



**Annual  
Statistical  
Report**

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2004

## LEGEND

HND	= Households with no dependents	Bach	= Bachelor unit
HWD	= Households with dependents	1B	= 1 bedroom unit
TCHC	= Toronto Community Housing Corporation	2B	= 2 bedroom unit
PNP	= Private, non-profit housing provider	3B	= 3 bedroom unit
Co-op	= Co-operative housing provider	4B	= 4 bedroom unit
W/C	= Wheelchair	5B	= 5 bedroom unit
WSIB	= Workplace Safety Insurance Board	SHRA	= Social Housing Reform Act
TAWL	= Toronto Applicant Waiting List	RGI	= Rent-geared-to-income
SPHC	= Special Priority Household Category		
DA	= Households disadvantaged by the chronological system		

## DEFINITIONS

**Active status:** When an applicant is on the chronological waiting list and is eligible to be offered housing should it become available.

**Inactive status:** Although the applicant maintains his/her spot on the chronological waiting list, the applicant will have to meet further eligibility requirements before a provider can offer housing; usually, this means Housing Connections has not had contact with a client for more than 12 months.

**Overhoused:** When tenants are living in a unit that exceeds their occupancy eligibility.

**Consumer/Survivor:** One who uses or has used the resources offered by the mental health system.

**Households disadvantaged by the chronological system:** In Toronto, there is a Local Access Priority that requires one in seven vacancies be filled by a household disadvantaged by the chronological system. This includes youth, homeless, and separated families.

**Separated family:** A family with a child under the care of Children's Aid Services.

**Youth:** Applicants aged 16 and 17.

**Senior:** Applicants aged 59 or older. Some providers have mandates that require seniors to be 65 to be housed.

**Special Priority Household Category:** The Social Housing Reform Act gives priority access to social housing applicants whose personal safety, or whose family's safety, is at risk because of abuse by an individual with whom they live. This special priority is to enable the applicant's household to separate permanently from the abuser.

**Victims of violence:** Applicants who may not qualify for the Special Priority Household Category, but have been a victim of violence, would get this designation.

**Terminally ill:** In the City of Toronto there is an 'Optional Local Access Priority', giving providers the option to consider terminal illness as priority following households with Special Priority Household Category status. Following consultations with medical professionals and community agencies, Housing Connections' Board of Directors restricted this priority to those with less than two years to live.

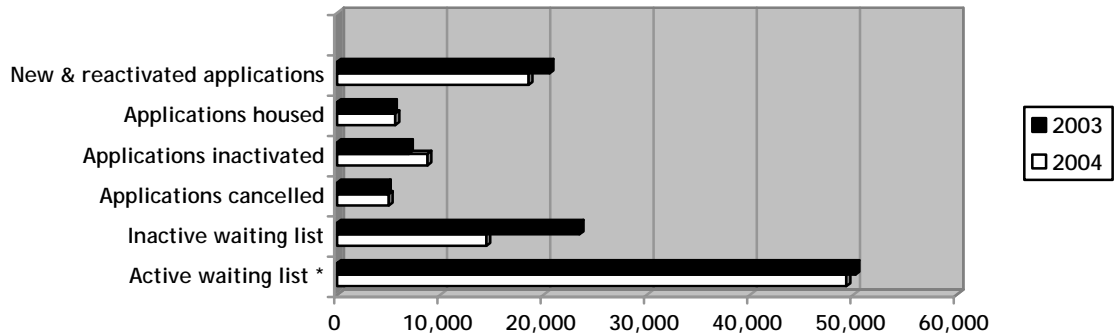
**Provider:** Social housing providers may be private non-profits, co-operatives or TCHC.

**Supportive housing:** Housing which offers a range of support services for tenants with special needs, such as physical/accessibility needs, life skills development, counselling, or other supports.

**Rent supplement:** A subsidy provided to conventional landlords to bridge the gap between the monthly market rent charged for a unit and the rent-geared-to-income portion paid by the tenant. A conventional landlord sets aside units for households requiring rent-geared-to-income and Housing Connections pays the landlord the difference between geared-to-income rent and the market rent for the unit.

