

Community Housing Access Centre

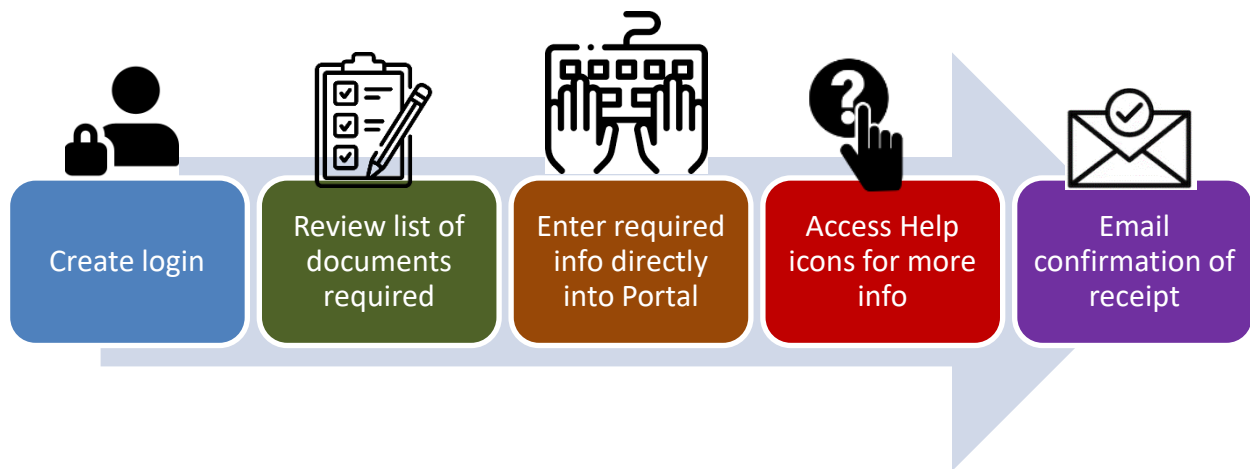
Applicant Portal User Guide



Overview of the Applicant Portal for Affordable Housing Applications

Community Housing Access Centre now offers an online application platform in addition to the paper application. The Application Portal

- Is accessible 24/7 from any device with internet access
- Allows applicants to add affordable housing applications with documents 24/7
- Downloads applications directly into IHS for CHAC staff review



Where does the application go?



Submitted applications and attached documents will appear in the Integration Housing System (IHS) where they will be reviewed by CHAC staff.



System generated emails will notify clients when the status of their application changes. For incomplete applications, Community Housing Access Centre staff will follow up with the applicant to arrange for submission of additional information.

COMING SOON! In a future release, applicants will be able to update the information on their application (e.g. contact details, financial information, household members) through the Portal similar to the My Benefits portal used by Social Assistant recipients.

Benefits of the Affordable Housing Applicant Portal

- Apply online from any device with Internet access 24/7
- Same questions as paper application
- Upload documents directly into Portal
- Built-in “Help” buttons provide more details
- Can start & save, re-start an application
- Email confirmation lets applicant know the status of their application
- Applications load directly into Housing system for staff review



How to Apply for Affordable Housing via the Applicant Portal

To apply for affordable housing online, one active email address is required for the household. This email address is used to register for the Portal, and is the address where CHAC staff will send information about the application. Once registered, a user will receive an activation email where they can log in to their existing account to start a new application, continue a saved application, complete building selections and in future (late 2023), manage their information.



Step #1 Check Eligibility

To check if you are eligible for these programs, everyone on the application (all household members including children) must

- Be a Canadian citizen, a landed immigrant, or have applied for permanent residency, or refugee protection in Canada with no active removal orders in place
- At least one person in the household must be 16 years of age or older and can live independently or arrange for required support services
- Not owe any money to another social housing provider for a previous community housing tenancy
- Agree to sell any home that you own that could be lived in year-round (or that you share ownership of) within six months of accepting an offer if it
- Have a household income that is below the maximum income allowed for each unit size
- Have assets that are below the allowable asset limit for your household size

See the Region of Waterloo's website for income and asset limits

https://www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx?_mid_=25130#When-can-I-choose-which-building-I-want-to-live-in

Step #2 Prepare required information and documents

When adding attachments to the application such as proof of Status in Canada or income documents, check that they have been saved in a readable format such as PDF, JPEG, JPG, BMP, PNG, GIF, or HEIF Format.

