



Habitat
for Humanity®
Edmonton

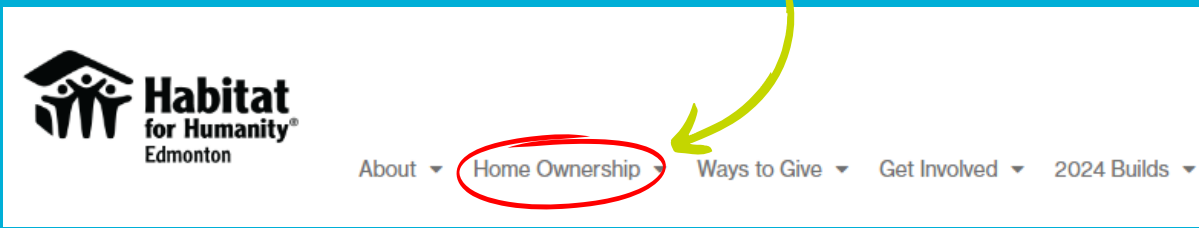
applying for a home

The following are steps to complete an application for homeownership.

Please note that **you must** be a Permanent Resident of Canada or a Canadian Citizen to apply for homeownership. If one or more of the applicants are not, we will not be able to serve you at this time. Please try again once your citizenship or Permanent Resident card has been received.

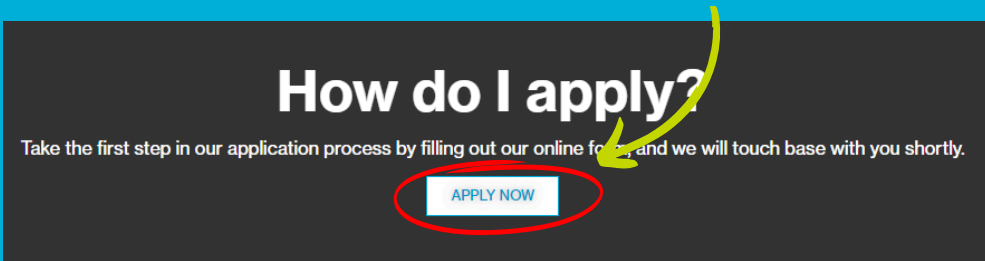
1.

Visit hfh.org and click on Home Ownership.



2.

Scroll down to “How do I apply?” and click on the “apply now” button.



This will bring you to our online portal to create a new profile.

A screenshot of an online registration form titled 'ACCOUNT REGISTRATION' for a 'HOMEOWNER ACCOUNT'. The form is on a white background with a blue sidebar on the right. The sidebar contains the text: 'HOMEOWNER ACCOUNT' and 'Please create an account to continue to the full application.' The form fields include: 'First Name *' and 'Last Name *' (two input boxes), 'Email *' (one input box), 'Home Phone Number' (input box with a 'Home' dropdown), 'Cell Phone Number' (input box with a 'Home' dropdown), and 'Are you a Canadian Citizen or Permanent Resident of Canada? *' (dropdown menu). At the bottom of the form is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Submit' button. A 'Secure Payment' icon is visible at the bottom of the form area. At the very bottom, there is a small disclaimer: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

3.

Create your account. You will get a confirmation to let you know that you have successfully created your account, and you will receive a confirmation email with a link to the homeowner application.



You have successfully created your account!

Thank you! A confirmation was sent to the following email address at [REDACTED]@gmail.com. A link to the homeowner application form will be included.

4.

The confirmation email will show you how to create a username (your email address) and a password. Please note that there are two steps to this process. Once you have created your password (see image below), you will need to return to this email and proceed with step two.

Dear Elmer,

Welcome to Habitat for Humanity Edmonton! There are two steps in this email to complete your application.

STEP 1

Before you can complete the application you will need to set a password for your account. Click [here](#) to set your password. Once you have completed Step 1, return to this email to access the link to the application.

STEP 2

You will find a link below to apply for homeownership. The online application process may take 20 minutes or longer. To make the process easier, please have the following information handy:

- Information about applicant(s), including SIN number(s) & birthdate(s).
- Names of everyone who will reside at the property with applicant(s): birthdates, place(s) of employment or school.
- Work history (past three years) and gross income for applicant(s).
- List of assets, balances.

- List of credit cards, loans, and other facilities: their balances and monthly payment amounts.
- Bankruptcy or consumer proposal details.
- Other income details such as Canada Child Benefit and Alberta Child and Family Benefit, Spousal or child support, or any other forms of income.
- History of home addresses (past three years) including the name(s) of landlord(s) and their contact details.
- **Note:** ALL applicants must hold their permanent residency or Canadian citizenship.

