



**Annual
Statistical
Report**

2011

Summary Of Activities

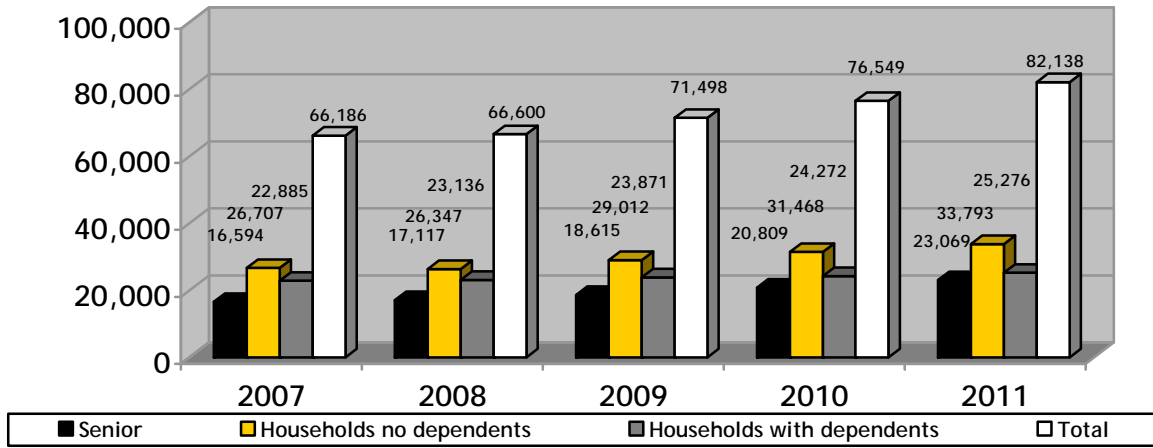
Total number of people on Housing Connections centralized waiting list for social housing is 152,081 as of December 31, 2011. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2010	2011	Increase/Decrease	%
New & reactivated applications	25,816	23,552	-2664	9
Applications housed	3,733	3,937	204	5
Applications inactivated	5,403	9,427	4,024	74
Applications cancelled	10,261	7,185	-3,076	30
Inactive waiting list	10,089	12,796	2,707	27
Active waiting list	66,460	*69,342	2,882	4
Total waiting list as at December 31st	76,549	82,138	5,589	7

The total includes 5,643 clients currently living in subsidized housing. These households are on the centralized waiting list because they have applied to live with another provider or they are overhoused with their current landlord and need to move to a smaller unit size.

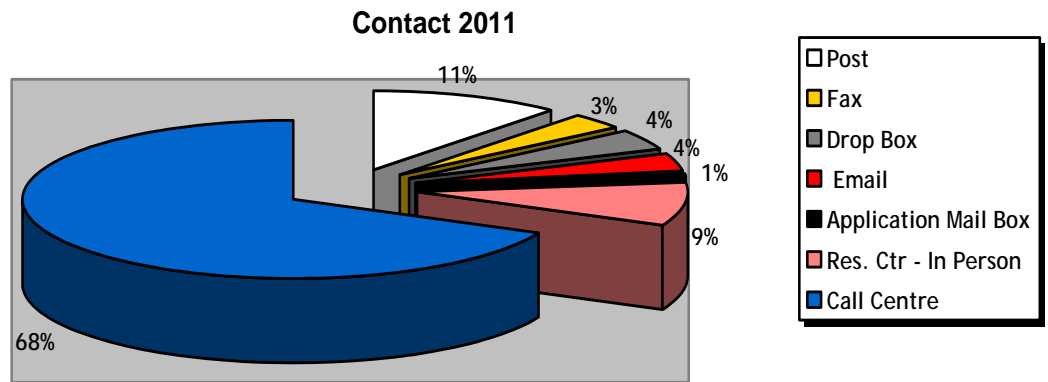
* This number is different than the total number in the chart on page 5 because this number includes web applications where eligibility documents are outstanding.

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.