Before you start your application, please gather the following information and documents:

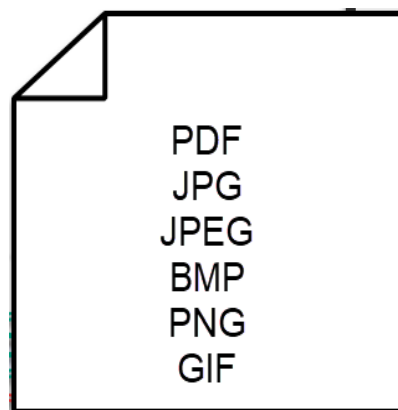
For your Household

You will need to provide:

- Your current address **OR** if no current address, a mailing address.
- Contact information – phone numbers, e-mail addresses where we can reach you.

For each Household Member

You will need to provide:



- Full legal name (as it shows on their Status in Canada document)
- Date of Birth
- Status in Canada (you are required to attach a copy of their Canadian Citizenship document, Canadian Birth Certificate, Proof of Permanent Residency or Proof of Refugee Claimant Status)
- Income Information (you are required to attach a copy of either the most recent Canada Revenue Agency notice of assessment or other documents that confirm the source and amount of income received)
- Asset information (you will be required to attach a proof of any assets totaling \$50,000 or more)

Please complete all the sections that apply to your household

Use the buttons at the bottom of each page to move forward or backward between sections. Do not use the backward or forward arrows on your browser.

Remember, when adding attachments such as proof of Status in Canada or income documents, they must be in a readable format such as PDF, JPEG, JPG, BMP, PNG, GIF, or HEIF Format.

Step #3a Register for a New Account with an Existing Email Address

To apply online, the primary applicant registers using an active email address. Only one email address per household is required. Once registered, the primary applicant can create, save and submit an affordable housing application by logging in with the user name and password created during the registration process.

During registration, a verification email will be sent to the email address provided by the applicant. Access to that email inbox is required to proceed with the registration.

Open an Internet Browser (e.g. Chrome, Edge) and visit <https://waterloo.arcori-istcl.com/waitlist>

Press 'Begin Online Application Now' **(1)** to register and create an account.

Welcome to the Community Housing Applicant Portal.

Here, you can apply for affordable housing programs in the Region of Waterloo, regardless of whether you currently live in the Region. The programs are designed for households with low to moderate income, and eligible applicants will be placed on a waiting list.

Step 2: Register

To apply online, you need to create an account with an active email address by clicking on "Begin Online Application Now" below to register/create your online account.

If you already have an account, you can simply log into continue your application by clicking on "Update/Continue Existing Application" below.

Begin Online Application Now

Update/Continue Existing Application

Enter the New User Registration Details (2)

- First Name
- Middle Name/Initial
- Last Name
- Primary Phone Number
- Email Address

Acknowledge the program requirements (3)

Press the Register button (4).

New User Registration:

First Name*

Jane

Middle Name/Initial

A

Last Name*

Smith

Primary Phone*

(519) 555-1234

Email*

svb127@hotmail.com

Congratulations you are now ready to begin the online application. Complete the acknowledgment below to get started.

At least 1 person in my household is 16 years of age and older.

I believe all my household members meet the eligibility requirements to apply for these programs.

I acknowledge that I meet these requirements

Yes

Register

Check your email inbox for a verification email. Click on the link in the email to confirm your registration and set your password. Log in to your account to begin an application.

5

From: IHS Admin <Admin@arcori.com>

Sample confirmation email

Sent: March 14, 2023 1:57 PM

To: [REDACTED] >

Subject: Confirm your account

To complete the registration and set your password, click the link below:

[https://na25252f5b\[REDACTED\]](https://na25252f5b[REDACTED])

Step 3b Create or Update an Application with an Existing Account

If an applicant has previously registered for the Applicant Portal, they can log in with the user name and password set during the registration process. Open an Internet Browser (e.g. Chrome, Edge) and visit <https://waterloo.arcori-istcl.com/waitlist>. Choose “Update/Continue Existing Application” **(A)**.

