



**Annual
Statistical
Report**

2010

Summary Of Activities

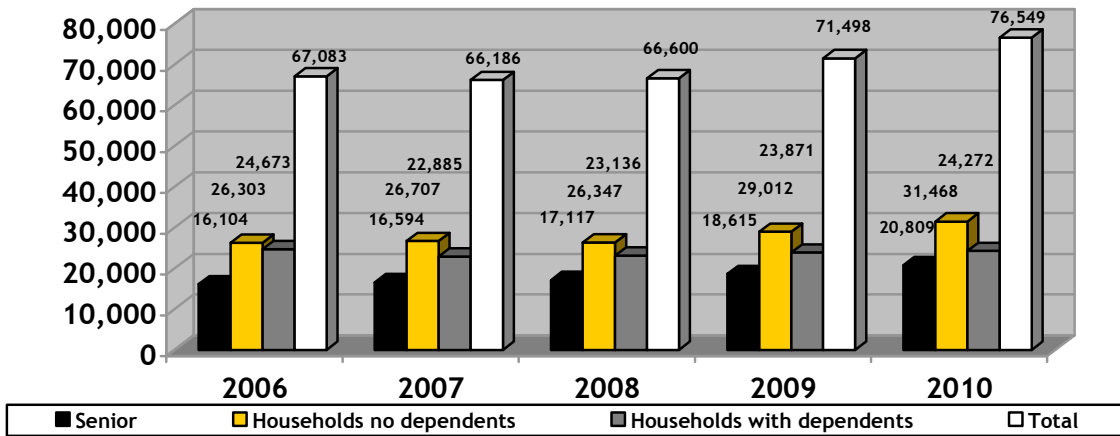
Total **number of people** on Housing Connections centralized waiting list for social housing is **142,555** as of December 31, 2010. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2009	2010	Increase/Decrease	%
New & reactivated applications	28,174	25,816	-2,358	8
Applications housed	4,256	3,733	-523	12
Applications inactivated	5,312	5,403	+91	2
Applications cancelled	10,523	10,261	-262	2
Inactive waiting list	11,301	10,089	-1,212	11
Active waiting list	60,197	66,460	+6,263	10
Total waiting list as at December 31st	71,498	76,549	+5,051	7

The total includes 5,642 clients currently living in subsidized accommodation. There are several situations why these households would be on the centralized waiting list:

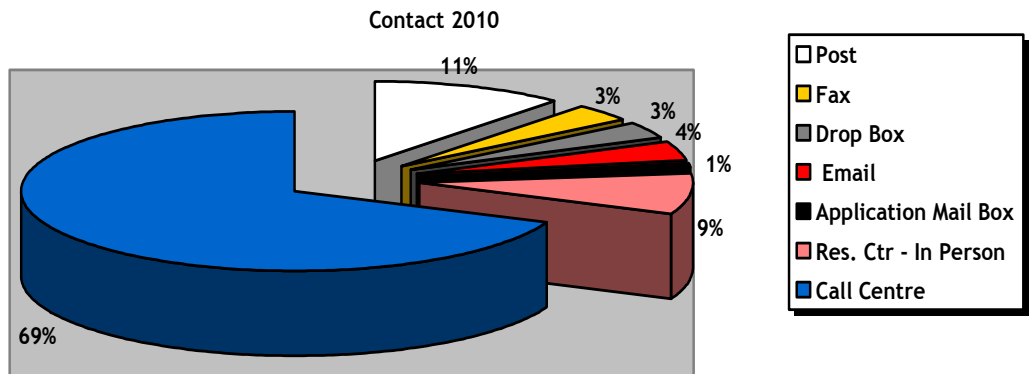
- They have applied to live with another provider,
- They are overhoused with their current landlord and are seeking smaller accommodation, or
- They are currently living within the former Metropolitan Toronto Housing Company portfolio of Toronto Community Housing Corporation and applied for a discretionary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

