



**Annual
Statistical
Report**

2009

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

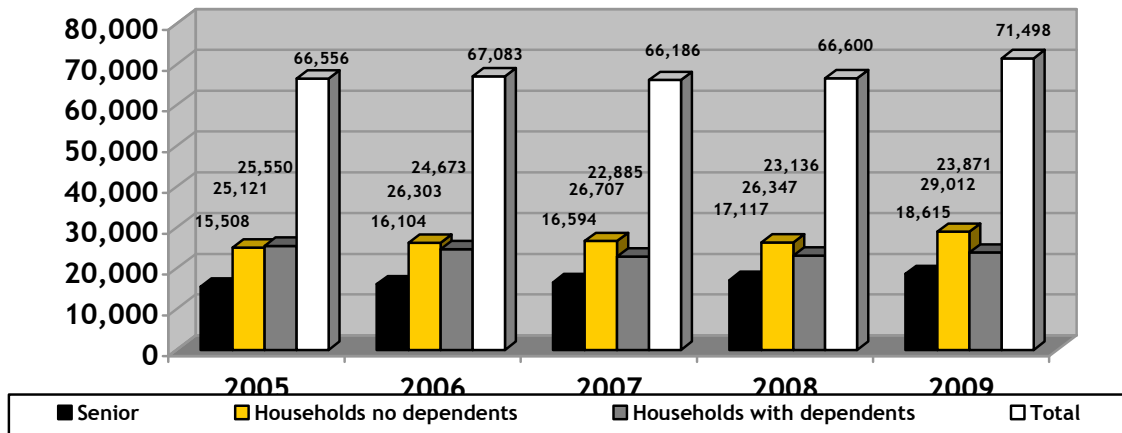
Total number of people on Housing Connections centralized waiting list for social housing is 134,176 as of December 31, 2009. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

| | 2008 | 2009 | Increase/Decrease | % |
|--|---------------|---------------|-------------------|----------|
| New & reactivated applications | 24,871 | 28,174 | +3,303 | 13 |
| Applications housed | 4,872 | 4,256 | -616 | 13 |
| Applications inactivated | 7,466 | 5,312 | -2,154 | 29 |
| Applications cancelled | 9,146 | 10,523 | +1,377 | 15 |
| Inactive waiting list | 14,343 | 11,301 | -3,042 | 21 |
| Active waiting list | 52,257 | 60,197 | +7,940 | 15 |
| Total waiting list as at December 31st | 66,600 | 71,498 | +4,898 | 7 |

The total includes 3,461 clients currently living in subsidized accommodation. There are several situations why these households would be on the centralized waiting list:

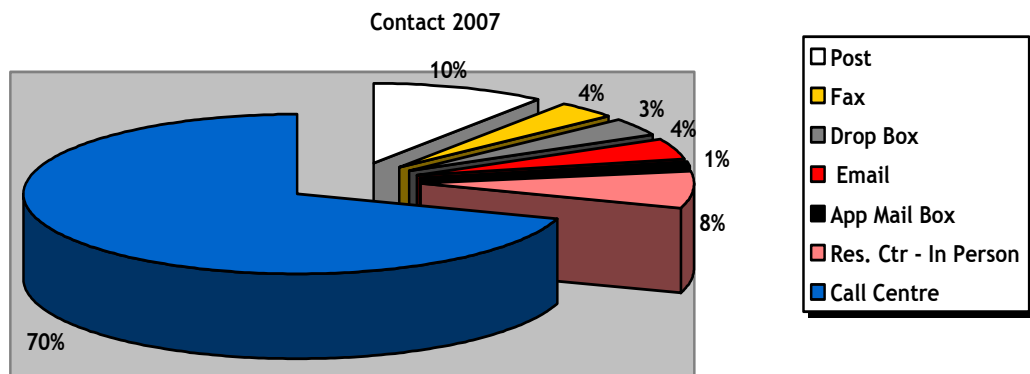
- They have applied to live with another provider,
- They are overhoused with their current landlord and are seeking smaller accommodation, or
- They are currently living within the former MTHC portfolio of TCHC and applied for a discretionary transfer, i.e., non priority. Prior to 2001, MTHC and THC 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.

