



# Questions and Answers Agency's Client Website

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THE AGENCY  
FOR CO-OPERATIVE  
HOUSING

L'AGENCE  
DES COOPÉRATIVES  
D'HABITATION

## Why does my housing co-operative need access to a client website?

The Agency combines data from co-ops to show your co-op's operations from different angles. Your co-op can benefit from having this information in digital form, where it is easy to study and share. Client access to a password-protected website means that your co-op managers and board members can go to one place to find Agency records and reports about your co-op.

## What will we see on the client website?

Agreements 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 Risk, Compliance and Performance Reports, Co-op Inspection Reports and Plain Language Financials.

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

To log on to the system, go to the Agency's public website at [www.agency.coop/](http://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 username and password.

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

The Agency has provided each client with a unique username and password. Your co-op can change your password at any time by making a written request through the e-mail address on the login page.

For security reasons, the Agency will send the new password to the co-op's designated Agency 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. Each co-op has its own password, and there is no personal information on the site about any co-op member. 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.

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## Is there another way I can keep informed?

All co-ops with email access receive a copy of the Agency's eNews and eBlasts which have information you need. We also encourage individual members and directors to visit our website and [sign up](#) to receive our messages.



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