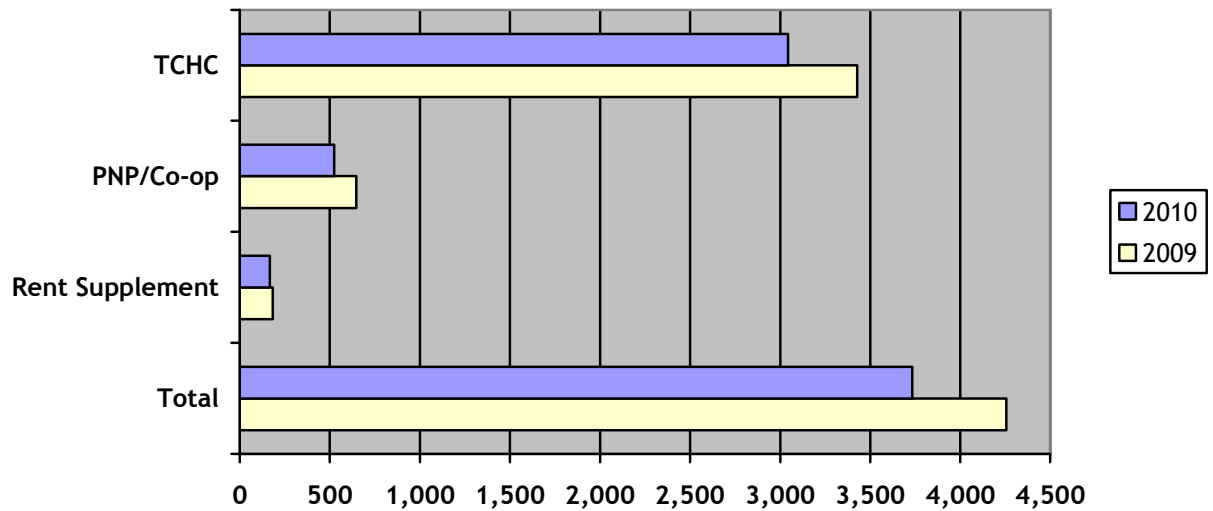
Summary Of Contacts



Contact Methods	2009 Totals	%	2010 Totals	%
Post	28,505	10	29,546	11
Fax	10,112	4	8,796	3
Drop Box	9,665	3	8,895	3
Email	11,632	4	10,210	4
Application Mail Box	2,108	1	1,726	1
Resource Centre (In Person)	20,986	8	22,020	9
Resource Centre (Call Centre)	193,503	70	176,687	69
Total	276,511	100	257,880	100

