



**Help Guide:**  
**Caisse d'allocation Familiale**  
**Request for personalised housing**  
**aid**



# Request for personalised housing aid

## What is the CAF ?

The CAF, or « la Caisse d'Allocation Familiale » (Family Allowance Fund), is an organization that help students pay for their accomodation. The amount brought by CAF depends on criteria (such as the rent, the city of residence, etc...). This sum is paid to the bank account either directly to the owner of the housing (rent will be adapted accordingly).

## The 7 step approach

1

Login on the website [caf.fr](http://caf.fr)  
Go to « aides et services » -> « les services en lignes » -> « accéder à une demande en ligne » -> « non allocataire » (not beneficiary) -> « Aides au logement »  
If you are already a beneficiary, go on « allocataire » and login  
The following steps are the same, it will just check that the information already filled are correct.

Have at hand :

- Your « Relevé d'Identité Bancaire »
- The name and address of the lessor
- Your last two years ressources
- The amount of the rent

2

Fill the screen :

3

- Fill in your date of arrival to the accommodation and other criteria
- If you are not married, specify that you are single
- Check « Continuer »
- If you are staying in campus or student residence check « oui »

5

Fill the screen:

- If you are studying in an other country, do not fill your social security number
- If you sign up for your first academic year indicate that you are a student since the month preceding your approach
- Fill « 0 » in « Personnes vivant au foyer » even if you are roommates

Answer the questions on the page « Prestations d'autres organismes »

If you worked before arriving, you must declare your professional situation. Otherwise you must declare as student without fellow or professional activities.

6

7

Once the process is completed, you will receive by email the files to print with the documents to be attached depending on your situation. If you are housed by the CROUS, it is the residence which is responsible to send the record. Otherwise you have to send the files to the address:

CAF Loire Atlantique  
22 Rue de Malville  
44837 NANTES CEDEX 9

On the page « Engagement » check the box below and click on start

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## Processing of the application

You will not receive confirmation from the CAF, it will connect the website with your login and your password received by mail, call them or send them a letter

## Contact them

Available Monday to Friday from 9 am to 4 pm

Phone number: 0 810 254 410 (since a French line)

Address: CAF Loire Atlantique

22 Rue de Malville

44837 NANTES CEDEX 9