Step 2: Register

To apply online, you need to create an account with an active email address by clicking on “Begin Online Application Now” below to register/create your online account.

If you already have an account, you can simply log into continue your application by clicking on “Update/Continue Existing Application” below.

Begin Online Application Now

A

Update/Continue Existing Application

Log in with the user name and password **(B)** set during the registration phase **(C)**. If the password is unknown or has been forgotten, use the “Forgot your password?” link to reset a password. To reset the password and log in, access to the email address used during registration is required.

Log in

Use your account to log in.

Email **B**

Password

☐ Remember Me?

C [Forgot your password?](#)

Step #4 Enter Information about the Household

Primary Applicant Information

On this page, you will provide information about the primary applicant. Some of the fields have been completed based on the information provided during the registration process. Required fields are marked with an *

Household Information
Please provide all the following information about yourself and your other household members.

Primary Applicant Information

First Name* Jane	Middle Name/Initial A	Last Name* Smith	Alternate Name
Salutation 	Gender* Woman / Girl	Date of Birth* 1/1/1988	Ethnicity Other
Social Insurance Number 123-456-789	Marital Status Single	Indigenous Status* NA	Status In Canada* Canadian Citizenship
Proof of Canadian Citizenship or Canadian Permanent Residency Select file... Drop file here to upload	Able To Live Independently ☒ No		
Filename 			

Contact Phone Numbers	Contact Email Addresses																					
<table><tr><td colspan="4">+ Add - Remove</td></tr><tr><td>Phone Number Type</td><td>Phone Number</td><td>Ext.</td><td>Comments</td></tr><tr><td>Home</td><td>519-555-1234</td><td></td><td></td></tr></table>	+ Add - Remove				Phone Number Type	Phone Number	Ext.	Comments	Home	519-555-1234			<table><tr><td colspan="3">+ Add - Remove</td></tr><tr><td>Email Type</td><td>Email</td><td>Comments</td></tr><tr><td>Home</td><td>swb127@hotmail.com</td><td></td></tr></table>	+ Add - Remove			Email Type	Email	Comments	Home	swb127@hotmail.com	
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+ Add - Remove																						
Email Type	Email	Comments																				
Home	swb127@hotmail.com																					

Is there a co-applicant?
☒ No

Household Members

[Save and continue to Communication Preferences](#)

Proof of Canadian Citizenship or Canadian Permanent Residency

- A list of acceptable documents will be available by pressing the help icon.
- Press Select File to locate and attach a digital copy of the document on the computer (Accepted file types: PDF, PDF, JPEG, JPG, BMP, PNG, GIF, or HEIF Format.)
- If the document you wish to upload does not appear it may be in a format that is not accepted



Are you able to live independently?

- Answer “yes” if you are able to complete the tasks of daily living independently: getting dressed, eating, dispensing medication, getting around the community, etc.
- If you require supports to complete the tasks of daily living, please verify the answer is “no.”



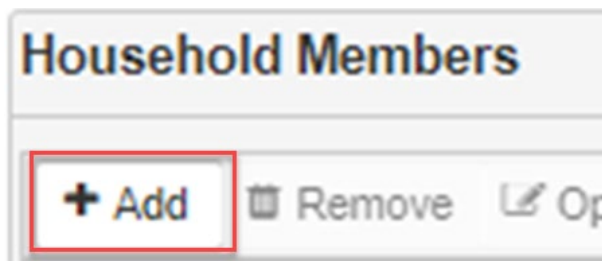
Is there a co-applicant?

- If you have a spouse/partner or other household member over the age of 18 that can be used as a contact person if you are unavailable and who will be residing with you, please answer “yes.” Enter the name and details for the co-applicant.

Household Members

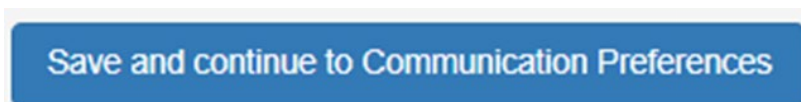
Are there other adults, and/or children who will be living with you that you would like to include on the application?

