

Information Package

Applying to Subsidized Housing in Toronto

Apply online at www.housingconnections.ca.

Large print applications are available. Disponible en français.

Please read this information package before you complete your application. The explanations match the box numbers on the application form. Please use a pen to complete your application and be sure to print as clearly as possible.

If you do not speak English or French, ask someone you trust to help you with your application and to be your interpreter. Put that person's name and contact information in **Section 2 – Contact Information**.

How to get help filling out the application form

- Call our information line at (416) 981-6111.
- Visit our Resource Centre at 176 Elm Street, just west of University Avenue. The Resource Centre is within walking distance of both the Queen's Park and St. Patrick subway stations. Our hours of operation can be found on our website at www.housingconnections.ca and by calling our automated telephone system at 416-981-6111, pressing "1" for general information and then "3" for hours and location.
- Ask for help from any of our partner agencies listed at the back or visit www.housingconnections.ca

What Is Housing Connections?

Housing Connections is the place for people to go to apply for subsidized housing in the Toronto area. Subsidized housing is rent geared-to-income housing, rent is 30% of the gross household income. Housing Connections manages the centralized waiting list for more than 600 locations across the City and we work with a group of agencies and housing providers to help you find housing. **Housing Connections is not a landlord. We do not offer housing.**

Who Can Apply For Subsidized Housing?

- 1) Each member of your household must be:
 - a Canadian citizen, or
 - a landed immigrant (permanent resident), or
 - an applicant for permanent resident status, or
 - a refugee, or
 - a refugee claimant**You must attach proof of status for each member to your application.**
- 2) There must be no enforceable deportation, departure or exclusion order against any member of your household.
- 3) At least one person in your household must be 16 or older and able to live independently (with support services if needed). **You must attach proof of age.**
- 4) If any member of the household owes money to a social housing provider in Ontario, you must attach a copy of a written agreement, signed by the provider, stating how you will repay.
- 5) Your application will be not be accepted if a member of the household has been convicted in court or at the Ontario Rent Tribunal within the last two years of an offence related to rent-geared-to-income assistance or of misrepresenting their income in order to get housing assistance.

Important

You must meet these five conditions to apply. If you do not meet them, we will not accept your application.

>>> Please keep this package for future reference <<<

How To Fill Out Your Application

- 1) Complete **all** sections of the application using this information sheet as a guide. **If your application is incomplete, we will mail it back to you, you will not be put on the waiting list.**
- 2) You may want to use the *Housing Listings* found on our website at www.housingconnections.ca.
- 3) Attach **all** of the documents required. Use the checklist at the back of this information package to make sure you have included everything.
- 4) Mail or deliver your application to Housing Connections at the address in the top right corner. You can also fax your application but you should understand that **fax is not a secure way to send personal information.**

How Long Will You Have To Wait?

Housing Connections will process your completed application and add you to our centralized waiting list. We cannot tell you how long you have to wait because we do not know when there will be vacancies in the buildings you pick. As a rule, the bigger the unit you need, the longer you will have to wait.

How To Keep Your Place On The Waiting List

Stay connected

If your contact information changes, tell us right away. **We will make your file inactive if we cannot contact you.** You cannot be offered housing if your file is inactive.

Keep your application up to date

The government rules for social housing make it **your job** to keep your application up-to-date. If you do not tell us about changes to your information, **you could lose your place on the waiting list.** Housing Connections will also review your eligibility once a year.

Stay eligible

Every member of your household must continue to meet the five conditions listed under "Who can apply for subsidized housing?"

Review your needs regularly

Review your housing needs often and tell us right away if your preferences change. **You only get three offers before losing your eligibility to be on the waiting list.** This is why it is important to contact Housing Connections if you need to update your building choices.

Opportunity to Comment

If Housing Connections gets additional information that may affect your eligibility for RGI housing, you will be told in writing. You will have 30 days to comment on the information before a decision will be made about your eligibility. You have the right to request a review of the decision. For a full description of the process, please ask Housing Connections.

