calgary AB T2E 8A4
Fax: 587-390-1201

South District Office
Bay 18, 6624 Centre Street SE
Calgary, AB T2H 0C6
Fax: 587-390-1251

East District Office
Marlborough Mall Prof. Building
320, 433 Marlborough Way NE
Calgary, AB T2A 5H5
Fax: 587-390-1212

Q: How long will I have to wait for housing?

A: There is no way to predict how long you will have to wait for housing. There are more than 3,900 people on the waitlist. Housing is offered based on highest priority. If priority is equal, time on the wait list is the next consideration.

Q: When will you call me?

A: We will call you as soon as housing comes available. Please keep your information accurate and up-to-date in order for us to determine your eligibility.

Q: How often should I check if you have something for me?

A: In order for your file to remain active, you must contact us, either by phone or in person, **once per year**. Unless your information has changed there is no reason to contact us more frequently. Frequent contact either in person or on the phone does not increase your chances of receiving housing. However, if there is a change in your information that may impact how your priority is determined please update CHC at one of District Offices or at chcapplicant@calgary.ca.

Q: Are there different applications for different programs?

A: No. One application puts you on the waitlist for all of our programs. The program best suited to your priority will be offered when you are contacted. If you are interested in a Rent Supplement please ensure you check off this box on the location update form when applying or updating your location preferences.

**We are only able to help those with the highest priority on our waitlist.
There are more than 3,900 families on the waitlist at CHC.**