



**Annual  
Statistical  
Report**

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**2013**

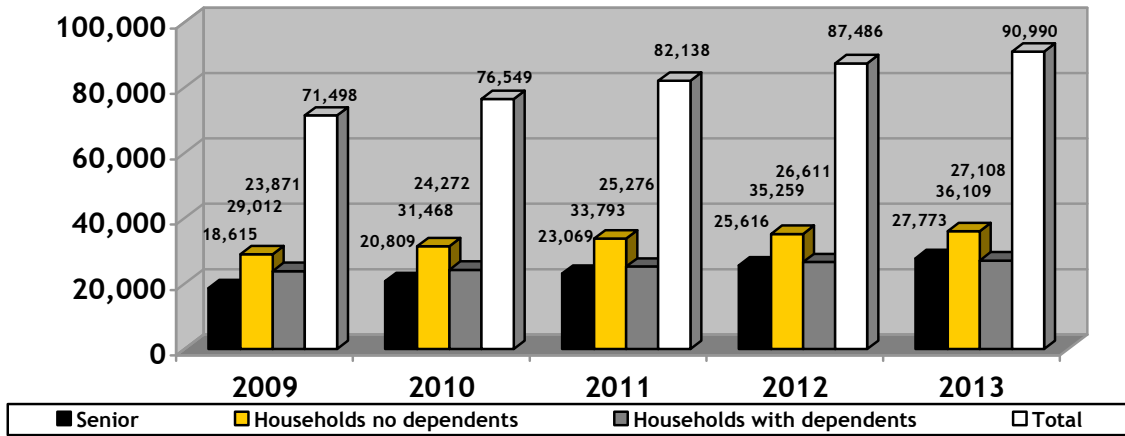
## Summary Of Activities

Total number of people on Housing Connections centralized waiting list for social housing is 167,472 as of December 31, 2013. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2012	2013	Increase/Decrease	%
New & reactivated applications	23,154	21,632	-1,522	7
Applications housed	3,890	3,698	-192	5
Applications inactivated	5,656	8,906	3,250	57
Applications cancelled	10,284	10,726	442	4
Inactive waiting list	14,790	13,881	-909	6
Active waiting list	72,696	77,109	4,413	6
<b>Total waiting list as at December 31<sup>st</sup></b>	<b>87,486</b>	<b>90,990</b>	<b>3,504</b>	<b>4</b>

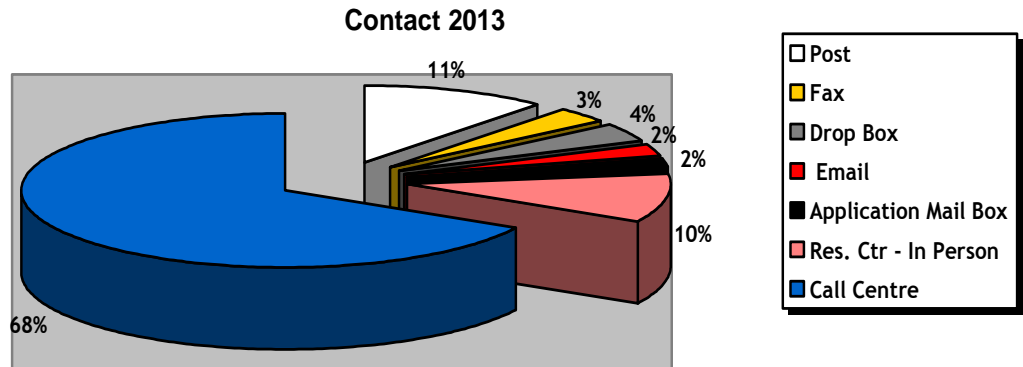
The total includes 6,176 clients currently residing with a provincially funded Housing Provider. These households are on the centralized waiting list because they are paying Market Rent and are waiting for a subsidy, are paying RGI Rent and have applied to live with another provider or they are overhoused with their current landlord and need to move to a smaller unit size.