**SUMMARY OF ACTIVITIES**

Activities from 2003 - 2004

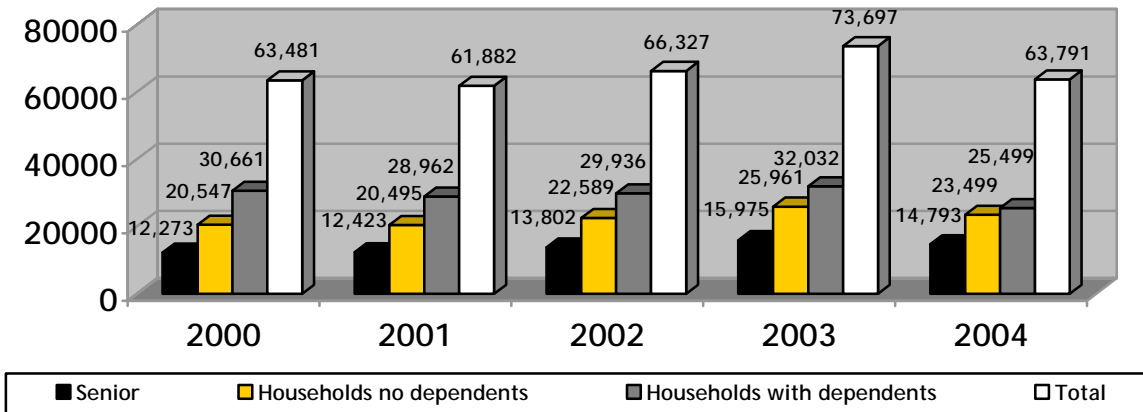


	2003	2004	Increase/Decrease	%
New & reactivated applications	20,600	18,541	-2,059	-10%
Applications housed	5,416	5,652	+236	+4%
Applications inactivated	6,962	8,760	+1,798	+25%
Applications cancelled	4,830	5,018	+188	+3%
Inactive waiting list	23,479	14,462	-9,017	-61%
Active waiting list *	50,218	49,329	-889	-9%
<b>Total waiting list as at December 31<sup>st</sup></b>	<b>73,369</b>	<b>63,791</b>	<b>-9,906</b>	<b>-9%</b>

\*The total includes 3,925 clients currently living in subsidized accommodation. There are several situations why these households would be on the centralized waiting list:

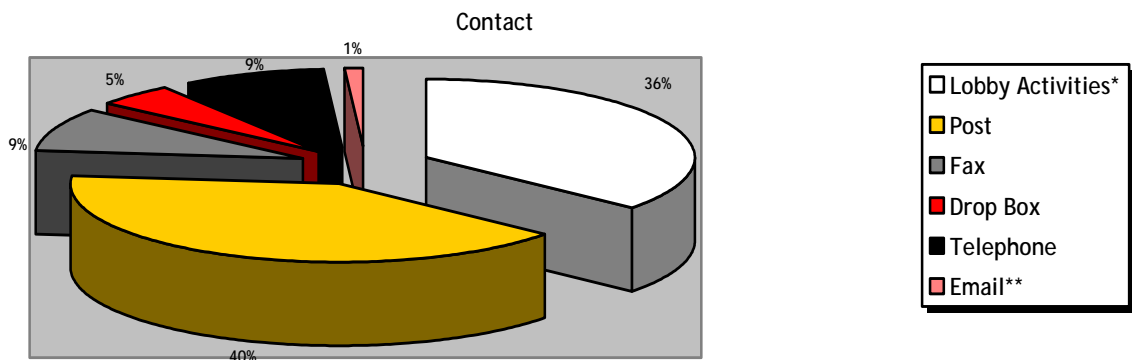
- They have applied to live with another provider,
- They are overhoused with their current landlord and are seeking smaller accommodation, or
- They are currently living within the former MTHC portfolio of TCHC and applied for a discretionary transfer, i.e., non priority. Prior to 2001, MTHC and THC administered the subsidized housing portfolio and waiting list in Toronto. These were integrated to form the current TCHC, which then created Housing Connections to maintain the waiting list.

**FIVE YEAR WAITING LIST TOTALS**



- This includes active and inactive waiting list totals. Active status means the applicant is on the chronological waiting list and is eligible to be offered housing should it become available. Inactive status means that although the applicant maintains his/her spot on the chronological waiting list, the applicant will have to meet further eligibility requirements before a provider can offer housing; usually, this means Housing Connections has not had contact with a client for more than 12 months.