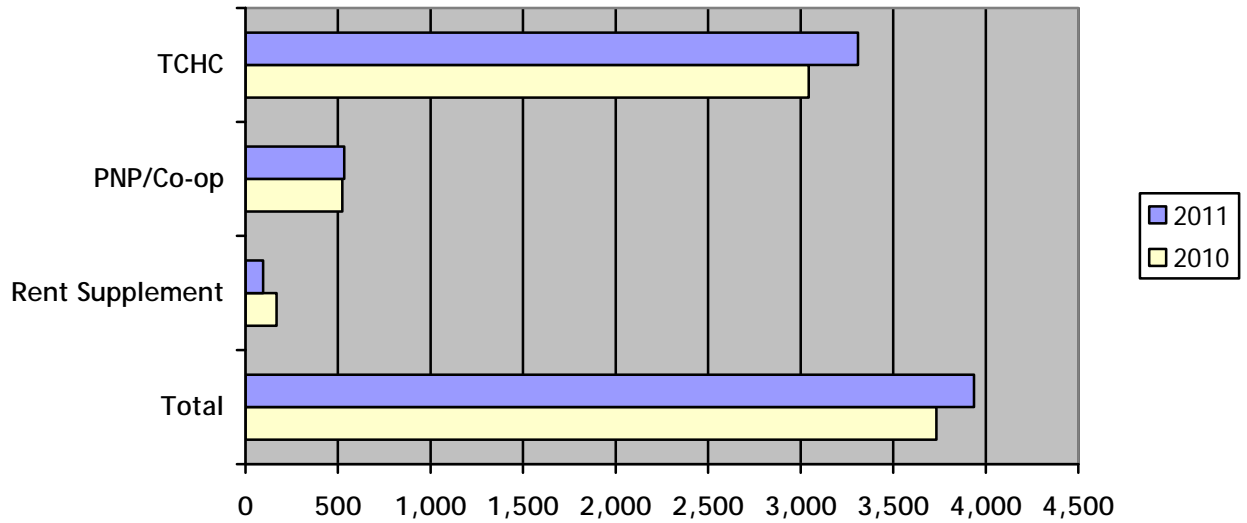
Summary Of Contacts



Contact Methods	2010 Totals	%	2011 Totals	%
Post	29,546	11	26,903	11
Fax	8,796	3	8,345	3
Drop Box	8,895	3	9,811	4
Email	10,210	4	8,958	4
Application Mail Box	1,726	1	1,373	1
Resource Centre (In Person)	22,020	9	21,017	9
Resource Centre (Call Centre)	176,687	69	162,632	68
Total	257,880	100	239,039	100

Comparison Of Applicants Housed Using TAWL

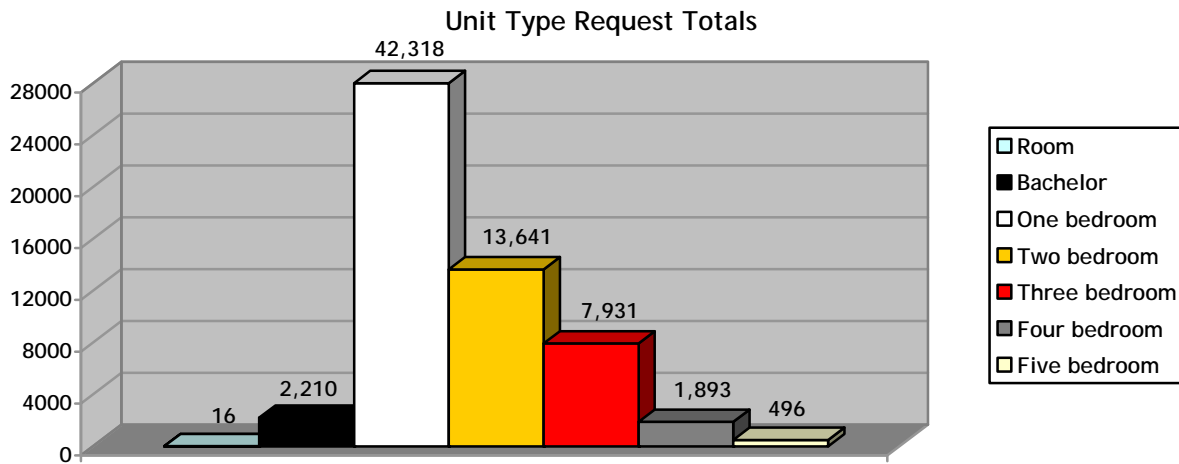
Increase/Decrease in Activities from 2009 - 2010 by Provider Type



