



**Annual  
Statistical  
Report**

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**2007**

## 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 by Housing Connections for rent-geared-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**

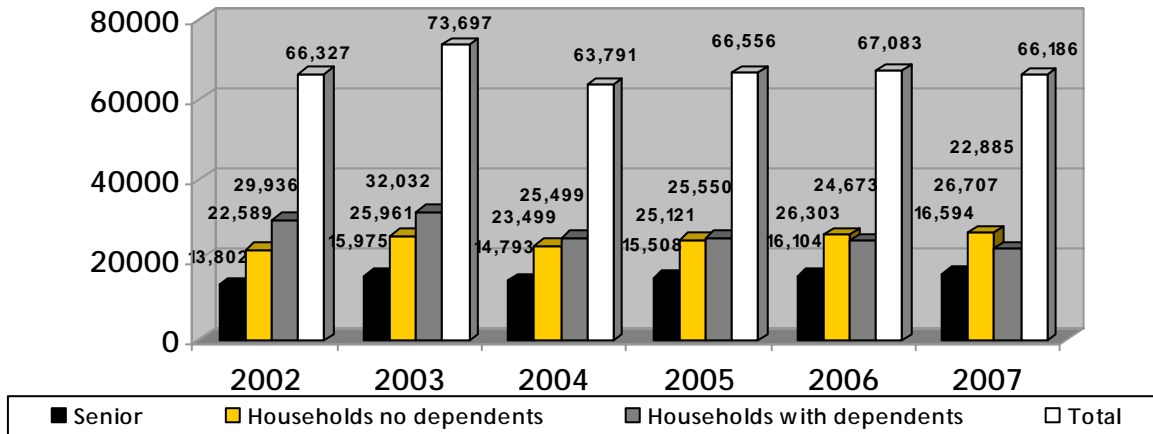
Total number of people on Housing Connections centralized waiting list for social housing is 128,666 as of December 31, 2007. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2006	2007	Increase/Decrease	%
New & reactivated applications	22,230	22,767	+537	2
Applications housed	5,160	4,336	-824	16
Applications inactivated	9,431	8,489	-942	10
Applications cancelled	7,407	8,009	+602	8
Inactive waiting list	18,759	16,708	-2,051	11
Active waiting list	48,601	49,478	+877	2
<b>Total waiting list as at December 31<sup>st</sup></b>	<b>67,083</b>	<b>66,186</b>	<b>-897</b>	<b>1</b>

The total includes 3,123 clients currently living in subsidized accommodation. There are several situations why these households would be on the centralized waiting list:

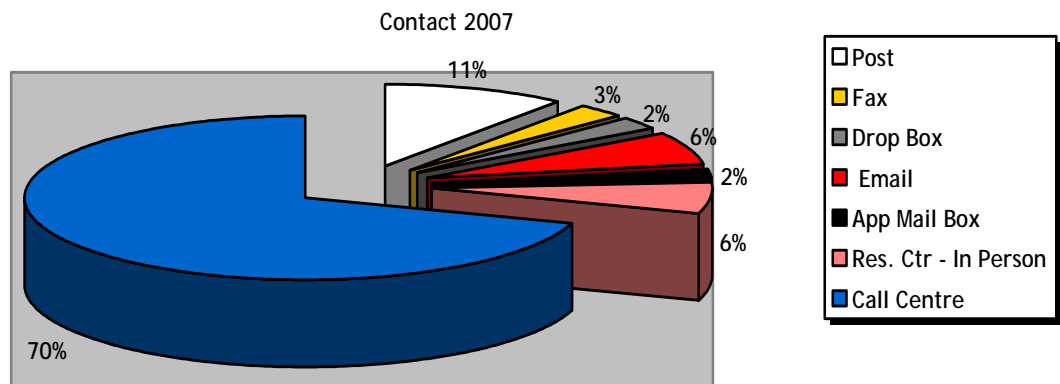
- They have applied to live with another provider,
- They are overhoused with their current landlord and are seeking smaller accommodation, or
- They are currently living within the former MTHC portfolio of TCHC and applied for a discretionary transfer, i.e., non priority. Prior to 2001, MTHC and THC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

