
SUBJECT**IMPROVEMENTS TO THE NATIONAL HOUSING STRATEGY
APPLICATION PROCESS**

ISSUE

How did CMHC improve their application process for programs such as the National Housing Co-Investment Fund Application Process?

RESPONSE

- **Over the past 10 months, the National Housing Co-Investment Fund has undergone significant process improvements to better serve our clients. These process improvements are aligned to improve the turnaround times by up to 50%, enhance the client experience and meet CMHC's 2030 targets.**
- **CMHC is now working more closely with its clients to prepare their application, and help support them in gathering documentation and information that would previously have been requested following submission of the application.**
- **CMHC's Solutions Specialist are able to act as an advisor and provide guidance to ensure applications can be properly assessed once submitted.**
- **CMHC also launched a re-vamped webpage for our National Housing Co-Investment Fund focused on process transparency.**
- **CMHC is already seeing improvements to their application process. Last year during the third quarter, the time it takes to issue a commitment was almost cut in half compared to 2019.**
- **CMHC continues to listen to our clients respond to their unique challenges and offer solutions that fit their needs.**

If asked about the application process in the North

- **To assist the territorial governments in presenting more applications, CMHC hosted joint meetings with proponents and community leaders, and proposed joint review processes to help streamline approvals and enable faster funding decisions aligned with the realities of building housing in the North.**