



**Annual
Statistical
Report**

2008

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-gearred-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 by Housing Connections for rent-gearred-to-income households which to pays the difference between geared-to-income rent paid by the tenant and the regular market rent in a private-market unit.

SUMMARY OF ACTIVITIES

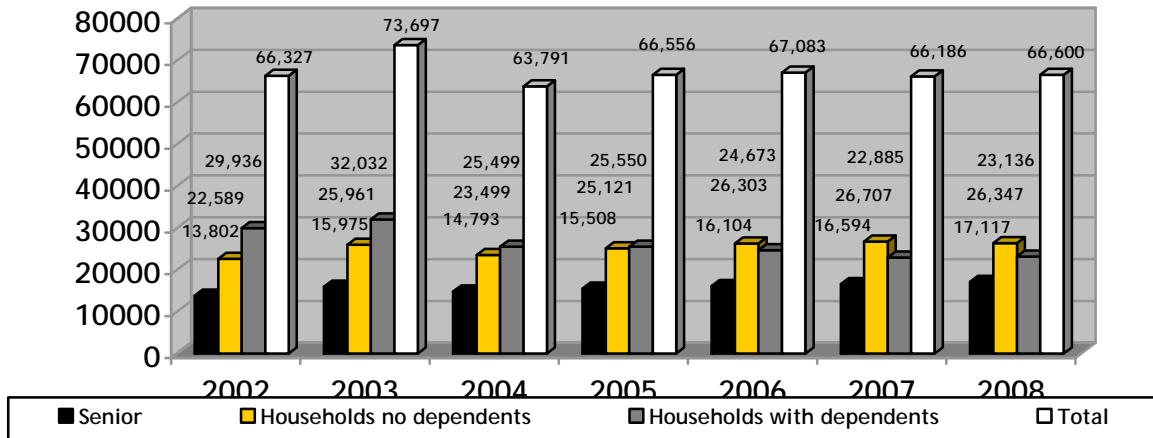
Total number of people on Housing Connections centralized waiting list for social housing is 127,009 as of December 31, 2008. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2007	2008	Increase/Decrease	%
New & reactivated applications	22,767	24,871	+2,104	9
Applications housed	4,336	4,872	+536	12
Applications inactivated	8,489	7,466	-1,023	12
Applications cancelled	8,009	9,146	+1,137	14
Inactive waiting list	16,708	14,343	-2,365	14
Active waiting list	49,478	52,257	+2,779	6
Total waiting list as at December 31st	66,186	66,600	+414	1

The total includes 3,338 clients currently living in subsidized accommodation. There are several situations why these households would be on the centralized waiting list:

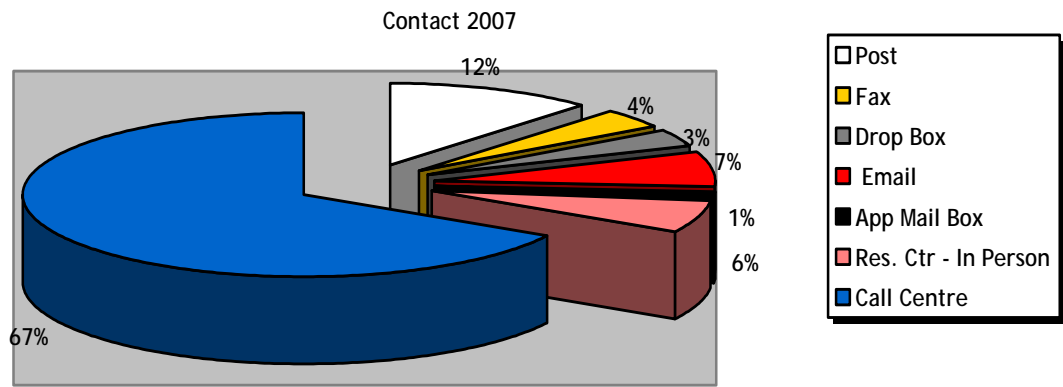
- They have applied to live with another provider,
- They are overhoused with their current landlord and are seeking smaller accommodation, or
- They are currently living within the former MTHC portfolio of TCHC and applied for a discretionary transfer, i.e., non priority. Prior to 2001, MTHC and THC 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 the applicant has not confirmed interest to remain on the list for at least 12 months.