As You Get Closer To The Top Of The Waiting List

Additional information and proof of eligibility may be needed as you get closer to the top of the waiting list. For example:

- ***Proof of income***
You will be asked for written proof of your income. Housing providers who manage the developments will need to see proof of income before they can offer you a unit.
- ***If you own a home***
If anyone in your household has a financial interest in any home, anywhere in the world, you must agree in writing to sell your share of the property. You do not have to sell your interest when you first apply but will have to within six months of being housed.

Permission To Gather Information

Housing Connections has permission to gather the personal information we ask for in this application under the following laws:

- City of Toronto Act, 1997 (No. 2).
- Social Housing Reform Act, S.O. 2000, c.44, s. 62(2) and 68(2).

We will use the information to determine your eligibility for subsidized housing and to gather statistics. We will not identify you in the statistics.

Section 1: Main Applicant Information

The main applicant is required to fill out this section completely. This person will be used as the primary contact and all information and correspondence will be sent to this address.

Section 2A: Secondary Contact Information

A secondary contact person is a person who can speak for you about your application, such as an interpreter, a relative, a friend, or a caseworker in an agency. You should provide Housing Connections with a secondary contact person if you are hard to reach or if you do not speak either English or French. This person can help make sure that you keep your application up to date and keep your position on the waiting list. You can list additional contact persons on a separate piece of paper.

Section 2B: Agency Contact Information

Same as Section 2A. Please complete this section if you would like to list an agency as your contact.

Section 3A: Household Information

Please list yourself and members of your household that will live with you in subsidized housing. **You must attach proof of Status in Canada for each member of your household.** Please fill out the information required for yourself and each member of your household.

For income information, please note the Source Codes below and include in appropriate box on the application form.

Income & Assets

Report **all** of the gross monthly income (before deductions) and estimated value of assets owned for **each member** of your household. You do not have to attach proof with this application, but it will be required later.

Income includes money from:

- Employment and Self Employment
- Ontario Works
- Ontario Disability Support Program
- Employment Insurance
- Old Age Security
- Canada Pension Plan
- Other income

Source Code

EM

OW

ODSP

EI

OAS

CPP

OT

Assets include any savings, investments or property that you own such as:

- Guaranteed Income Certificates
- Bank accounts
- Registered Retirement Saving Plans
- A business or business licence
- Real estate such as a house, land, or a farm.

Source Code

GIC

BA

RRSP

BIZ

RE

Note: If anyone in your household has a financial interest in any home, anywhere in the world, you must agree in writing to sell your share of the property within six months of getting housed. You do not have to act on this agreement right now but you will have to within six months of being housed.

Section 3B: Details of Arrears

Government regulations for social housing specify that individuals with money owing to any social housing provider within Ontario are not eligible to be on the waiting list for subsidized housing unless they have made a written agreement with the provider to repay the arrears. List the details of any arrears owed by you or any member of your household.

NOTE: your application may be cancelled if you fail to declare arrears.

Section 4 – Special Needs

There are buildings and units available to accommodate wheelchair users. Some housing is dedicated to people who need support services to live independently. If this applies to you, or anyone who plans to live with you, please indicate if there are support services set up. Type of support includes: Acquired Brain Injury, Attendant Care Services, Consumer Survivor of mental health services, Developmentally disabled, Frail Senior, HIV/AIDS, Physically disabled, Addiction Survivor, Wheelchair accessible building, Wheelchair modified unit or other Support Services.

Section 5 – Housing Needs

Complete these questions to advise us of your housing needs.

Section 6A – Bedrooms Required

Please indicate the number of bedrooms required for you and your household. If you are willing to share a bedroom with your child or have a brother and sister share a bedroom, please provide written authorization. **Note:** “Room” is for those interested in shared accommodation where living space and housekeeping are shared with others.