**SUMMARY OF CONTACTS**

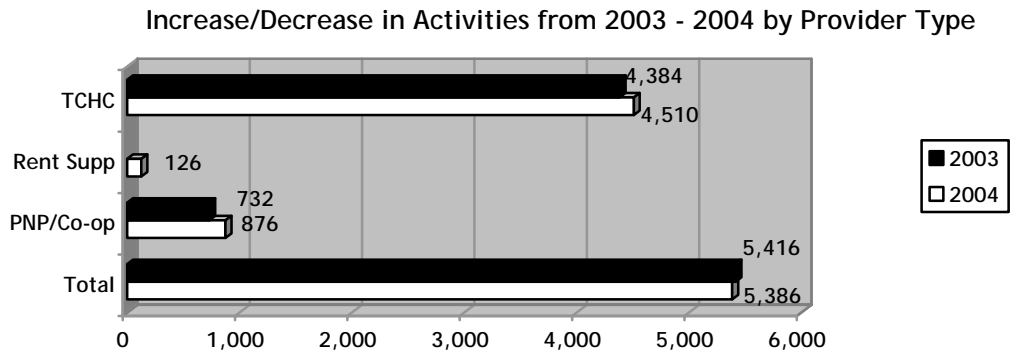


Contact Methods	Totals	%
Lobby Activities *	38,820	37
Post	43,427	40
Fax	9,570	9
Drop Box	5,049	5
Telephone	9,285	9
Email **	1,093	1
<b>Total</b>	<b>107,244</b>	

\*Clients who visited the Bloor Street office to either drop off documents or request information.

\*\* This number is from April – December. The general enquiries email address was created in April.

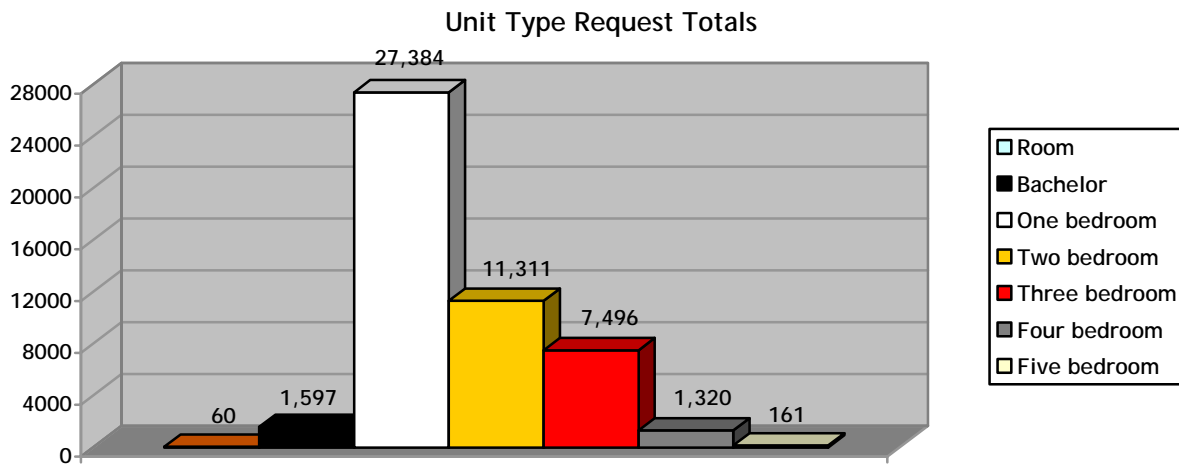
**COMPARISON OF APPLICANTS HOUSED USING TAWL**



Provider	2003	2004	Increase/Decrease
TCHC	4,684*	4,384	-300
PNP/Co-op	732	876	+144
Rent Supplement	N/A*	126	
Total	5,416	5,386	-30

\*In 2003, Rent Supplement was included in the TCHC count.