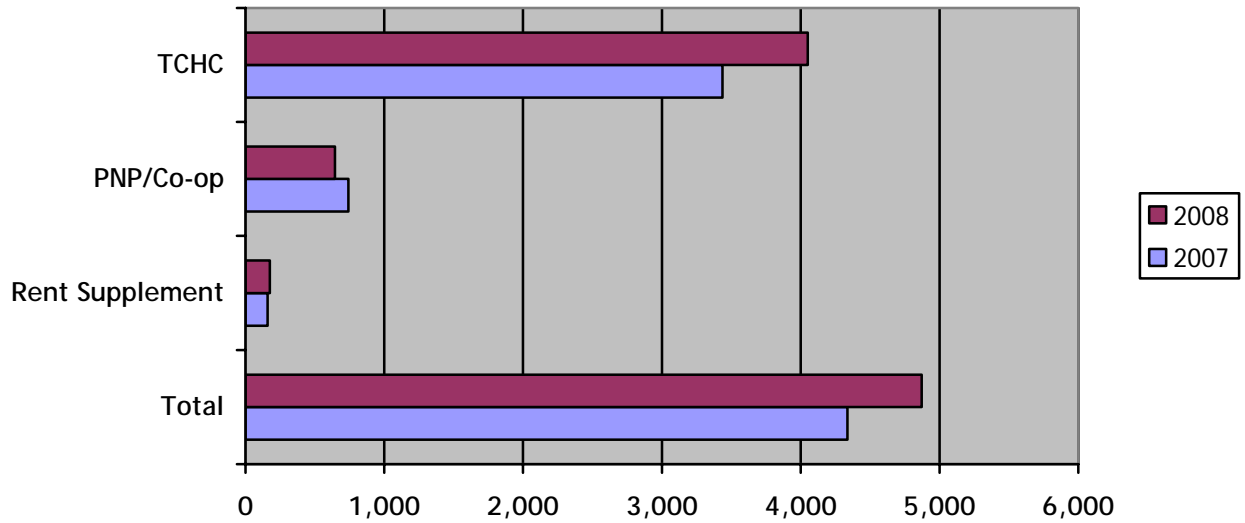
SUMMARY OF CONTACTS



Contact Methods	2007 Totals	%	2008 Totals	%
Post	31,891	11	33,139	12
Fax	8,847	3	10,930	4
Drop Box	7,325	2	9,685	3
Email	19,208	6	19,294	7
App Mail Box	5,461	2	2,436	1
Resource Centre (In Person)	18,513	6	17,777	6
Resource Centre (Call Centre)	211,748	70	186,574	67
Total	302,993	100	279,835	100

COMPARISON OF APPLICANTS HOUSED USING TAWL

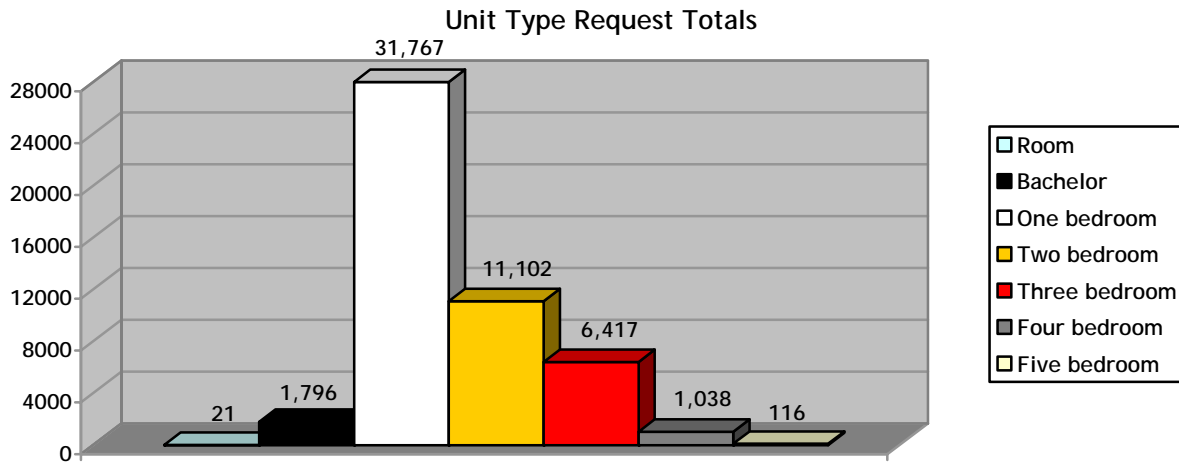
Increase/Decrease in Activities from 2007 - 2008 by Provider Type