Comparison Of Applicants Housed Using TAWL

Increase/Decrease in Activities from 2009 - 2010 by Provider Type

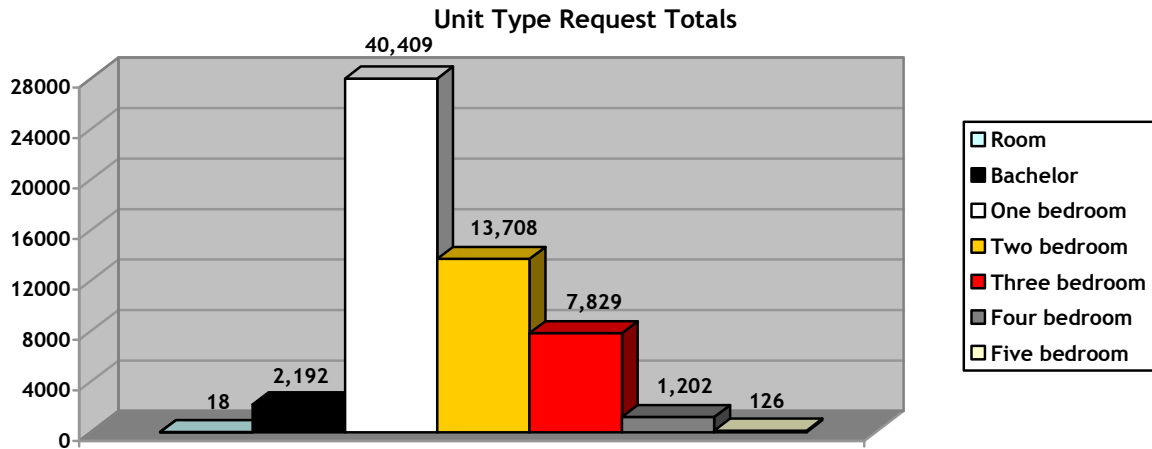


Provider	2009	2010	Increase/Decrease
TCHC	3,427	3,043	-384
PNP/Co-op	646	523	-123
Rent Supplement	183	167	-16
Total	*4,256	*3,733	-523

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

TAWL = Toronto Applicant Waiting List

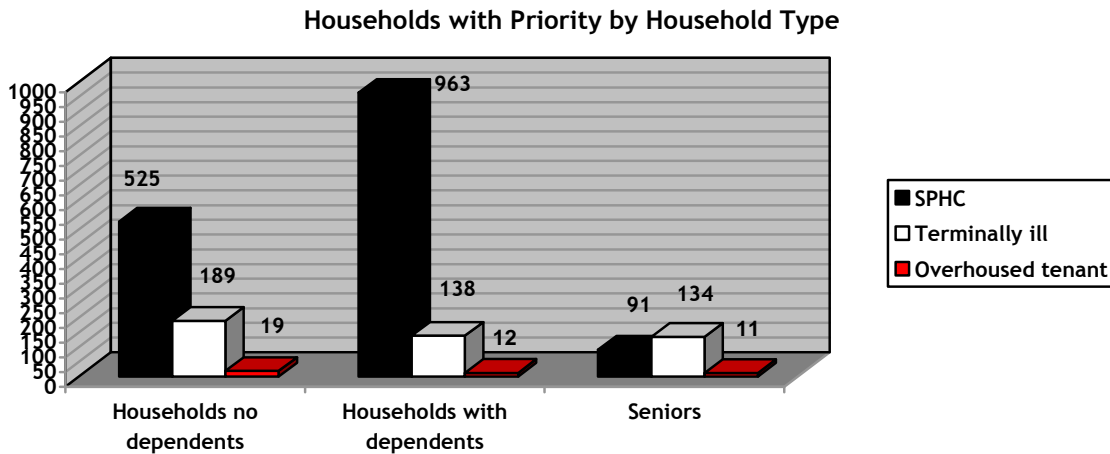
Summary Of The Active Waiting List By Unit Type



Unit Type	Households no Dependents	Households with Dependents	Senior	Total
Room	16	1	1	18
Bachelor	1,282	6	904	2,192
One bedroom	22,524	610	17,275	40,409
Two bedroom	1,982	11,344	382	13,708
Three bedroom	222	7,580	27	7,829
Four bedroom	14	1,183	5	1,202
Five bedroom+	0	126	0	126
Total	26,040	20,850	18,594	65,484

- 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



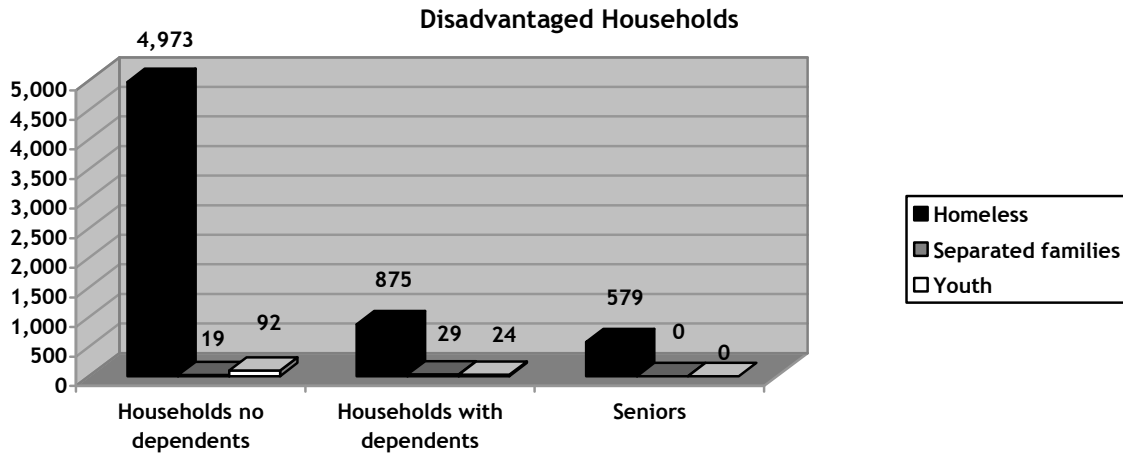
Type of Priority	Households no Dependents	Households with Dependents	Senior	Total
SPHC	525	963	91	1,579
Terminally ill	189	138	134	461
Overhoused tenant	19	12	11	42
Total	733	1,113	236	2,082

