

Applicant Portal: Online Application Guide

This Online Application Guide tells you what information you will be asked for in the Applicant Portal so that you can gather the information before you start your application.

Need help? Contact us at <u>Help@civida.ca</u>, call 780-420-6161, or visit our website at <u>www.civida.ca</u> for more resources.

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Technology Tips



You can start your online application and come back to complete it later. Just click "save and continue" as you complete each section of the online application.



If you are using a mobile phone to view the Applicant Portal, we recommend turning your phone sideways (landscape) to view it more easily.



The Applicant Portal works in all web browsers, but we recommend using Chrome for the best experience.

Online Application Contents

Section 1: Household Information

Housing Program(s) You Are Applying For

Select all programs you are applying for. Please refer to our website for specific program details. You are welcome to apply for one or more programs at the same time:

- □ Community Housing
- Near Market Housing
- □ Mixed Income Housing

Applicant Details

Fill out this section for the primary (main) applicant:

- □ Name and birthdate
 - o Please write your name as it appears on government issued identification
- Address and contact information
- □ Citizenship status
 - Provide a copy of the Government of Canada "Confirmation of Permanent Residence" document (i.e. Landed Immigrant Papers) (see sample document) for any household member who is a Permanent Resident. You will upload this at the end of the application.
- Student status

- Provide proof of school enrollment for all applicants 15 years and older. You will upload this at the end of the application.
- People we can contact if you are not available
- □ Current living situation (e.g. renting, temporary accommodation)
 - If you are renting, provide details about your rent and landlord contact information

Other Adults

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

- Name and birthdate
 - Please write their name as it appears on government issued identification
- □ Address and contact information
- Citizenship status
 - Provide a copy of the Government of Canada "Confirmation of Permanent Residence" document (i.e. Landed Immigrant Papers) (see sample document) for any household member who is a Permanent Resident. You will upload this at the end of the application.
- Student status
 - Provide proof of school enrollment for all applicants 15 years and older. You will upload this at the end of the application.
- People we can contact if they are not available
- □ Current living situation (e.g. renting, temporary accommodation)
 - If they are renting, provide details about their rent and landlord contact information

Dependents

Fill out this section for all members of the household that are under 18 years of age:

- Name and birthdate
 - Please write their name as it appears on government issued identification
- □ Citizenship status
 - Provide a copy of the Government of Canada "Confirmation of Permanent Residence" document (i.e. Landed Immigrant Papers) (<u>see sample document</u>) for any household member who is a Permanent Resident. You will upload this at the end of the application.
- Student status
 - Provide proof of school enrollment for all applicants 15 years and older. You will upload this at the end of the application.

Live-In Aide

Fill out this section if there is a Live-In Aide in the household: someone who lives with you, takes care of you, and is paid.

- There are strict definitions and requirements for a Live-In Aide, and they must be approved by Civida.
- Visit our website for more details on Live-In Aides.

Previous Address

Fill out this section with details on your previous address. We may use this information 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 Documents to Submit |
|--|---|
| Income Support (e.g. Social assistance, Alberta Works, Learner Income Support) | Alberta Works or Income Support budget showing amount including Core Shelter amount (see sample document) AND 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) |
| Assured Income for the Severely Handicapped (AISH) | AISH Health/Medical Budget Benefit card showing amount and household members (see sample document) If you are receiving CPP disability, please provide documentation showing gross monthly amount |
| Refugee Resettlement Assistance Program | Immigration, Refugees and Citizenship Canada documentation with start and end date and amount per month (see sample document) |
| GST Credit | Government Benefits Notice from Canada Revenue Agency (see sample document) |
| Canada Child Benefit and Alberta Child and Family Benefit | Government Benefits Notice from Canada Revenue Agency (<u>see sample document</u>) |
| Government Family Support (e.g. kinship care, foster care, Child and Youth Support program) | Documentation from government showing breakdown of amount received |
| Employment Income | Full calendar month of paystubs (e.g. May 5 – June 5) with pay dates in the same month (see sample document) OR Documents from employer showing monthly gross amount |
| Employment Insurance | My Current Claims from My Service Canada Account including start and end dates and weekly gross amounts (see sample document) AND Record of Employment (if available) (see sample document) |
| Self-employment or business income (including income from driving a taxi/Uber or owning a business) | Financial statement for one month's income completed by an accountant OR Statement of Income and Expenses form on our website |

| Income Source Checklist | Income Documents to Submit |
|---|--|
| Canada Pension Plan (including survivor, children or disability benefits) | My Service Canada payment printout (see sample document), OR T4A(P) OR Canada Pension Plan Form on our website |
| Old Age Security (OAS)/ Guaranteed Income Supplement (GIS) | My Service Canada payment printout (see sample document), OR T4A (OAS) OR Canada Pension Plan Form on our website |
| Alberta Seniors Benefit | Documentation from government showing gross amount per month OR T5007 (Statement of Benefits) OR Alberta Seniors Benefit form on our website |
| Private Pension | Documentation from pension provider or annual or monthly gross income OR T5007 (Statement of Benefits) OR Alberta Seniors Benefit form on our website |
| Investments | Financial Statement showing interest earned OR T5 (Statement of Investment) |
| Child Support | Creditor Statement of Account from Maintenance Enforcement OR Court order or agreement OR Letter from parent paying support |
| Partner/Spousal Support | Creditor Statement of Account from Maintenance Enforcement (<u>see sample document</u>) OR Court order or agreement OR Letter from partner/spouse paying support |
| Student awards, scholarships, bursaries, or grants | Documentation from awarding organization showing amount |
| Student Loans | Documentation from Alberta Student Aid showing full amount received and end date (<u>see sample</u> <u>document</u>) |
| Treaty/Band Funding | Documentation with funding amount and start and end date |
| Workers' Compensation Board (WCB) Income | Documentation from WCB with amount and start and end date (<u>see sample document</u>) |
| Short or Long Term Disability Income | Long term: Documentation from insurance provider of annual or monthly gross income |