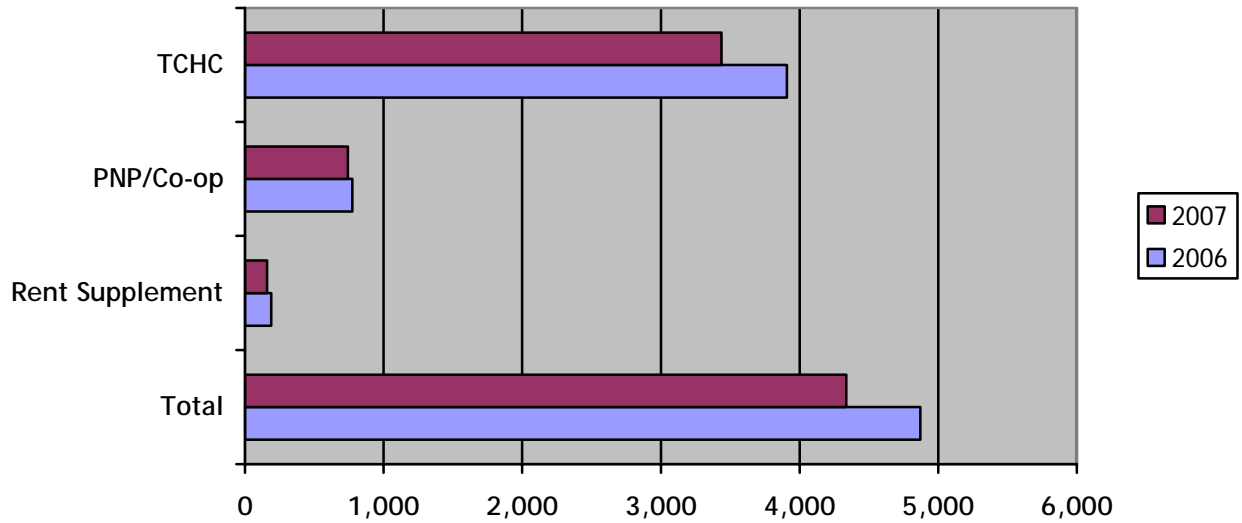
**SUMMARY OF CONTACTS**



Contact Methods	2006 Totals	%	2007 Totals	%
Post	35,520	11	31,891	11
Fax	14,868	4	8,847	3
Drop Box	21,572	6	7,325	2
Email	6,981	2	19,208	6
App Mail Box	3,736	1	5,461	2
Resource Centre (In Person)	21,056	6	18,513	6
Resource Centre (Call Centre)	236,254	70	211,748	70
<b>Total</b>	<b>339,987</b>	<b>100</b>	<b>302,993</b>	<b>100</b>

**COMPARISON OF APPLICANTS HOUSED USING TAWL**

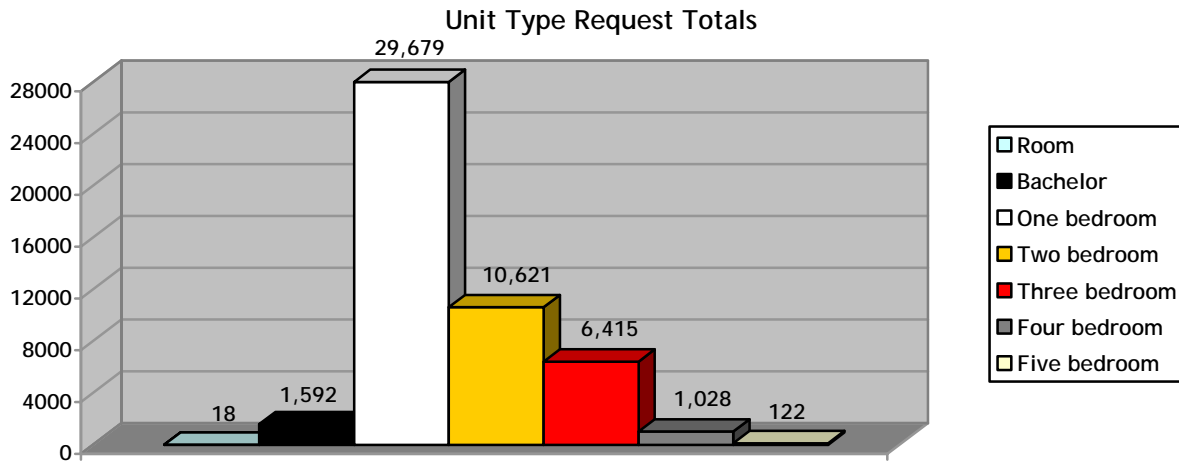
Increase/Decrease in Activities from 2006 - 2007 by Provider Type