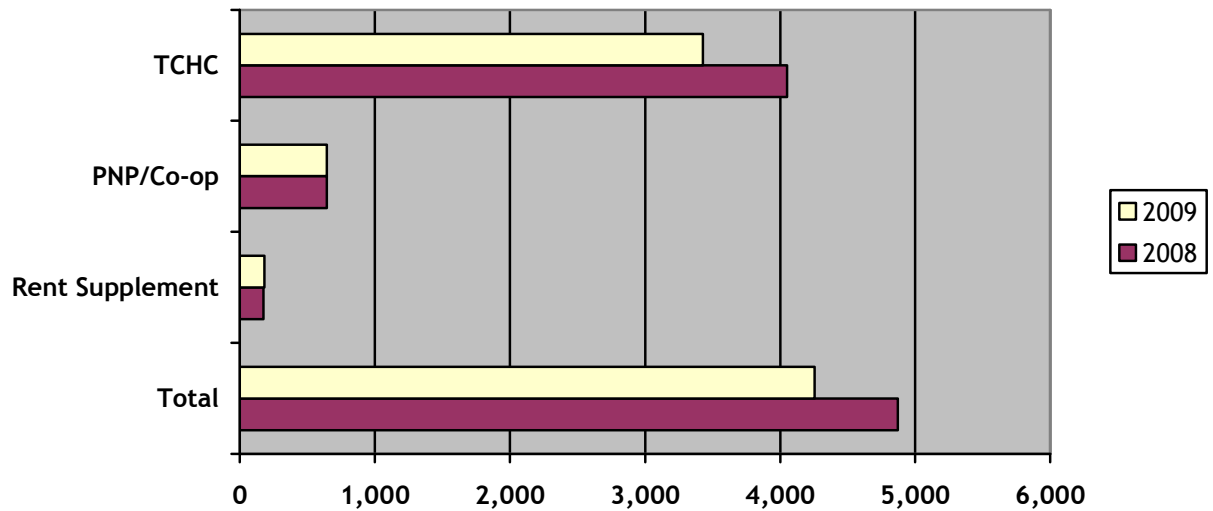
SUMMARY OF CONTACTS



| Contact Methods | 2008 Totals | % | 2009 Totals | % |
|-------------------------------|----------------|------------|----------------|------------|
| Post | 33,139 | 12 | 28,505 | 10 |
| Fax | 10,930 | 4 | 10,112 | 4 |
| Drop Box | 9,685 | 3 | 9,665 | 3 |
| Email | 19,294 | 7 | 11,632 | 4 |
| App Mail Box | 2,436 | 1 | 2,108 | 1 |
| Resource Centre (In Person) | 17,777 | 6 | 20,986 | 8 |
| Resource Centre (Call Centre) | 186,574 | 67 | 193,503 | 70 |
| Total | 279,835 | 100 | 276,511 | 100 |

COMPARISON OF APPLICANTS HOUSED USING TAWL

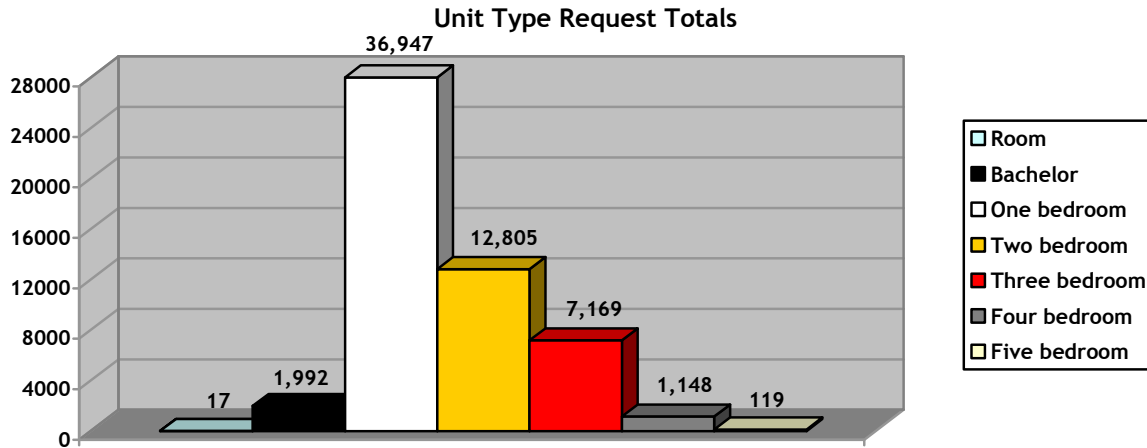
Increase/Decrease in Activities from 2008 - 2009 by Provider Type



