

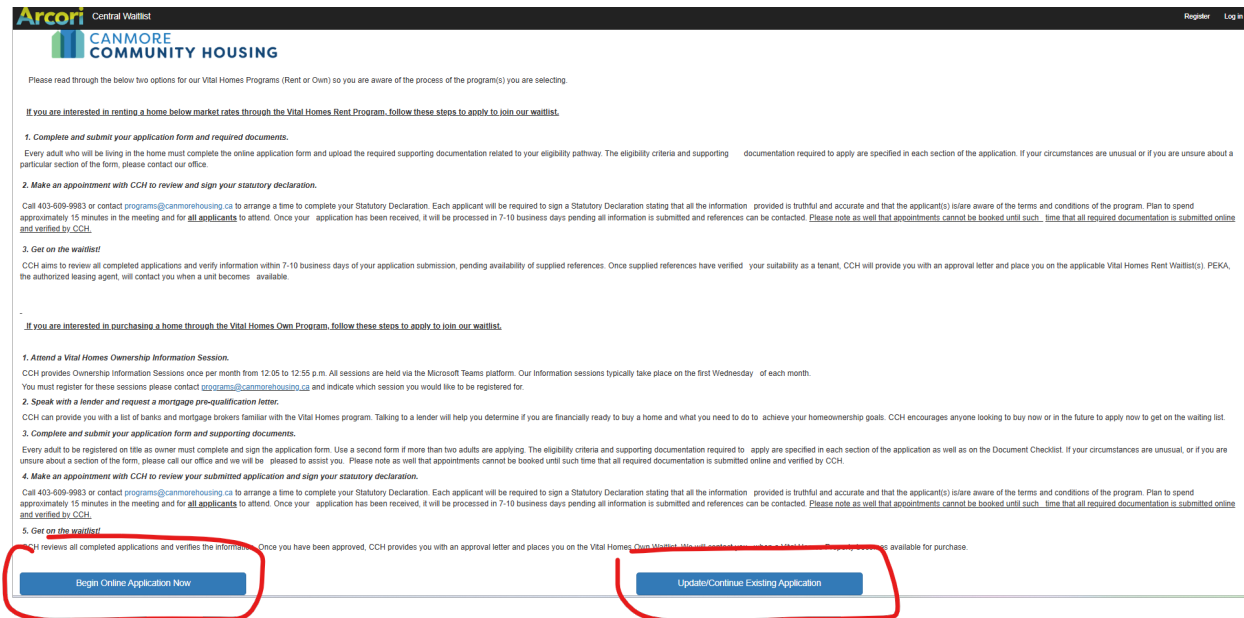
# **How To: Complete Application and Renewal Process via Arcori**

Thank you for your interest in our Vital Homes programs! This guide is intended to assist both new applicants and existing applicants renewing their eligibility in completing their online application/renewal process. Should you have any questions on the new system, please don't hesitate to contact [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) so that CCH Administration can help, however it is encouraged to review this guide when completing your application/renewal as almost all parts of the process will be addressed here.

Should you have any requirements for in-person assistance for the online form completion or scanning/uploading of documents, you can also contact [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) to set an appointment where CCH Administrative staff can assist you.

## Application / Renewal Set-up and Log In

On the landing page for the Arcori process, you will note that there are two buttons at the bottom of the screen as per below:



**Arcori** Central Waitlist Register Log in

**CANMORE COMMUNITY HOUSING**

Please read through the below two options for our Vital Homes Programs (Rent or Own) so you are aware of the process of the program(s) you are selecting.

**If you are interested in renting a home below market rates through the Vital Homes Rent Program, follow these steps to apply to join our waitlist.**