Provider	2006	2007	Increase/Decrease
TCHC	3,909	3,437	-472
PNP/Co-op	773	741	-32
Rent Supplement	189	158	-31
Total	*4,871	*4,336	-535

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

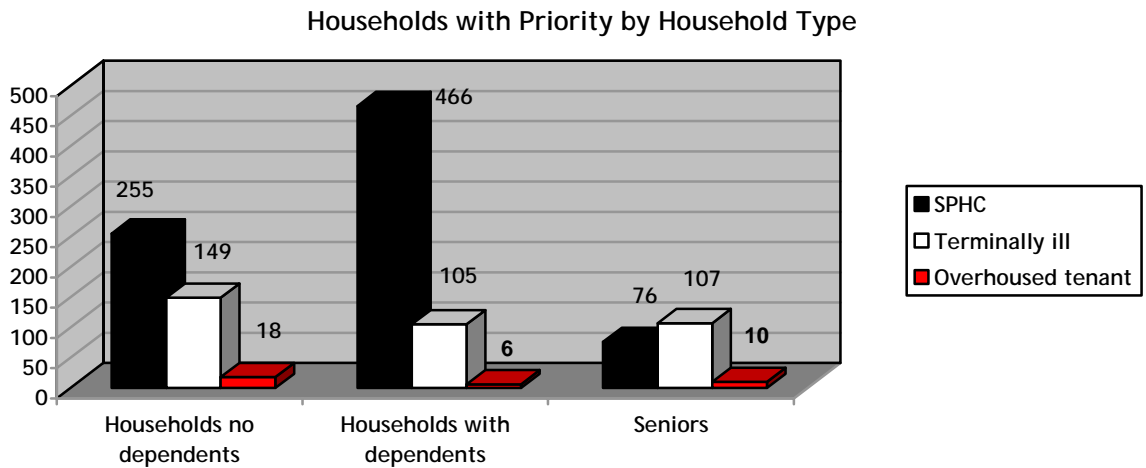
**SUMMARY OF THE ACTIVE WAITING LIST BY UNIT TYPE**



Unit Type	Households no Dependents	Households with Dependents	Senior	Total
Room	17	0	1	18
Bachelor	1,017	17	558	1,592
One bedroom	16,140	1,064	12,475	29,679
Two bedroom	1,769	8,488	364	10,621
Three bedroom	441	5,907	67	6,415
Four bedroom	55	958	15	1,028
Five bedroom+	8	110	4	122
<b>Total</b>	<b>19,441</b>	<b>16,540</b>	<b>13,479</b>	<b>49,460</b>

- 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.