| Provider | 2008 | 2009 | Increase/Decrease |
|-----------------|---------------|---------------|-------------------|
| TCHC | 4,051 | 3,427 | -624 |
| PNP/Co-op | 645 | 646 | +1 |
| Rent Supplement | 176 | 183 | +7 |
| Total | *4,872 | *4,256 | -616 |

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

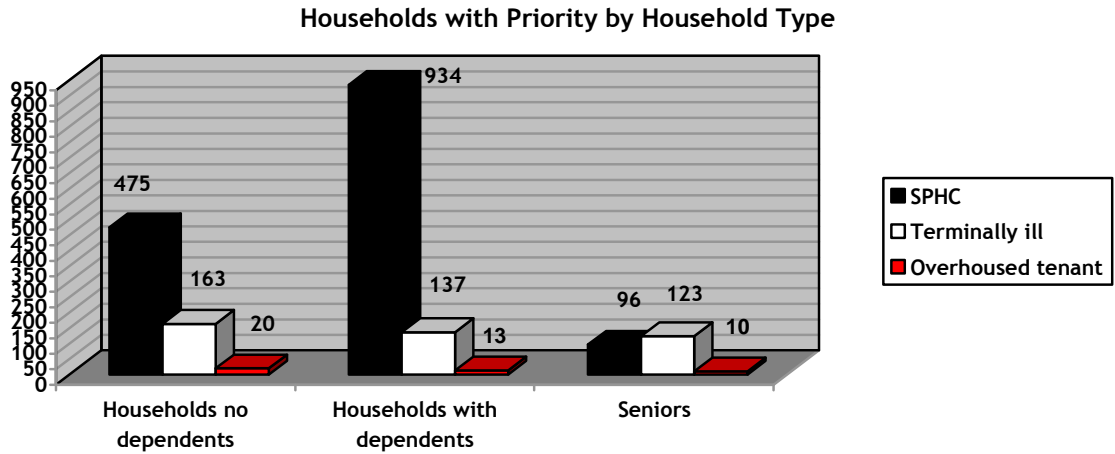
SUMMARY OF THE ACTIVE WAITING LIST BY UNIT TYPE



| Unit Type | Households no Dependents | Households with Dependents | Senior | Total |
|---------------|--------------------------|----------------------------|---------------|---------------|
| Room | 16 | 0 | 1 | 17 |
| Bachelor | 1,228 | 19 | 745 | 1,992 |
| One bedroom | 20,659 | 1,083 | 15,205 | 36,947 |
| Two bedroom | 1,544 | 10,870 | 391 | 12,805 |
| Three bedroom | 258 | 6,862 | 49 | 7,169 |
| Four bedroom | 34 | 1,105 | 9 | 1,148 |
| Five bedroom+ | 6 | 113 | 0 | 119 |
| Total | 23,745 | 20,052 | 16,400 | 60,197 |

- 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.

