



Housing Provider Information

Changes to York Region's subsidized housing wait list application process

Housing Access has launched a streamlined application process for new and existing subsidized housing wait list applicants. The new process will enhance service delivery for applicants and supports a one door approach for residents accessing York Region programs and services.

New Contact for Subsidized Housing Applicants

What's new: Access York (York Region's Contact Centre) will now be the first point of contact for applicants.

Benefits:

- Access York can assist applicants with change of address, income and annual updates to existing subsidized housing wait list applications
- Residents can initiate a new subsidized housing wait list application over the telephone
- Applicants can access other York Region programs and services

Simplified Application Form

What's New: Applicants will now select the municipality or municipalities in which they would like to live and will no longer complete a Building Selection Form. As applicants move closer to the top of the wait list for their chosen municipality, Housing Access will contact them to select specific building locations.

Benefits:

- Reduce application administration
- Housing provider wait list will provide a more accurate representation of interested households

Website update

What's new: Information about "[Applying for Subsidized Housing](#)" in York Region has been updated on the Region's web-site. The new [application form](#) is also available on the web-site.



Move-In Ready Program

What's new: Starting June 1st, the Move-In Ready Program, currently administered by Housing Programs, will transition to Housing Access. Over the next few months, Housing Access will be scheduling meetings with Housing Providers to review the scope of the framework and implementation plan.

- Benefits:**
- Through the Move-In Ready program applicants moving to the top of the subsidized housing wait list are contacted to verify interest in the building locations they selected and to do a preliminary verification of eligibility
 - The Program helps housing providers reduce vacancy loss by reducing the amount of time it takes to move applicants into vacant units

New Housing Ambassador

- What's new:**
- Housing Access will be launching a communications campaign introducing our new “Ambassador” Housing Hanna
 - She will be the public facing image for Housing Access as we introduce new initiatives



Please contact Helen Aston, Program Manager, Housing Access with any questions.
Helen can be reached at 1-877-464-9675, ext. 72470



Community and Health Services

Housing Services

www.york.ca

