



# **Applicant Portal: Online Application Guide**



## Applicant Portal: Online Application Guide

This Online Application Guide will provide you with step-by-step instructions to submit an online application for housing with Calgary Housing Company.

If you need help, contact us at [chccustomerservice@calgary.ca](mailto:chccustomerservice@calgary.ca) or give us a call at (587) 390-1200 or visit our website at [Home | Calgary Housing Company](#)

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## Technology Tips

- ✓ Remember to Save and Continue as you go.
- ✓ You can leave and come back to complete the application at any time – remember to hit Save and Continue.
- ✓ While the portal works on all internet browsers, Google Chrome is recommended for the best experience.

## Housing Program Overview

Calgary Housing Company offers a number of different programs to meet the housing needs of low and moderate income Calgarians.

### *Community Housing*

Community Housing programs are Rent-Geared-To-Income, meaning your rent is calculated at 30% of eligible income.

Households applying to Community Housing must meet the following eligibility:

1. Income must be below Income Thresholds

Bedroom Size	Maximum Income
Bachelor	\$36,500
1 Bedroom	\$43,500
2 Bedroom	\$53,500
3 Bedroom	\$58,500
4+ Bedroom	\$72,500

\*Income Thresholds are determined by the Government of Alberta and set annually.

2. Must have household assets of less than \$25,000. Assets include, but are not limited to:
  - a. Bank Accounts
  - b. Investments (Excluding RRSP's, RESP's, RDSP's)
  - c. Equity in Property
  - d. Car's – your first vehicle is exempt. (Equity in your second and subsequent vehicles is included based on current Canadian Red Book value).
    - i. Work vehicles are exempt
3. Must be a Canadian Citizen, Permanent Resident or Government of Canada sponsored Refugee or have applied for Refugee Status and received confirmation of acceptance of Immigration Status.

Community Housing Programs require an Annual Eligibility Review to determine continued eligibility for the program, as well as an Annual Rent Review where your rent may change if your income has changed.

There is a waiting list for Community Housing Programs.

To apply for Community Housing, you must submit an Online Application. Please visit [calgaryhousingcompany.com/apply-for-subsidized-housing](http://calgaryhousingcompany.com/apply-for-subsidized-housing) to start this process.

### **Affordable Housing**

Affordable Housing Programs are a Set Rent Program – meaning your rent is a flat rate and not calculated as a percentage of income. For example – the rent may be set at \$600/month.

Rents are typically 30% below average market rents.

Eligibility for the Affordable Housing Program is:

1. Income must be below Income Thresholds

Bedroom Size	Maximum Income
Bachelor	\$36,500
1 Bedroom	\$43,500
2 Bedroom	\$53,500
3 Bedroom	\$58,500
4 Bedroom	\$72,500

\*Income Thresholds are determined by the Government of Alberta and set annually.

2. Must be a Canadian Citizen, Permanent Resident or Government of Canada sponsored Refugee or have applied for Refugee Status and received confirmation of acceptance of Immigration Status.

There is a waiting list for Affordable Housing Programs. Program spaces are filled through CHC's pre-qualification list. To apply for Affordable Housing, you must submit an Online Application.

### **Rental Assistance Benefit**

The Rental Assistance Benefit Program (RAB) provides a monthly rental benefit for recipients living in market rental housing in Calgary, Airdrie and Cochrane. Calgary Housing administers this benefit to the participants to pay to their landlords. The RAB program has a maximum subsidy of \$750 per month depending on the family income.

Eligibility for the Rental Assistance Benefit Program is:

3. Income must be below Income Thresholds

<b>Bedroom Size</b>	<b>Maximum Income</b>
Bachelor	\$36,500
1 Bedroom	\$43,500
2 Bedroom	\$53,500
3 Bedroom	\$58,500
4 Bedroom	\$72,500

\*Income Thresholds are determined by the Government of Alberta and set annually.

4. Must be a Canadian Citizen, Permanent Resident or Government of Canada sponsored Refugee or have applied for Refugee Status and received confirmation of acceptance of Immigration Status.

There is a waiting list for the Rental Assistance Benefit Program. Program spaces are filled through CHC's pre-qualification list. To apply for the Rental Assistance Benefit, you must submit an Online Application.

### ***Temporary Rental Assistance Benefit***

The Temporary Rental Assistance Benefit (TRAB) is a two-year benefit program for working households or for those in between employment living in Calgary. The TRAB benefit is designed to support households who may have trouble receiving priority for regular Rental Assistance Benefit (RAB) or community housing but still need help making their housing affordable.