Provider	2010	2011	Increase/Decrease
TCHC	3,043	3,309	266
PNP/Co-op	523	533	10
Rent Supplement	167	95	-72
Total	*3,733	*3,937	204

TAWL = Toronto Applicant Waiting List

Summary Of The Active Waiting List By Unit Type

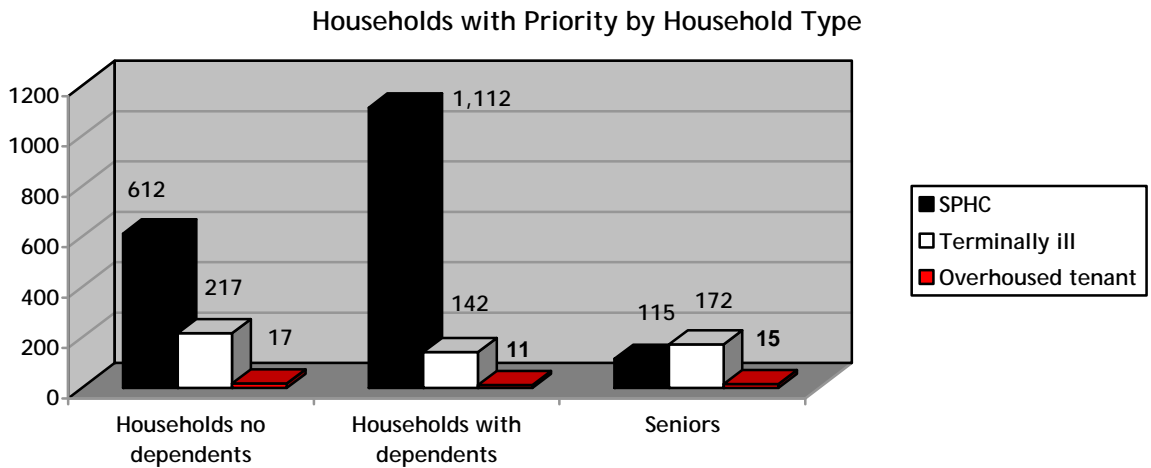


Unit Type	Households no Dependents	Households with Dependents	Senior	Total
Room	14	0	2	16
Bachelor	1,174	6	1,030	2,210
One bedroom	22,797	588	18,933	42,318
Two bedroom	2,391	10,778	472	13,641
Three bedroom	287	7,623	21	7,931
Four bedroom	38	1,850	5	1,893
Five bedroom+	8	488	0	496
Total	26,709	21,333	20,463	*68,505

The unit type above is the largest unit size 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.

* This number is different than the number in the chart on page 2 because this number does not include web applications where eligibility documents are outstanding.

Households With Priority On The Active Waiting List



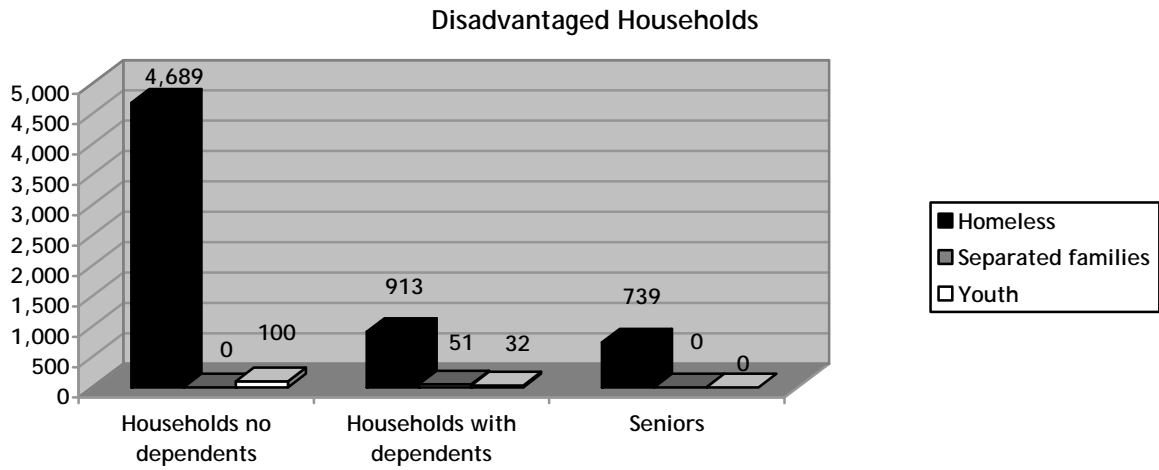
Type of Priority	Households no Dependents	Households with Dependents	Senior	Total
SPHC	612	1,112	115	1,839
Terminally ill	217	142	172	531
Overhoused tenant	17	11	15	43
Total	846	1,265	302	2,413