Section 6B – Location Choices (Communities or buildings where you would like to live)

Tell us where you would like to live. Make your selection using **either** Option 1 **or** Option 2 . See map on next page.

If you do not select either of these options, Housing Connections will automatically place your household on the waiting lists for housing developments in the zone you currently reside in.

Option 1: Select areas or zones

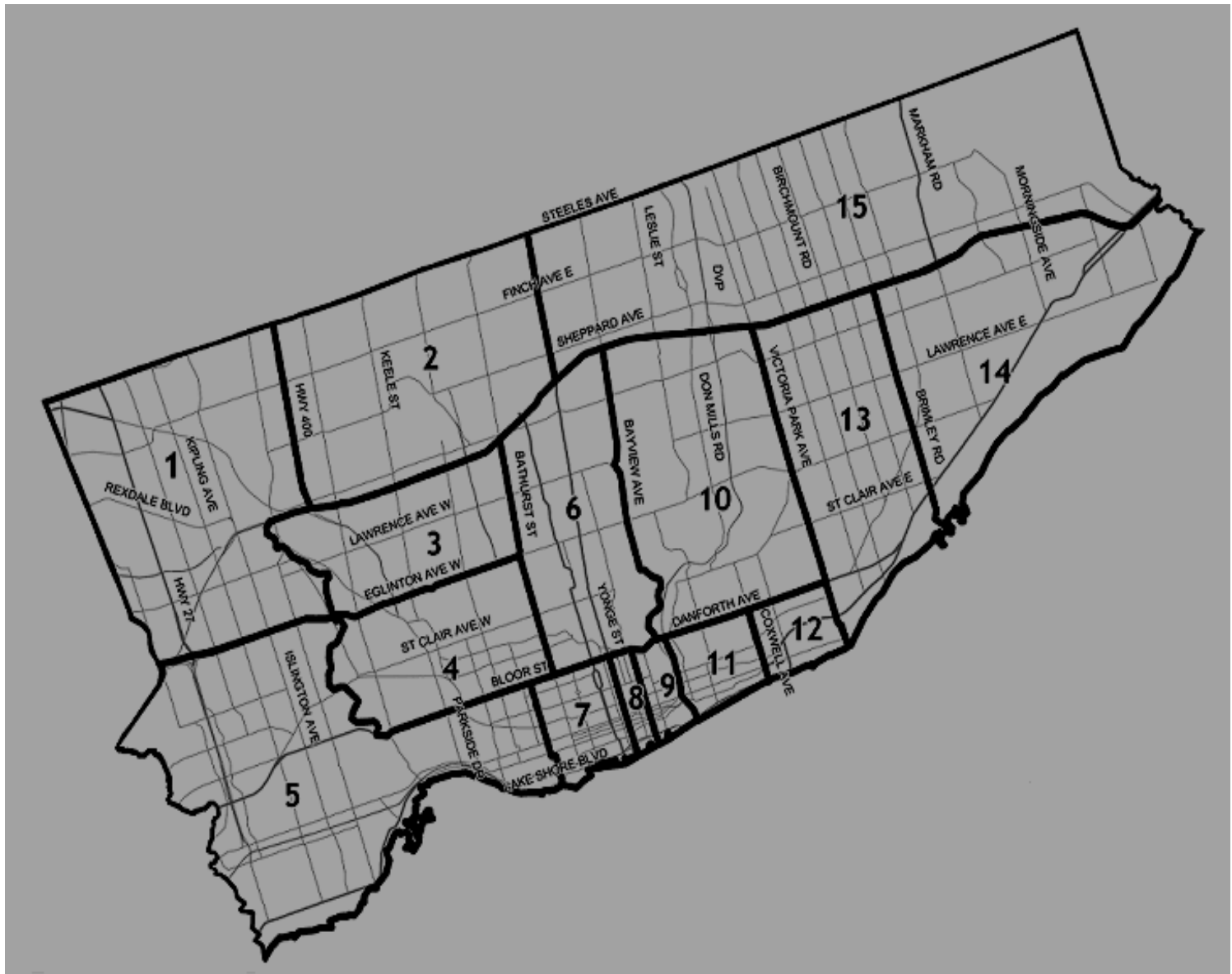
- Pick zones where you are willing to live. Housing Connections will automatically add your household to the waiting lists of all developments you are eligible for. You may pick as many zones as you want.
- Housing Connections will list and send you a copy of all the developments and their features in the zones you have selected. You can keep the list as is or modify it by returning the changes to us or updating it through the automated phone system using your pin number.

