

Shelter, Support & Housing Administration
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To: Housing Help Service Providers and Community Partners

Re: Update #4 Notification: Centralized Waiting List Applicant Portal Planned Upgrade

Please be advised that the launch of the new online waiting list management system will be phased for partners over the week of April 6-9. The launch of the applicant portal will be delayed until technical issues are resolved.

What does this mean for you and your clients?

1. Interim Freeze Process Extended

- Until the launch of the MyAccesstoHousingTO applicant portal, paper applications (including SPP, Medical Priority) will continue to be accepted.
 - Please note that paper applications submitted must be the most [current version](#) on the Access to Housing website (23-0174 2018-05).
- Access to TAWL continues to be Read-Only. File updates cannot be made at this time, with the exception of Special Priority applicants, through the Access to Housing Resource Centre (**416-338-8888**).
- Housing offers to households will continue to be made.

2. Distribution of Login Information for Housing Workers

- All staff that completed training will be contacted by April 9 with their login information and instructions.
- For staff that have not yet completed training, spring training dates will be offered.

3. Delayed Mail out to Applicants (MyAccesstoHousingTO Registration Code)

- Applicants will be mailed their registration code for MyAccesstoHousingTO when the applicant portal is launched.
- You will be notified when the applicant mail out begins and the schedule will be posted on www.toronto.ca/accesstohousing.

4. Resources for Partners and Applicants

- The most up-to-date information and Housing Help resources are on www.toronto.ca/accesstohousing. Please ensure your website or any public-facing material directs applicants to this page.
- The Rogers [Connected for Success](#) program offers discounted WiFi for households living in partnered housing providers, ODSP/OW recipients and other households who may be in need.

If you have questions about this update, please email accesstohousingrentcafe@toronto.ca.

Thank you for your support,
Access to Housing Staff