Click [here](#) once you are ready to begin.

If you have questions for, or want to provide further information to, the Mortgage Underwriter, you can enter this information near the end of the online application. We look forward to reviewing your online application.

Thank you,

Homeowner Services
Habitat for Humanity Edmonton

step 1a

Trouble logging in?

Help with my account

If you forgot your login name or password or have not yet set up a login for your account, enter the email address associated with your account, and we'll email you a link to set up your login.

Email

Continue

[Back to login](#)



Account email sent

An email has been sent to your email address. Follow the directions in the email to reset your username or password or setup your account.

Return to Login

step 1b

In your email, you will find a link to create a login & password.



8210 Yellowhead Trail NW • Edmonton, Alberta • T5B 1G5
T: (780) 479-3566 • F: (780) 479-0762 • habitat@hfh.org • HFH.org

Dear Bugs Bunny,

You have recently requested login information for your account. Please go to the following page to set up your login name or password:

https://hfh.app.neoncrm.com/setLogin?secureId=uTknuWltjeCa5GjTBPKka4nISPed3kRPNtlgzhowbSNfapQ4GnwKsPwan4DCA_6p&

If you experience problems, please go to the page below and use the Access Code to continue:

<https://hfh.app.neoncrm.com/setLogin>

Access Code: uTknuWltjeCa5GjTBPKka4nISPed3kRPNtlgzhowbSNfapQ4GnwKsPwan4DCA_6p

Habitat for Humanity Edmonton

<http://app.neoncrm.com>

Habitat for Humanity Edmonton

www.hfh.org

step 1c.

Create a login name: your email address, and a password. Click submit. Please make note of the password so that you don't forget it.

Account Help

Set Login Name and Password

Your email address matches multiple accounts in our system. Please select the account for which you would like to set a Login Name and Password.

Account: Bugs Bunny 
Login Name: carrots516@gmail.com
Individual Constituent User

Account: Elmer Fudd 
Login Name: -
Individual Constituent User

Account: Minnie Mouse 
Login Name: -
Individual Constituent User

Create Login Name

 Enter at least 4 characters.

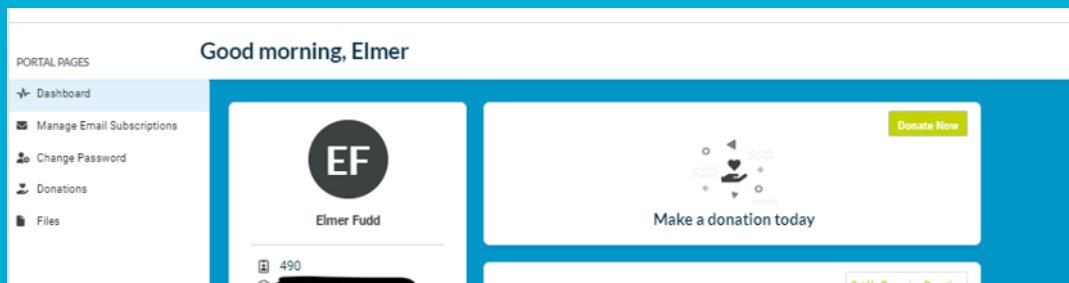
New Password

 Enter at least 8 characters, including at least one number. Spaces not allowed.

Re-enter Password

Submit

This will bring you to the portal.



step 2a.

Return to your original email with the two steps. When you click on the link in step two, you will be brought to the application. It will take some time to fill out, so we recommend having the information noted in the email at hand to assist with completing it in one sitting. Otherwise, you may need to restart. Take your time and be thorough, there are several pages to fill out.

HABITAT EDMONTON'S HOMEOWNERSHIP
Thank you for your interest in Habitat Homeownership. Please answer the questions below to help us determine whether you are eligible.

First Name* Last Name*

Birthdate*

Gender*

Home Phone Number*

Work Phone Number

Cell Phone Number*

APPLY TO BE A HOMEOWNER THROUGH HABITAT FOR HUMANITY

We are excited that you are applying to our affordable homeownership program. You will be able to save your progress as you move through the application form and change information before you submit.

Before you start the application you will want to have the following information available:

- Any addresses you've lived at over the past five years including your landlord(s)'s name(s) and phone number(s).
- Employment history information
- Employment earnings for the applicant and co-applicant, and all other forms of income (e.g. child tax benefit, Alberta Employment Family Tax Credit, child support payments, and any other).
- Any debt

Eligibility reminders:

- You are a Canadian Citizen or a Permanent Resident of Canada
- Annual income between \$45,000 and \$75,000
- Full-time employment (not self-employment)
- Willingness to volunteer 500 hours.