OR

Option 2: Select specific buildings

- Tell us exactly where you would like to live and Housing Connections will add your household to the waiting lists of only the buildings you pick. Building listings are available on our website at www.housingconnections.ca
- You are responsible for listing locations that have the building types (such as high-rise or townhouse) and types of accommodation (such as co-op or shared) that you need.
- This is your best option if:
 - there are particular buildings where you want to live
 - you are willing to wait for those buildings
 - you are not interested in looking at any other choices

Note: Housing Connections will review your choices when we receive your application. If you have listed a choice for which you are not eligible, we will take it off your list without notifying you.



Within these zones there are different types of Housing Providers such as:

Toronto Community Housing Corporation (TCHC) The largest provider of rent geared-to-income housing in the city.
Rent Supplement (RS). In Rent Supplement, units are in private rental buildings but tenants pay their rent geared-to-income. (Rent Supplement can only be selected by zone)

Co-operative (Co-op) which is owned and managed by its members (the people who live there). Co-operative members actively participate in the decision-making and share the work involved in running the housing community.

Private Non-Profit (PNP) this housing is usually owned and managed by a sponsoring group such as a church, labour union, or other community organization.

Mandated Buildings: Require their tenants to fulfill certain requirements. Seniors buildings are reserved for those 59 years of age or older, some have a mandate for 65 or older. Other types of mandated buildings include; aboriginals and artists. You may be required to provide proof of eligibility from the provider to be listed for these buildings.

Please choose carefully: You will have up to three offers of accommodation from your list of choices. If you refuse three you will lose your eligibility on the waiting list

Community Partners: These are community-based organizations that help refer people to the resources and information they need, such as information about housing. You can obtain a Housing Connections application or get help filling it out from one of the Community Partners listed below. Please call ahead to find out if you need an appointment.