If yes, please press the +Add button and enter the name and details for each person.



Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page.

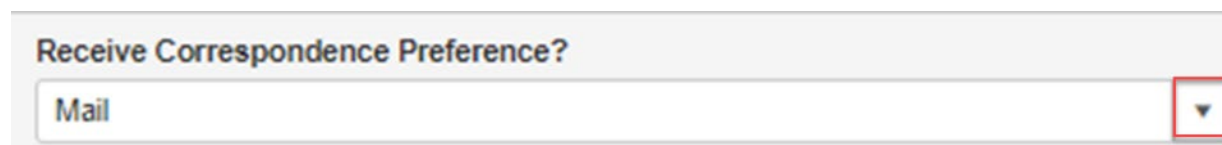


Communication Preferences

On this page, indicate languages spoken. Preferred language is automatically set to English. We will communicate with you in English.

Receive Correspondence Preference

- Select Mail or Email by pressing the down arrow. If you choose mail, we will mail information about your application or notify you when we need more information to process your application. If you choose email, we will contact you at the email address you entered on the first page.



Do you use an interpreter?

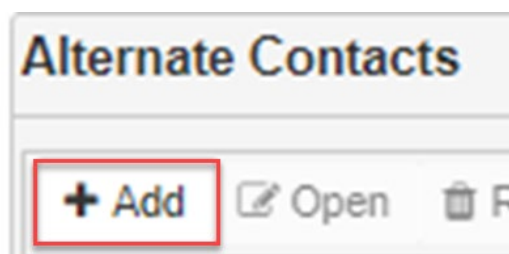


- If you use an interpreter, answer “yes.” Enter the name, phone number and language of the interpreter
- If you do not use an interpreter, please verify the answer is “no.”

Alternate Contacts

An Alternate Contact is a person such as a friend or other relative who is not listed on your application and does not live with you. You can give us permission to contact this person about your application if we are not able to reach you to make an offer for an affordable housing unit. You can remove your consent, or change your alternate contact at any time.

- To add an Alternate Contact person or people, press the +Add button.



- A new window will open. Enter the first and last name. Choose the type of contact from the list. Required fields are marked with a *
- If you want to give us permission to contact this person on your behalf, answer to “yes” “Do you consent for us to contact this person”
- Press the +Add button to add the person’s phone number.
- Press the +Add button to add the person’s email address.

- When all information has been entered, press +OK at the top left to return to your application

New Alternate Contact

+ OK **Discard**

First Name* Last Name*

Do you consent for us to contact this person? ☒ Yes ☐ No

Alternate Contact Type* Alternate Contact Relationship*

Member

Contact Phone Numbers

+ Add **Remove**

Phone Number Type	Phone Number	Ext.	Comments
Cell	(519) 555-1999		

Contact Email Addresses

+ Add **Remove**

Email Type	Email	Comments
Personal	bobocean@hotmail.com	

Address

Edit

Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Household” button in the bottom left.

Save and return to Household

Current Living Situation

On this page, please provide details about your current living situation. The Living Situation “Rent” and “Date Moved In” are already completed.

- To select a different living situation press the down arrow. Adjust the Date Moved in to show the date you started living in your current situation.
- The information required on this page adjusts depending on the living situation selected.
- Complete the required details for your current living situation.

Current Living Situation

Please provide details about your current living situation.

Living Situation

Rent

Date Moved In

1/29/2023

To add a mailing/safe address, check the box and press the Edit button

Mailing/Safe Address

Edit

Copy from Current

Current Residence Address

Edit

Landlord First Name

Freddy

Landlord Last Name

Flintstone

Landlord Address

Edit

Landlord Phone

519-555-5555

Ext.

Landlord Email

Flintstones500@hotmail.com

Rent Amount

600.00

Do you currently live in Canada?

Yes

Are you currently receiving a rent-geared to income subsidy?

No

Is this landlord a Social Housing Provider?

No

Did you receive any other housing related financial assistance?

No

Received eviction notice

No

Do you owe arrears to this landlord?