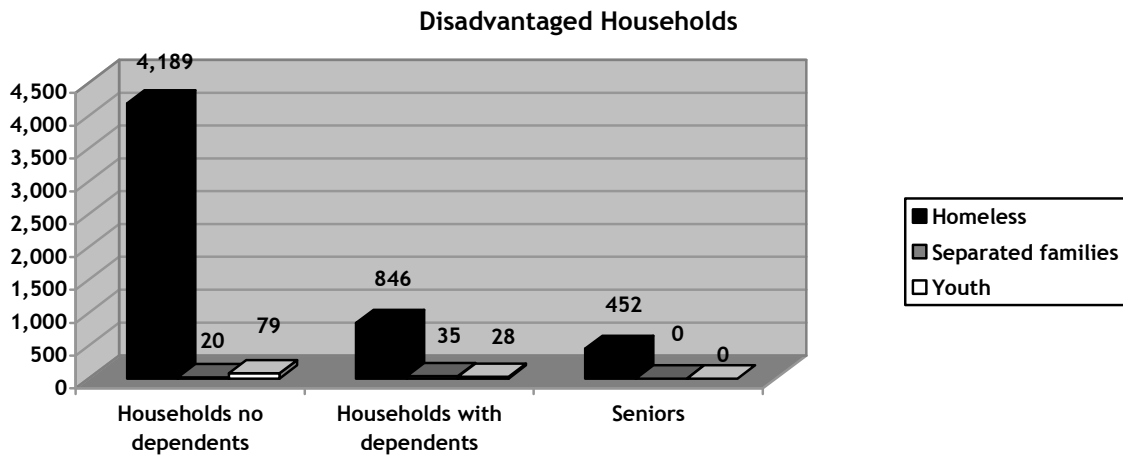
HOUSEHOLDS WITH PRIORITY ON THE ACTIVE WAITING LIST



| Type of Priority | Households no Dependents | Households with Dependents | Senior | Total |
|-------------------|--------------------------|----------------------------|------------|--------------|
| SPHC | 475 | 934 | 96 | 1,505 |
| Terminally ill | 163 | 137 | 123 | 423 |
| Overhoused tenant | 20 | 13 | 10 | 43 |
| Total | 658 | 1,084 | 229 | 1,971 |

- 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

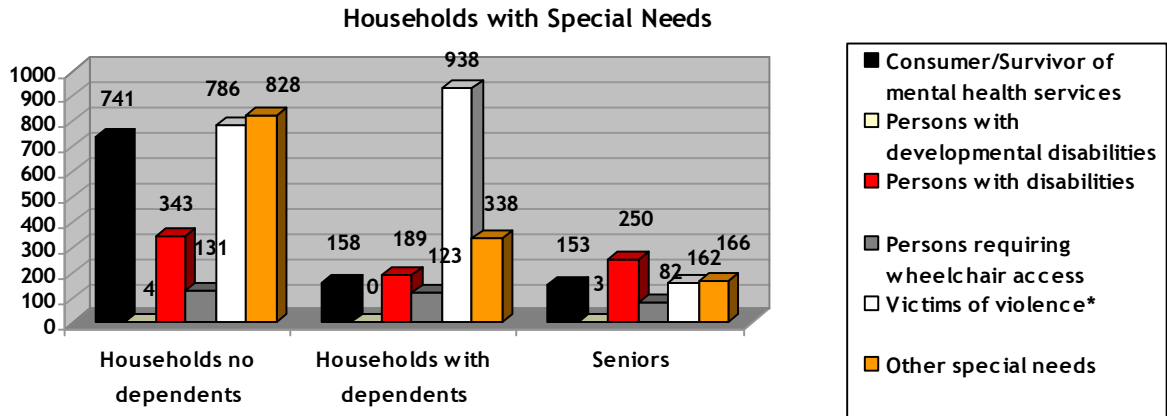


| Type of Disadvantaged Household | Households no Dependents | Households with Dependents | Senior | Total |
|---------------------------------|--------------------------|----------------------------|------------|--------------|
| Homeless * | 4,189 | 846 | 452 | 5,487 |
| Separated families | 20 | 35 | 0 | 55 |
| Youth | 79 | 28 | 0 | 107 |
| Total | 4,288 | 909 | 452 | 5,649 |

