



THE AGENCY FOR CO-OPERATIVE HOUSING

L'AGENCE DES COOPÉRATIVES D'HABITATION

Questions and Answers The Co-op Housing Agency Information System (CHAIS)

Why does my housing co-operative need access to CHAIS?

The Agency combines data from co-ops to show your co-op's operations from different angles. Your co-op can get this information at any time, download it and share it. Access to this password-protected website means that your co-op manager and board members can go to one place to find Agency records about your co-op and file your reports and claims.

What will we see on CHAIS?

<u>Agreements</u> lets you view and download your agreements with Canada Mortgage and Housing Corporation (CMHC).

Agency Reports presents your Annual Information Returns and other Agency reports. This is where you'll find your Annual Health Check reports (your Risk and Performance Reports and Plain Language Financials),

Co-op Inspection Reports and Compliance Reports. CHAIS is where the authorized person files your signed audited financial statements, rental assistance or rent supplement claims and other special reports.

How does my co-operative get access to CHAIS?

To log on to the system, go to the Agency's public website at www.agency.coop/. Click on the client login button at the top of the screen on the right. When you arrive at the Welcome page for the client website, enter your authorized username and password.

How does my co-op get a password?

The Agency has asked each co-op board to name a coop administrator—usually the manager or a designated person in your management company's back office. Once they have registered and chosen a unique username and password, they have access to all your co-op's information in CHAIS. They can change their password at any time—and your board can change your co-op admin if you change managers or for any other reason. Just let us know.

Your co-op admin can appoint one or more co-op users for designated tasks, such as filing a rental assistance claim. Once authorised, this person will register a username and password to login and complete their assigned task in CHAIS.

The co-op admin can remove a co-op user's authorization to access CHAIS for any reason.

Who in my co-op should have access to CHAIS?

This is up to the board of directors. Usually, the co-op admin completes work tasks on CHAIS or assigns them to another staff member, such as the bookkeeper. One or more board members may be registered as co-op users with authority to read and download Agency reports and complete the Self Assessment and Action Plan with other board members.

Will my co-op's information be secure?

CHAIS is on a secure web server, accessible only to authorized Agency staff or consultants. The information in CHAIS about your co-op is available only to your chosen co-op admin who registers their username and password and authorizes access on a need-to-know basis. There is limited personal information on the site about any co-op member.

Co-ops can protect their privacy by making the Agency aware of any change in their main contact. 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 receive a copy of the Agency's eNews and eBlasts, which have information your co-op needs to know. We also encourage individual members and directors to visit our website and sign up to receive our messages.



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