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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](http://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](http://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](mailto:accesstohousingrentcafe@toronto.ca).

Thank you for your support,  
Access to Housing Staff