Eligibility for the Temporary Rental Assistance Benefit Program is:

1. Income must be below Income Thresholds

<b>Bedroom Size</b>	<b>Maximum Income</b>
Bachelor	\$36,500
1 Bedroom	\$43,500
2 Bedroom	\$53,500
3 Bedroom	\$58,500
4 Bedroom	\$72,500

\*Income Thresholds are determined by the Government of Alberta and set annually.

2. Must be a Canadian Citizen, Permanent Resident or Government of Canada sponsored Refugee or have applied for Refugee Status and received confirmation of acceptance of Immigration Status.
3. Must be or have been employed within the past two years.
4. Must not be in receipt of Income Support (AB Works) or Assisted Income for the Severely Handicapped (AISH).

There is a waiting list for the Temporary Rental Assistance Benefit program. Program spaces are filled through CHC's pre-qualification list. To apply for Affordable Housing, you must submit an Online Application.

### *Near Market Housing*

Near Market programs are 10% below average market rents. There is no waiting list for these units, and they can be accessed by visiting [www.rentfaster.ca](http://www.rentfaster.ca) and searching "Calgary Housing Company" in the keyword search under the "Filters" tab.

Near Market units are a critical program for Calgary Housing Company as the rent revenue from this program supports other housing programs which provide subsidized and lower rents to our community.

## Online Application

### Section 1

#### Housing Program(s) Application Guide

#### Applicant Details

Fill out this section for the main applicant, including:

- Name and birthday (ensure your name is written as it appears on your government issued identification).
- Address and contact information.
- Citizenship status.
  - o Provide a copy of the Government of Canada "Confirmation of Permanent Residence" document (Landed Immigrant Papers) for any members of the household who are Permanent Residents.
  - o You will upload these documents in the final section of the application process.
- Student status
  - o Provide proof of school enrollment for all members of the household 15 years and older.
  - o You will need to upload proof of enrollment in the final section of the application process.
- Current Living Situation.
- Contact information for your landlord if you are currently renting.
- Alternate contact information if we are unable to reach you.

### Adults (Members of the household +18)

Please fill out this section for all other members of the household that are 18 years of age and older:

- Name and birthday (ensure your name is written as it appears on your government issued identification).
- Address and contact information.
- Citizenship status.
  - o Provide a copy of the Government of Canada “Confirmation of Permanent Residence” document (Landed Immigrant Papers) for any members of the household who are Permanent Residents.
  - o You will upload these documents in the final section of the application process.
- Student status
  - o Provide proof of school enrollment for all members of the household 15 years and older.
  - o You will need to upload proof of enrollment in the final section of the application process.
- Current Living Situation.
- Contact information for your landlord if you are currently renting.
- Alternate contact information if we are unable to reach you.

### Dependents

Please fill out this section for all other members of the household who are under the age of 25.

\*A dependent is defined as an individual who is 25 years of age or less and is related by blood, adoption or marriage or by virtue of an adult interdependent relationship to another member of the household. Or a member of the household who is considered a dependent under the Income Tax Act of Canada.

- Name and birthday (ensure your name is written as it appears on your government issued identification).
- Citizenship status
  - o Provide a copy of the Government of Canada “Confirmation of Permanent Residence” document (Landed Immigrant Papers) for any members of the household who are Permanent Residents.
  - o You will upload these documents in the final section of the application process.
- Student status
  - o Provide proof of school enrollment for all members of the household 15 years and older.
  - o You will upload proof of enrollment in the final section of the application process.

### Live-in Aide

Fill out this section if there is a Live-In Aide in the household. A Live-In Aide is someone who lives with you, takes care of a member of the household, is paid, and is required to live as a member of the household to provide services or assistance that enable other members of the household to be functionally independent (defined in the Social Housing Accommodation Regulation). A Live-In Aide must be approved by Calgary Housing Company.

### Previous Address

Fill out this section with details on your previous address. This information may be used for an additional landlord reference check.

## Section 2: Income Information

Fill out this section with income information for all members of the household over the age of 15. For members of the household between 15 and 64 years old, you will need to:

- Indicate all sources of income received by all household members AND
- Provide the most recent required documents for each source of income (see checklist below).

You will upload this at the end of the application. If there are any members of the household 65 years or older, you will need to:

- Provide the most recent Notice of Assessment from Canada Revenue Agency showing the amount on line 15000 (see sample document). You will upload this at the end of the application  
OR
- Indicate all sources of income and provide the most recent required documents for each source of income (see checklist below). You will upload this at the end of the application.

### Calculating Monthly Amounts

For each income source, the Applicant Portal will ask you to enter the monthly amount you receive.

Please calculate and enter the monthly amount as follows:

- **Weekly income sources** (e.g. Employment Insurance): Multiply the weekly amount by 52, then divide by 12. This will give you the monthly amount.
- **Quarterly income sources** – every 3 months (e.g. GST Credit; Alberta Child and Family Benefit): Divide the quarterly amount by 3. This will give you the monthly amount.
- **Annual income sources** (e.g. Notice of Assessment Line 15000): Divide the annual amount by 12. This will give you the monthly amount.