**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**

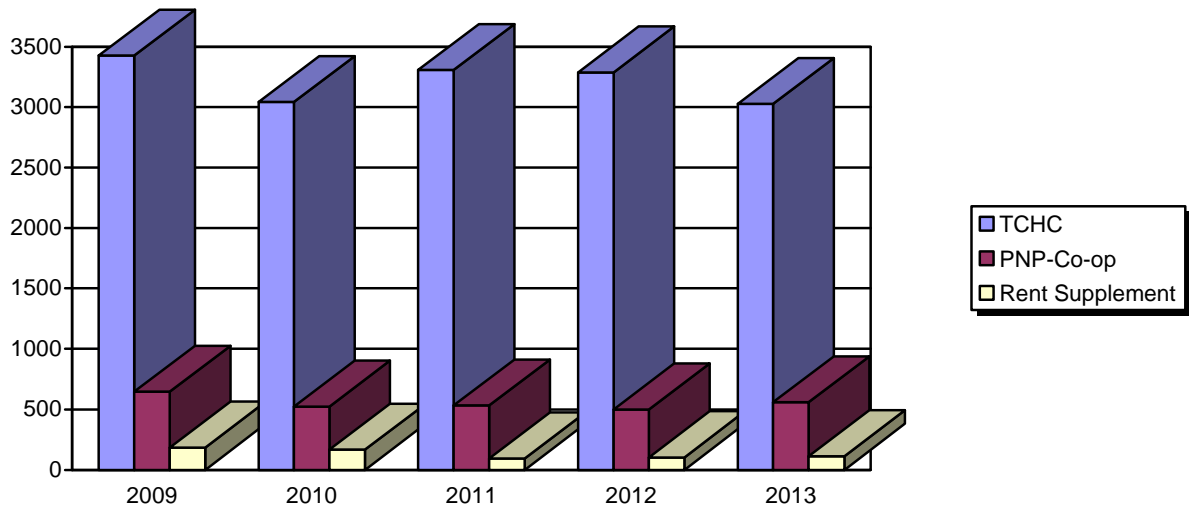


Contact Methods	2012 Totals	%	2013 Totals	%
Post	26,071	11	27,367	11
Fax	7,906	3	7,722	3
Drop Box	8,594	4	9,697	4
Email	8,293	4	5,829	2
Application Mail Box*	1,330	1	4,343	2
Resource Centre (In Person)	19,184	8	24,437	10
Resource Centre (Call Centre)	155,872	69	160,501	68
<b>Total</b>	<b>227,250</b>	<b>100</b>	<b>239,896</b>	<b>100</b>

\*Prior to 2013, the Application Mailbox was used to allow households to leave a message requesting an application be sent to them by mail. In 2013 Housing Connections' implemented a new Interactive Voice Response System (IVR). The new IVR system encourages households to leave voice mail messages for various reasons. The 2013 numbers for the Application Mailbox have increased substantially based on these changes.

**Comparison Of Applicants Housed Using The Centralized Wait List**

5 Year Comparison



Provider	2009	2010	2011	2012	2013
TCHC	3,427	3,043	3,309	3,288	3,027
PNP/Co-op	646	523	533	499	558
Rent Supplement	183	167	95	103	113
<b>Total</b>	<b>4,256</b>	<b>3,733</b>	<b>3,937</b>	<b>3,890</b>	<b>3,698</b>