No

Additional Details (optional)

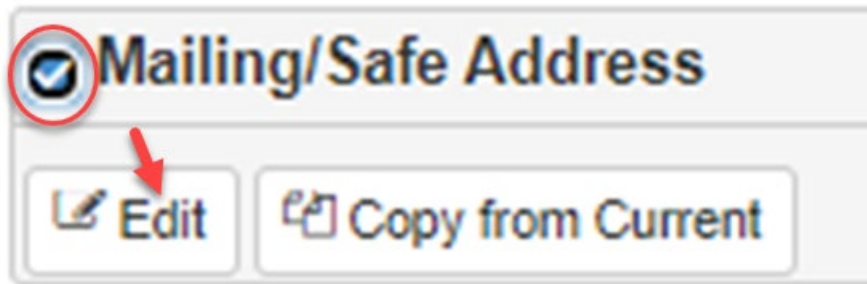
Mailing/Safe Address

If your mailing address is the same as your current residence address, press “Copy from Current.” The address you entered in “Current Residence Address” will be copied over to the Mailing/Safe Address. We will send information to you at this address.

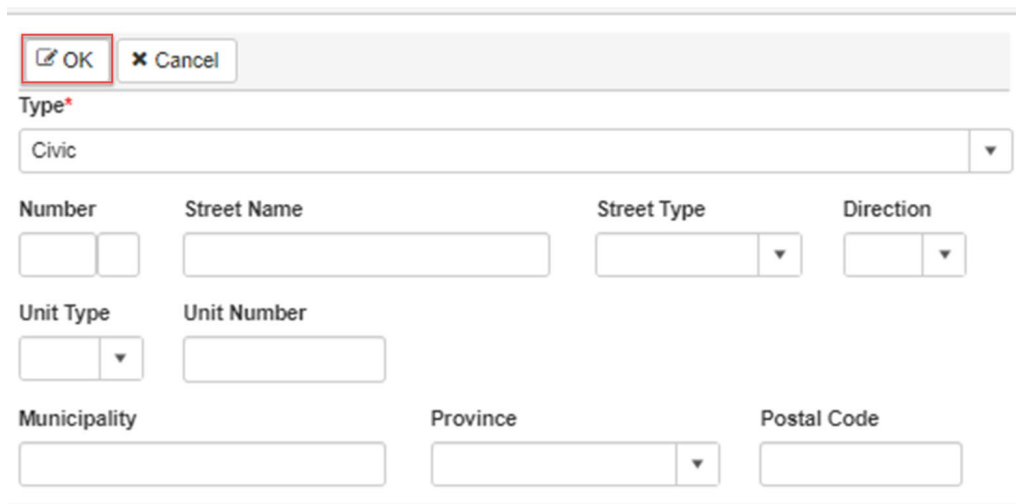
For all types of living situations, you have the option of providing a mailing/safe address that is different from where you are currently staying. We will send information about your application to that address.

This could be a friend’s or relative’s address where you would like us to send information about your application for affordable housing because it is not safe for you to receive this information at your current living situation. If you have concerns about your safety, please consider adding a mailing/safe address.

- To add a Mailing/Safe Address that is different from where you are currently staying, check the box beside Mailing/Safe Address and press the Edit button



- A box will open. Enter the number, street name, street type, direction, unit number if applicable, municipality, province and postal code.



- Press OK at the top left to return to the Current Living Situation screen.

Additional Questions about your Current Living Situation

- Answer to the remaining questions



Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Communication Preferences” button in the bottom left.

[Save and continue to Previous Living Situation](#)

Previous Living Situation

On this page, enter details about your previous living situation.

- Press the +Add button to provide details about your previous living situations. In the window that opens, add the details of your previous living situation.
- When finished, press the +OK button in the top left to return to the previous screen
- To copy your current living situation from the previous page, press “Copy from Current” button.

Previous Living Situation

Please provide details about your previous living situation.

Past Residence

Date Moved In	Date Moved Out	Address
1/29/2023		150 main ST , cambridge, ON N0B 1N0

+ OK

Cancel

Living Situation*

Rent

Date Moved In

5/12/2023

Date Moved Out

5/12/2023

Were you evicted from this property?

No

Did all members live at this residence?

Yes

Landlord First Name

Landlord Last Name

Landlord Phone

Ext.

Landlord Email

Rent Amount

0.00

Were you living in Canada?