## Income Source Checklist

Income Source	Supporting Documents
Income Supports (e.g. Alberta Workers Social Assistance, or Learner Income Supports)	<ul style="list-style-type: none"> <li>- Alberta Works or Income Support budget showing amount including Core Shelter amount (see sample document) AND</li> <li>- Learner Income Support or Skills Investment Bursary Notice of Assessment showing start and end date and full amount of student funding if applicable (see sample document).</li> </ul>
Assured Income for the Severely Handicapped (AISH)	<ul style="list-style-type: none"> <li>- AISH Health/Medical Budget Benefit card showing amount and household members (see sample document).</li> <li>- If you are receiving CPP disability, please provide documentation showing gross monthly amount.</li> </ul>
Refugee Resettlement Assistance Program	<ul style="list-style-type: none"> <li>- Immigration, Refugees and Citizenship Canada documentation with start and end date and amount per month (see sample document).</li> </ul>
GST Tax Credit	<ul style="list-style-type: none"> <li>- Government Benefits Notice from Canada Revenue Agency (see sample document).</li> </ul>
Government Family Support (e.g. kinship care, foster care, Child and Youth Support program)	<ul style="list-style-type: none"> <li>- Documentation from government showing breakdown of amount received.</li> </ul>
Employment Income	<ul style="list-style-type: none"> <li>- Full calendar month of paystubs (e.g. May 5 – June 5) with pay dates in the same month (see sample document) OR</li> <li>- Documents from employer showing monthly gross amount.</li> </ul>
Employment Insurance	<ul style="list-style-type: none"> <li>- My Current Claims from My Service Canada Account including start and end dates and weekly gross amounts (see sample document) AND</li> <li>- Record of Employment (if available) (see sample document).</li> </ul>
Self-employment or business income (including income from driving a taxi/Uber or owning a business)	<ul style="list-style-type: none"> <li>- Financial statement for one month's income completed by an accountant OR</li> <li>- Statement of Income and Expenses form on our website.</li> </ul>
Canada Pension Plan (including survivor, children or disability benefits)	<ul style="list-style-type: none"> <li>- My Service Canada payment printout (see sample document), OR</li> <li>- T4A(P) OR</li> <li>- Canada Pension Plan Form on our website.</li> </ul>
Old Age Security (OAS)/ Guaranteed Income Supplement (GIS)	<ul style="list-style-type: none"> <li>- My Service Canada payment printout (see sample document), OR</li> <li>- T4A (OAS) OR</li> <li>- Canada Pension Plan Form on our website.</li> </ul>
Alberta Seniors Benefit	<ul style="list-style-type: none"> <li>- Documentation from government showing gross amount per month OR</li> <li>- 5007 (Statement of Benefits) OR</li> <li>- Alberta Seniors Benefit form on our website.</li> </ul>

Private Pension	<ul style="list-style-type: none"> <li>- Documentation from pension provider or annual or monthly gross income OR</li> <li>- T5007 (Statement of Benefits) OR</li> <li>- Alberta Seniors Benefit form on our website.</li> </ul>
Investments	<ul style="list-style-type: none"> <li>- Financial Statement showing interest earned OR</li> <li>- T5 (Statement of Investment).</li> </ul>
Child Support	<ul style="list-style-type: none"> <li>- Creditor Statement of Account from Maintenance Enforcement OR</li> <li>- Court order or agreement OR</li> <li>- Letter from parent paying support.</li> </ul>
Partner/Spousal Support	<ul style="list-style-type: none"> <li>- Creditor Statement of Account from Maintenance Enforcement (see sample document) OR</li> <li>- Court order or agreement OR</li> <li>- Letter from partner/spouse paying support.</li> </ul>
Student Loans	<ul style="list-style-type: none"> <li>- Documentation from Alberta Student Aid showing full amount received and end date (see sample document).</li> </ul>
Treaty/Band Funding	<ul style="list-style-type: none"> <li>- Documentation with funding amount including start and end date.</li> </ul>
Workers Compensation Board (WCB) Income	<ul style="list-style-type: none"> <li>- Documentation from WCB with amount and start and end date (see sample document).</li> </ul>
Short or Long Term Disability Income	<ul style="list-style-type: none"> <li>- Long term: Documentation from insurance provider of annual or monthly gross income.</li> <li>- Short term: Documentation from employer indicating benefit amount and start and end date.</li> </ul>
Support from Family or Friends	<ul style="list-style-type: none"> <li>- Signed and dated letter from family member or friend providing support with amount per month.</li> </ul>
Other (e.g. Canada Recovery Benefit; Canada Emergency Response Benefit)	<ul style="list-style-type: none"> <li>- Please explain and provide proof of income.</li> </ul>
No Sources of Income	<ul style="list-style-type: none"> <li>- You do not need to provide any documents.</li> </ul>

### Section 3: Asset Information

Fill out this section with asset information for all members of the household who are over the age of 15. Provide the value or dollar amount for each of the following assets. Note you will need to provide proof for each of these assets. You will upload these at the end of the application.