SPHC = Under the Housing Services Act, 2011, victims of violence may be given 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 = Under the Local Access Priority rules, providers are given the option to consider terminally ill applicants as priority after households with Special Priority Household Category status. The terminally ill priority is for applicants with less than two years to live. *Reference City Guideline 2003-4.*

Overhoused = Under the Local Access Priority rules, overhoused tenants are also considered a priority. When a tenant has been in an overhoused situation for more than 12 months or their current provider 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. *Reference City Guideline 2006-2.*

Disadvantaged Households On The Active Waiting List

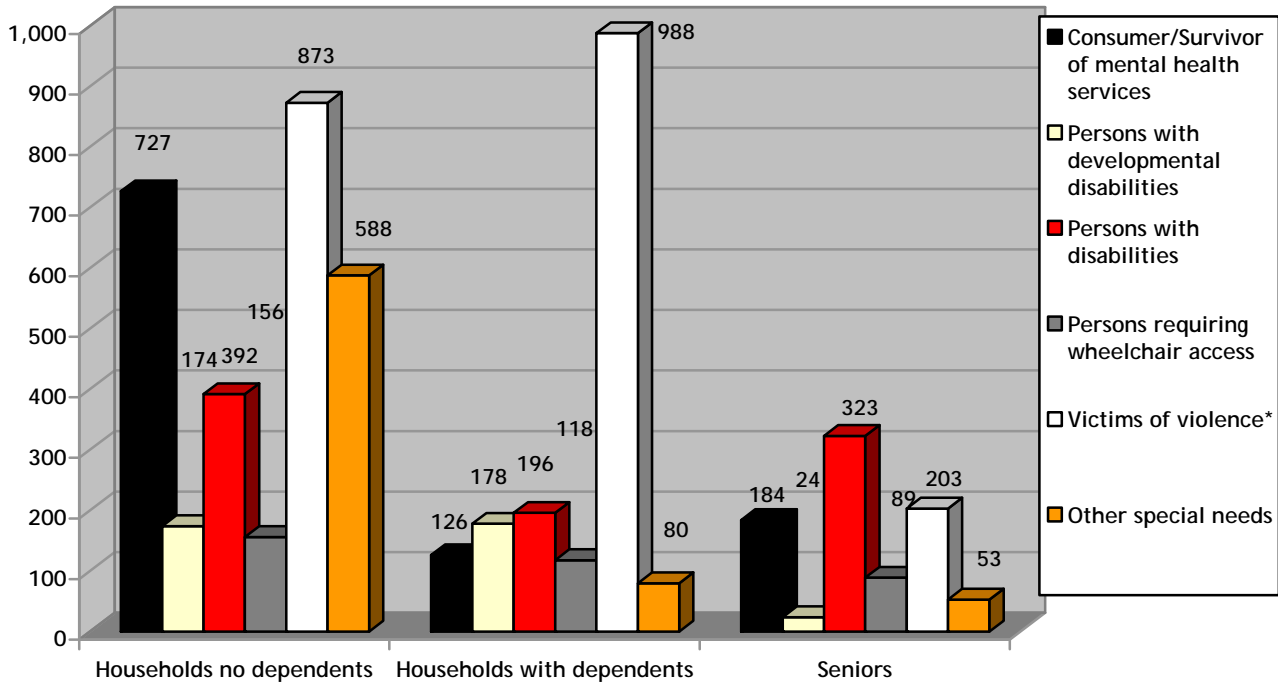


Type of Disadvantaged Household	Households no Dependents	Households with Dependents	Senior	Total
Homeless *	4,689	913	739	6,341
Separated families	0	51	0	51
Youth	100	32	0	132
Total	4,709	996	739	6,524

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.