Provider	2007	2008	Increase/Decrease
TCHC	3,437	4,051	+614
PNP/Co-op	741	645	-96
Rent Supplement	158	176	+18
Total	*4,336	*4,872	+536

*This figure does not include applicants housed directly by provider or applicants who did not follow through on a signed lease offer.

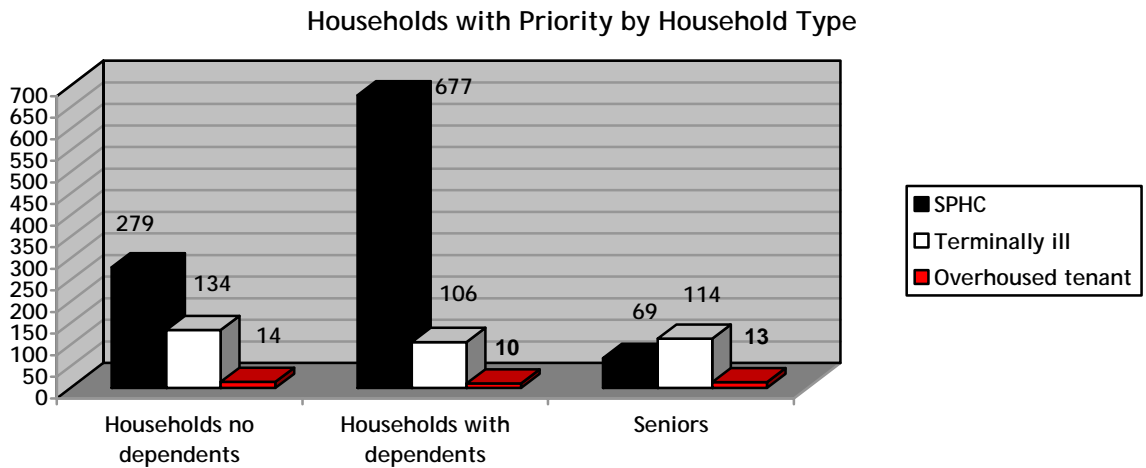
SUMMARY OF THE ACTIVE WAITING LIST BY UNIT TYPE



Unit Type	Households no Dependents	Households with Dependents	Senior	Total
Room	19	0	2	21
Bachelor	1,154	22	620	1,796
One bedroom	17,259	1,047	13,461	31,767
Two bedroom	1,289	9,460	353	11,102
Three bedroom	195	6,212	10	6,417
Four bedroom	24	1,010	4	1,038
Five bedroom+	5	111	0	116
Total	19,945	17,862	14,450	52,257

- Unit type is from the largest types selected by the applicant, 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.