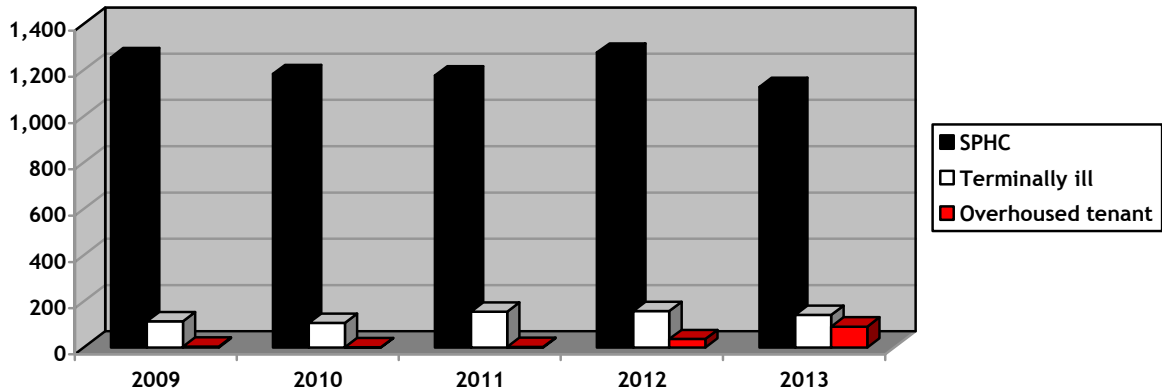
TAWL = Toronto Applicant Waiting List

TCHC = Toronto Community Housing Corporation

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

**Comparison of Priority Households Housed**

Comparison 5 Years



Type of Priority	2009	2010	2011	2012	2013
SPHC	1,254	1,182	1,176	1,275	1,126
Terminally ill	113	107	155	158	140
Overhoused tenant	4	2	3	36	91
<b>Total</b>	<b>1,371</b>	<b>1,291</b>	<b>1,334</b>	<b>1,469</b>	<b>1,357</b>

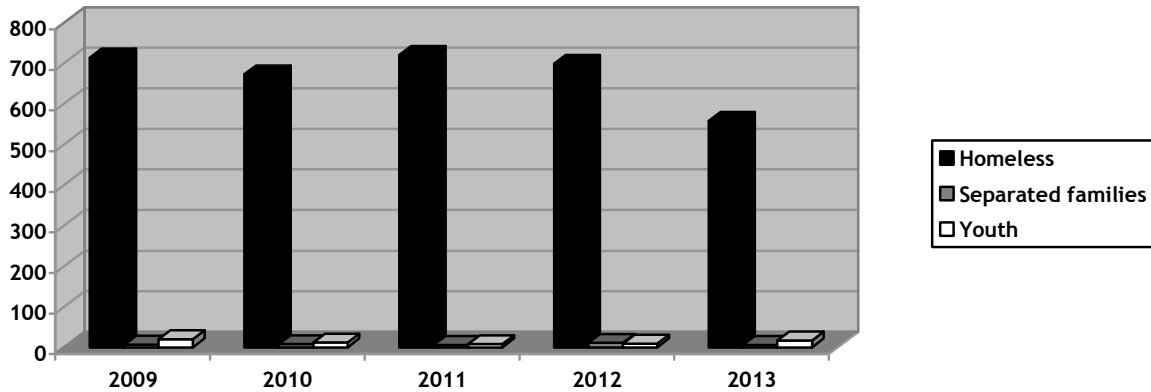
**SPHC** = Under the Housing Services Act, 2011, victims of violence may be given the Special Priority Household Category status (**SPHC**). Each provider is mandated to first offer available units to households with this status who have selected their buildings.

**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.*

**Comparison of Disadvantaged Households Housed**

Comparison 5 Years



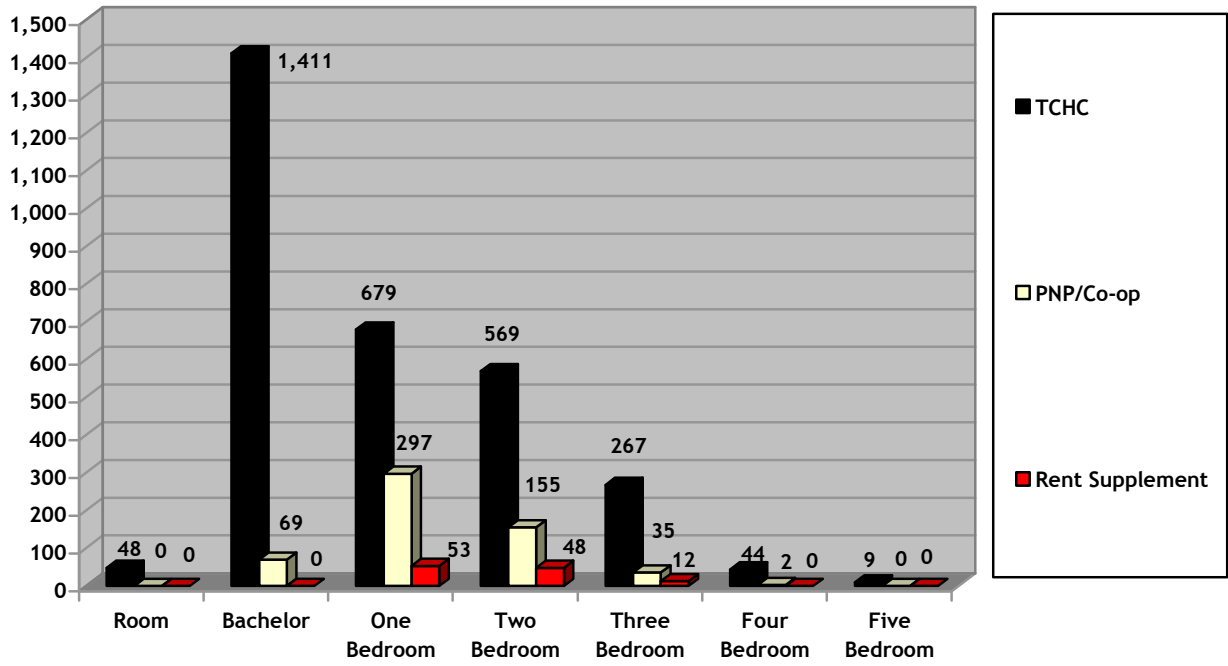
Type of Disadvantaged Household	2009	2010	2011	2012	2013
Homeless*	714	673	721	699	558
Separated families	7	8	6	11	6
Youth	20	12	8	9	17
<b>Total</b>	<b>741</b>	<b>693</b>	<b>735</b>	<b>719</b>	<b>581</b>