Yes

Are you currently receiving a rent-geared to income subsidy?

No

Is this landlord a Social Housing Provider?

No

Did you receive any other housing related financial assistance?

No

Do you owe arrears to this

No

Past Residence Address

Type*

Civic

Number

Street Name

Street Type

Direction

Unit Type

Unit Number

Municipality

Province

Postal Code

Landlord Address

Edit

Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Current Living Situation” button in the bottom left.

Save and continue to Reasons for Applying

Reasons for Applying

Please let us know why you are applying for these programs. This information helps us better understand the needs of our community.

- Select as many reasons that you like by pressing “on”
- Add additional details in the box.



Reasons for Applying

Please let us know why you are applying for these programs. This information helps us better understand the

Reasons For Applying

Affordability



Medical Reason



Lack of Housing/Homeless



Health/Safety



Under Notice of Eviction



Locate closer to work/school



Locate closer to support system



Other Reason



Other Reason For Applying

Finished?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the "Save and return to Previous Living Situation button in the bottom left.

Save and continue to Accommodation Requests

Accommodation Requests

On this page, tell us about your housing needs so we can match you to the best options. It is important to indicate any needs that you may have so we can help you.

- If you require assistance with activities of daily living such bathing, managing personal finances, dispensing medicating, meal preparation, basic housekeeping or other activities please let us know.
- If you require an additional bedroom, please select the situation from the list.
- If you own a vehicle and require parking, please answer “yes”

NOTE: The number of units with parking is limited. The need for parking may increase wait time.

Accommodation Requests
Please provide details regarding your household's housing needs so we can match you to the best options.

Accommodation Requirements
Do you require Assistance with any of the following activities of daily living?

Additional Details about Assistance required

Do you require an additional bedroom? ☒ Yes
Are you applying for an additional bedroom for one of the following reasons?

A baby is on the way ✕

Other reason for additional bedroom

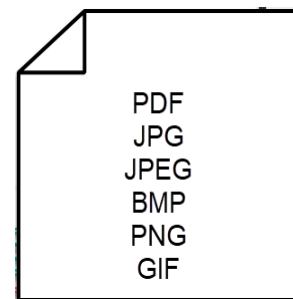
Do you own a vehicle and require onsite parking? ☒ Yes
Are you able to Climb Stairs? ☒ Yes
Do you, or someone in your household, require an accessible/modified unit? ☐ No
Additional Information related to Accommodation Request

Finished?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Reasons for Applying” button in the bottom left.

Financial Information

The information you provide will be used to determine the type of program you may be eligible for. Individuals who file their income taxes will receive a Notice of Assessment from the Canada Revenue Agency.



Upload Notice of Assessment

- Notice of Assessment from Canada Revenue Agency is the preferred document. If you have a current Notice of Assessment, please upload it on this page.

On this screen, all of the household members are listed. Please provide income information for all members 16 years of age and older.

- Select a person in the household by clicking on the row with their name. Press the Edit button on the left side of the screen to add information for this person.

Financial Information
Please list your household's financial information below.

Please list all income

☒ Edit

Household Member Name	Has Income Tax
-----------------------	----------------

If you have assets, please list them.

Do you own or co-own any property suitable for year round residency in Canada or any other country?

Within the last 3 year(s) have you or anyone in your family given away, transferred any property, real estate or other funds/money to relatives or friends?

☒
☒
☒

The Edit Income box will open.

- Did the Household Member complete their income tax in the last year?
- Does your income reflect your current tax situation?

If yes to both of these questions:

- Enter the amount on line 23600 – Net Income of your Notice of Assessment or T1 General
- Attach a digital copy of your Notice of Assessment.
- Press the Select file button to locate the file on your computer.
- List the types of income you received

- Edit Income

OK

Discard

Household Member Name

Did the Household Member complete their income tax in last year

Yes

Does your income reflect your current tax Situation

Yes

Enter the amount on line 23600 - Net Income of your Notice of Assessment or T1 General

\$12,575.00

Please attach a copy of your Notice of Assessment

Select file...

Drop file here to upload

Filename

Please list the types of income you received

Employment X

Ontario Works (OW) X

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Accommodation Requests” button in the bottom left.