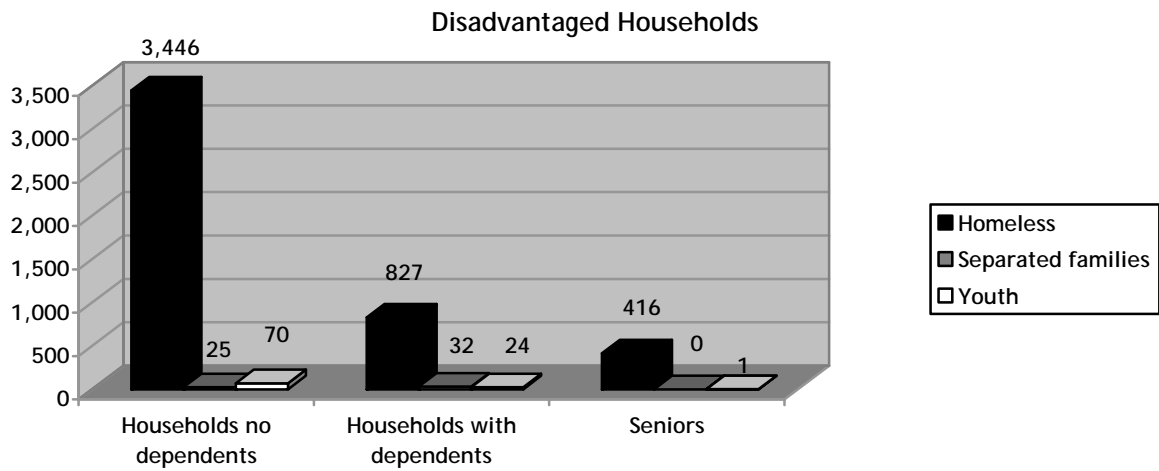
HOUSEHOLDS WITH PRIORITY ON THE ACTIVE WAITING LIST



Type of Priority	Households no Dependents	Households with Dependents	Senior	Total
SPHC	279	677	69	1,025
Terminally ill	134	106	114	354
Overhoused tenant	14	10	13	37
Total	427	793	196	1,416

- 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.

DISADVANTAGED HOUSEHOLDS ON THE ACTIVE WAITING LIST

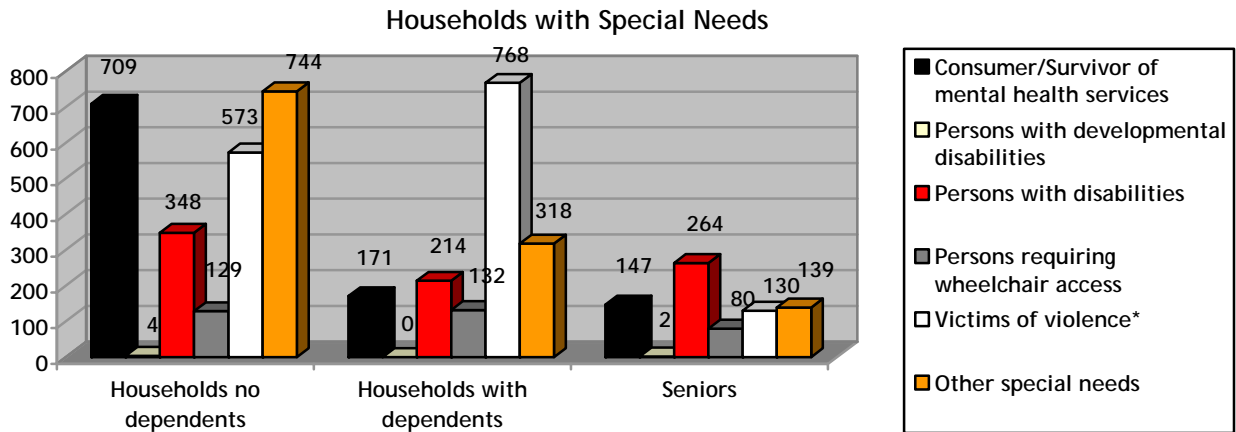


Type of Disadvantaged Household	Households no Dependents	Households with Dependents	Senior	Total
Homeless *	3,446	827	416	4,689
Separated families	25	32	0	57
Youth	70	24	1	95
Total	3,541	883	417	4,841