- 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

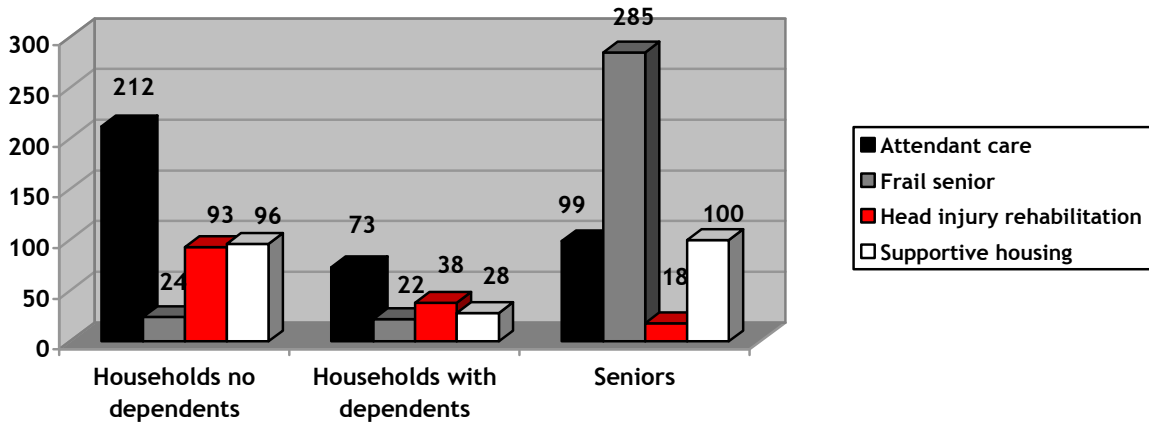


| Type of Special Need | Households no Dependents | Households with Dependents | Senior | Total |
|---|--------------------------|----------------------------|------------|--------------|
| Consumer/Survivor of mental health services | 741 | 158 | 153 | 1,052 |
| Persons with developmental disabilities | 4 | 0 | 3 | 7 |
| Persons with disabilities | 343 | 189 | 250 | 782 |
| Persons requiring wheelchair access | 131 | 123 | 82 | 336 |
| Victims of violence* | 786 | 938 | 162 | 1,886 |
| Other special needs | 828 | 338 | 166 | 1,332 |
| Total | 2,833 | 1,746 | 816 | 5,395 |

*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 | 212 | 73 | 99 | 384 |
| Frail senior | 24 | 22 | 285 | 331 |
| Head injury rehabilitation | 93 | 38 | 18 | 149 |
| Supportive housing | 96 | 28 | 100 | 224 |
| Total | 425 | 161 | 502 | 1,088 |

INTERNAL REVIEW CASES

| Category | Number of Reviews | Decisions Upheld | Decisions Overturned | Deferred |
|--|-------------------|------------------|----------------------|-----------|
| Additional Bedroom | 28 | 26 | 2 | 0 |
| Arrears | 1 | 1 | 0 | 0 |
| Backdating | 11 | 9 | 2 | 0 |
| Rent Supplement | 14 | 9 | 0 | 5 |
| Housing Programs (Three Refusals - R/S VAW* Program) | 3 | 0 | 3 | 0 |
| Housing Programs (Transfer Request - EHPP**) | 2 | 1 | 1 | 0 |
| SPP | 25 | 16 | 1 | 8 |
| Status In Canada | 1 | 1 | 0 | 0 |
| Terminally Ill | 19 | 19 | 0 | 0 |
| TCHC Priority Transfer Requests | 1 | 1 | 0 | 0 |
| Three Refusals | 44 | 25 | 18 | 1 |
| Total | 149 | 108 | 27 | 14 |

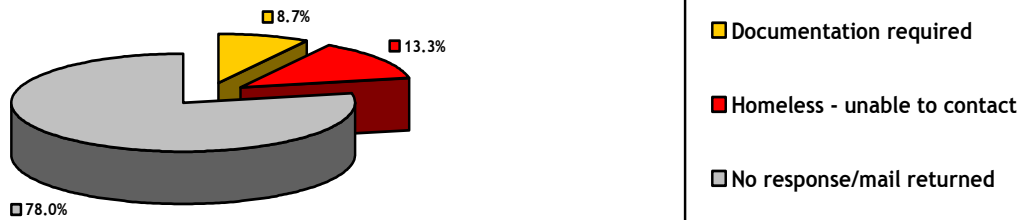
* R/S VAW Program - Rent Supplement Violence Against Women Program