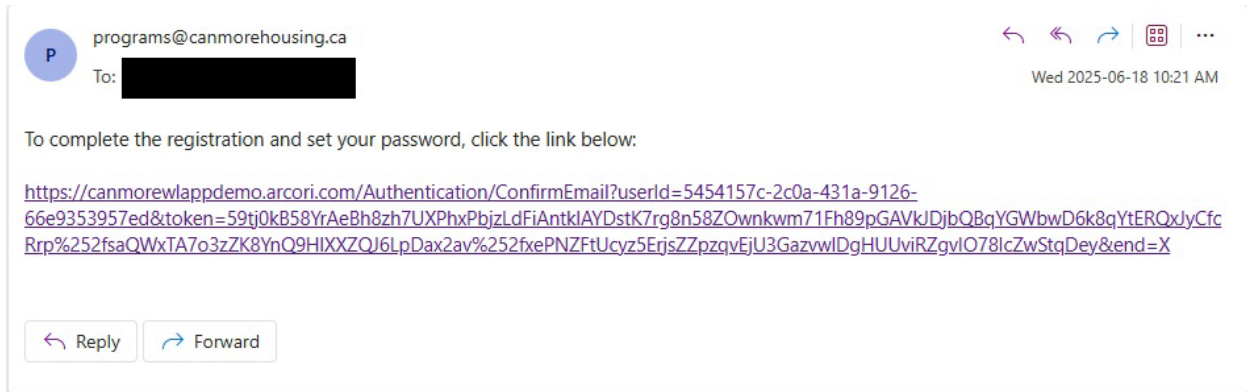
- 1. Complete and submit your application form and required documents.**  
Every adult who will be living in the home must complete the online application form and upload the required supporting documentation related to your eligibility pathway. The eligibility criteria and supporting documentation required to apply are specified in each section of the application. If your circumstances are unusual or if you are unsure about a particular section of the form, please contact our office.
- 2. Make an appointment with CCH to review and sign your statutory declaration.**  
Call 403-609-9983 or contact [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) to arrange a time to complete your Statutory Declaration. Each applicant will be required to sign a Statutory Declaration stating that all the information provided is truthful and accurate and that the applicant(s) is/are aware of the terms and conditions of the program. Plan to spend approximately 15 minutes in the meeting and for all applicants to attend. Once your application has been received, it will be processed in 7-10 business days pending all information is submitted and references can be contacted. *Please note as well that appointments cannot be booked until such time that all required documentation is submitted online and verified by CCH.*
- 3. Get on the waitlist!**  
CCH aims to review all completed applications and verify information within 7-10 business days of your application submission, pending availability of supplied references. Once supplied references have verified your suitability as a tenant, CCH will provide you with an approval letter and place you on the applicable Vital Homes Rent Waitlist(s). PEKA, the authorized leasing agent, will contact you when a unit becomes available.

**If you are interested in purchasing a home through the Vital Homes Own Program, follow these steps to apply to join our waitlist.**

- 1. Attend a Vital Homes Ownership Information Session.**  
CCH provides Ownership Information Sessions once per month from 12:05 to 12:55 p.m. All sessions are held via the Microsoft Teams platform. Our Information sessions typically take place on the first Wednesday of each month. You must register for these sessions please contact [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) and indicate which session you would like to be registered for.
- 2. Speak with a lender and request a mortgage pre-qualification letter.**  
CCH can provide you with a list of banks and mortgage brokers familiar with the Vital Homes program. Talking to a lender will help you determine if you are financially ready to buy a home and what you need to do to achieve your homeownership goals. CCH encourages anyone looking to buy now or in the future to apply now to get on the waiting list.
- 3. Complete and submit your application form and supporting documents.**  
Every adult to be registered on title as owner must complete and sign the application form. Use a second form if more than two adults are applying. The eligibility criteria and supporting documentation required to apply are specified in each section of the application as well as on the Document Checklist. If your circumstances are unusual, or if you are unsure about a section of the form, please call our office and we will be pleased to assist you. Please note as well that appointments cannot be booked until such time that all required documentation is submitted online and verified by CCH.
- 4. Make an appointment with CCH to review your submitted application and sign your statutory declaration.**  
Call 403-609-9983 or contact [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) to arrange a time to complete your Statutory Declaration. Each applicant will be required to sign a Statutory Declaration stating that all the information provided is truthful and accurate and that the applicant(s) is/are aware of the terms and conditions of the program. Plan to spend approximately 15 minutes in the meeting and for all applicants to attend. Once your application has been received, it will be processed in 7-10 business days pending all information is submitted and references can be contacted. *Please note as well that appointments cannot be booked until such time that all required documentation is submitted online and verified by CCH.*
- 5. Get on the waitlist!**  
CCH reviews all completed applications and verifies the information. Once you have been approved, CCH provides you with an approval letter and places you on the Vital Homes Own Waitlist. We will contact you once a unit becomes available for purchase.