SPHC = Under the Social Housing Reform Act, 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.

Terminal Illness = 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.

Overhoused = 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



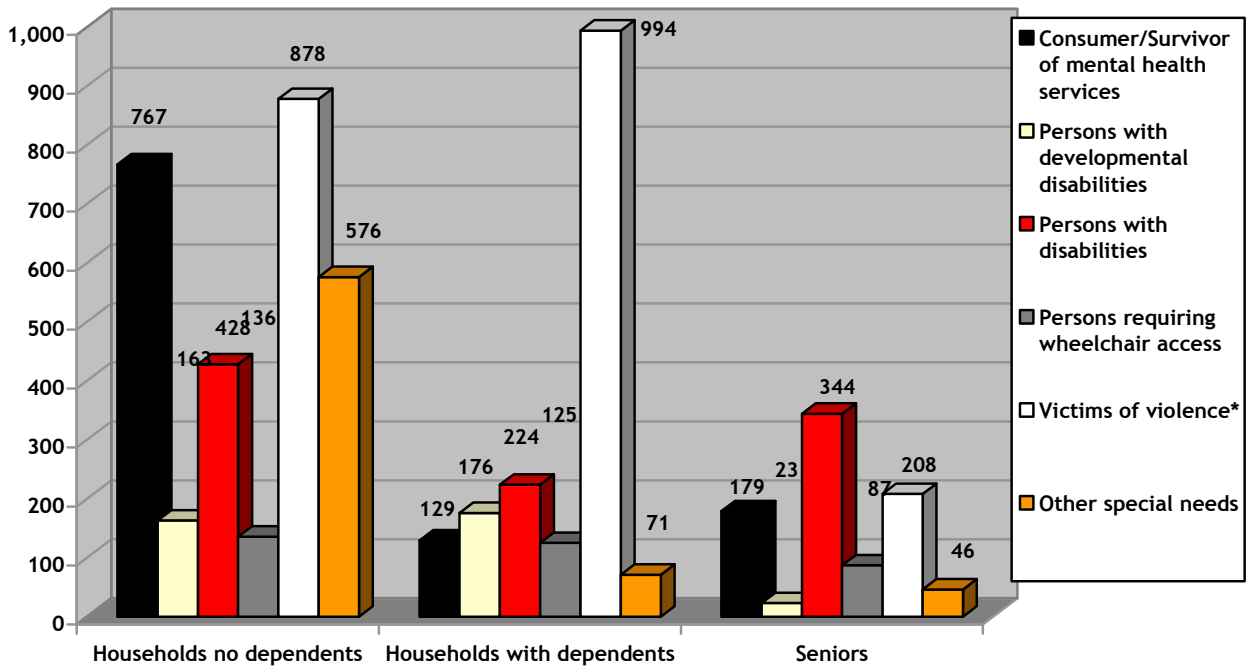
Type of Disadvantaged Household	Households no Dependents	Households with Dependents	Senior	Total
Homeless *	4,973	875	579	6,427
Separated families	19	29	0	48
Youth	92	24	0	116
Total	5,084	928	579	6,591

