



Agency Guide

Supporting Applicants with Calgary Housing Applications

Guidance for Non-Profit and Community Agencies

Calgary Housing Company

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Purpose and Scope

This guide is designed to support non-profit and community agencies as they assist clients at various stages of their housing journey, including applying for Calgary Housing and completing ongoing requirements such as annual reviews.

Agencies play an important support role by helping clients gather information, understand requests, and stay engaged in the application process.

Eligibility and Priority status for the Calgary Housing waitlist is determined by the Social Housing Accommodation Regulations (SHAR).

This guide focuses on application readiness, common documentation questions, and practical ways agencies can support clients throughout the process. It does not replace Calgary Housing policy or guarantee housing outcomes.

How to Use This Guide

- **Tip for navigating this guide:** Use the Navigation Pane in Word (View → Navigation Pane) to quickly move between sections.

This guide is meant to be flexible. Agencies may use individual sections as needed, depending on a client's situation and where they are in the application process.

Not every client will have all information available right away. This guide is intended to support progress over time and can be used as circumstances change.

Check Eligibility

Citizenship and Immigration Status

You must be a current resident of Alberta.

You must also be either:

- A Canadian Citizen
- A Permanent Resident
- A Refugee sponsored by the Canadian Government or have applied for Refugee Status and received confirmation of acceptance of Immigration Status
- A Ukrainian evacuee with proof of a valid, non-expired, Canada-Ukraine Authorization for Emergency Travel

Income Limits

Your Total Household income must be below Income Threshold limits for unit size (of bedrooms eligible for based on household composition):

- Bachelor: \$54,500
- 1 Bedroom: \$65,000
- 2 Bedroom: \$77,000
- 3 Bedroom: \$85,000
- 4+ Bedroom: \$96,500

(Updated May 23, 2025) The Housing Income Limits (HILS) are set annually by the Province of Alberta.

Asset Limits

You must have less than \$25,000 in household assets. Assets include but are not limited to:

- Bank Accounts
- Investments (excluding RRSPs and RESPs)
- Equity in Motor Vehicles

First vehicle is exempt, equity in second and subsequent vehicles (current Canadian Red Book value) is included in asset calculation.

Documentation Checklist

Gather Before Starting the Application

This checklist is intended to help agencies and clients quickly confirm that key information is ready before starting an application. Having these items prepared can help reduce follow-up and keep the process moving smoothly.

Citizenship or Immigration Status

- One valid document for each household member
- Documentation confirms citizenship or eligible immigration status
- Immigration documents are current (not expired)

Household Composition

- Names and dates of birth for all household members
- Proof of relationship or dependency, if applicable
- School enrollment information confirmed for dependents aged 22–24, if applicable

Income Information

- Most recent Notice of Assessment (Line 15000), is required for all household members 22 or older (excluding live-in aides)
- Alternative income documents if NOA is unavailable or inaccurate
- Declaration of No Income Form if a household member reports no income

Asset Information

- Total assets declared for all household members
- Includes bank accounts, non-registered investments, property equity, and additional vehicles
- Exempt assets (e.g., registered savings, first vehicle) reviewed with client

Housing History Information (If Applicable)

- Addresses for the past 24 months
- Current housing costs (rent, utilities, fees)
- Details of housing instability or safety concerns

Priority-Based Documents (If Applicable)

- Third-party or agency letters are included only when requested to support priority questions marked with an asterisk (**) in the Household Information section of the application
- Relevant dates and timelines clearly noted

Final Pre-Start Confirmation

- Documents are ready in digital format
- Client understands eligibility confirms waitlist placement only

- Client understands the importance of checking email and responding to requests

If information is missing or not immediately available, agencies can continue to support clients by helping them respond to follow-up requests or update their application when circumstances change.

Applicants are responsible for updating and maintaining the information in their application.

The sections below provide additional detail and examples for reference when needed.

Detailed Documentation Requirements

Proof of Citizenship or Eligible Immigration Status

Applicants are asked to provide documentation confirming citizenship or eligible immigration status for every household member. This information is requested for all household members, regardless of age.

Canadian Citizens (one required):

- Birth Certificate
- Canadian Citizenship Certificate
- Aviation Passport
- Canadian Passport
- First Nations Status Card
- Métis Nation of Alberta Citizenship
- Proof of live birth (newborns only – if birth certificate has not been issued yet)

Permanent Residents:

Documentation must confirm immigration category and that sponsorship has ended:

- Older Permanent Resident cards showing immigration category
- Landing Papers or COPR (confirmation of Permanent Residency Papers)
- Letter from Immigration, Refugees and Citizenship Canada confirming immigration category

Note: Current PR cards without immigration category are not accepted on their own.

Government-Sponsored Refugees / RAP:

- Government of Canada Notice of Decision
- Resettlement Assistance Program (RAP) documentation

- For refugee claimants, a Refugee Protection Claimant Document must be submitted together with a Notice of Decision. One document alone is not sufficient.

Sponsorship Breakdown:

- Declaration of Sponsorship Breakdown issued by IRCC

Canada-Ukraine Authorization for Emergency Travel (CUAET):

- Temporary Permit confirming CUAET participation (must not be expired)

Agency Tip: A driver's license, Alberta ID, or Alberta Health Card is not proof of citizenship or immigration status.