<p>Agincourt Community Services Association 4155 Sheppard Ave. E., Ste. 100 M1S 1T4, Scarborough Phone: (416)-321-6912 Fax: (416)-321-6922 Website: http://www.agincourtascsa.info</p>	<p>COSTI 1700 Wilson Ave, Ste.114 M3L 1B2, North York Phone: (416)-244-0480 Fax: (416)244-0379 Website: http://www.costi.org</p>	<p>Robertson House Phone: (416) 392-5662 Fax: (416) 392-3897</p>
<p>Albion Neighbourhood Services 1530 Albion Rd., Suite 205 Etobicoke, ON M9V 1B4 Phone: (416) 741-1553 Fax: (416) 741-1553 Website: http://home.interhop.net/encic/encic.html</p>	<p>East York Housing Help Centre 91 Barrington Ave. Toronto, ON M4C 4Y9 Phone: (416) 698-9306 Fax: (416) 698-6718</p>	<p>Scarborough Housing Help Centre 2500 Lawrence Ave. East, Suite 205 Toronto, ON M1P 2R7 Phone: (416) 285-8070 Fax: (416) 285-5410 Website: http://www.shhc.org</p>
<p>AWIC Community and Social Services 3030 Don Mills Rd. , Peanut Plaza, Lower Level Toronto, ON M2J 3C1 Phone: (416) 499-4144 Fax: (416) 499-4077 Website: http://www.awic.org</p>	<p>Etobicoke Housing Help Centre - South Office LAMP Building 185 Fifth St. Etobicoke, ON M8V 2Z5 Phone: (416) 252-6471 Fax: (416) 252-4474 Website: http://www.lampchc.org</p>	<p>Seaton House 339 1/2 George St. Toronto, ON M5A 2N2 Phone: (416) 392-5530 Fax: (416) 392-5532 Website: http://seatonhouse.com</p>
<p>B'Nai Brith Canada 15 Hove St. Downsview, ON M3H 4Y8 Phone: (416) 633-6224 Fax: (416) 630-2159 Website: http://www.bnaibrith.ca</p>	<p>Family Residence Shelter 4222 Kingston Rd. Toronto, ON M1E 2M6 Phone: (416) 397-1338 Fax: (416) 397-1394</p>	<p>Streets to Homes 112 Elizabeth St. 2nd Floor Toronto, ON M5G 1P5 Phone: (416) 392-0092</p>
<p>Birkdale Residence Phone: (416) 397-4541 or (416)-392-5788 Fax: (416) 392-5855</p>	<p>Flemingdon Neighborhood Services 10 Gateway Blvd., Suite 104 North York, ON M3C 3A1 Phone: (416) 424-2900 Fax: (416) 424-3455 Website: http://www.fnsservices.org</p>	<p>Toronto Christian Resource Centre 40 Oak St. Toronto, ON M5A 2C6 Phone: (416) 363-4234 Fax: (416) 363-7006 Website: http://www.tcrc.ca</p>
<p>Bloor Information and Life Skills Centre 672 Dupont St., Suite 314 Toronto, ON M6G 1Z6 Phone (416) 531-4613 Fax: (416) 531-9088</p>	<p>Midaynta Community Services 1992 Yonge Street, Suite 203 Toronto, ON M4S 1Z8 Phone: (416) 544-1992 Fax: (416) 440-3379 Website: http://www.midaynta.com</p>	<p>West Downtown Toronto Housing Help Centre 672 Dupont Street, Suite 315 Toronto, ON M6G 1Z6 Phone: (416) 531-7376 Fax: (416) 531-0841</p>
<p>Community Action Resource Centre 1884 Davenport, Unit 1, Toronto Toronto, ON M6N 1B7 Phone: (416) 654-0299 Fax: (416) 656-1254</p>	<p>Native Men's Residence 14 Vaughan Rd. Toronto, ON M6G 2N1 Phone: (416) 652-0334 Fax: (416) 652-3138 Website: http://www.nameres.org</p>	<p>West Hill Community Services 4100 Lawrence Ave. E. Toronto, ON M1E 2R9 (Mailing Address 3545 Kingston Rd, Toronto, ON M1M 1R6) Phone: (416) 286-2441 X26 Fax: (416) 286-4272 Website: http://westhill-cs.on.ca</p>
<p>Community Action Resource Centre (formerly Community Information Centre for the City of York) 1652 Keele Street Toronto, ON M6M 3W3 Phone: (416) 652-2273 Fax: (416) 652-8992</p>	<p>Neighbourhood Link/Senior Link 2625 Danforth Ave Toronto, ON M4C 1L4 Phone: (416) 691-7407 Fax: (416) 691-8466 Website: http://senior-link.com</p>	<p>Woodgreen Community Centre of Toronto 835 Queen St. East Toronto, ON M4M 1H9 Phone: (416) 469-5211 x1175 Fax: (416) 469-0825 Website: http://www.woodgreen.org</p>
<p>Community Centre 55 97 Main St. Toronto, ON M4E 2V6 Phone: (416) 691-1113 Fax: (416) 691-8269 Website: http://www.centre55.com</p>	<p>St. Stephen's Community House 260 Augusta Ave. Toronto, ON M5T 2L9 Phone: (416) 964-8747 Fax: (416) 966-2178 Website: http://www.ststephenshouse.com</p>	<p>York Housing Help Centre York Community Services 1651 Keele St. Toronto, ON M6M 3W2 Phone: (416) 653-5400 Fax: (416) 653-1696</p>