- Money in a chequing or savings account
- Stocks, Bonds, GICs
- Property (e.g. land or home that you own)

## Section 4: Vehicles

Complete this section if you have any vehicles. We need to know how many vehicles your household has and their value because it may affect your point score and eligibility.

Describe all vehicles that you or your household owns or leases and provide proof of financing for vehicles that are leased. You will upload this at the end of the application.

## Section 5: Pets

Fill out this section if you have a pet or Service Animal that will be living with you.

## Section 6: Housing Preferences

### Required Number of Bedrooms

Bedroom requirements are set by the Government of Alberta based on the number, age, and gender of people in your household.

Calgary Housing Company must follow these rules to ensure everyone is adequately housed. Even if you are willing to have a different number of bedrooms than the Bedroom Calculator says, we must follow the Government of Alberta bedroom requirements.

Note: These requirements do not allow children over the age of 5 to share a bedroom with someone of a different gender.

### Accessibility Requirements

Fill out this section if any members of the household require an accessible home. The levels of accessibility is defined in the portal.

Only certain buildings have accessible units.

Accessible (barrier-free) homes have accessible building entrances without steps or changes in level, wider clearances and doorways within the home, barrier-free showers or tubs with handheld showerheads and may have lowered kitchen and bathroom counters.

Not every barrier-free home will have every barrier-free design element as everyone has different needs.

If you have questions or would like assistance, please call our Customer Service Centre at 587-390-1200.

## Special Circumstances

Fill out all questions in this section.

It is important to check off any situations that apply to you because they may affect your eligibility, point score, and place on the priority list:

- An additional child is expected in the near future (e.g. birth, adoption).
- Have been served a notice to vacate or been evicted (Provide a copy of your notice to vacate. You will upload this at the end of the application).
- Fleeing family or other violence or abuse.
- Experiencing homelessness or at risk of homelessness.
- About to be released from a program or facility and have nowhere to live.
- Living in a shelter/hotel/motel.
- Moving because of medical reasons and must be in Calgary.
- Accommodation is not accessible or adaptable for the physical circumstances of a member of the household (e.g. the home is not wheelchair accessible, entrance has a step etc.).
- Living in housing dangerous to health or safety (e.g.: broken doors, lights not working, Alberta Health Services has been to your home) (Provide a copy of the Alberta Health Services Environmental Health Report. You will upload this at the end of the application).
- Graduating from a Housing First program. Provide a copy of your graduation letter. You will upload this at the end of the application.
- Living with family or friends on a temporary basis.

## Section 7: Home Selection

### Home Map

View the homes on the Housing Map that meet your housing criteria.

The homes you can see on the map are based on the information you provided in earlier sections of the application (e.g. accessible home, housing program type).

If you change your information in the application, the list of homes you see here may change. You can view homes on the Housing Map in two ways:

1. Click on the blue pins of individual buildings. OR
2. Click on “Draw a search area” in the top right corner of the map to view all buildings in an area.

## Section 8: Documents to Upload (From All Previous Sections)

In this section you will upload the supporting documents from all previous sections of the application.

If you do not upload all required documents, your application will not be eligible.

Take a photo or scan each required document and upload it into the Applicant Portal using your mobile phone or computer.

## Document Upload Checklist

Use this checklist to make sure you have uploaded all the correct documents. Please remember every applicant will have different information to submit; this is a guideline only.

Always read and follow the directions in each section of the application:

- Copy of Government of Canada “Confirmation of Permanent Residence” document (i.e. Landed Immigrant Papers) for any household member who is a Permanent Resident.
- Proof of income sources for all applicants 15 years and older.
- Proof of school enrollment for all applicants 15 years and older.
- Proof of assets.
- Special circumstances documents.

## Section 9: Sign and Submit

All household members who are 18 years and older must electronically sign the application before it is submitted. Once submitted, your application status in the Applicant Portal will say “Applied”.

Remember: You can log back into the Applicant Portal to check the status of your application and update the information in your application.

It is very important to let us know if your information changes after you submit your application. This can change your point score and your place on the pre-qualification list.

## Sample Documents

Please note, samples of the documents you may require to complete your application can be viewed on our website at [calgaryhousingcompany.org/application-process-help](http://calgaryhousingcompany.org/application-process-help).