Thank you for applying for homeownership through Habitat for Humanity!

step 2b.

Click submit.



Step 1 of your application is complete!

You will receive an email a [redacted]@gmail.com with a document to sign to complete your application and instructions on how to upload this document to the portal. **IMPORTANT:** your application will not be reviewed until we receive the signed document. If you do not receive this email within the next 30 minutes, please check your junk mail. If it is still not there, please contact us at homeowners@hfh.org.

5.

You are almost finished! You will receive another email with two documents to sign.

- The first is the signature for you new application.
- The second allows us to submit your application to Servus Credit Union should you be approved by Habitat for Humanity Edmonton. Please ensure the highlighted areas are completed before submitting.

Dear Elmer,

To complete the online application process, please sign and return the following two documents:

1. [The Habitat for Humanity letter](#).
2. [The Servus Consent form](#) (needs to be signed once all highlighted areas have been filled out).

To upload these documents, you will first need to convert them to a PDF. If you do not have Adobe Acrobat, you can convert files to PDF online for free (use Google to find a pdf conversion service). Next, save them to your computer, phone, or tablet. Sign into your Habitat Portal and upload the files.

[Click here to watch a tutorial about how to upload files to the portal.](#)

Upon receipt, your application will be directed to our Mortgage Underwriter, who will review your application over the next two weeks.

Thank you for your interest in Habitat's affordable homeownership program.

6.

Once signed and scanned as a PDF onto your desktop, you will now return to your Neon One Dashboard. On the left-hand side you will see a page called “files,” please click on it. This will open your File upload page.

Good morning, Elmer

PORTAL PAGES

- Dashboard
- Manage Email Subscriptions
- Change Password
- Donations
- Files**



Elmer Fudd

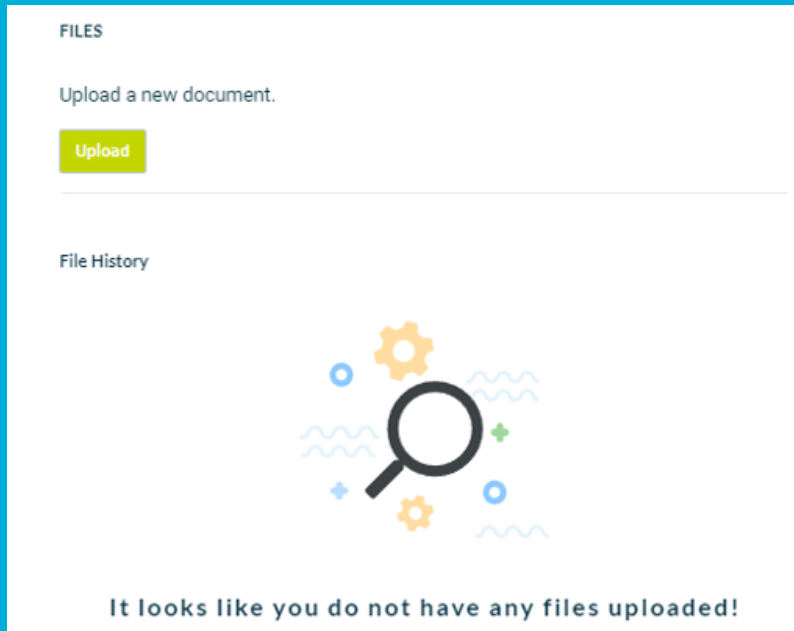
490

@gmail.com

Edit Profile

7.

Click “upload.”



8.

From this page you can either:

1. drag your signed documents from your desktop or file folder to the “drop file here box”
2. click the “click to upload button,” search for your document in for folders and click Open.

Add a document name and click submit. Each document must be done separately.

A screenshot of a document upload form. At the top, it says "Upload a new document." Below this is a dashed box containing a cloud icon with an upward arrow and the text "Drop file here or click to upload". Below the dashed box is a file preview for "Servus consent form.pdf" (311.52 KB) with a close button (X). Below the preview is a "Document Name" field containing "Servus concent form". Below that is a "Comments" text area. At the bottom is a green "Submit" button.

Now you will see your submitted documents below in the File History.

FILES

Upload a new document.

[Upload](#)

File History

HFH Letter <i>Uploaded on May 31, 2024</i>	Download
Servus concert form <i>Uploaded on May 31, 2024</i>	Download

You are now done and our underwriter will be in touch with you within 2 weeks. Thank you for applying for homeownership through Habitat for Humanity Edmonton.



Habitat
for Humanity[®]
Edmonton