[Begin Online Application Now](#) [Update/Continue Existing Application](#)

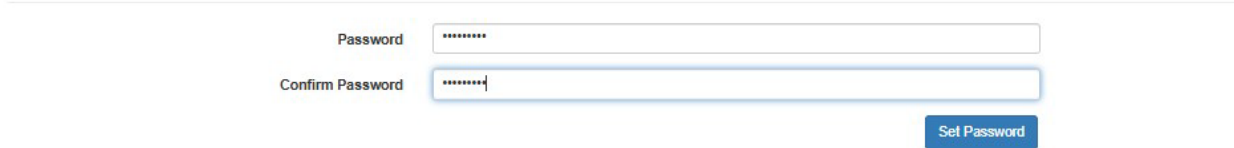
Select the appropriate button to continue. For **new** applications, you will then be prompted to enter your email and you will be sent an authorization email that will come from [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) to confirm your submitted email address as per below:



Click on the link that is contained in the email, and you will then be re-directed to Arcori to set up your password for the first time, as per below:

### Email Confirmed

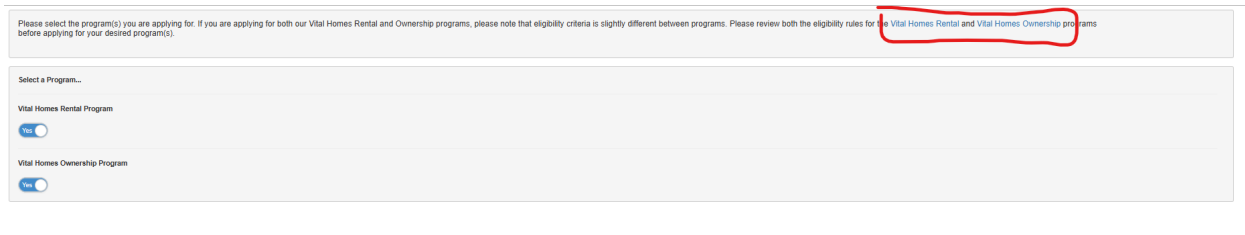
Thank-you Joe Sample for confirming your email, catman2259@hotmail.com. You must now set a password to finish activating your account.



From here, you will create and confirm your account password. Once this is complete, click the link to Log in and begin your application.

### Program Selection

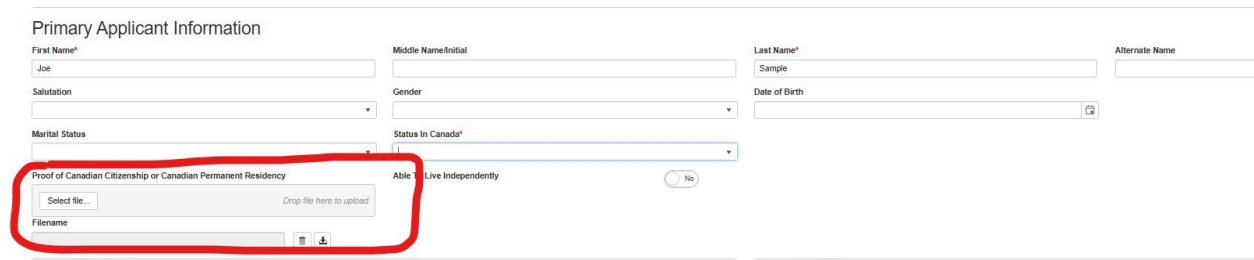
Your first step will be to select your desired program(s) that you wish to apply for. Applicants can choose to be enrolled in both programs; however, everyone is encouraged to review the eligibility requirements via the links available on the Program Selection screen as per below:



## Applicant Information

With your account now set up, you can begin the application wizard process. The first page will allow you to input your Household personal information, including uploading your required identification documentation. Please note that due to limitations of the Arcori software at this time, some category headers do not reflect all possible options for applicants, such as the 'Proof of Canadian Citizenship or Canadian Permanent Residency' file upload location, but this should be used for all applicants when first submitting Identification documents.