Households On The Active Waiting List With Special Needs

Households with Special Needs

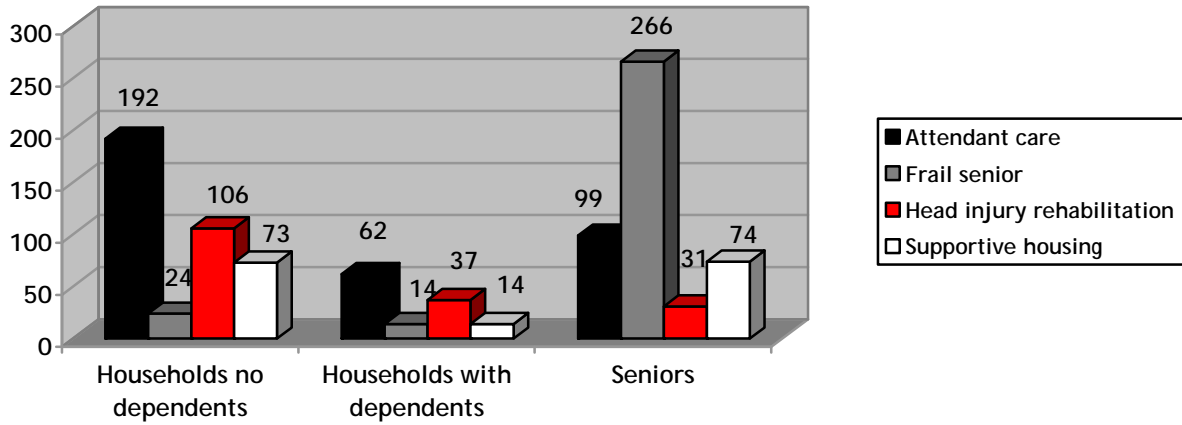


Type of Special Need	Households no Dependents	Households with Dependents	Senior	Total
Consumer/Survivor of mental health services	727	126	184	1,037
Persons with developmental disabilities	174	178	24	376
Persons with disabilities	392	196	323	911
Persons requiring wheelchair access	156	118	89	363
Victims of violence*	873	988	203	2,064
Other special needs	588	80	43	721
Total	2,910	1,686	876	5,472

*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	192	62	99	353
Frail senior	24	14	266	304
Head injury rehabilitation	106	37	31	174
Supportive housing	73	14	74	161
Total	395	127	470	992

Internal Review Cases

Category	Number of Reviews	Decisions Upheld	Decisions Overturned	Deferred
Additional Bedroom	10	10	0	0
Arrears	0	0	0	0
Backdating	10	9	1	0
Rent Supplement	6	5	0	1
Housing Programs (Three Refusals - R/S VAW Program)	0	0	0	0
Housing Programs (Transfer Request - EHPP)	2	2	0	0
SPHC	81	62	9	10
Status In Canada	0	0	0	0
Terminally III	35	35	0	0
TCHC Priority Transfer Requests	2	1	1	0
Three Refusals	11	7	4	0
Total	157	131	15	11

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

EHPP = Emergency Homelessness Pilot Project

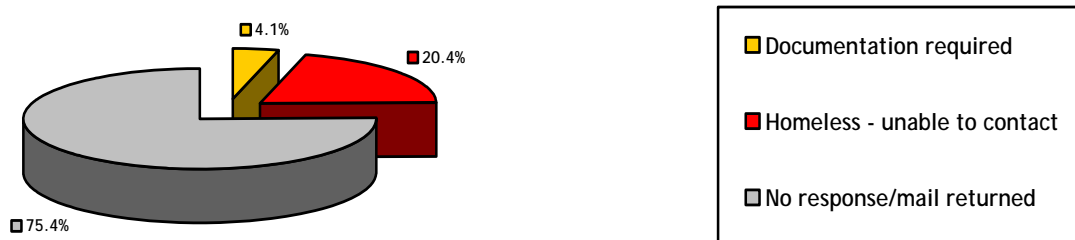
TCHC = Toronto Community Housing Corporation