- 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

Households with Special Needs

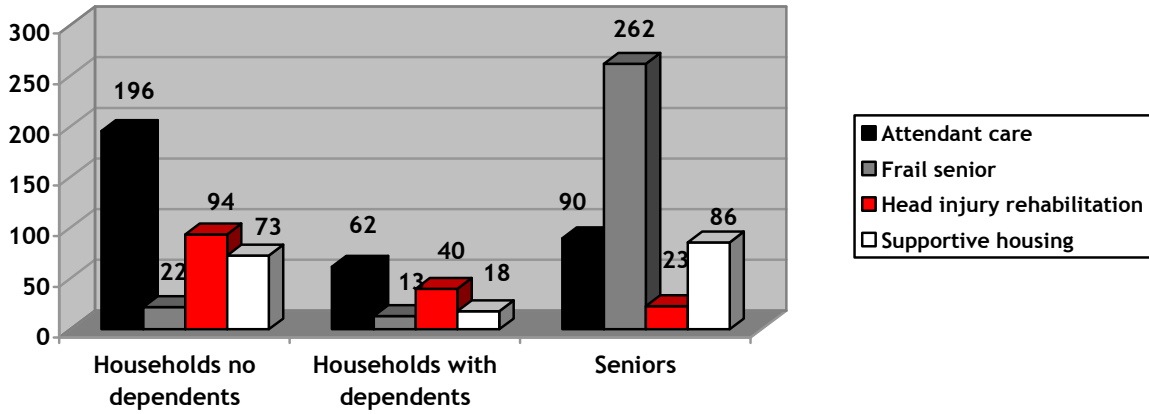


Type of Special Need	Households no Dependents	Households with Dependents	Senior	Total
Consumer/Survivor of mental health services	767	129	179	1,075
Persons with developmental disabilities	163	176	23	362
Persons with disabilities	428	224	344	996
Persons requiring wheelchair access	136	125	87	348
Victims of violence*	878	994	208	2,080
Other special needs	576	71	46	693
Total	2,948	1,719	887	5,554

*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	196	62	90	348
Frail senior	22	13	262	297
Head injury rehabilitation	94	40	23	157
Supportive housing	73	18	86	177
Total	385	133	461	979

Internal Review Cases

Category	Number of Reviews	Decisions Upheld	Decisions Overturned	Deferred
Additional Bedroom	28	22	5	1
Arrears	1	1	0	0
Backdating	9	8	1	0
Rent Supplement	6	4	1	1
Housing Programs (Three Refusals - R/S VAW Program)	0	0	0	0
Housing Programs (Transfer Request - EHPP)	1	1	0	0
SPHC	45	37	3	5
Status In Canada	0	0	0	0
Terminally Ill	33	33	0	0
TCHC Priority Transfer Requests	0	0	0	0
Three Refusals	20	16	4	0
Total	143	122	14	7

R/S VAW Program = Rent Supplement Violence Against Women Program

EHPP = Emergency Homelessness Pilot Project

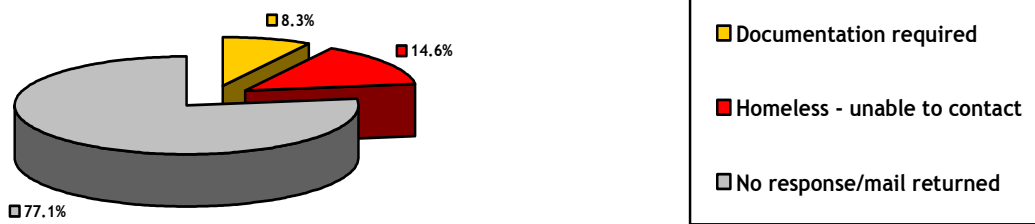
TCHC = Toronto Community Housing Corporation

SPHC = Special Priority Household Category

Reasons For Removal From The Active Waiting List

Following Social Housing Reform Act rules, 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 2010. An inactive application can be reinstated to its original date up to twenty-four months after it has been inactivated. Cancelled applicants must reapply. Following a 2002 City Council request, applicants who are homeless and have their application inactivated are eligible for reactivation within five years.