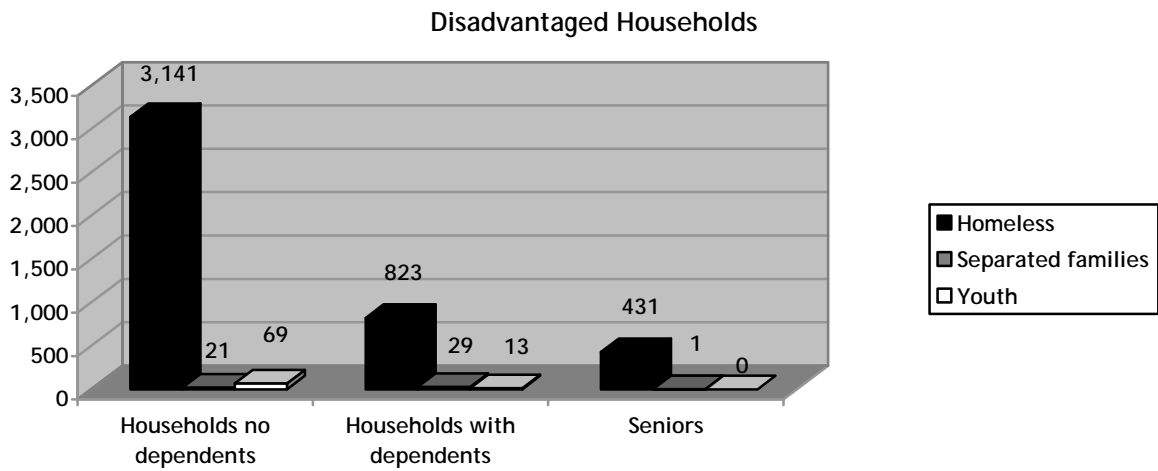
**HOUSEHOLDS WITH PRIORITY ON THE ACTIVE WAITING LIST**



Type of Priority	Households no Dependents	Households with Dependents	Senior	Total
SPHC	255	466	76	797
Terminally ill	149	105	107	361
Overhoused tenant	18	6	10	34
<b>Total</b>	<b>422</b>	<b>577</b>	<b>193</b>	<b>1,192</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.

**DISADVANTAGED HOUSEHOLDS ON THE ACTIVE WAITING LIST**



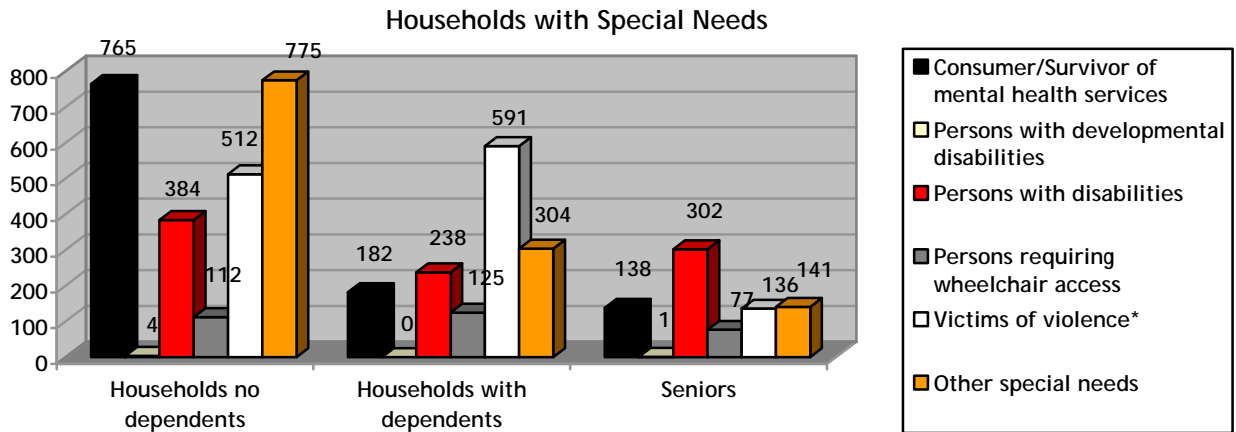
Type of Disadvantaged Household	Households no Dependents	Households with Dependents	Senior	Total
Homeless *	3,141	823	431	4,395
Separated families	21	29	1	51
Youth	69	13	0	82
<b>Total</b>	<b>3,231</b>	<b>865</b>	<b>432</b>	<b>4,528</b>