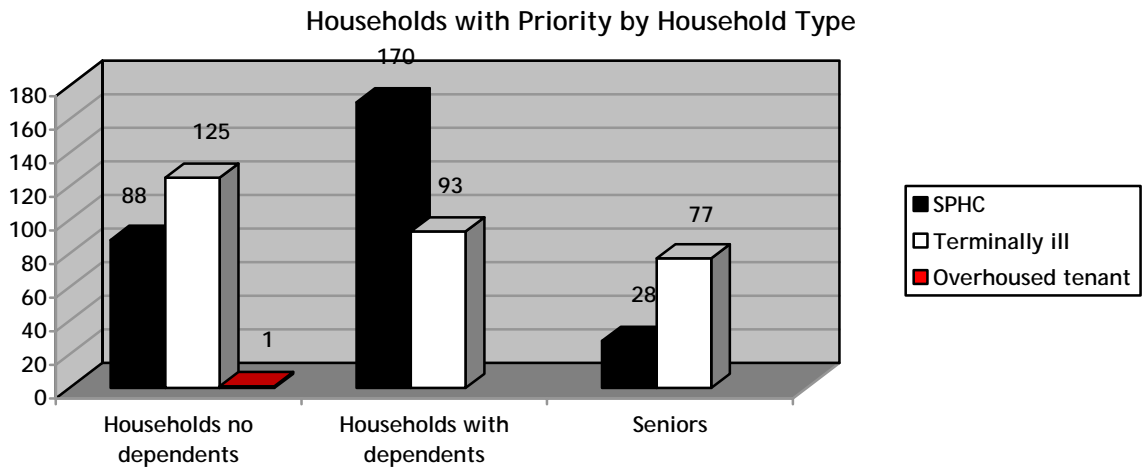
**SUMMARY OF THE ACTIVE WAITING LIST BY UNIT TYPE**



Unit Type	Households no Dependents	Households with Dependents	Senior	Total
Room	57	2	1	60
Bachelor	1,054	15	528	1,597
One bedroom	14,819	1,195	11,370	27,384
Two bedroom	1,509	9,465	337	11,311
Three bedroom	375	7,085	36	7,496
Four bedroom	63	1,257	0	1,320
Five bedroom+	9	152	0	161
<b>Total</b>	<b>17,886</b>	<b>19,171</b>	<b>12,272</b>	<b>49,329</b>

- Unit type is from the largest types selected by the client, which means that a household could be on a waiting list for a bachelor and a one bedroom but only counted above as waiting for a one bedroom unit.

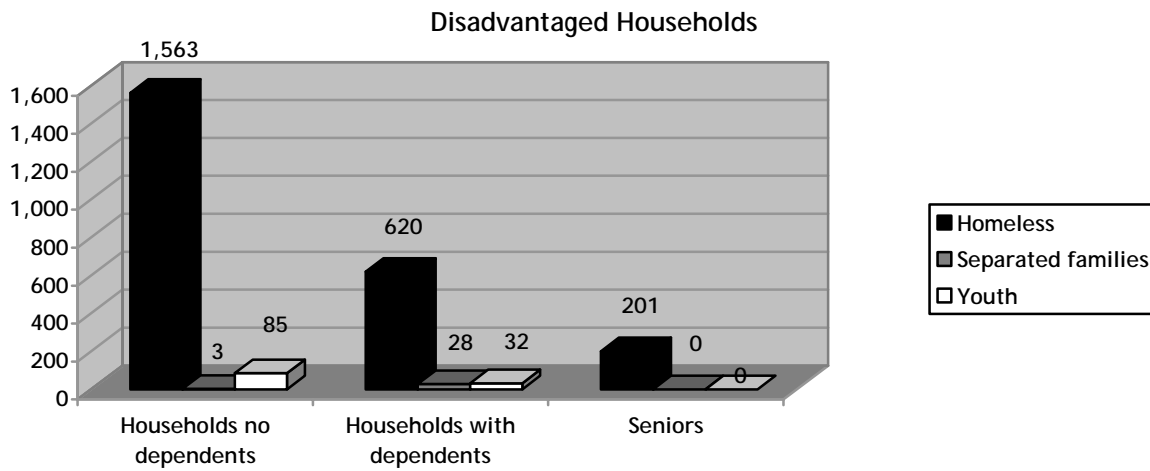
**HOUSEHOLDS WITH PRIORITY ON THE ACTIVE WAITING LIST**



Type of Priority	Households no Dependents	Households with Dependents	Senior	Total
SPHC	88	170	28	286
Terminally ill	125	93	77	295
Overhoused tenant	1	0	0	1
<b>Total</b>	<b>214</b>	<b>263</b>	<b>105</b>	<b>582</b>