Reasons for Inactivation

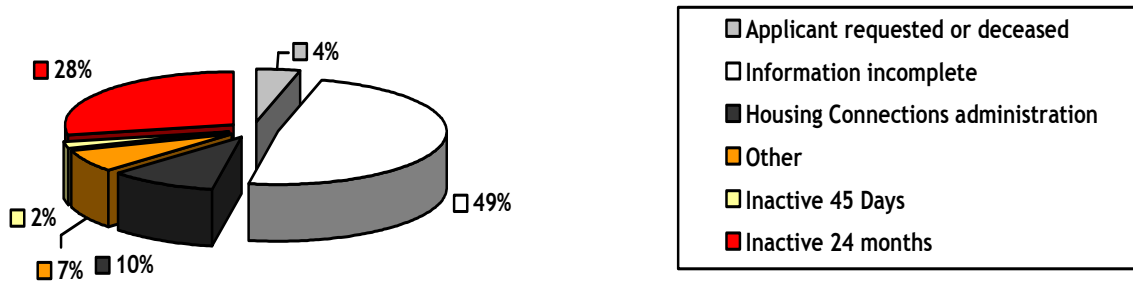


Reasons for Inactivation *	Total	%
Documentation required	362	8
Homeless - unable to contact	640	15
No response/mail returned	3,377	77

*This does not include applications that were reactivated or cancelled in 2010.

- 1,441 applications were reactivated and are counted in the applications received.

Reasons for Cancellation



Reasons for Cancellation	Totals	%
Applicant requested or deceased	636	4
Information incomplete	7,574	49
Housing Connections administration - e.g. duplicate records	1,604	10
Other	1,067	7
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	282	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	4,377	28

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	1,005	920	635	2,560	348	315	213	876	3,436
	Other	73	86	98	257	13	5	9	27	284
	Total	1,078	1,006	733	2,817	361	320	222	903	3,720
PNP	PNP	165	91	155	411	133	135	325	593	1,004
	Other	23	20	18	61	13	5	17	35	96
	Total	188	111	173	472	146	140	342	628	1,100
Co-op	Co-op	121	126	53	300	161	197	108	466	766
	Other	12	4	18	34	5	6	11	22	56
	Total	133	130	71	334	166	203	119	488	822
Total		1,399	1,247	977	3,623	673	663	683	2,019	5,642

