

REGISTERING FOR THE ONLINE SUBSIDIZED HOUSING PORTAL:

A guide for existing applicants



York Region has launched an online portal for subsidized housing applicants that lets you easily check the status of your application, change building selections and update information. The online portal is a faster, more convenient way to manage your subsidized housing application. In the future, York Region will use the online portal to offer available units.

All applicants currently on the subsidized housing wait list will receive a letter from Housing Access with a registration code to access their application online. Letters are being sent in phases, starting with individuals with the oldest application dates.

This document provides additional resources to help you register your online account and link it to your application.

Step 1. Registering your online account and linking to your existing application

Go to www.york.ca/applyforhousing and scroll down to select "Register to Access Your Online Application".

I have already applied and want to access the online portal

Access my application online for the first time

All applicants currently on the subsidized housing wait list will receive a letter from Housing Access with a registration code to access their applications online. Letters are being sent in phases starting with applicants with the oldest application dates.

If you have received your registration code, you can access your existing application through our online portal.

To create an online portal account and link to your existing application, you need:

- Your registration code
- Your registration code is your client number. It is found on all communications from the Housing Access Unit in the form "p123456"
- If you do not have your registration code/client number, please call Housing Access at 1-877-464-9675
- First Name
- Last Name
- Date of Birth
- An email address
- You must use the email address that is on file with Housing Access to set-up your online account
- If you have never provided your email address, you use a different email address, or you aren't sure which email address is on file, please contact Housing Access at 1-877-464-9675 to update your information before you register

For more information on how to register, please refer to [our guide for existing applicants](#).

Once you have registered and created a user name and password, you will use the online portal to update your information, keep your building choices up to date and learn more about subsidized housing programs in York Region.

As an existing applicant, it is important that you do not create a new application. Having more than one application may create delays in processing your information.

[Register to Access Your Online Application](#)

Click the button and a new web page will open. You will be taken to [York Region's online housing application portal](#)

As an existing applicant for subsidized housing in York Region, select "I have a registration code."

If you do not have the letter with your registration code handy, you can contact Access York at 1-877-464-9675 to request it.

York Region

CREATE AN ACCOUNT

DON'T HAVE AN ACCOUNT YET?

Create your account today, and Apply Online!

- ⚠ Have an application but not an online account?
 - Contact your Waitlist Manager for a Registration Code
- 📝 Submit your application
- ✅ Check out the status of your application

Enter your registration code and the following information:

- First name
- Last name
- Date of birth, using the format DD/MM/YYYY
- An email address

The email address used to register for the online portal must match the one on file in your application. If the email field in your registration letter is blank or you no longer use that email address, or you have not received your letter and are not sure which email address is on file, please contact Access York at 1-877-464-9675 to update your information before you register.

You must also read and accept the Terms and Conditions.

Your email address will be your login ID. You will also need to create a password for your account:

- Passwords must be at least 10 characters
- Passwords must contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 symbol

CREATE AN ACCOUNT

* Denotes a required field

PERSONAL DETAILS

Registration Code*

First Name*

Last Name*

Date of Birth*

ACCOUNT INFORMATION

Email Address* (Your email address is your user name)

Password*

Confirm Password*

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

☐ Please read and accept the Terms and Conditions

Register

DON'T HAVE AN ACCOUNT YET?

Create your account today, and Apply Online!



Have an application but not an online account?

- Contact your Waitlist Manager for a Registration Code



Submit your application



Check out the status of your application

ALREADY HAVE AN ACCOUNT? LOGIN NOW!

Email

Password

[Forgot password?](#)

Login

Step 2. Reviewing your information

Your information will already be in the online system. The first time you log in, you will need to click through each screen. Please review your contact information and make changes if needed.

After the first time you log in, you will be able to navigate to different sections by clicking on the heading to the left of the screen.