- Under the SHRA, victims of family violence may be granted the Special Priority Household Category status (SPHC). Each provider is mandated to first offer available units to households with this status who have selected their buildings.
- In June 2002, City of Toronto Council approved the continuance of terminally ill as an 'Optional Local Access Priority', giving providers the option to consider 'terminal' as priority following households with Special Priority Household Category status. Following consultations with medical professionals and community agencies, Housing Connections' Board of Directors restricted this priority to those with less than two years to live.
- Under the Local Access Priority rules, overhoused tenants are also considered a priority. Where a tenant has been in an overhoused situation for more than 12 months or the provider with whom the tenant resides does not have the unit size required in their portfolio, the tenant must be placed on the centralized waiting list with priority. Overhoused applicants are offered housing after those under the Special Priority Household Category and terminally ill applicants for each development.

**HOUSEHOLDS DISADVANTAGED BY THE CHRONOLOGICAL SYSTEM ON THE ACTIVE WAITING LIST**

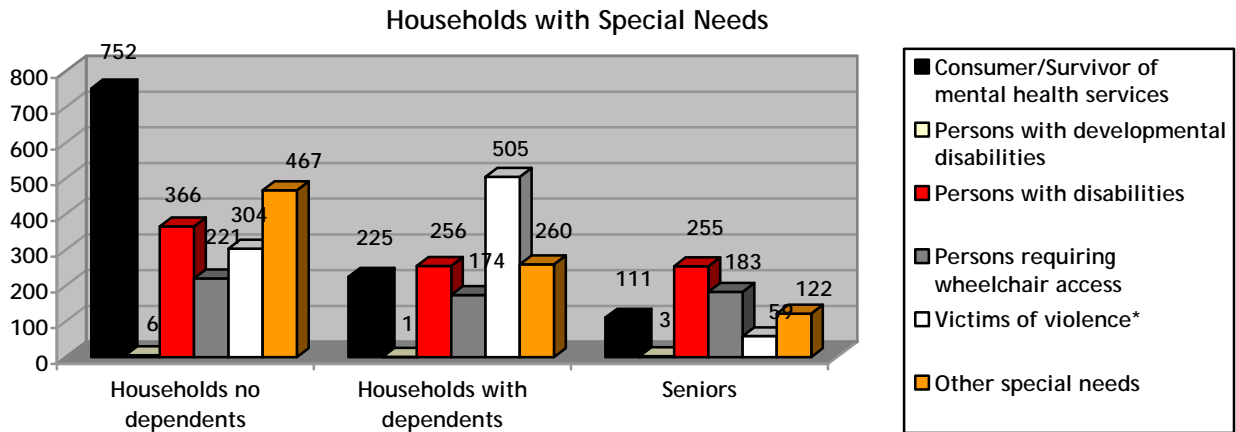


Type of Disadvantaged Household	Households no Dependents	Households with Dependents	Senior	Total
Homeless *	1,563	620	201	2,384
Separated families	3	28	0	31
Youth	85	32	0	117
<b>Total</b>	<b>1,651</b>	<b>680</b>	<b>201</b>	<b>2,532</b>

- This represents households who are disadvantaged at the time of application to the chronological wait list. One in seven vacancies must be filled by households with these designations.

\*Homeless newcomers are included in this count.

