

On-line Application now Live!

There is a new option for applicants applying to The Housing Registry. Applicants who have access to a computer can apply using a new [online application](#). A “soft” launch of the new online application started in January 2013 with the installation of a kiosk in the BC Housing Storefront office. In March, Housing Registry member, Sources BC – Newton Resource Centre, assisted with testing and providing feedback on the form. The online application subsequently went live on the website on April 9, 2013.

Why an online application?

The introduction of an online application will speed up the application process significantly. Registry staff will no longer need to decipher handwriting and perform data entry for those applications. With the online application, we should receive fewer incomplete applications as users will be unable to proceed without providing required information. The form has intelligence built in, automatically asking some questions and not others depending on information provided by the applicant. An additional benefit is that we will reduce our carbon footprint by not having to print and send applications in paper format.

How does it work?

Applicants answer the same questions that are asked on the paper application. After completing their application using the online tool, they must sign and submit a declaration form and other supporting documents before their application can be activated. The declaration form can be printed by the applicant, or a request can be made for the declaration to be sent by mail.

The requirement for a signed declaration ensures that we do not accidentally activate an application for Mr. Daffy Duck! If the applicant does not submit the declaration within 30 days, the system will change the status to “Online Expired.” After 91 days, if the declaration has still not been received, the application will be automatically removed from the system.

What’s new for Housing Registry Members?

For Housing Registry users, very little has changed. However, you will see some new file statuses.

When an application is submitted via the online form, the initial file status will be “New – Online Not Received.” This means that The Housing Registry is waiting for the signed declaration form before any further action will be taken on the file. When the signed declaration is received the status will change to “New – Online Received,” meaning that the signed declaration was submitted and the application is queued for processing.

Waiting for Declaration Form



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Application 1079768 : **New - Online Not Received**

1 & 3. Applicant & Household Information

Salutation	Last Name	First Name

Declaration received – Processing Pending



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Application 1079768 : **New - Online Received**

1 & 3. Applicant & Household Information

Salutation	Last Name	First Name

Statistics

In April 177 applications and in May 297 applications were completed and submitted to The Housing Registry using the new online application. Of these, in April and May, 152 signed declaration forms were received.

Next Council meeting - June 25, 2013

If you have a topic that you would like the council to discuss, please send it by email at thehousingregistry@bchousing.org, or contact Council Chair Rob Wescott at rob@silahousing.org