| Income Source Checklist | Income Documents to Submit |
|-----------------------------|--|
| | □ Short term: Documentation from employer indicating |
| | benefit amount and start and end date |
| Support from family/friends | □ Signed and dated letter from family member or friend |
| Support normality/menus | providing support with amount per month |
| Other (e.g. Canada Recovery | |
| Benefit; Canada Emergency | Please explain and provide proof of income |
| Response Benefit) | |
| No sources of income | You do not need to submit any documents |

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)
- □ Other Investments (Important: RRSPs, RESPs, RDSPs, RRIFs, TFSAs are exempt assets and do not need to be disclosed)

Section 4: Vehicles

Fill out 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
 - 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 Dog that will be living with you.

- Service Dogs are not considered pets. There are strict requirements for Service Dogs.
- Visit our website for more details on our Pet and Service Dog policies.

Section 6: Housing Preferences

Required Number of Bedrooms

Fill out this section using the *Bedroom Calculator* on our website. This will make sure you enter the correct number of bedrooms.

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

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 Edmonton
- 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 Housing First
 - 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

Housing 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:

- 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.

Select Homes

Click to "Select" all homes that you wish to be considered for.

- You can select as many homes as you like.
- You can change your home selections at any time in the future by logging back into the Applicant Portal.

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 priority list.

Appendix: Sample Document Images

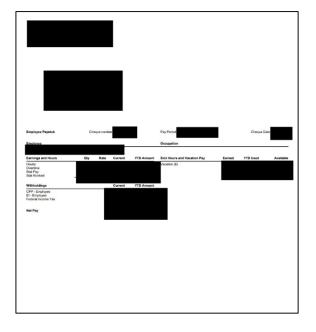
Household Information Sample: Government of Canada "Confirmation of Permanent Residence" (i.e. Landed Immigrant Papers)



Income Information Sample: Notice of Assessment

Income Information Sample: Employment Income - Pay Stubs





Income Information Sample: Employment Insurance – My Current Claims printout



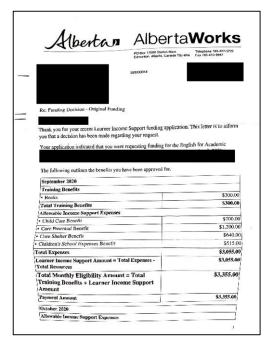
Income Information Sample: Employment Insurance – Record of Employment

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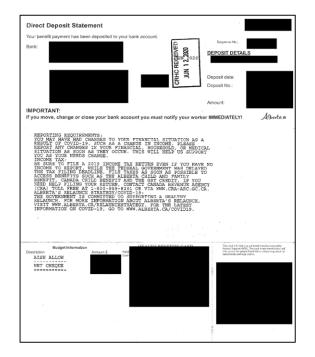
Income Information Sample: Income Support – Alberta Works



Income Information Sample: Income Support – Learner Income Support Statement



Income Information Sample: AISH – Benefit Card



Income Information Sample: Refugee Resettlement Assistance Program – Government of Canada letter

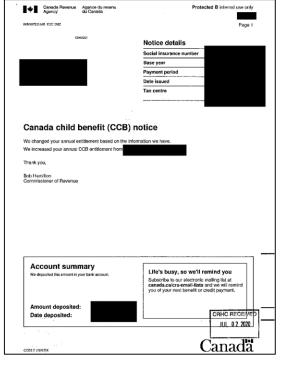
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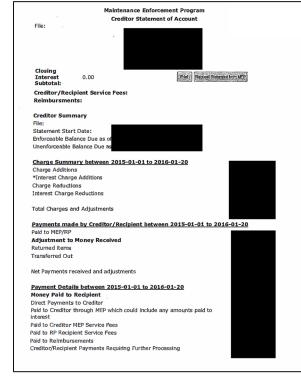
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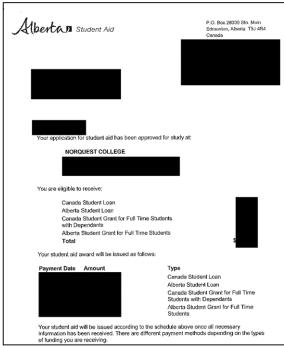
Income Information Sample: Canada Child Benefit – Canada Revenue Agency notice



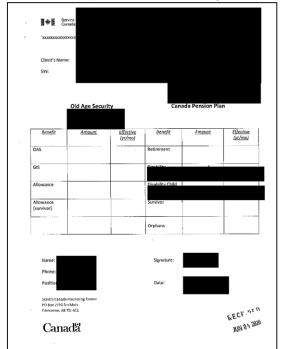
Income Information Sample: Partner/Spousal Support – Maintenance Enforcement statement



Income Information Sample: Student Loan – Alberta Student Aid notice



Income Information Sample: Canada Pension Plan/Old Age Security – My Service Canada printout



Income Information Sample: Workers' Compensation Board (WCB) – WCB notice