The screenshot shows a web application interface for reviewing application information. On the left, a sidebar titled "MY APPLICATION" lists various sections: Applicant, Co-Applicants, Other Members, Special Priority, Income, Social Assistance Income, Earned Income, Income from Pensions, Income From Investments & Assets, Other Income, Assets, Housing Preferences, Building Complexes, Documents, Errors, Sign and Submit, and Application Status. A yellow arrow points from the "MY APPLICATION" heading to the sidebar. At the top right, there is a navigation bar with "Applications", "Resources", and a user profile "Hi, York". Below this, an "Application Progress" bar shows "100%". Two buttons, "Review Mail (23)" and "Upload Documents", are visible. The main heading reads "WE ARE ABOUT TO START GATHERING INFORMATION ABOUT THE MEMBERS OF YOUR HOUSEHOLD." followed by the instruction "First, tell us about the Primary Applicant. This person will be the primary contact for the application." Below this is a tabbed interface with tabs for "Personal", "Address", "Contact", "Other Contacts", and "Current Housing". A yellow arrow points to the "Current Housing" tab. The "Primary Applicant Details" section includes fields for "Salutation" (set to "Ms."), "First Name" (set to "York"), "Middle Name", "Last Name" (set to "Test"), and "Maiden/Alternate Name". A small note at the bottom states "This is the last name that you had before you were married."

MY APPLICATION

Application Progress 100%

Applications | Resources | Hi, York

Review Mail (23) Upload Documents

WE ARE ABOUT TO START GATHERING INFORMATION ABOUT THE MEMBERS OF YOUR HOUSEHOLD.

First, tell us about the Primary Applicant. This person will be the primary contact for the application.

Personal Address Contact Other Contacts Current Housing

Primary Applicant Details

Salutation
Ms.

First Name *
York

Middle Name

Last Name *
Test

Maiden/Alternate Name

This is the last name that you had before you were married.

Step 3. Choosing your building preferences

You may have already made building selections. You can update your building choices at any time using the Building Complexes screen.

You will see two tabs:

- All Available Building Complexes: this tab shows all building complexes in all service areas that use the Social Housing Online portal, including areas outside of York Region
- Building Complexes You Have Been Submitted To: this tab shows the buildings you have chosen

In the York Region service area, you can see information about each building, including available unit sizes. You can learn more about York Region buildings by visiting york.ca.

To add a building to your selections, click the white check box. It will turn grey and show a check mark. To remove a building selection, click one of the filled in check boxes to remove the check mark. You must save any changes to your building selections by clicking the blue "Save" button.

York Region will review your building selections and approve them if you are eligible.

MY APPLICATION

Applicant
Co-Applicants
Other Members
Special Priority
Income
Social Assistance Income
Earned Income
Income from Pensions
Income From Investments & Assets
Other Income
Assets
Housing Preferences
Building Complexes
Service Area Map
Building Complex Selection
Documents
Errors
Sign and Submit
Application Status
Expression of Interest

Application Progress

100%

Applications | Resources | H, York

* Denotes a required field

Review Mail (23)

Upload Documents

SELECT BUILDING COMPLEXES

Building Complexes are grouped by Municipality and Area. Please click on the Municipality to see a detailed list of available Building Complexes.

Only applicants 60 years old and over are eligible for seniors communities. The unit size you are eligible for is based on occupancy standards that apply to your household's size. Housing Access will confirm the size of unit you are eligible for.

Map View

Available Building Complexes

Building Complexes You Have Been Submitted To

Save

Unselect All

Municipality Area	Building Complex	Program Type	Community Type	Bedrooms	Non-smoking	Select or Unselect
Aurora Aurora	Charles Darrow Co-op	Co-op	Non-Senior	2,3,4 Accessible		☒
Aurora Aurora	Machells Corners Co-op	Co-op	Non-Senior	2,3,4 Accessible		☒
Georgina Keswick	Bethany Co-op	Co-op	Both	1,2,3,4 Accessible		☒
Georgina Sutton	East Court	LHC	Non-Senior	2,3,4	Yes	☐
Markham Markham	Robinson Street Non-Profit	Non-Profit	Both	1,2,3 Accessible	Yes	☐
Markham Markham	Tony Wong Place	Non-Profit	Both	1,2,3,4 Accessible		☐

Step 4. Signing and submitting your online registration

When you register for the online portal, each household member over the age of 16 must electronically sign the Release, Consent and Declaration for the application.