** EHPP – Emergency Homelessness Pilot Project

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

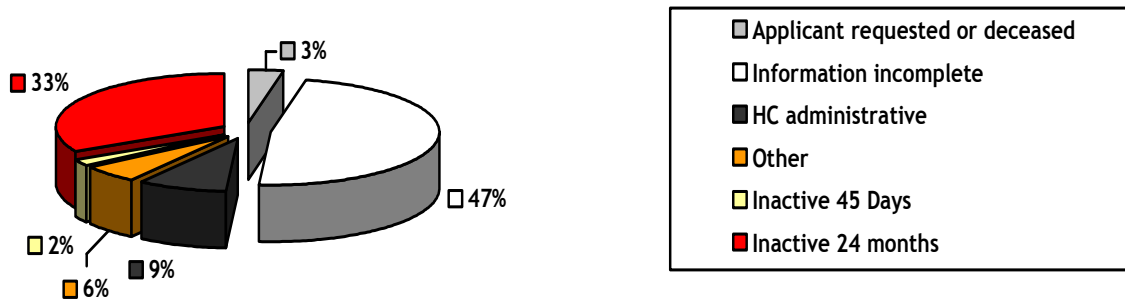


| Reasons for Inactivation * | Total | % |
|------------------------------|-------|----|
| Documentation required | 370 | 9 |
| Homeless - unable to contact | 566 | 13 |
| No response/mail returned | 3,312 | 78 |

*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

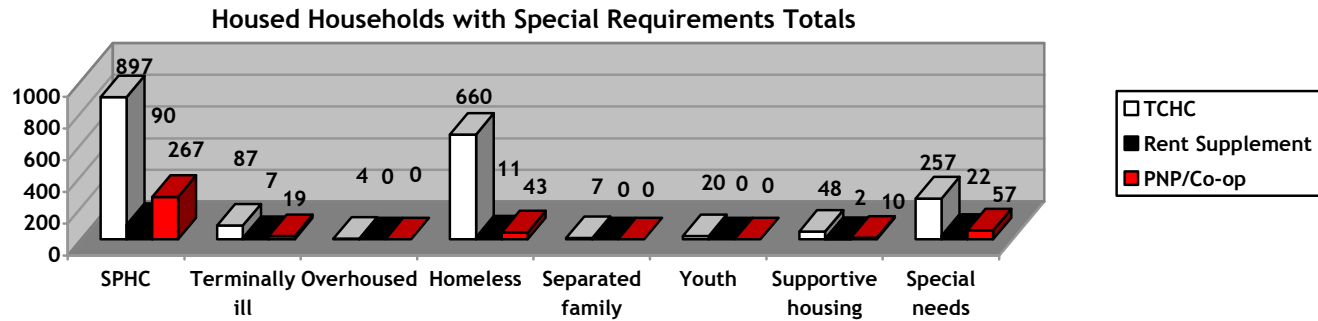


| Reasons for Cancellation | Totals | % |
|---|--------|----|
| Applicant requested or deceased | 579 | 3 |
| Information incomplete | 8,199 | 48 |
| Housing Connections administrative - e.g. duplicate records | 1,470 | 8 |
| Other | 961 | 6 |
| Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible) | 339 | 2 |
| Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required) | 5,606 | 33 |

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 | 931 | 979 | 562 | 2,472 | 354 | 304 | 191 | 849 | 3,321 |
| | Other | 77 | 102 | 85 | 264 | 15 | 12 | 10 | 37 | 301 |
| | Total | 1,008 | 1,081 | 647 | 2,736 | 369 | 316 | 201 | 886 | 3,622 |
| PNP | PNP | 154 | 104 | 116 | 374 | 146 | 127 | 297 | 570 | 944 |
| | Other | 20 | 16 | 13 | 49 | 12 | 2 | 17 | 31 | 80 |
| | Total | 174 | 120 | 129 | 423 | 158 | 129 | 314 | 601 | 1,024 |
| Co-op | Co-op | 106 | 119 | 42 | 267 | 143 | 166 | 83 | 392 | 659 |
| | Other | 12 | 8 | 15 | 35 | 8 | 5 | 13 | 26 | 61 |
| | Total | 118 | 127 | 57 | 302 | 151 | 171 | 96 | 418 | 720 |
| Total | | 1,300 | 1,328 | 833 | 3,461 | 678 | 616 | 611 | 1,905 | 5,366 |