- 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**

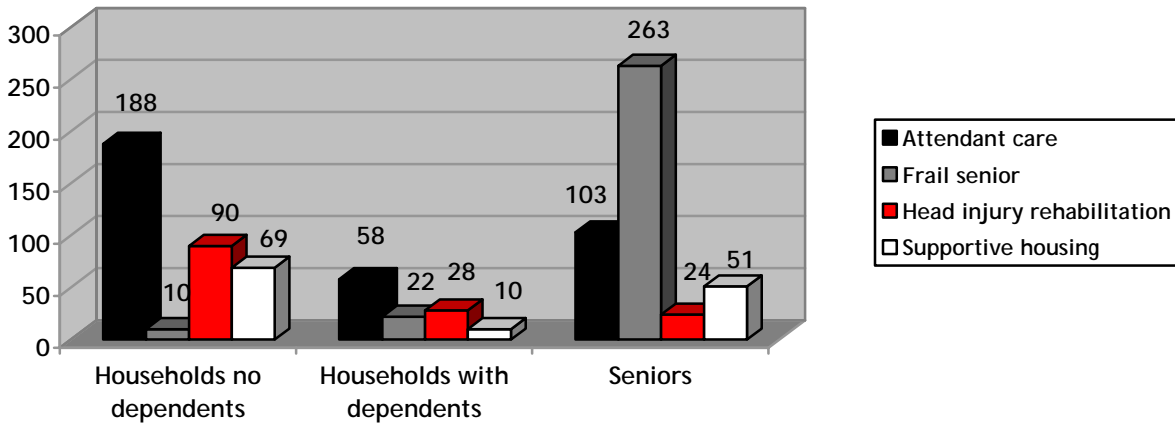


Type of Special Need	Households no Dependents	Households with Dependents	Senior	Total
Consumer/Survivor of mental health services	765	182	138	1,085
Persons with developmental disabilities	4	0	1	5
Persons with disabilities	384	238	302	924
Persons requiring wheelchair access	112	125	77	314
Victims of violence*	512	591	136	1,239
Other special needs	775	304	141	1,220
<b>Total</b>	<b>2,552</b>	<b>1,440</b>	<b>795</b>	<b>4,787</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	188	58	103	349
Frail senior	10	22	263	295
Head injury rehabilitation	90	28	24	142
Supportive housing	69	10	51	130
<b>Total</b>	<b>357</b>	<b>118</b>	<b>441</b>	<b>916</b>

**INTERNAL REVIEW CASES**

Category	Number of Reviews	Decisions Upheld	Decisions Overturned	Deferred
Additional Bedroom	52	45	5	2
Arrears	5	2	0	3
Backdating	17	12	2	4
Rent Supplement	34	28	2	4
SPP	34	26	5	3
Status In Canada	6	4	1	1
Terminally Ill	66	64	2	0
Three Refusals	16	13	3	0
<b>Total</b>	<b>230</b>	<b>194</b>	<b>20</b>	<b>16</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 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

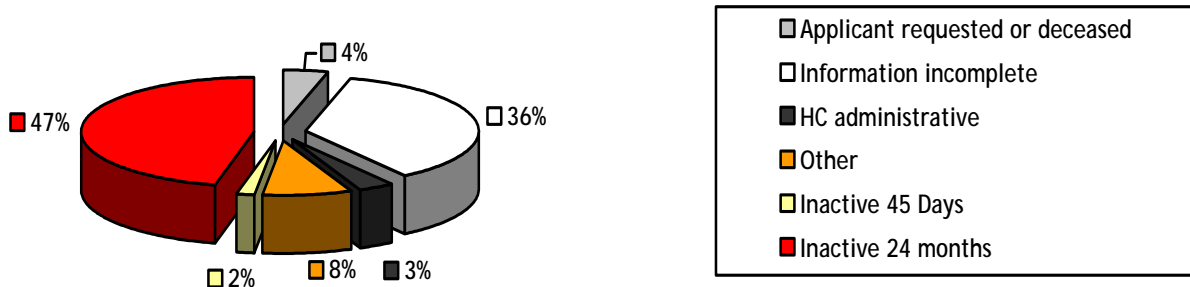


Reasons for Inactivation *	Total	%
Documentation required	557	8
Homeless - unable to contact	838	11
No response/mail returned	6,056	81

\*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

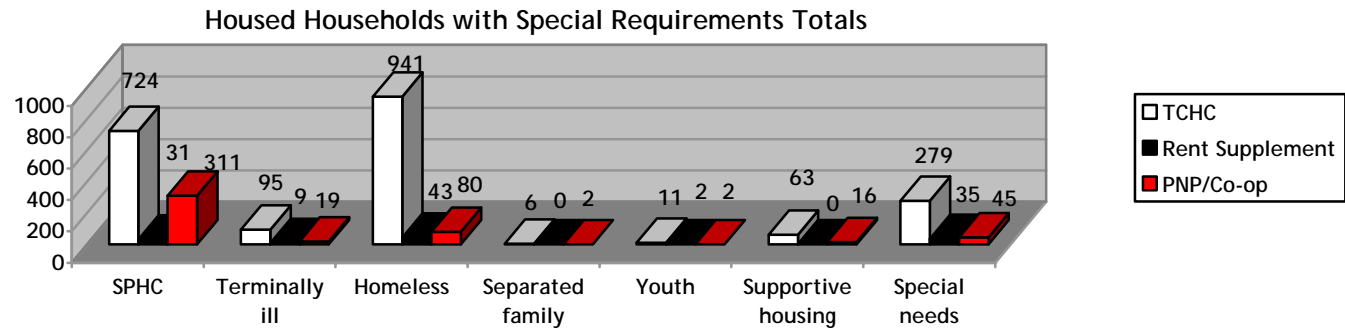


Reasons for Cancellation	Totals	%
Applicant requested or deceased	734	4
Information incomplete	6,174	36
Housing Connections administrative - e.g. duplicate records	592	3
Other	1,415	8
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	279	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	7,985	47