TCHC = Toronto Community Housing Corporation

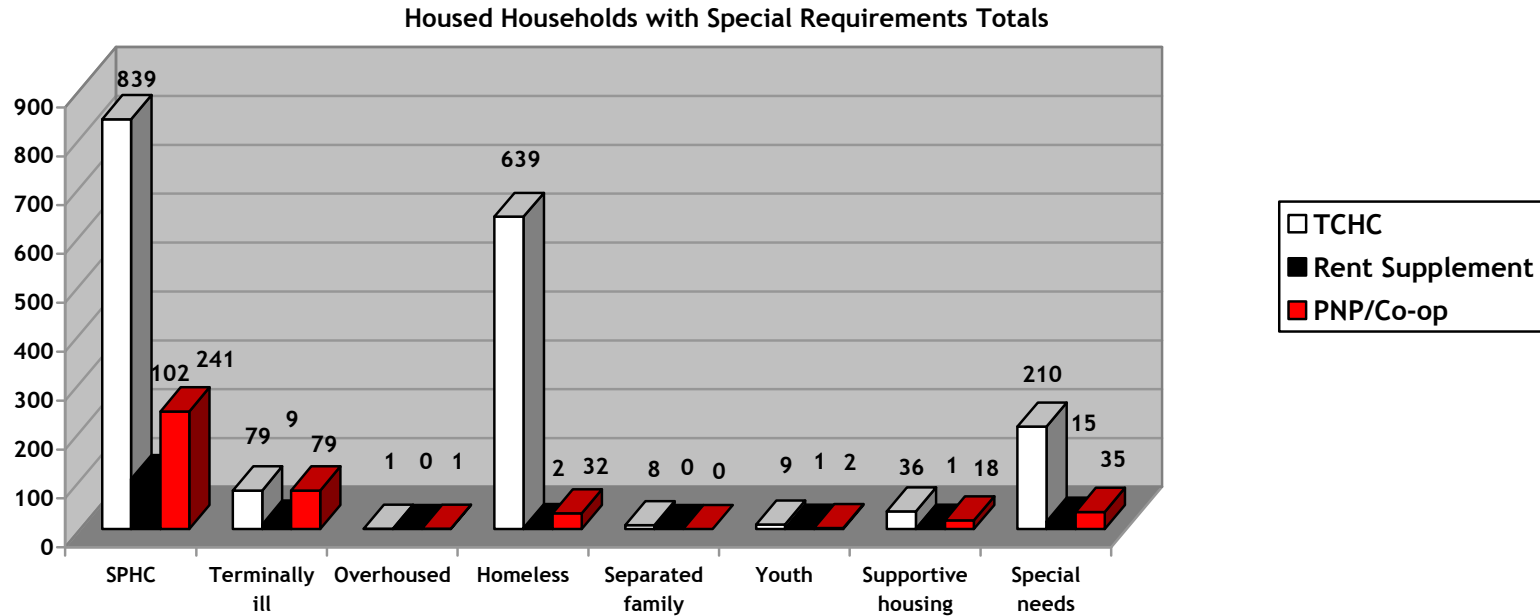
PNP = Private Non Profit

CO-OP = Co-operative Housing

HND = Households with no dependents

HWD = Households with dependents

Housed Households With Special Housing Requirements



TCHC	SPHC	Terminally Ill	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	324	41	0	324	2	5	11	83	790
Households with Dependents	454	11	0	165	6	4	1	55	696
Seniors	61	27	1	150	0	0	24	72	335
Total	839	79	1	639	8	9	36	210	1,821

TCHC = Toronto Community Housing Corporation
 SPHC = Special Priority Household Category
 PNP/CO-OP = Private Non Profit/Co-operative Housing

Housing Connections

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

Rent Supplement	SPHC	Terminally Ill	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	47	8	0	1	0	0	0	5	61
Households with Dependents	54	1	0	1	0	1	1	10	68
Seniors	1	0	0	0	0	0	0	0	1
Total	102	9	0	2	0	1	1	15	130

PNP/Co-op	SPHC	Terminally Ill	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	71	3	0	9	0	1	3	12	99
Households with Dependents	137	0	0	6	0	1	4	7	155
Seniors	33	16	1	17	0	0	11	16	94
Total	241	19	1	32	0	2	18	35	348
Grand total	1,182	107	2	673	8	12	55	260	2,299

- Applicants with Special Priority Housing Category (SPHC) status who are living in shelters are represented under SPHC, not the Homeless category.

TCHC = Toronto Community Housing Corporation

PNP = Private Non Profit

CO-OP = Co-operative Housing

SPHC = Special Priority Household Category

Housed Total - Percentage By Category

TCHC		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	839	28
Terminally Ill	79	3
Overhoused	1	0
Disadvantaged	656	21
Supportive Housing	36	1
Special Needs	210	7
Regular Chronological Waiting List	1,222	40
Total	3,043	100

Rent Supplement		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	102	61
Terminally Ill	9	5
Overhoused	0	0
Disadvantaged	3	2
Supportive Housing	1	1
Special Needs	15	9
Regular Chronological Waiting List	37	22
Total	167	100

PNP/Co-op		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	241	46
Terminally Ill	19	4
Overhoused	5	1
Disadvantaged	34	6
Supportive Housing	18	3
Special Needs	35	7
Regular Chronological Waiting List	171	33
Total	523	100

TCHC = Toronto Community Housing Corporation

PNP = Private Non Profit