HOUSED HOUSEHOLDS WITH SPECIAL HOUSING REQUIREMENTS



| TCHC | SPHC | Terminally Ill | Overhoused | Homeless | Separated Family | Youth | Supportive Housing | Special Needs | Total |
|----------------------------|------------|----------------|------------|------------|------------------|-----------|--------------------|---------------|--------------|
| Households no Dependents | 320 | 42 | 0 | 341 | 2 | 13 | 18 | 116 | 852 |
| Households with Dependents | 499 | 11 | 2 | 175 | 5 | 7 | 1 | 82 | 782 |
| Seniors | 78 | 34 | 2 | 144 | 0 | 0 | 29 | 59 | 346 |
| Total | 897 | 87 | 4 | 660 | 7 | 20 | 48 | 257 | 1,980 |

| Rent Supplement | SPHC | Terminally Ill | Overhoused | Homeless | Separated Family | Youth | Supportive Housing | Special Needs | Total |
|----------------------------|-----------|----------------|------------|-----------|------------------|----------|--------------------|---------------|------------|
| Households no Dependents | 41 | 5 | 0 | 8 | 0 | 0 | 1 | 9 | 64 |
| Households with Dependents | 43 | 1 | 0 | 3 | 0 | 0 | 0 | 12 | 59 |
| Seniors | 6 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 9 |
| Total | 90 | 7 | 0 | 11 | 0 | 0 | 2 | 22 | 132 |

Housing Connections

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

| PNP/Co-op | SPHC | Terminally Ill | Overhoused | Homeless | Separated Family | Youth | Supportive Housing | Special Needs | Total |
|----------------------------|--------------|-----------------------|-------------------|-----------------|-------------------------|--------------|---------------------------|----------------------|--------------|
| Households no Dependents | 80 | 3 | 0 | 21 | 0 | 0 | 4 | 15 | 123 |
| Households with Dependents | 162 | 2 | 0 | 8 | 0 | 0 | 0 | 21 | 193 |
| Seniors | 25 | 14 | 0 | 14 | 0 | 0 | 6 | 21 | 80 |
| Total | 267 | 19 | 0 | 43 | 0 | 0 | 10 | 57 | 396 |
| Grand total | 1,254 | 113 | 4 | 714 | 7 | 20 | 60 | 336 | 2,508 |

- 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 | 897 | 26 |
| Terminally Ill | 87 | 3 |
| Overhoused | 4 | 1 |
| Disadvantaged | 687 | 20 |
| Supportive Housing | 48 | 1 |
| Special Needs | 257 | 7 |
| Regular Chronological Waiting List | 1,447 | 42 |
| Total | 3,427 | 100 |

| Rent Supplement | | |
|------------------------------------|------------------------------------|-------------------|
| Category | Number of Households Housed | Percentage |
| Special Priority Housing Category | 90 | 49 |
| Terminally Ill | 7 | 4 |
| Overhoused | 0 | 0 |
| Disadvantaged | 11 | 6 |
| Supportive Housing | 2 | 1 |
| Special Needs | 22 | 12 |
| Regular Chronological Waiting List | 51 | 28 |
| Total | 183 | 100 |

| PNP/Co-op | | |
|------------------------------------|------------------------------------|-------------------|
| Category | Number of Households Housed | Percentage |
| Special Priority Housing Category | 267 | 41 |
| Terminally Ill | 19 | 3 |
| Overhoused | 0 | 0 |
| Disadvantaged | 43 | 7 |
| Supportive Housing | 10 | 1 |
| Special Needs | 57 | 9 |
| Regular Chronological Waiting List | 250 | 39 |
| Total | 646 | 100 |