\*Homeless excludes households with SPHC living in a shelter

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.

**Turnover By Unit Size**

Turnover 2013



Provider	Room	Bachelor	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom	Five Bedroom
TCHC	48	1,411	679	569	267	44	9
PNP/Co-op	0	69	297	155	35	2	0
Rent Supplement	0	0	53	48	12	0	0
<b>Totals</b>	48	1,480	1,029	772	314	46	9



**Income Source - Households on Active Wait List**

<b>Income Type</b>	<b>Households no Dependents</b>	<b>Households with Dependents</b>	<b>Senior</b>	<b>Total</b>
Employment Related Income	7,504	8,420	4,565	20,489
Ontario Works	8,009	7,356	1,781	17,146
Ontario Disability Support Program	5,649	1,809	2,553	10,011
Pension Related Income	883	385	9,389	10,657
Other Income	6,866	5,450	6,489	18,805
<b>Total</b>	<b>28,911</b>	<b>23,420</b>	<b>24,777</b>	<b>77,108</b>

Income sources are 'self declared' by households when completing their applications for rent-geared-to-income housing.

**Employment Related Income** includes Employment Income, Employment Insurance and Workplace Safety Insurance Board (WSIB)

**Pension Related Income** includes Old Age Security, Gains A, Canada Pension, Private/Foreign Pensions and Long Term Disability

**Other Income** includes Support, Immigration Allowance, Ontario Student Assistance Program (OSAP), Other Income, No Income and No Income Provided

## Internal Review Cases

Category	Number of Reviews	Decisions Upheld	Decisions Overturned	Deferred
Additional Bedroom	4	4	0	0
Arrears	1	1	0	0
Application Date Review	8	7	1	0
Rent Supplement ( Loss of Subsidy, Transfer Request - EHPP)	8	8	0	0
Special Priority Household Category (Includes TCHC Priority Transfer Requests)	33	26	4	3
No Legal Status In Canada	1	1	0	0
Terminally Ill	8	8	0	0
Three Refusals	16	14	2	0
<b>Total</b>	<b>79</b>	<b>69</b>	<b>7</b>	<b>3</b>

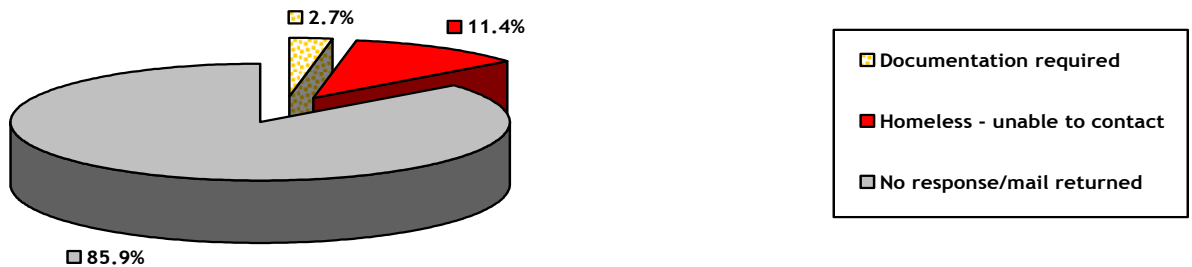
**EHPP** = Emergency Homelessness Pilot Project