SPHC = Special Priority Household Category

Reasons For Removal From The Active Waiting List

Under Housing Services Act, 2011 rules, maintenance of waiting list records is conducted annually for each applicant. Application 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 2011. An inactive application can be reactivated to its original date up to two years after it has been inactivated. Cancelled applicants must reapply. Applicants who are homeless and have their application inactivated are eligible for reactivation within five years.

Reasons for Inactivation

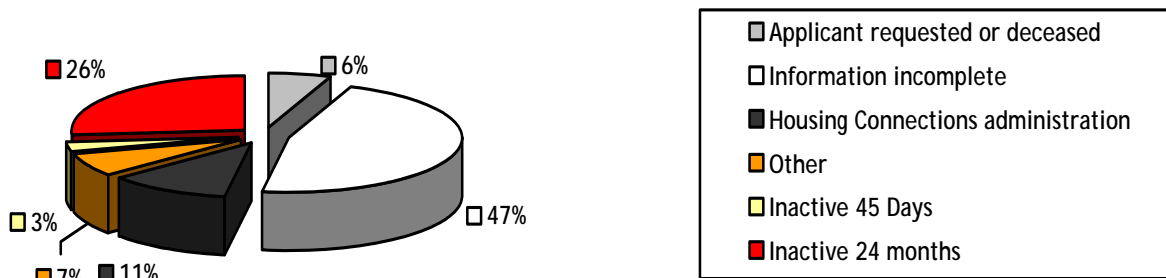


Reasons for Inactivation *	Total	%
Documentation required	270	4
Homeless - unable to contact	1,332	20
No response/mail returned	4,912	76

*This does not include applications that were reactivated or cancelled in 2011.

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

Reasons for Cancellation



Reasons for Cancellation	Totals	%
Applicant requested or deceased	707	6
Information incomplete	5,612	47
Housing Connections administration - e.g. duplicate records	1,381	11
Other	833	7
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	325	3
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	3,717	26

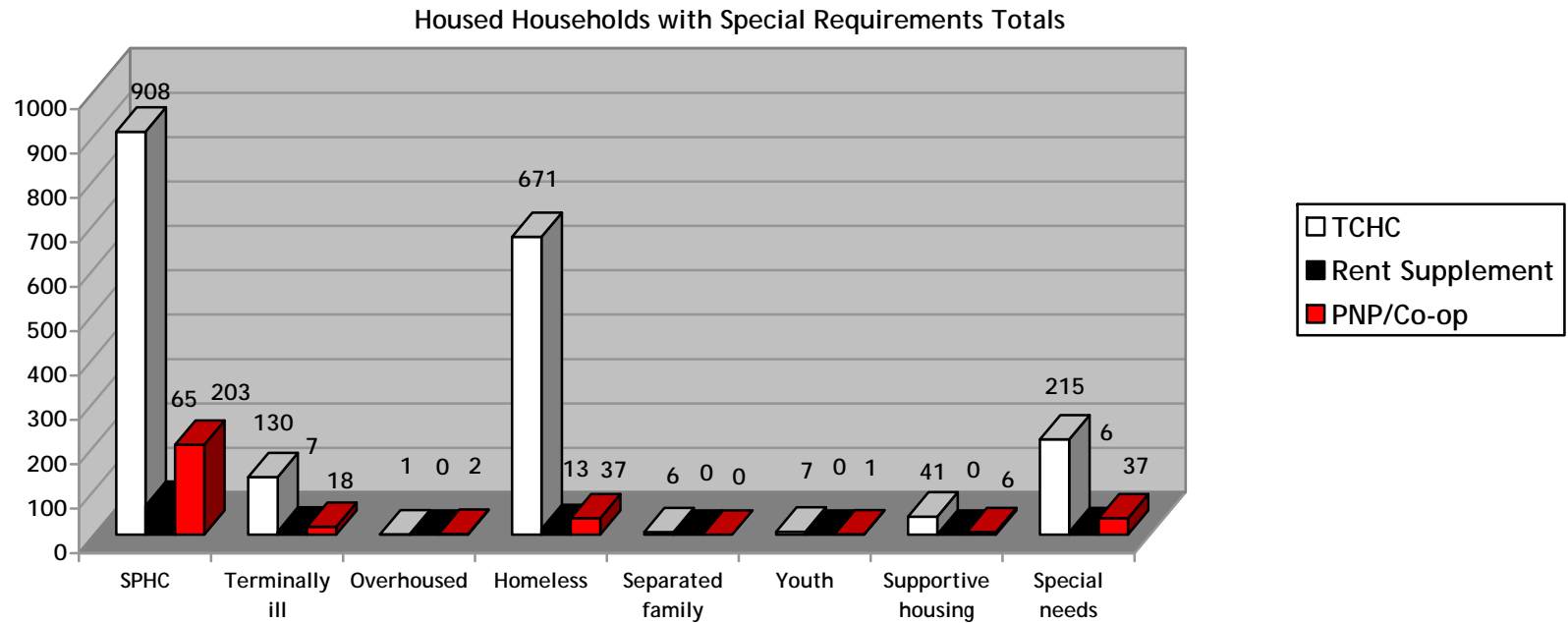
Active Households On The Waiting List Currently Residing With A Provider