Signing and submitting the Release, Consent and Declaration form is required to successfully complete the registration process and access the online portal.

You must follow these steps to add an electronic signature for each household member over 16:

- Select "Click here to sign". A summary of your application will open. It may take a minute for the document to pop up.

Scroll to the bottom of the document, click on the sign button, and then submit.

MY APPLICATION

Application Progress **100%**

● Applications | ● Resources | Hi, York ▾

* Denotes a required field

Review Mail (23) **Upload Documents**

PLEASE SIGN THE DOCUMENTS BELOW. BY SIGNING THIS DOCUMENT, YOU ARE AGREEING THAT YOU HAVE ENTERED ALL INFORMATION AND IT IS READY TO BE REVIEWED.

Applicant represents all of the statements are true and correct. Applicant authorized continuing verification of all information, references, criminal history and credit records at any time including before, during and after the expiration of the lease term and releases from liability all persons and entities requesting or supplying information. Applicant acknowledges that false, incomplete or misleading information constitutes grounds for rejection of this application; discovery of false, incomplete or misleading information that occurs after occupancy will result in termination of the right of willfully falsify a material fact or make false statement in any matter within the jurisdiction of a federal agency.

Search:

Document	View	Sign
Documents for Applicant York Test to Sign	View Document (Signed)	Signing Complete
Documents for Co-Applicant Bob Robot to Sign	View Document (Unsigned)	Click here to Sign
Documents for Co-Applicant Vanessa Hudgens to Sign	View Document (Unsigned)	Click here to Sign
Documents for Member Mariam Robot to Sign	View Document (Unsigned)	Click here to Sign
Documents for Member Rose Robot to Sign	View Document (Unsigned)	Click here to Sign

Showing 1 to 5 of 5 entries

Back

- b. You will be asked to read a consent form to use your electronic signature. When you are ready to sign, click "Agree and Continue."

The screenshot shows a web interface with a dark header bar containing three buttons: "TERMS", "SIGN", and "DOCUMENT". The "TERMS" button is highlighted with a white underline. Below the header, the page contains several sections of text, each with a bold heading:

- Acknowledgment of Option to Use or Not Use Electronic Signature Functionality**
I understand that I am not required to sign the lease or any renewals or extensions or receive any notices under the lease electronically. If I prefer to sign with my physical signature, I understand that I may obtain a physical copy of the executable documents from the property owner or manager, complete it, physically sign it and return it to the property owner or manager at the property of interest, or from whom I am renting at the address identified by the property owner or manager.
- Ability to Withdraw Consent to the Use of My Electronic Signature**
I understand that, prior to my execution of the documents, I may withdraw my consent to use the electronic signature functionality and/or my consent to provide notices under the lease to me in electronic form or to receipt of any notice in electronic form by contacting the property owner or manager. I further understand that, after my execution of the lease and prior to any renewals or extensions of the lease or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to be provided notices under the lease to me in electronic form or to receipt of any notice in electronic form by providing written notice to the property owner or manager from whom I am renting.
- Physical Signatures May Delay the Signing Process**
I acknowledge and understand that executing the lease by a physical signature may result in, among other things, a delay in the leasing process, and the potential for the lease not to be approved by the property manager due to delays.
- System Requirements to Utilize the Electronic Signature Functionality**
To utilize the Electronic Signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies (e.g., including but not limited to, current versions of Chrome, Firefox, Internet Explorer, or Safari) will be needed. Viewing PDF documents requires Adobe Acrobat/Reader or similar software.
- Instructions to Change Consent and/or Update Contact Information**
I understand that I should contact the property owner or manager directly to request paper copies of documents, withdraw consent to conduct business electronically, and/or update my contact information.
- Save My Signature Consent and Disclosure**
By clicking "Save & Continue" at the next screen, I agree and consent to the use of my electronic signature, inclusive of my chosen signature and initials, instead of a physical signature to execute all documents chosen including legally binding contracts, and agree to be bound by the terms thereof as if I had signed each document with my physical signature.