**TCHC** = Toronto Community Housing Corporation

## 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



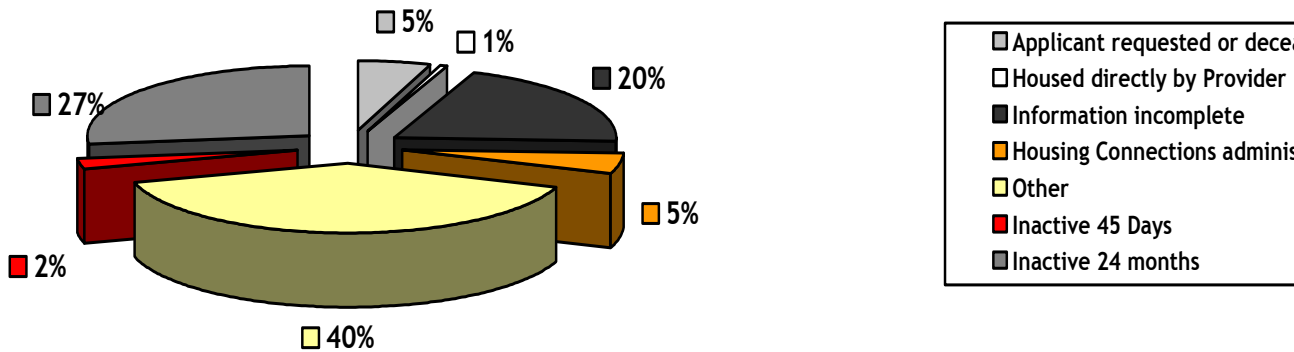
Reasons for Inactivation *	Total	%
Documentation required	132	3
Homeless - unable to contact	566	11
No response/mail returned	4,251	86

\*This does not include applications that were reactivated or cancelled in 2013.

- 3,249 applications were reactivated and are counted in the applications received.

**Reasons For Removal From The Active Waiting List**

Reasons for Cancellation



Reasons for Cancellation	Totals	%
Applicant requested or deceased	852	5
Housed Directly by Housing Provider* (outside the TAWL system)	121	1
Information incomplete	3,247	20
Housing Connections administration - e.g. duplicate records	773	5
All Other	6,534	40
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	367	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	4,414	27

\*These households have been removed from the active wait list as Housing Connections had been advised they were offered and accepted accommodation from a Housing Provider. Some Housing Providers have Referral Agreements with Agencies in the City.

**Active Households On The Waiting List Currently Residing With A Provider**

<b>Provider Type</b>	<b>Households no Dependents</b>	<b>Households with Dependents</b>	<b>Senior</b>	<b>Total</b>
TCHC	1,697	1,440	1,137	4,274
PNP	283	244	526	1,053
Co-op	298	322	229	849
<b>Totals</b>	<b>2,278</b>	<b>2,006</b>	<b>1,892</b>	<b>6,176</b>

These households are on the centralized waiting list because they are paying Market Rent and are waiting for a subsidy, are paying RGI Rent and have applied to live with another provider or they are overhoused with their current landlord and need to move to a smaller unit size.

**TCHC = Toronto Community Housing Corporation**

**PNP = Private Non Profit**

**Co-op = Co-operative Housing**

**Housed Total - By Category**

<b>Category</b>	<b>TCHC</b>	<b>Rent Supplement</b>	<b>PNP/Co-op</b>	<b>Total</b>
Special Priority Housing Category*	817	70	239	1,126
Terminally Ill	108	5	27	140
Overhoused	85	1	5	91
Disadvantaged*	519	23	39	581
Regular Chronological Waiting List	1,498	14	248	1,760

\*A household can be approved for priority and have a disadvantaged designation and would be counted in each category

**TCHC** = Toronto Community Housing Corporation

**PNP** = Private Non Profit

**Co-op** = Co-operative Housing