- 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

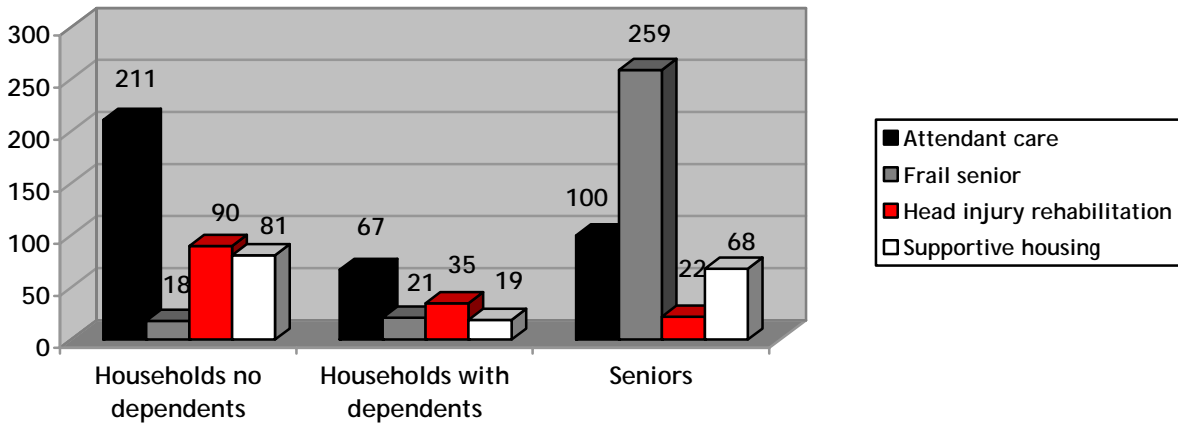


Type of Special Need	Households no Dependents	Households with Dependents	Senior	Total
Consumer/Survivor of mental health services	709	171	147	1,027
Persons with developmental disabilities	4	0	2	6
Persons with disabilities	348	214	264	826
Persons requiring wheelchair access	129	132	80	341
Victims of violence*	573	768	130	1,471
Other special needs	744	318	139	1,201
Total	2,507	1,603	762	4,872

*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	211	67	100	378
Frail senior	18	21	259	298
Head injury rehabilitation	90	35	22	147
Supportive housing	81	19	68	168
Total	400	142	449	991

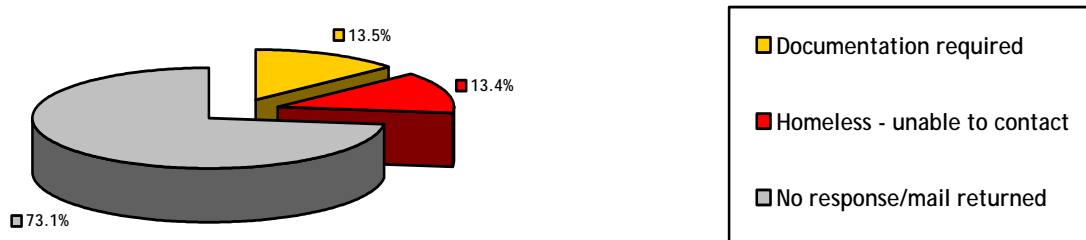
INTERNAL REVIEW CASES

Category	Number of Reviews	Decisions Upheld	Decisions Overturned	Deferred
Additional Bedroom	17	17	0	0
Arrears	4	3	0	1
Backdating	14	11	2	1
Rent Supplement	6	4	0	2
SPP	22	15	2	5
Status In Canada	2	1	1	0
Terminally Ill	21	21	0	0
Three Refusals	21	13	8	0
Total	107	85	13	9

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 2005. 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

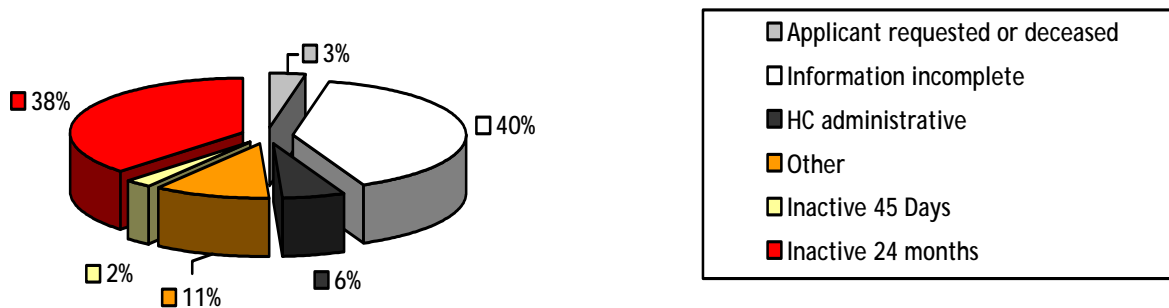


Reasons for Inactivation *	Total	%
Documentation required	818	14
Homeless - unable to contact	811	13
No response/mail returned	4,421	73

*This does not include applications which were reactivated or cancelled in 2007.

- 1,832 applications were reactivated and are counted in the applications received.

