



City of Toronto Housing Administration User Agreement

First Name: _____

Last Name: _____

Job Title: _____

Work Email: (Should include work domain) _____

Work Phone Number: _____

Check all systems you require access to:

☐ **RentCafe (advertising units, filling vacancies, etc.)**

☐ **Voyager (rent calculations, move-in & move-out, LOEs, etc.)**

Which of the following best identifies your direct employer:

☐ **Housing Provider**

Name of Housing Provider:

☐ **Property Management Company**

Name of Property Management Company:

Name of Housing Provider that has contracted you to represent them:

List each property's municipal address to which you require access.

This agreement is between the City of Toronto and one of the following: an employee of a Property Management company contracted by a Housing Provider or Providers with (an) agreement(s) with the City of Toronto to provide subsidized housing to eligible members of the public; or a Housing Provider that has an agreement with the City of Toronto to provide subsidized housing to eligible members of the public. This agreement, once approved by the City of Toronto, authorizes the user listed above to provide services and supports to clients applying for Rent-Geared-to Income (RGI) housing within the web-based system for Choice-Based Housing Access (RentCafe) and/or to perform RGI administration tasks (Voyager) with the City of Toronto.

Your unique User ID and password give you access to City of Toronto Housing Administration Systems. You are required to use your User ID and password in accordance with the responsibilities set out below under 'Terms.' Failure to adhere to the responsibilities set out in this agreement may result, at the City of Toronto's sole discretion, in revocation of your User ID, password, and access to City of Toronto Housing Administration Systems.

Authorized users who are granted access to City Housing Administration Systems are subject to additional legislative requirements, including but not limited to: privacy laws, access to information laws, and disclosure requirements. All authorized users of City of Toronto Housing Administration Systems shall respect the privacy and confidentiality of all personal information obtained in the Systems, and are subject to all applicable Federal or Provincial privacy laws, such as the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#), as well as Access to Housing's privacy practices and [Privacy Policy](#).

City of Toronto Housing Administration Systems Terms

- I understand and agree that I am given access to City of Toronto Housing Administration Systems for the sole purpose of providing services in support of client applications in my organization, and/or for administering housing.
- I understand and agree that my User ID and password are for my use only. I will keep my User ID and password secure, and I will not share these with anyone to prevent use or modification by any other person.
- I will not permit anyone to view information in my City of Toronto Housing Administration System account(s).
- I will only view, obtain, disclose, or use the database information that is necessary to perform my job.
- I will only disclose confidential information and/or records that I access in City of Toronto Housing Administration Systems to coworkers or supervisors as it relates to the performance of my work duties.
- If I work at more than one Housing Provider or Property Management Company, I will only access information pertaining to the Housing Provider or Company at which I am working at any given time (I will not access information for my second employer while performing work for my first employer, and vice versa).
- I will log off City of Toronto Housing Administration Systems whenever I leave the work area to minimize the possibility of a breach in confidentiality and system security.
- If I notice or suspect a security breach or that my password may have been compromised, I will immediately notify the City of Toronto.
- My access is valid for the duration of my employment at this organization.
- My access to City of Toronto Housing Administration Systems may be suspended at any time at the sole discretion of the City of Toronto if misuse of access is suspected.



I have read, understand, and agree to comply with all the Terms outlined above for the use of my User ID, password, and access to City of Toronto Housing Administration Systems.

First and Last name (please print)

Signature

Date

Authorized Representative

This request must be approved and signed by an individual that is recognized by the City of Toronto as having signing authority to represent the Housing Provider or the Property Management Company.

As the approver of this request, you are responsible for notifying the City of Toronto when the named User is no longer an employee of the organization or no longer requires access to the Housing Administration Systems.

First and Last name (please print)

Signature

Date

Job Title

Email

Phone Number