Household Composition

- Names and dates of birth for all household members
- Proof of relationship or dependency, if applicable
- School enrollment information confirmed for dependents aged 22-24, when applicable

Agency Tip: Confirm whether adult children are listed as dependents or co-applicants, as this can affect how the application is assessed.

Dependents are under 25 years old or a household member dependent on the individual because of mental or physical infirmity as declared for the Canada Caregiver Credit when filed for taxes.

Income Documentation

(Required for all household members aged 22 and over)

Primary Income Verification:

- Most recent Notice of Assessment (Line 15000)

Alternative Income Verification (if NOA unavailable or inaccurate):

- Employment: 1 month (or 4 consecutive weeks) of pay stubs
- Employment Insurance: "My Latest Claim" summary
- Alberta Works / Income Supports: 3-part benefit card
- AISH: 3-part benefit card
- Pension (CPP/OAS): bank statement showing deposit
- Long-term disability: benefit statement

- No income: Declaration of No Income Form

Full Time Students must provide income documentation along with proof of full-time enrollment.

Agency Tip: Encourage clients to file income taxes annually. The current NOA often reduces follow-up requests.

Asset Information

Applicants are asked to declare total assets for all household members. Assets must be under \$25,000. Supporting documentation is not required at the time of application, but applications on the waitlist may be selected for random audits to confirm assets.

Assets include:

- Bank accounts
- Non-registered investments
- Property equity
- Second or subsequent vehicles (unless exempt)

Exempt assets:

- Registered savings (RRSP, TFSA, RESP, RDSP, RRIF)
- First vehicle
- Business vehicles (with proof)

Agency Tip: Encourage honest disclosure. Calgary Housing may request documentation during audits of applicant files.

Housing History & Current Living Situation

- Current housing cost information (rent, utilities)

Agency Tip: Emphasize accuracy – this information is used to assess needs, not to penalize applicants.

Priority-Based Documentation (If Applicable)

- Third-party or agency letters supporting only as needed for priority questions marked with an asterisk (**) in the Household Information section of the application
- Relevant dates and timelines clearly documented

Agency Tip: One letter may address multiple priority areas if clearly structured.

Application Readiness & Support Recommendations

Identification & Tax Filing Supports

- Understand documentation requirements for citizenship and income
- Access ID clinics or immigration support services if documents are missing
- File income taxes and access free tax clinics when available

Email Access & Digital Supports

- Confirm clients have an active email address
- Check that they know how to access and check email

If clients lack computer or internet access:

- Support connections to libraries or community agencies
- Develop a plan for regular email monitoring
- Support booking in-person appointments with Calgary Housing when needed

Translation Services are available on the Calgary Housing Website

Common Issue: Missed emails are one of the most common causes of delays. Limited access to email, devices, or the internet is common and may result in missed messages. Supporting clients with a plan for email access can help reduce delays.

Applicant Number & Consent to Communicate

- Encourage clients to keep their **Calgary Housing applicant number** (starts with "P")
- Remind clients this number helps staff find their file quickly

Release of Information (ROI):

- Required if agencies are supporting ongoing communication
- Enter the person(s) the applicant is willing to share information with in the other contacts tab in personal information while applying

Note: Calgary Housing does not provide application updates by email. Agencies can support clients by helping them to manage their applications using the applicant portal or schedule an appointment with a Calgary Housing representative.

Understanding Application Status

Agencies should explain that:

- Calgary Housing manages applications with various statuses
- Missing documents related to eligibility may delay processing
- Missing documents related to priority scoring usually does not stop waitlist placement but may impact priority for support

Important: Agencies are encouraged to avoid predicting application outcomes and instead focus on supporting clients to provide required information.

Advocacy Letters

Advocacy letters:

- Support specific priority questions (marked with an asterisk **) in the Household Information section of the application
- Do not replace required documents
- Do not determine eligibility

Agency Tip: If a priority question does not request supporting documentation, submitting an advocacy letter is unnecessary and will not increase priority points. Calgary Housing does not keep information that is not relevant to the application.

Updating Applications & Changes

Encourage clients to:

- Update their application **immediately** when circumstances change
- Complete at least **one update every 12 months**

Examples:

- Income changes
- Household changes
- New housing instability or safety concerns

Important: Simply logging into an application without making a change is not considered an update. Submitting a change online (such as updated income, address, or household information) counts as the annual check-in for a twelve-month period. Submitting a new Notice of Assessment each year is one way to meet this requirement.

Setting Expectations About Wait Times

Reinforce that:

- Wait-time depends on urgency and availability
- **Wait times cannot be predicted and housing support is not guaranteed**
- Eligibility does not mean immediate housing

After Housing Placement

Early Education

Agencies should inform clients that once housed:

- Many CH programs require **Annual Rent Reviews**
- For annual renewals, the requested documentation must be sent on time
- Residents are expected to understand and meet the requirements to remain housed with Calgary Housing

Agency Tip: Early conversations about ongoing responsibilities can help residents feel prepared and supported after housing placement.

Additional Information & Supports

Encourage clients to:

- Review the Calgary Housing website regularly
- Book appointments with Calgary Housing if they need help
- Ask questions directly when unsure

Final Note

This guide reflects current operational practices (as of March 2026 and could be subject to change) aligned with SHAR and Calgary Housing application processing. It does not replace policy or decision-making authority. Final eligibility and priority determinations are made by Calgary Housing.

Calgary Housing recognizes the significant role agencies play in supporting individuals and families experiencing housing instability and appreciates the work agencies do every day to help clients navigate this process.