- Did the Household Member complete their income tax in the last year?
- Does your income reflect your current tax situation?

Enter details about each type of income source. Required fields are marked with *

New Income

Income Type

Employment

Income Period

Bi-weekly (Every 2 weeks)

Amount*

\$480.00

Description*

part time work at a convenience store

Press OK to return to the Edit Income window. Add each source of income for each household member ages 16+ OR upload Notice of Assessment for each household member ages 16+.

Edit Income

Household Member Name

Did the Household Member complete their income tax in last year

Does your income reflect your current tax Situation

Yes

No

+ Add

Remove

Open

Household Membe...	Income Type	Description	Amount	Income Period	Monthly Amount	Anr
	Employment	part time work at a convenience store	\$480.00	Bi-weekly (Every 2 weeks)	\$1,040.00	\$12

Did you have income from assets in last 12 months?

No

If both answers above are YES, this question does not apply.

Once you have entered all of the income information for all household members 16 years of age and older, answer the 3 questions at the bottom of the Financial Information page. Provide details if answering "yes."

Financial Information

Please list your household's financial information below.

Please list all income

 Edit

Household Member Name

Has Income Tax

If you have assets, please list them.

Do you own or co-own any property suitable for year round residency in Canada or any other country?

Within the last 3 year(s) have you or anyone in your family given away, transferred any property, real estate or other funds/money to relatives or friends?

☐ No

☐ No

☐ No

Finished?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the "Save and return to Accommodation Requests" button in the bottom left.

Priorities

To learn more about the Special Circumstances/Priorities, visit the "Find Affordable Housing" page on the Region of Waterloo's website at www.regionofwaterloo.ca The criteria for each priority can be found under the heading "How vacancies are filled".

Assistance

Please share information about any assistance you require. This information will be used to match you to the best options. If you require Support Services, please share the name of the provider, and details of the support needed. Before accepting an offer and moving into a unit, support services must already be in place and confirmed. A letter from the Support Services provider confirming the support services is required.

Assistance

Please provide details about any assistance you require.

Did you receive Assistance in completing this application form?

☐ No

Supportive Services

Do you consent to us contacting this agency in relation to your application?

☐ No

Referral Agency

Provider of Support Services

Support Needed

Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Priorities” button in the bottom left.

Attachments

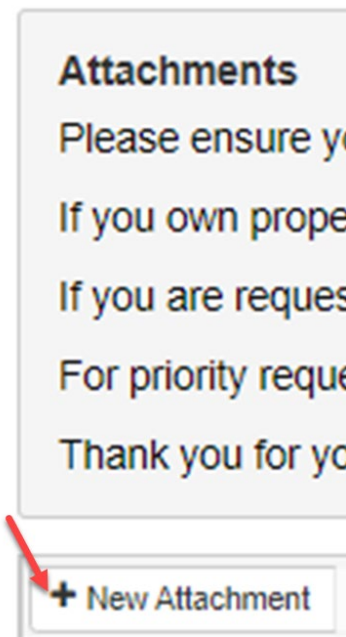
Please remember that accepted formats are PDF, JPEG, JPG, BMP, PNG, GIF, or HEIF Format. Please attach all required documents including

- Citizenship documentation for every person in your household including children
- Income information for every person 16 years of age and older
- Proof of full time school for all children 16 years of age and older

Additional Forms if Applicable

- Request for Additional Bedroom form
- Declaration of Intent to Sell
- Request and verification forms for priority requests

Press the +New Attachment button to add a digital copy of a document.



- Give the document a name and description.
- Press the Select File button to locate the file on your computer. You may also drag and drop the file to attach it.
- If the document you wish to upload does not show, it could be in a format that is not accepted.

- Press Save to return to the Attachments page.

Please remember that accepted formats are PDF, JPEG, JPG, BMP, PNG, GIF, or HEIF Format.

New Attachment

Save Close

Name*

Billy's school schedule

Description

Billy's school schedule for 2022-2023 school year.

Select file... Drop file here to upload

Filename

Once a document has been attached, the file name will show here.

After a document has been uploaded, you can choose to preview it or download it.

