

## Online Application Form - Update

The online housing application went live with a soft launch in late April. Since then, approximately one in every six applications received by The Housing Registry is completed online.

“We’ve had great feedback from people using the online form and it’s huge for us from a business perspective,” said Gaye Hartt, Customer Service Manager responsible for The Housing Registry. “Because every step must be completed before an application can be submitted, we are receiving applications that are not missing any information. This is very different from the printed applications we receive which can require us to go back to the applicant to ask for more information.” The new online form has resulted in substantial efficiencies as staff can process an average of six online applications per hour. This compares with 3.5 per hour for paper applications.

Comments from applicants using the online form include:

- “I loved the format; it was easy, clear and quick.”
- “Thank-you for creating this wonderful tool, it helps and speeds up the process.”
- “The process is straightforward. Keep up the good work.”
- “A huge thank you for making it possible to fill out and send this information online! “
- “I have difficulties with computers and this was easy peazy.”

Housing provider members are encouraged to direct applicants who contact them to the online application. If you have a website that provides information on how to apply to The Housing Registry, you may wish to include a link to the online form. For the URL, go to [www.bchousing.org](http://www.bchousing.org) or contact [thehousingregistry@bchousing.org](mailto:thehousingregistry@bchousing.org).

## Privacy Training

It is important that all users with access to The Housing Registry understand their obligations to protect privacy. To assist with understanding your responsibilities here are some training and information resources available online.

### General Privacy Awareness Training

<https://www.bchousing.org/partner-services/non-profit-training-resources/privacy-toolkit>

### Housing Registry Specific Privacy Training

<https://www.bchousing.org/partner-services/non-profit-training-resources/privacy-toolkit>

## Internet Explorer and Housing Connections

At this time Housing Connections only supports Internet Explorer (IE) 8 and lower. If you have a higher IE version you can still use Housing Connections. Click on the Tools menu, select Compatibility View and add bchousing.org to Compatibility View.

## Hold the Date – Annual Meeting of Members

On February 14, 2014 from 10:00 a.m. to 12 noon, join The Housing Registry Council for the 2014 Annual Meeting of Members. Take this opportunity to meet the Housing Registry Council, review accomplishments from 2013, assist the council with priority setting for 2014 and most importantly network with other Housing Registry members.