

# Q&A

## Questions and Answers about the Client Website

### Why is the Agency giving housing co-operatives access to a client website?

Client access means that housing co-op members, managers and board members with an Internet connection can go to one place for Agency information that concerns their co-op.

Electronic data is easy to analyse and share. The Agency is combining co-ops' data in new ways that are bringing about a better understanding of individual co-ops. Co-ops themselves are benefitting from having access to this information.

More and more, housing co-ops are using the Internet to file documents, market their units and find up-to-date information about maintenance issues. The Agency's client website is part of this trend.

The Agency wants to make it easy for you to stay informed and find the documents you need. So we've helped in the best way we know of by giving you on-line access to information relevant to your co-op.

### What do co-ops see on the site?

Co-op managers, senior volunteers and newer members can all find something of interest. [News and Updates](#) shares news items from various sources relevant to your program, your province, and more.

[Agreements](#) lets you view and download legal agreements, such as your operating agreement with CMHC.

[Agency Reports](#) presents your Annual Information Returns and other Agency reports. This is where you'll find your Risk Assessment, Compliance, and Co-op Data Reports and, starting in May 2008, Co-op Inspection Reports.

[Resources](#) gives you quick access to useful forms and reference documents. This is where you'll find our client service standards, for example.

More information will be available over time. In the near future, housing co-op users will be able to view all their Agency correspondence.

### How does my co-operative get access to the client website?

- Go to the Agency's website at [www.agency.coop](http://www.agency.coop)
- Click on the client login button at the bottom of the screen on the right.
- When you arrive at our Welcome page, enter your username and password.

### How does my co-op get or change a password?

In December 2006, or soon after we began to work with that co-op, the Agency provided each of its clients with a unique username and password.

Your board of directors can change your password at any time by making a written request through the web contact on the login page.

For security reasons, the Agency will send the new password to the co-op's designated contact.

**Who in my co-op should have access to the client website?**

The co-op's username and password can be widely shared with members or reserved for key staff or volunteers, as your board decides.

**Will my co-op's information be secure?**

The Agency's information system is on a secure web server, accessible only to authorized users.

There is no private information on the site about any co-op member.

Each co-op has its own password.

Co-ops can protect their privacy by keeping their contact information current. This will ensure that messages and information from the Agency go where they should.

**Is there another way I can keep informed?**

All co-ops with e-mail access receive a copy of the Agency's e-bulletin to ensure that they are getting up-to-date information. The e-bulletin contains short news items of interest to Agency clients.

We also encourage members and directors to visit our website at [www.agency.coop](http://www.agency.coop) (Publications) and subscribe personally.

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