Please note as well that Arcori currently only permits one file upload in this location, however as per Vital Homes Policy all applicants must submit two (2) forms of identification, so both documents should be submitted as a single photo or PDF file. Refer to the required forms of identification listed at the top of the Applicant Information step.



Primary Applicant Information

First Name\* Joe Middle Name/Initial Last Name\* Sample Alternate Name

Salutation Gender Date of Birth

Marital Status Status In Canada\*

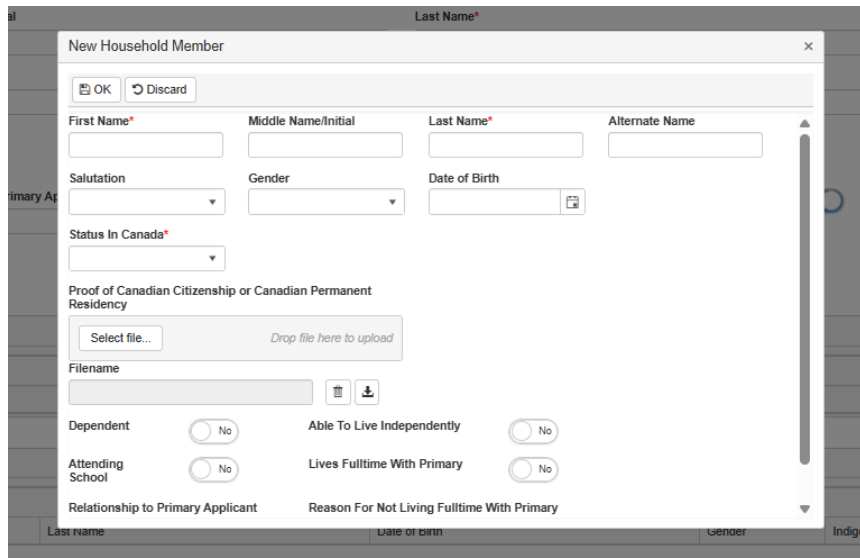
Proof of Canadian Citizenship or Canadian Permanent Residency

Select file... Drop file here to upload

Filename

Able To Live Independently No

For Vital Homes Rental applicants, all adults that will be in the unit should be entered as Co-Applicants at this stage, and any children should be added under the Household Members section, which will look like below:



New Household Member

OK Discard

First Name\* Middle Name/Initial Last Name\* Alternate Name

Salutation Gender Date of Birth

Status In Canada\*

Proof of Canadian Citizenship or Canadian Permanent Residency

Select file... Drop file here to upload

Filename

Dependent No Able To Live Independently No

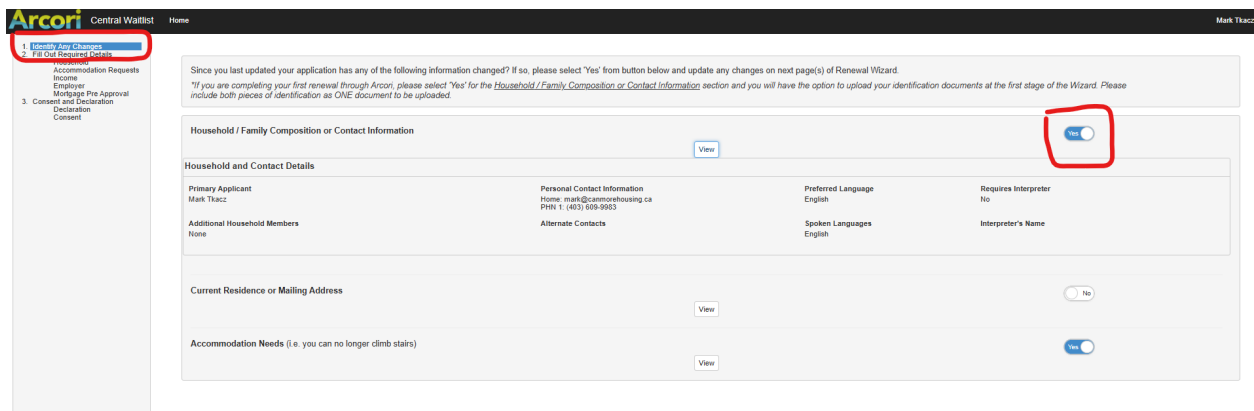
Attending School No Lives Fulltime With Primary No

Relationship to Primary Applicant Reason For Not Living Fulltime With Primary

Please ensure that any children have their birth certificates included as attachments in this section.