- Select the line that contains the item you wish to preview/download
- Press the Preview button to view it in another window or
- Press the Download Attachment button to save it to the computer
- To delete an item, press the Delete button

Press +New Attachment to add additional items if required.

+ New Attachment

Delete

Download Attachment

Preview

Drag a column header and drop it here to group by that column

Name

Test

Finished...?

Press the Save and Continue button in the bottom right corner to move to the next page. To return to the previous page, press the “Save and return to Application Assistance” button in the bottom left.

Step #5 - Declaration

All household members listed on the application who are 16 years of age or older must read and confirm their agreement in order to us to consider your application. To submit your application, please select “yes.”

- For each household member 16 years of age or older, press the button to slide the answer to “yes” if you agree.

I understand and agree to the following:.

- The information provided on this Application must
- I must report any changes in my information with
- This Application makes sure that I will be placed
- I must provide any supporting material or docum
- The applicant and co-applicant must sign the**
their behalf.

Applicant Name	Enter Date	Agree?
	5/12/2023	Yes

Step #6 - Consent

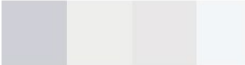
This page describes how we use the information provided in your application.

- For each household member 16 years of age or older, press the button to slide the answer to “yes” if you agree.

To save and return to the previous page, press the “Save and return to Declaration” button in the bottom left.

Consent and Authorization

Personal information contained in this form or in any attachments to and/or the Housing Provider, pursuant to the Freedom of Information Privacy Act.

Member	Agreement Date	Agree?
	5/12/2023 	☒ Yes

Step #7 - Submit Application to Community Housing Access Centre

If you are finished and wish to send the Application to us, press the “Save” button in the bottom right.

Thank you for submitting your application. We will review it as soon as possible.

If any information is missing or further documentation is required, we will contact you to let you know what is needed to complete your application.

[Click here to continue to the main page](#)

Once your application is submitted, you will receive a confirmation email. If additional information is required to assess your application, we will contact you to discuss what is needed and how you can submit the information to us. Each time your application status changes, you will be notified by email.

From: IHS Admin <Admin@arcori.com>

Sample email

Sent: March 14, 2023 2:26 PM

To:

Subject: Application status change

Questions/Concerns

For more information about Community Housing Access Centre, affordable housing programs and services, please visit our website www.regionofwaterloo.ca or contact 519.575.4400.

For assistance with the Applicant Portal, email housingapplication@regionofwaterloo.ca

Applicant Portal FAQ's

What if I do not have an email address?

You must have an email address and regular access to it in order to submit your application through the portal. Welcome space staff and community partners can assist in setting up an email address if you do not already have one. If you do not wish to use an email address you will have to submit a paper version of the application.

What happens if I change my email address?

You will need to log on using your old email address and password, you may then change it in the user section of the application.

What happens if I forget my username/password?

Your username will be your email address and you will be able to access a password re-set using your email. If you forget both your username and password or are having difficulty re-setting your password, please contact housingapplication@regionofwaterloo.ca.

Can I check the status of my application?

When you log into the portal you will see if your application is incomplete, in property selections, active or cancelled. You will not be able to see your place on the waitlist as that information is not available.

How will I receive a response?

Any communication about your application will be done via email. You will receive an email from either IHS admin, or a CHAC email from the Region of Waterloo.

What happens to my application after I submit it?

After you receive a confirmation email that your application has been submitted, CHAC staff will receive notice of a new application and will start their eligibility process.

How do I upload documents?

Documents can be uploaded using PDF, JPEG, JPG, BMP, PNG, GIF or HEIF formats. Help functions are available on the portal to explain how this can be done.

Can I upload documents at a later date?

In the future, applicants will be able to log on and change certain information and upload documents at any time. For now please send any new documents directly to your CHAC worker or email them to housingapplication@regionofwaterloo.ca.

Who can I contact for technical support or questions?

-Please email housingapplication@regionofwaterloo.ca for support. Or visit our [website](#) to fill in a support request form.

What if I don't understand a question?

Help functions are available throughout the portal. You can also email us at housingapplication@regionofwaterloo.ca

Will other applicants be able to log onto my account?

Only you will have access to your application. As with any secure site, we ask that you keep your password private and do not make it easy for someone to guess.