**HOUSEHOLDS ON THE ACTIVE WAITING LIST WITH SPECIAL NEEDS**

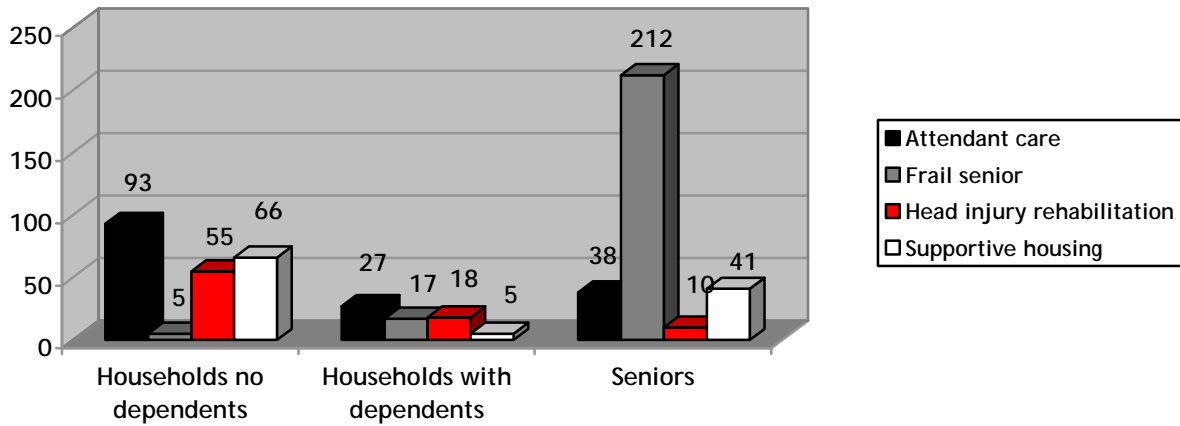


Type of Special Need	Households no Dependents	Households with Dependents	Senior	Total
Consumer/Survivor of mental health services	752	225	111	1,088
Persons with developmental disabilities	6	1	3	10
Persons with disabilities	366	256	255	877
Persons requiring wheelchair access	221	174	183	578
Victims of violence*	304	505	59	868
Other special needs	467	260	122	849
<b>Total</b>	<b>2,126</b>	<b>1,421</b>	<b>733</b>	<b>4,270</b>

\*This count includes households where the Special Priority Household Category (SPHC) has been assigned.

**HOUSEHOLDS ON THE ACTIVE WAITING LIST REQUIRING SUPPORTIVE HOUSING**

Households Requiring Supportive Housing



Type of Housing	Households no Dependents	Households with Dependents	Senior	Total
Attendant care	93	27	38	158
Frail senior	5	17	212	234
Head injury rehabilitation	55	18	10	83
Supportive housing	66	5	41	112
<b>Total</b>	<b>219</b>	<b>67</b>	<b>301</b>	<b>587</b>

**REASONS FOR REMOVAL FROM THE ACTIVE WAITING LIST**

As per the SHRA, maintenance of waiting list records is conducted annually for each applicant. Record status may change as a result of this process. The following tables give a breakdown for the reasons applications were either inactivated or cancelled in 2004. An inactive application can be reinstated to its original date up to 24 months after it has been inactivated. Cancelled applicants must reapply. Applicants who are homeless and have their application inactivated are eligible for reactivation up to five years later, as per a 2002 Council request.

Reasons for Inactivation

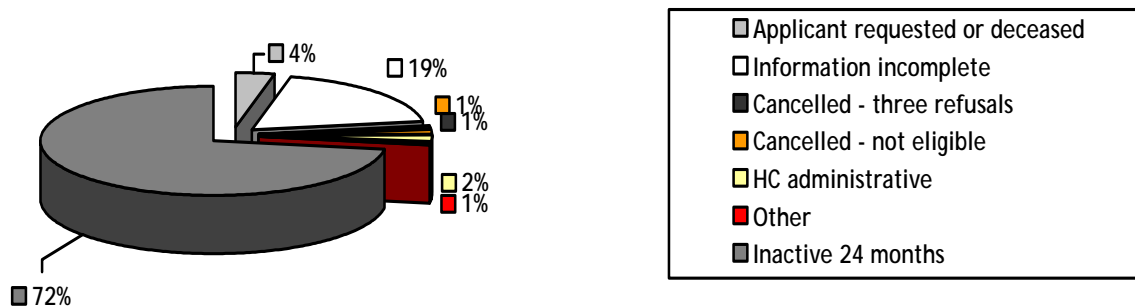


Reasons for Inactivation *	Total	%
Documentation required	730	9.6%
Homeless - unable to contact	190	2.5%
No response/mail returned	6,579	86.8%
Inactive - three refusals	71	0.9%
Inactive - not eligible	13	0.2%

\*This does not include applications which were reactivated or cancelled in 2004.

- 753 applications were reactivated and are counted in the applications received.