For all Vital Homes Ownership applicants, any adults that will be present on title should be entered as the Primary Applicant and Co-Applicants (not Household Members). Children do not need to be listed as Household Members for an Ownership application.

For any **existing application renewals**, CCH also strongly suggests that when beginning the renewal process for the first time, that you select ‘Yes’ to the Household / Family Composition or Contact Information option in the initial Identify Any Changes section, as this will allow you to update your identification documentation as well as any make any changes to your phone or email information. If you would like to update your residence / mailing address information or any other accommodation needs, that can be done by selecting ‘Yes’ to the other options shown below.



**Arcori** Central Waitlist Home Mark Tkacz

1. Identify Any Changes  
2. Fill Out Required Details  
3. Consent and Declaration

Since you last updated your application has any of the following information changed? If so, please select 'Yes' from button below and update any changes on next page(s) of Renewal Wizard.  
\*If you are completing your first renewal through Arcori, please select 'Yes' for the Household / Family Composition or Contact Information section and you will have the option to upload your identification documents at the first stage of the Wizard. Please include both pieces of identification as ONE document to be uploaded.

Household / Family Composition or Contact Information  Yes

Household and Contact Details

Primary Applicant Mark Tkacz	Personal Contact Information Home: mark@canmorehousing.ca PHN: 1 (403) 108-9983	Preferred Language English	Require Interpreter No
Additional Household Members None	Alternate Contacts	Spoken Languages English	Interpreter's Name

Current Residence or Mailing Address  No

Accommodation Needs (i.e. you can no longer climb stairs)  Yes

## Current Living Situation

This section is required for all Vital Homes Rental applications and those applying under the Canmore Long-Term Residency eligibility pathway for Vital Homes Ownership applicants. Current rental and landlord reference contact information **must** be included here for Rental applicants.

## Previous Living Situation/References

Canmore Long-Term Resident applicants should also include any prior living situation information here so that CCH can verify the number of months that you have resided in Canmore. Vital Homes Rental applicants should also include a second landlord reference here if possible. For those without prior renting experience and landlord references, please submit Character Reference contacts in the References section.

## Reasons for Applying

Applicants should feel free to select one or all the options applicable to their situation at this step.

## Accommodation Requests

Please select any options applicable; notes on pet permissions can be found at the top of this section.

## Financial Information

In this section, you will upload your Notice of Assessment(s) from the Canada Revenue Agency (CRA) for your application. You can either hit the 'Edit' button or double click on each name listed in the window:

Please list all income

Household Member Name	Has Income Tax	Annual Income Amount	Income Proof Attached
Joe Sample	No	\$0.00	No

From there, you will both enter in the information from Line 15000 of your most recent Notice of Assessment as well as upload a copy of your Notice of Assessment document, as shown in on the following page:

Edit Income ×

**Household Member Name**

Enter the amount on line 1500 - Gross Income of your Notice of Assessment or T1 General

**Please attach a copy of your Notice of Assessment\***

Drop file here to upload

**Filename**

**Please note that a T1 tax filing or T4 is not accepted for this stage of the application/renewal.**

The image to the right is an example of the first page of your Notice of Assessment provided by the CRA. The full document is typically downloaded as a 4-6 page document and we would need to see the page showing Line 15000 of your Assessment.



## Employer Entry

Please note this section is only applicable for those applying or renewing eligibility under the Canmore Employment pathway, however instructions on documentation uploads can be found in the written section at the top of this page, as shown on the following page:

- 1. Canmore Employment:** If you are an applicant:  
 who currently works in Canmore a minimum average of 20 hours per week with a licenced Canmore business;  
 OR  
 who is self-employed with a Canmore business licence performing services for the business in Canmore no less than 20 hours per week;  
 OR  
 as a spouse, not working or not working a minimum average of 20 hours per week in Canmore, who is a homemaker caring for dependents or who works in the Bow Valley a minimum average of no less than 20 hours per week. This category also includes those on maternity leave or sick/disability leave from an eligible employer, or those having accepted a bonafide job offer.  
*\*Please enter your either your Proof of Employment here OR your 1st payslip OR a combined PDF of all 3 payslips, if possible. If you are only able to upload one payslip at a time, please enter your first one here and add the remaining two under the Attachments category on Step 5 of the Application/Renewal Process)*
- 2. Canmore Employment and Residency History:**  
 If you are a retiree or an individual who receives a disability benefit (e.g. AISH) who currently lives in Canmore with one of the following qualifications:  
 three (3) cumulative years of employment history in Canmore working a minimum average of no less than 20 hours per week; for retirees, this is calculated in the five (5) years prior to retirement;  
 OR  
 at least five (5) years Canmore residency within the 10-year period prior to applying. This category also includes the spouse or caregiver of the qualifying applicant.  
*\*Submit applicable documents under Attachments category on Step 5 of the Application/Renewal Process)*
- 3. Canmore Long-term Resident:**  
 who currently resides in Canmore and for whom Canmore was their primary residence for a minimum of five (5) years within the 10-year period prior to applying and is employed in the Bow Valley for no less than twenty (20) hours per week;  
 as a spouse who is a homemaker caring for dependents  
*\*Submit applicable Proof of Employment / payslip documents below and under Attachments category on Step 5 of the Application/Renewal Process)*

In the area showing 'Please list all employers', click the 'Add' button and a new window will open that will allow the addition of more details and document uploads as per below (you only need to add your current Canmore employer(s), you do not need to add historical employers):

**Edit Employer** x

OK Discard

Household Member Name

Employer

Employment Status

Job Description

Weekly Hours

Date Started

Date Ended

**Please attach Proof of Employment**

*Drop file here to upload*

---

**Please attach a copy of your T4**

*Drop file here to upload*

Filename

As per the document upload instructions listed on this page, please note that only one file can be uploaded to the 'Please attach Proof of Employment' area. Please review the different instructions listed in detail to find the best way to add documents for your application/renewal.

For those applying/renewing under Canmore Employment, please note that with respect to submitting documents in the above Employer Entry screen:

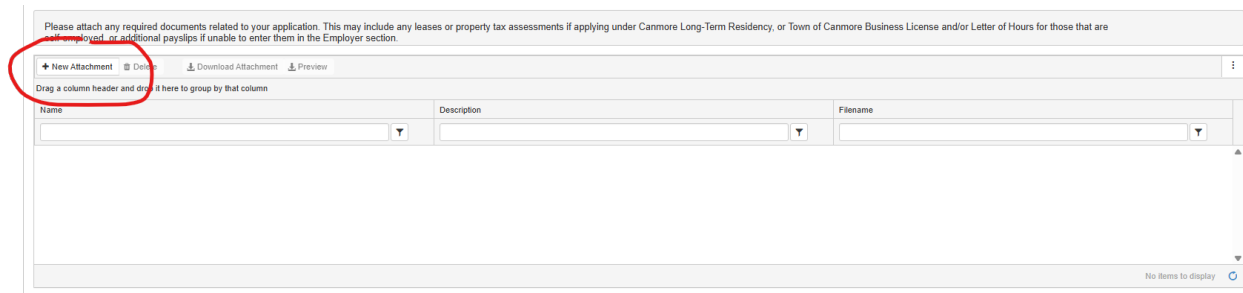
*Please enter your either your 1st payslip OR a combined PDF of all 3 payslips, if possible OR your Proof of Employment/Job Offer here (only if you do not have 3 payslips available due to beginning new employment). **If you are only able to upload one payslip at a time, please enter your first one here and add the remaining two under the Attachments category on Step 5 of the Application/Renewal Process.***

## Mortgage Pre-Approval

Please note that this section is only applicable for Vital Homes Ownership applications but is **required for all Ownership applications**. If you are an existing waitlist applicant and would like to update this information with your eligibility renewal, this can be done here as well.

## Attachments

Please use this section for all relevant or required information (see instructions in Employer Section OR at top of this page of this step for documents required) for your application/renewal. To start adding attachments, begin by clicking on the '+ New Attachment' button shown here:



Please attach any required documents related to your application. This may include any leases or property tax assessments if applying under Canmore Long-Term Residency, or Town of Canmore Business License and/or Letter of Hours for those that are self-employed, or additional payslips if unable to enter them in the Employer section.

