

To complete your RAB Annual Rent Review (Renewal), you will need to use the Resident Portal online.

Important: The **Resident Portal is different from the Applicant Portal** that many clients used when first applying for RAB. If you signed in to an Applicant Portal before, that same account will not work here.

You can access the **Resident Portal** here:

<https://calgaryhousingcompany.securerentcafesocialhousing.com/residentservices/apartmentsforrent/userlogin.aspx>

The first time you use the portal, you will need to **create a new account** by selecting **Click here to register**.

For first time users you will first need to create an account
Click: Click here to register first.

Welcome To Resident Portal

* indicates required fields.

Email*

Password*

[SIGN IN](#)

[Forgot password?](#)
[Click here to register.](#)
[Send Verification Email](#)

- If you do not have an account with us, you will need to create one. Please select "[Click here to register](#)" to create your account.
- In order to set up a Resident Account you will need a valid email address already set up in the CH system. If you do not have an email address registered, please call (587) 390-1200 to complete that step first.
- Your online Resident account is safe and secure using your unique login and password.
- With your online account, you can:
 - Make a request for Maintenance work in your unit or any area of the property in which you live.
 - View/print current account balances, record of payments and charges.
 - You will see notices of Events and Announcements for your property, community or resource center.
 - You will be able to email your Property Manager, Tenant Liaison or Account Administrator to report non-maintenance issues or concerns, request a phone call or home visit, request support or resources, advise of changes to your household and many other topics, through the "Contact Us" button in the portal.

Your Resident Code is the same as the Tenant Code shown in your Annual Rent Review letter that you were emailed. This number is used to connect your portal account to your rental file. **Please make sure you use the Resident Code from your letter, not your Applicant ID code, because these are different numbers.**

What you need to do in the portal:

- Read each question carefully and answer every question in the portal.
- Upload all required documents in the Documents section. If you are using a phone or computer, make sure your documents are saved first before you try to upload them.

- Review your information before you finish to make sure everything is correct.
- Sign and submit your Annual Rent Review when all sections are complete.

Once you submit your information, it will be sent directly to the Rent Supplement Program for review.

If you need help, please contact the Rent Supplement Department at plrs@calgary.ca.

Simple steps to create an account and complete your renewal:

- 1. Open the Resident Portal** using the link above. **It is best to use Chrome, Firefox, or Safari web browsers.**
- If you have never used the Resident Portal before, select **Click here to register**. This is how you create your account for the first time.
- Enter the primary lease holder's first and last name exactly as it appears on your file.
- Enter your **Tenant Account Number / Resident Code** from your Annual Rent Review letter. **Do not use your Applicant ID code.**
- Enter the **email address that is already on file for your account**. If a different email address is entered, the system may not accept it.
- Create a password**, choose a security question, and type your security answer. Please save this information in a safe place so you can sign in again later.
- Accept the Terms and Conditions and then select **Register**.
- You only need to register once**. After your account is created, you can sign in again later using your email address and password.
- After you sign in, open the **Annual Recertification** section. This is where you complete your Annual Rent Review.
- Complete each section one at a time**. Read each question carefully and enter your answers.
- Upload your required documents**. If you are asked for documents, make sure they are ready on your phone, computer, or device before you begin.
- Review all of your information, complete your signature**, and make sure nothing is missing.
- When everything is complete, select the button to submit your renewal.

Common issues:

- If you do not know your Resident Code, check your Annual Rent Review letter email.
- The Resident Portal is different from the Applicant Portal. If you used the Applicant Portal before, you will still need to register a new account for the Resident Portal.
- Your Resident Code is different from your Applicant ID code. Please use the Tenant Account Number / Resident Code from your Annual Rent Review letter.

- If your email address is not accepted, you may need to use the email already on file.
- If you forgot your password, use the password reset option on the login screen.
- This portal only works on Chrome, Firefox, or Safari. Do not use Internet Explorer, as some functions will not work properly.
- If you cannot complete the process online, contact us for help.

Thank you,

Rent Supplement Program