Provider	Provider of Choice	Subsidy				Market				Total
		HND	HWD	SENIOR	Total	HND	HWD	SENIOR	Total	
TCHC	TCHC	1,001	880	660	2,541	341	316	207	864	3,405
	Other	66	78	95	239	13	4	8	25	264
	Total	1,067	958	755	2,780	354	320	215	889	3,669
PNP	PNP	147	102	177	426	136	123	332	591	1,017
	Other	23	13	24	60	11	5	15	31	91
	Total	170	115	201	486	147	128	347	622	1,108
Co-op	Co-op	127	132	61	320	161	190	134	485	805
	Other	9	4	23	36	6	4	15	25	61
	Total	136	136	84	356	167	194	149	510	866
Total		1,373	1,209	1,040	3,622	668	642	771	2,021	5,643

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 III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	353	62	0	336	0	5	13	104	873
Households with Dependents	482	16	1	168	6	2	4	51	730
Seniors	73	52	0	167	0	0	24	60	376
Total	908	130	1	671	6	7	41	215	1,979

TCHC = Toronto Community Housing Corporation

SPHC = Special Priority Household Category

Housing Connections

PNP/CO-OP = Private Non Profit/Co-operative Housing

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

Rent Supplement	SPHC	Terminally III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	37	3	0	7	0	0	0	1	48
Households with Dependents	26	4	0	6	0	0	0	5	41
Seniors	2	0	0	0	0	0	0	0	2
Total	65	7	0	13	0	0	0	6	91

PNP/Co-op	SPHC	Terminally III	Overhoused	Homeless	Separated Family	Youth	Supportive Housing	Special Needs	Total
Households no Dependents	63	3	0	12	0	1	1	11	91
Households with Dependents	106	0	0	8	0	0	1	10	125
Seniors	34	15	2	17	0	0	4	16	88
Total	203	18	2	37	0	1	6	37	304

Grand total	1,176	155	3	721	6	8	47	258	2,374
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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	908	27
Terminally III	130	4
Overhoused	1	1
Disadvantaged	684	21
Supportive Housing	41	1
Special Needs	215	6
Regular Chronological Waiting List	1,330	40
Total	3,309	100

Rent Supplement		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	65	69
Terminally III	7	7
Overhoused	0	0
Disadvantaged	13	14
Supportive Housing	0	0
Special Needs	6	6
Regular Chronological Waiting List	4	4
Total	95	100

PNP/Co-op		
Category	Number of Households Housed	Percentage
Special Priority Housing Category	203	38
Terminally III	18	3
Overhoused	2	1
Disadvantaged	38	7
Supportive Housing	6	1
Special Needs	37	7
Regular Chronological Waiting List	229	43
Total	533	100

TCHC = Toronto Community Housing Corporation

PNP = Private Non Profit