+ New Attachment | Upload | Download Attachment | Preview

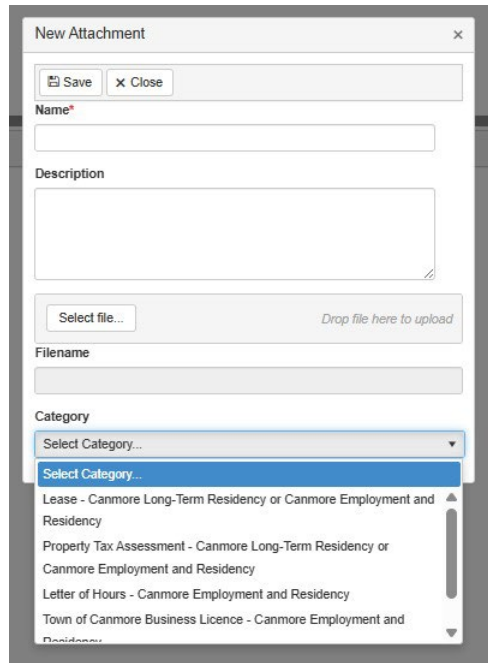
Drag a column header and drop it here to group by that column

Name	Description	Filename

No items to display

Please note that you will need to repeat the '+ New Attachment' process for each file that you are uploading.

You will have the ability to categorize your attachments when uploading as well, as shown below:



## Declaration and Consent

For the final two pages of the application, please note that due to the configuration of the online servers, you will need to select a date at least a day before the day you submit the application as the system will not allow you to submit your application otherwise. For example, if you were submitting your application on June 18, 2025, you would need to set the date for June 17, 2025, as per below:



FOPPA Notification  
The personal information you provide on this form is being collected under the authority of Section 33(c) of Alberta's Freedom of Information and Protection of Privacy Act. This information will be used by Canmore Community Housing Corporation to determine eligibility for and to administer the Visual Home Program in Canmore. The privacy provisions of the Freedom of Information and Protection of Privacy Act protect your personal information. If you have any questions about the collection of this information, please contact CCH.

Member	Agreement Date	Agree?
Joe Sample	6/17/2025	<input checked="" type="checkbox"/>

Save and return to Declaration | Save and Complete the Application

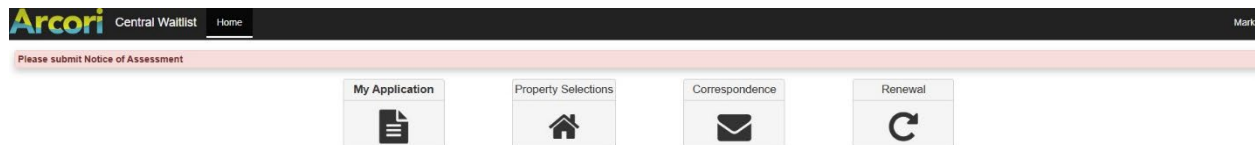
The Consent page is the final stage of the application/renewal process, however it should be noted that once you click the 'Save and Complete the Application' (for new applications) or the 'Complete Renewal' (for eligibility renewals), you will not be able to make further adjustments or document uploads, so it is strongly recommended that you do not hit this button until all documentation is uploaded and sections of the application form are completed in full.

All progress is saved during the application/renewal process, so you do not need to complete all steps in one sitting but rather will be able to return to the application as needed until you are ready to submit.

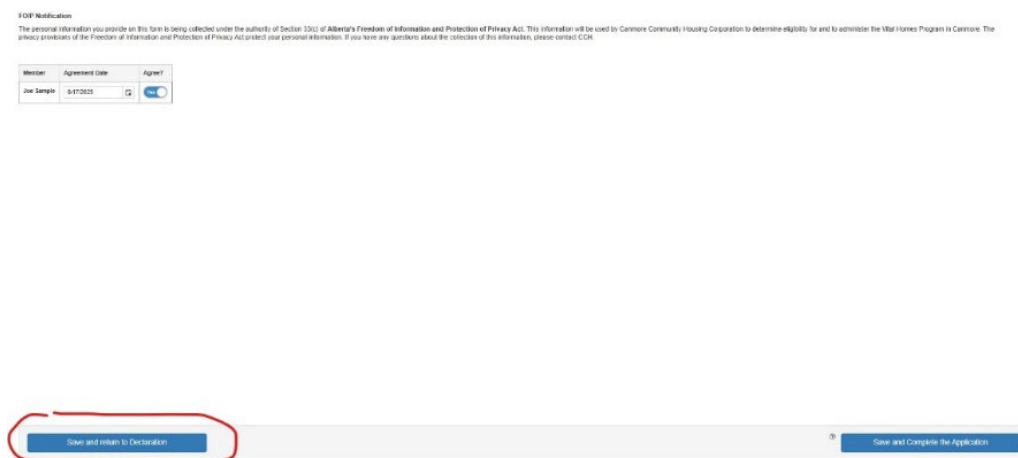
### Incomplete Submissions

If you have not completed all necessary sections and/or uploaded all required documentation with your submission, please be advised that your application/renewal form will be returned to you. A letter will be generated to advise you that the application has been returned, and when you log back into your Arcori account, you will see a message in red at the top of the home page that will provide specific information as to what is missing and needs to be uploaded.

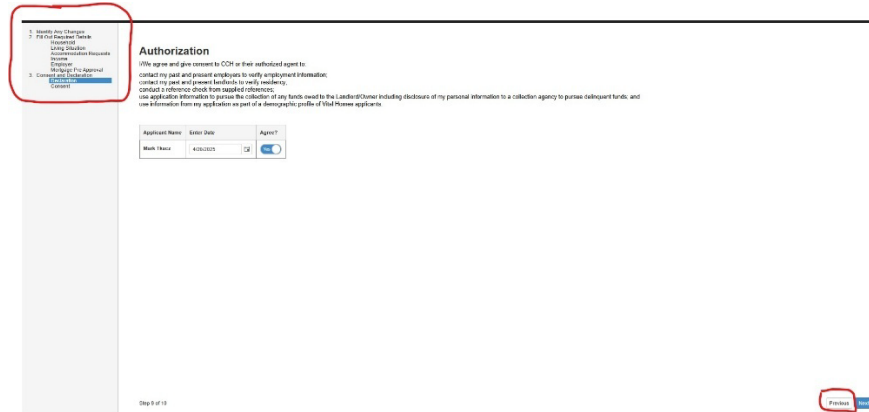
An example of this can be seen below:



When you log back into Arcori, please note as well that you can move to previous steps of a **New** application by clicking on the 'Save and Return to...' button(s) as shown below:



And for **Renewals**, you can either click directly on the Renewal steps shown on the left side of the screen or on the 'Previous' button as per below:



**Authorization**

We agree and give consent to CCH or their authorized agent to:

- contact my past and present employers to verify employment information;
- contact my past and present landlords to verify residency;
- contact a reference check from supplied references;
- use application information to pursue the collection of any funds owed to the Landlord/Owner including disclosure of my personal information to a collection agency to pursue delinquent funds; and
- use information from my application as part of a demographic profile of final Housing applicants.

Applicant Name	Enter Date	Agree?
Mark Thorne	4/28/2025	<input checked="" type="checkbox"/>

Step 4 of 12

**Finish**

As with an initial application or renewal submission, if you wish to revisit your application to upload any documents or edit household information, do not click the 'Save and Complete the Application' or 'Complete Renewal' button until such time that you are ready to re-submit your application or renewal, as doing so will remove the ability to further edit or add to your re-submission and will require CCH to review and return your application access to you.

## Final Steps of the Application/Renewal Process

Once you have submitted your application, please ensure that you complete the Property Selection as well as your application does not move to a review stage until this is done.

For all new applicants, please be advised that once your submission has been reviewed and if all information required is in place, you will be contacted via email to advise your application has been processed and that you are free to come in and complete the Statutory Declaration form as the final step of your application process. This step must be completed in-person and is a requirement before you can officially be added to our Vital Homes program waitlist(s).

For current waitlist applicants renewing their eligibility, you will be provided a confirmation letter of your continued eligibility via Arcori for your records.

*We hope this guide has been helpful, however as noted above please do not hesitate to contact our office at [programs@canmorehousing.ca](mailto:programs@canmorehousing.ca) should you have any questions or concerns while working through your application or renewal process!*