

February 25, 2019

Priorities and Finance Committee
City of Calgary
P.O. Box 2100 Station M
Calgary, AB T2P 2M5

RE: Support for One Window Coordinated Intake Process for Non-Market Housing

Dear Members of the Priorities and Finance Committee,

On behalf of the more than 100 individual and organizational members of the Community Housing Affordability Collective (CHAC), we are pleased to provide our support for One Window, the coordinated intake process for non-market housing in Calgary.

In Calgary, we currently have dozens of separate housing waitlists. A coordinated intake process will eliminate the need for applicants to submit their information multiple times, while improving data and reducing the length of time housing units remain vacant.

A centralized point of entry will improve customer outcomes and reduce stress for applicants, many of whom are already vulnerable. It will also reduce the burden on social workers and case managers who help clients navigate the housing system.

As well, the enhanced citywide data and analytics will result in better evidence to inform policy, programs and investment decisions, leading to a more efficient and effective housing system. Critically, it will also reduce the time units sit vacant, allowing the housing sector to do more with current resources.

This initiative aligns with CHAC's Action Plan, as well as *Enough for All: The Calgary Poverty Reduction Initiative*. It is also in direct alignment with the sixth Strategic Objective in *Foundations for Home: Calgary's Corporate Affordable Housing Strategy*, which focuses on improving the housing sector.

We respectfully request that you approve Administration's recommendations and 1) advocate for provincial funding for One Window, and 2) direct Administration to continue to champion and coordinate this vital initiative until funding is secured and the initiative is operational.

Thank you for recognizing the importance of housing affordability and your continued support. Together, we can build a stronger housing sector and, most importantly, transform the lives of low-income Calgarians seeking a place to call home.

Respectfully,



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Endorsed by:

