



Region of Durham
Housing Services Division

Online Application Portal User Guide

Contents

Overview	2
Accessing the Online Application Portal.....	2
Create a New Account and Logging in	2
Step 1 – Create a New Account.....	3
Step 2 – Logging In	3
Completing an Application.....	4
Application Sections Overview	4
Submitting An Application	4
Application Status and Email Notifications	5
Supporting Documentation After Submission.....	5
Technical Support and Assistance	5

Overview

The Region of Durham has implemented an online application portal to support the administration of the Canada-Ontario Community Housing Initiative (COCHI) and the Durham Community Housing Repair Program (DCHRP). The portal is powered by Optimy and provides a centralized, secure system for managing funding applications.

Through the online application portal, applicants can:

- Complete and submit multiple applications
- Save applications in draft form and return to them prior to submission
- Upload all required supporting documentation
- View application statuses as it moves through the evaluation process

All COCHI and DCHRP Applications must be submitted through the online application portal to be considered for funding. Applications submitted by email will not be accepted. If you require the application in an alternate format, please contact CHAdmin@durham.ca for assistance.

Applicants are responsible for ensuring that all required information is accurate, complete and submitted by the application deadline. Once an application has been validated and submitted, it cannot be revised or edited.

Accessing the Online Application Portal

To access the COCHI and DCHRP Applications online, please use the following link:

[Community Housing Capital Repair Programs | Online Application Portal](#)

The portal can be accessed using a standard web browser (e.g. Google Chrome, Microsoft Edge, etc.).

Create a New Account and Logging in

Applicants must create an account to access and submit applications. Community housing providers may submit multiple applications using the same account for different properties or portfolios within Durham Region.

Important: All application related email notifications will be sent to the email address used to register your account. Applicants are responsible for ensuring this email address is monitored regularly for status updates.

Step 1 – Create a New Account

1. Access the applicant portal using the link above
2. Select “**Login**”
3. Choose “**Create a new account**”
4. Enter required login credentials, including a secure password
5. Select “**Create My Account**”

Step 2 – Logging In

1. Access the applicant portal using the link above
2. Select “**Login**”
3. Enter your registered email and password to login.

The screenshot displays the Durham Region Online Application Portal. At the top left is the Durham Region logo. Navigation links include 'Home', 'Submit a new application', 'Manage my applications', and a 'Login' button highlighted with a red box. Below the navigation bar is a colorful illustration of a community scene with houses, trees, and people. On the left side, contact information for the Housing Services Division is provided, including the email CHAdmin@durham.ca and a blue icon of a building. The main content area is titled 'Identification' and contains two panels. The left panel, labeled 'Step 2' in red, is for 'Sign in' and includes fields for 'Email' and 'Password', a 'Lost password?' link, and a 'Login' button. The right panel, labeled 'Step 1' in red, is for 'Create a new account' and includes fields for 'Email', 'Password', and 'Confirm password', a checkbox for 'I have read and agree to the privacy policy', and a 'Create my account' button.

For questions or additional information, please contact:
Housing Services Division
Community Housing Administration Team
Email: CHAdmin@durham.ca

Identification

Sign in
If you already have a Regional Municipality of Durham user account, enter your email address and password below.

Email:

Password: [Lost password?](#)

Create a new account
Create a user account in order to submit an application.

Email:

Password:

Confirm password:

☐ I have read and agree to the privacy policy.

Step 2 **Step 1**

Completing an Application

All COCHI and DCHRP Applications must be completed and submitted through the online application portal.

The portal allows applicants to:

- Submit multiple applications
- Save applications in draft form and complete them over multiple sessions
- Navigate freely between application sections prior to submission
- Upload required supporting documentation

Applicants will only be able to view applications that are currently open for submission in the online application portal. Applications that are closed or not yet open will not appear in the portal. Available applications can be accessed through the “**Submit a New Application**” section of the applicant dashboard.

Draft applications can be accessed at any time through the “**Manage My Applications**” section of the applicant dashboard.

The online application supports standard text-editing fields, including the ability to copy and paste answers from previously submitted applications within the same capital repair program. Applicants are strongly encouraged to review pasted content to ensure it reflects the appropriate repair/replacement project being submitted.

It is strongly recommended that applicants review the COCHI Application Guide and the DCHRP Program and Application Guidelines as it provides detailed instructions to help you complete your application.

Application Sections Overview

Applications are divided into several sections designed to collect information required to assess eligibility and funding need. Applicants may save their progress and navigate between sections prior to submission.

Submitting An Application

Applications must be submitted through the online application portal before the specified deadline. Applicants will not be able to submit applications that are in draft after the deadline has passed.

To successfully submit an application:

- All mandatory fields must be completed
- Applicants must select “**Validate and send**” in the Summary section of the application

Once an application has been successfully submitted, it is locked for editing and cannot be revised or updated.

After submission:

- Applicants will receive on-screen confirmation that the application has been successfully submitted
- A confirmation email will be sent to the registered email address, including a printable PDF copy of the application for record-keeping
- Submitted applications will appear in the applicant dashboard under **“Manage My Applications”**

Application Status and Email Notifications

Applicants may monitor the status of their application under **“Manage My Applications”** in the portal. Application statuses are updated in real time to reflect progress through the evaluation process. Email notifications will be sent to the email address used to register your account when an application has been successfully submitted and when there is a change in application status.

Please note: Applications will not display a status immediately upon submission. Status updates will become visible once the review process has commenced.

Supporting Documentation After Submission

All required supporting documentation must be uploaded through the online application portal and submitted before the application deadline.

If additional documentation or clarification is requested by the review committee following submission, applicants will be contacted directly by email.

Any supporting documentation submitted after the deadline without being requested must be emailed to CHAdmin@durham.ca and will only be considered at the discretion of the Region.

Technical Support and Assistance

Technical support is available for system-related issues, including account registration and login, navigating the application portal, and uploading documents.

Applicants requiring technical assistance should contact CHAdmin@durham.ca.