Reasons for Cancellation

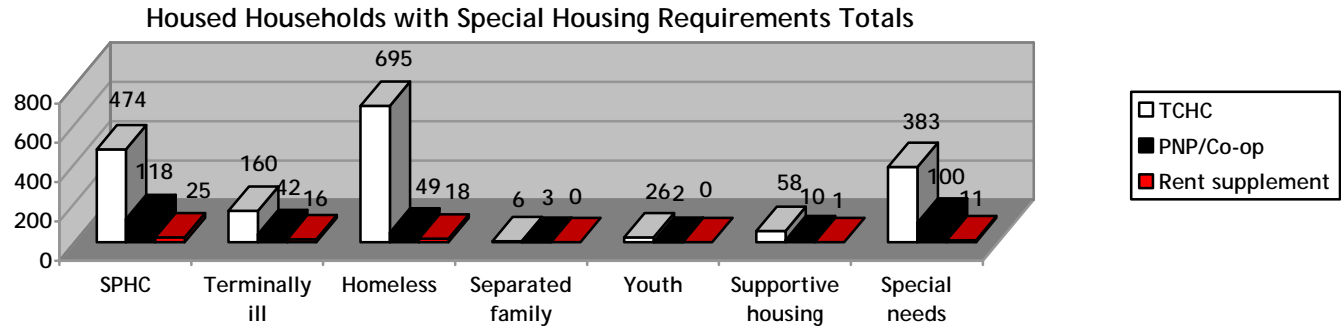


Reasons for Cancellation	Totals	%
Applicant requested or deceased	804	3.7%
Information incomplete	4,074	18.8%
Cancelled - three refusals	144	0.7%
Cancelled - applicant not eligible	308	1.4%
Housing Connections administrative - e.g. duplicate records	463	2.1%
Other	132	0.6%
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	15,705	72.6%

**ACTIVE HOUSEHOLDS ON THE WAITING LIST CURRENTLY RESIDING WITH A PROVIDER**

Provider	Provider of Choice	Subsidy				Market				Total
		HND	HWD	SENIOR	Total	HND	HWD	SENIOR	Total	
TCHC	TCHC	997	1,483	524	3,004	414	431	150	995	3,999
	Other	50	58	137	245	17	7	16	40	285
	<b>Total</b>	<b>1,047</b>	<b>1,541</b>	<b>661</b>	<b>3,249</b>	<b>431</b>	<b>438</b>	<b>166</b>	<b>1,035</b>	<b>4,284</b>
PNP	PNP	152	102	102	356	116	120	208	444	800
	Other	38	26	25	89	19	15	12	46	135
	<b>Total</b>	<b>190</b>	<b>128</b>	<b>127</b>	<b>445</b>	<b>135</b>	<b>135</b>	<b>220</b>	<b>490</b>	<b>935</b>
Co-op	Co-op	79	75	23	177	102	163	43	308	485
	Other	24	11	19	54	17	7	17	41	95
	<b>Total</b>	<b>103</b>	<b>86</b>	<b>42</b>	<b>231</b>	<b>119</b>	<b>170</b>	<b>60</b>	<b>349</b>	<b>580</b>
<b>Total</b>		<b>1,340</b>	<b>1,755</b>	<b>830</b>	<b>3,925</b>	<b>685</b>	<b>743</b>	<b>446</b>	<b>1,874</b>	<b>5,799</b>

**HOUSED HOUSEHOLDS WITH SPECIAL HOUSING REQUIREMENTS**



TCHC	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	156	103	329	2	13	16	175	794
Households with Dependents	266	54	246	4	13	7	111	701
Seniors	52	3	120	0	0	35	97	307
<b>Total</b>	<b>474</b>	<b>160</b>	<b>695</b>	<b>6</b>	<b>26</b>	<b>58</b>	<b>383</b>	<b>1,802</b>

Rent Supplement	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	10	14	6	0	0	0	5	35
Households with Dependents	15	2	12	0	0	0	5	34
Seniors	0	0	0	0	0	1	1	2
<b>Total</b>	<b>25</b>	<b>16</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>71</b>

## Housing Connections

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Housed households with special housing requirements  
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PNP/Co-op	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	17	19	24	1	1	3	35	100
Households with Dependents	95	12	18	2	1	1	43	172
Seniors	6	11	7	0	0	6	22	52
<b>Total</b>	<b>118</b>	<b>42</b>	<b>49</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>100</b>	<b>324</b>
<b>Grand total</b>	<b>617</b>	<b>218</b>	<b>762</b>	<b>9</b>	<b>28</b>	<b>69</b>	<b>494</b>	<b>2,197</b>

- Clients with SPHC status who are living in shelters are represented under the SPHC category, not the Homeless category.