At the bottom of the page, there are two buttons: "DISAGREE" on the left and "AGREE & CONTINUE" on the right. A yellow arrow points from the right side of the page to the "AGREE & CONTINUE" button.

- c. Create your electronic signature

The screenshot shows a web form titled "Create Your Signature". Below the title, it says: "Use your mouse or finger to create your signature. You can [choose a script signature](#) instead."

There are two main input areas:

- Your Signature**: A large white rectangular box for writing the signature. A yellow arrow points to this box from the right. Below the box is a link that says "Clear Signature".
- Your Initials**: A smaller white rectangular box for writing initials. Below the box is a link that says "Clear Initials".

You create your signature by:

1. Using your mouse or finger to write your signature and initials in the text boxes
2. Clicking "choose a script signature," which will allow you to choose a font for your name and initials

Click "Save and Continue" to save your signature.

Each household member over the age of 16 must complete this process.

- d. Add your signature to the Release, Consent and Declaration by clicking the yellow “Sign” button next to the name of the applicant. Click the “Date” button to add the date



Release, Consent and Declaration

All members of the household 16 and older must sign this form.

A. I agree that York Region may collect, use, and share personal information provided by me for the purpose of:

- I. determining if I am eligible to receive housing benefits or other benefits offered by York Region for which I apply or may become eligible for or housing benefits offered by York Region on behalf of a government agency or ministry; or for
- II. evaluating the quality of housing services or other services offered by York Region or offered by York Region on behalf of a government agency or ministry to determine if the services can be improved.

B. For the purpose of the Housing Services Act, 2011, I understand that my personal information can be shared, in accordance with law, for the purpose of determining my eligibility for benefits under the Ontario Works Act, 1997, the Ontario Disability Support Program Act, 1997, and the Child Care and Early Years Act, 2014, as applicable with York Region's Community and Health Services Department and government agencies/ministries responsible for overseeing programs under these laws.

C. For the purposes of the Housing Services Act, 2011, I agree that my information can be shared, in accordance with law, to a provincial or federal government agency, as applicable, that administers, enforces, or conducts research relating to the Taxation Act, 2007, the Income Tax Act, the Income Tax Act (Canada) or the Immigration and Refugee Protection Act (Canada).

D. I understand that the laws that permit York Region to collect and share my personal information include the Municipal Freedom of Information and Protection of Privacy Act, the Housing Services Act, 2011, and the Ontario Works Act, 1997.

E. I understand that there may be other instances when the Region may be required to share my information, as required by law.

F. I understand that if I have any questions about York Region's collection, use, and sharing of my personal information I can speak to the following person to get answers

The Regional Municipality of York Housing
Access Unit
17150 Yonge Street, 5th Floor Newmarket,
ON L3Y 8V3
1-877-464-9675 ext. 72470
Program Manager, Housing Access

G. I have been provided a copy of and understand the requirements of applying for subsidized housing.

H. I know the information I have provided on this form will be used by York Region to determine if I am eligible to receive housing benefits or other benefits for which I apply or may become eligible.

I. I confirm that all of the information on this form is true and I have not left any important information out.

J. I understand and agree that if York Region determines that the information on this form is not true, York Region can cancel my application and/or stop my benefits and services and can make me pay York Region back.

K. The Region will from time to time, audit applicant files to check the accuracy of the information included in this form

Name of household member	Signature	Date (dd/mm/yyyy)
York Test	Sign	Date
Bob Robot		
York Test		

Name of household member	Signature	Date (dd/mm/yyyy)
York Test	<input checked="" type="button" value="✓"/>	<input checked="" type="button" value="✓"/>
Bob Robot		
York Test		



Once you have added an electronic signature, you will see two green check marks next to the name of that household member.

When all household members over the age of 16 have signed the document, click “Next” to complete your online registration and see a summary of your application. **Your account is now registered!**

Contact ACCESS YORK for assistance

1-877-464-9675

accessyork@york.ca

Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m.