**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	834	984	464	2,282	380	343	195	918	3,200
	Other	71	83	89	243	19	10	10	39	282
	<b>Total</b>	<b>905</b>	<b>1,067</b>	<b>553</b>	<b>2,525</b>	<b>399</b>	<b>353</b>	<b>205</b>	<b>957</b>	<b>3,482</b>
PNP	PNP	130	74	88	292	157	120	252	529	821
	Other	21	14	15	50	22	8	11	41	91
	<b>Total</b>	<b>151</b>	<b>88</b>	<b>103</b>	<b>342</b>	<b>179</b>	<b>128</b>	<b>263</b>	<b>570</b>	<b>912</b>
Co-op	Co-op	84	87	35	206	143	153	68	364	570
	Other	17	16	17	50	6	7	15	28	78
	<b>Total</b>	<b>101</b>	<b>103</b>	<b>52</b>	<b>256</b>	<b>149</b>	<b>160</b>	<b>83</b>	<b>392</b>	<b>648</b>
<b>Total</b>		<b>1,157</b>	<b>1,258</b>	<b>708</b>	<b>3,123</b>	<b>727</b>	<b>641</b>	<b>551</b>	<b>1,919</b>	<b>5,042</b>

**HOUSED HOUSEHOLDS WITH SPECIAL HOUSING REQUIREMENTS**



TCHC	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	289	44	455	0	8	13	116	925
Households with Dependents	361	21	250	6	3	8	75	724
Seniors	74	30	236	0	0	42	88	470
<b>Total</b>	<b>724</b>	<b>95</b>	<b>941</b>	<b>6</b>	<b>11</b>	<b>63</b>	<b>279</b>	<b>2,119</b>

Rent Supplement	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	23	7	21	0	1	0	11	63
Households with Dependents	6	0	19	0	1	0	18	44
Seniors	2	2	3	0	0	0	6	13
<b>Total</b>	<b>31</b>	<b>9</b>	<b>43</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>35</b>	<b>120</b>

Housed households with special housing requirements

**Housing Connections**

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PNP/Co-op	SPHC	Terminally III	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	93	5	29	0	2	5	18	152
Households with Dependents	181	5	30	2	0	2	19	239
Seniors	37	9	21	0	0	9	8	84
<b>Total</b>	<b>311</b>	<b>19</b>	<b>80</b>	<b>2</b>	<b>2</b>	<b>16</b>	<b>45</b>	<b>475</b>
<b>Grand total</b>	<b>1,066</b>	<b>123</b>	<b>1,064</b>	<b>8</b>	<b>15</b>	<b>79</b>	<b>359</b>	<b>2,714</b>

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

**HOUSED TOTAL - % BY CATEGORY**

<b>TCHC</b>		
<b>Category</b>	<b>Number of Households Housed</b>	<b>Percentage</b>
Special Priority Housing Category	724	21
Terminally III	95	3
Overhoused	0	0
Disadvantaged	958	28
Supportive Housing	63	2
Special Needs	279	8
Regular Chronological Waiting List	1,318	38
<b>Total</b>	<b>3,437</b>	<b>100</b>

<b>Rent Supplement</b>		
<b>Category</b>	<b>Number of Households Housed</b>	<b>Percentage</b>
Special Priority Housing Category	31	20
Terminally III	9	6
Overhoused	0	0
Disadvantaged	45	28
Supportive Housing	0	0
Special Needs	35	22
Regular Chronological Waiting List	38	24
<b>Total</b>	<b>158</b>	<b>100</b>

<b>PNP/Co-op</b>		
<b>Category</b>	<b>Number of Households Housed</b>	<b>Percentage</b>
Special Priority Housing Category	311	42
Terminally III	19	3
Overhoused	1	0
Disadvantaged	84	11
Supportive Housing	16	2
Special Needs	45	6
Regular Chronological Waiting List	265	36
<b>Total</b>	<b>741</b>	<b>100</b>