Reasons for Cancellation

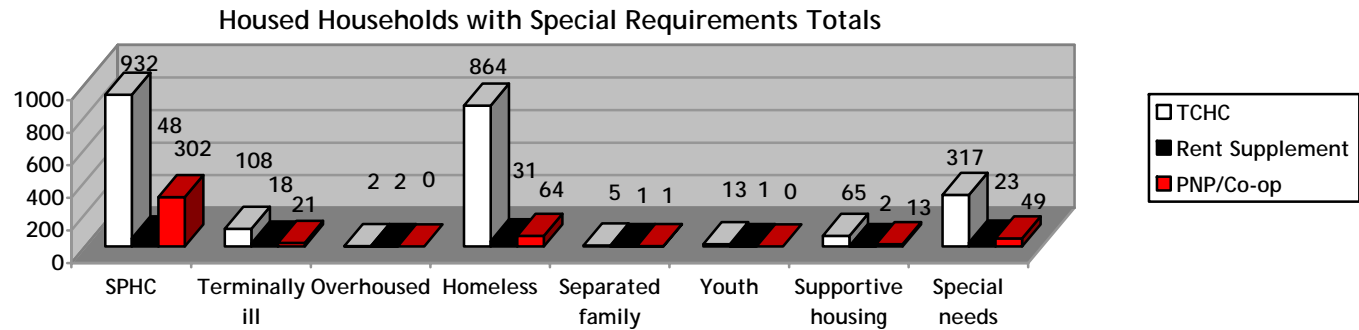


Reasons for Cancellation	Totals	%
Applicant requested or deceased	619	3
Information incomplete	7,172	40
Housing Connections administrative - e.g. duplicate records	1,081	6
Other	1,955	11
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	415	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	6,775	38

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	911	995	514	2,420	375	346	195	916	3,336
	Other	70	104	89	263	11	16	11	38	301
	Total	981	1,099	603	2,683	386	362	206	954	3,637
PNP	PNP	139	95	104	338	139	128	293	560	898
	Other	14	16	12	42	16	3	14	33	75
	Total	153	111	116	380	155	131	307	593	973
Co-op	Co-op	89	100	44	233	141	156	72	369	602
	Other	15	10	17	42	7	4	12	23	65
	Total	104	110	61	275	148	160	84	392	667
Total		1,238	1,320	780	3,338	689	653	597	1,939	5,277

HOUSED HOUSEHOLDS WITH SPECIAL HOUSING REQUIREMENTS



TCHC	SPHC	Terminally III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	335	35	1	429	0	10	19	139	968
Households with Dependents	493	28	0	214	5	3	5	95	843
Seniors	104	45	1	221	0	0	41	83	495
Total	932	108	2	864	5	13	65	317	2,306

Rent Supplement	SPHC	Terminally III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	31	12	1	19	0	1	0	10	74
Households with Dependents	15	2	0	10	1	0	2	12	42
Seniors	2	4	1	2	0	0	0	1	10
Total	48	18	2	31	1	1	2	23	126

Housing Connections

Housed households with special housing requirements....cont'd

PNP/Co-op	SPHC	Terminally III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	99	3	0	23	0	0	4	23	152
Households with Dependents	157	2	0	21	1	0	2	8	191
Seniors	46	16	0	20	0	0	7	18	107
Total	302	21	0	64	1	0	13	49	450
Grand total	1,282	147	4	959	7	14	80	389	2,882

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

HOUSED TOTAL - % BY CATEGORY

TCHC		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	932	23
Terminally III	108	3
Overhoused	2	0
Disadvantaged	882	22
Supportive Housing	65	2
Special Needs	317	8
Regular Chronological Waiting List	1,745	42
Total	4,051	100

Rent Supplement		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	48	27
Terminally III	18	10
Overhoused	2	1
Disadvantaged	33	19
Supportive Housing	2	1
Special Needs	23	13
Regular Chronological Waiting List	50	29
Total	176	100

PNP/Co-op		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	302	47
Terminally III	21	3
Overhoused	0	0
Disadvantaged	65	10
Supportive Housing	13	2
Special Needs	49	8
Regular Chronological Waiting List	195	30
Total	645	100