



Annual  
Statistical  
Report

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2014

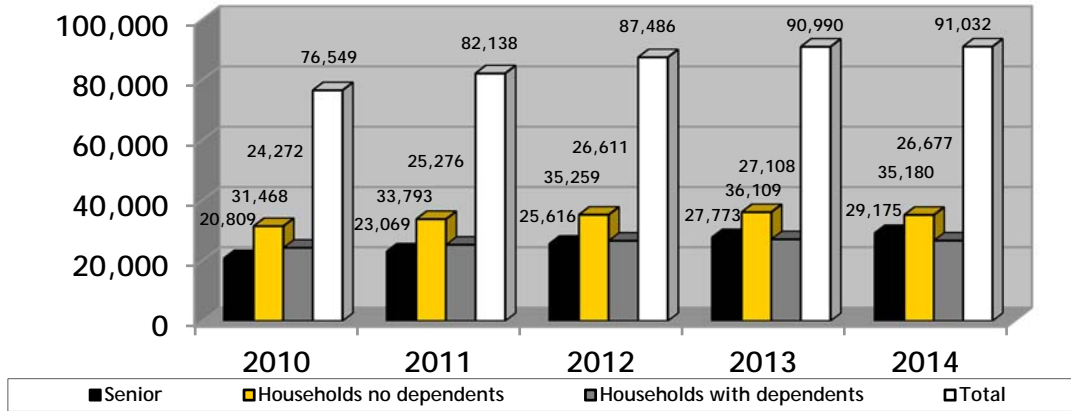
## Summary Of Activities

Total number of people on Housing Connections centralized waiting list for social housing is 167,616 as of December 31, 2014. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2013	2014	Increase/Decrease	%
New & reactivated applications	21,632	16,080	-5553	26
Applications housed	3,698	3,118	-571	15
Applications inactivated	2,867	2,390	-477	17
Applications cancelled	10,654	9,432	-1222	11
Inactive waiting list	13,881	12,784	-1,097	8
Active waiting list	77,109	78,248	1,139	1
<b>Total waiting list as at December 31<sup>st</sup></b>	<b>90,990</b>	<b>91,032</b>	<b>42</b>	<b>1</b>

The total includes 6,189 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.

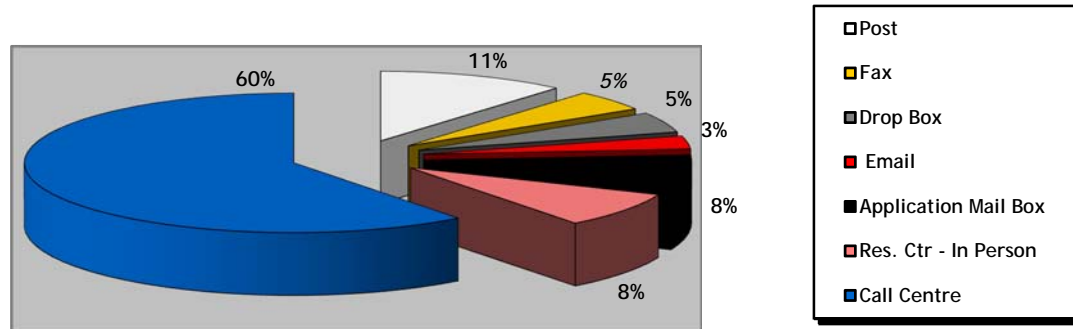
### Five Year Waiting List Totals



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 2013**

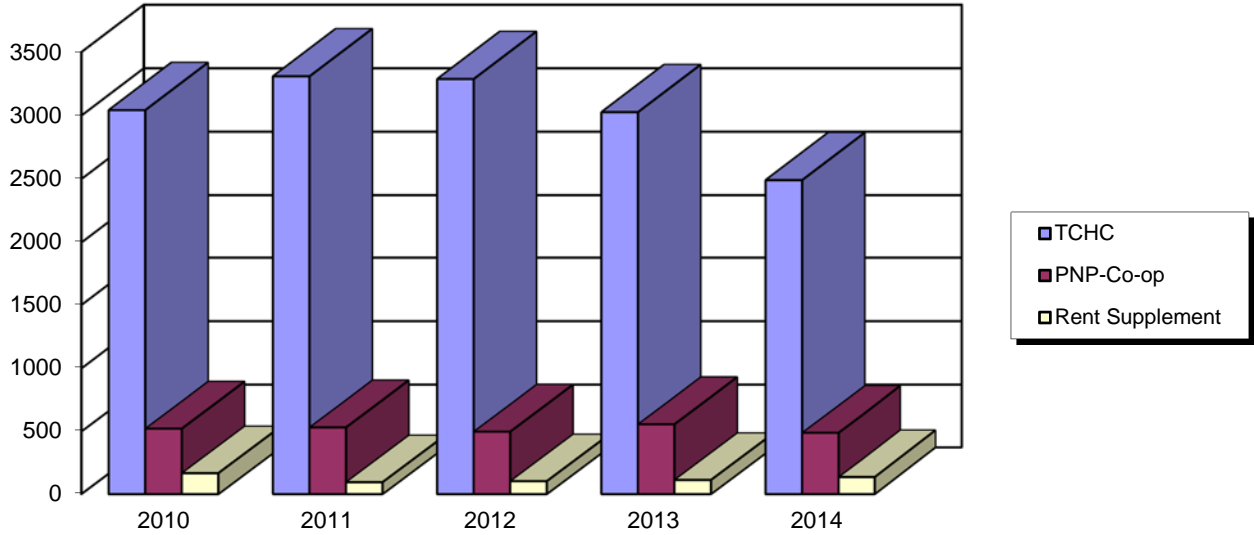


Contact Methods	2013 Totals	%	2014 Totals	%
Post	27,367	11	22,970	11
Fax	7,722	3	9,651	5
Drop Box	9,697	4	9,546	5
Email	5,829	2	6,138	3
Application Mail Box*	4,343	2	15,260	8
Resource Centre (In Person)	24,437	10	16,719	8
Resource Centre (Call Centre)	160,501	68	122,693	60
<b>Total</b>	<b>239,896</b>	<b>100</b>	<b>202,977</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 2014 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	2010	2011	2012	2013	2014
TCHC	3,043	3,309	3,288	3,027	2,492
PNP/Co-op	523	533	499	558	490
Rent Supplement	167	95	103	113	136
<b>Total</b>	<b>3,733</b>	<b>3,937</b>	<b>3,890</b>	<b>3,698</b>	<b>3,118</b>

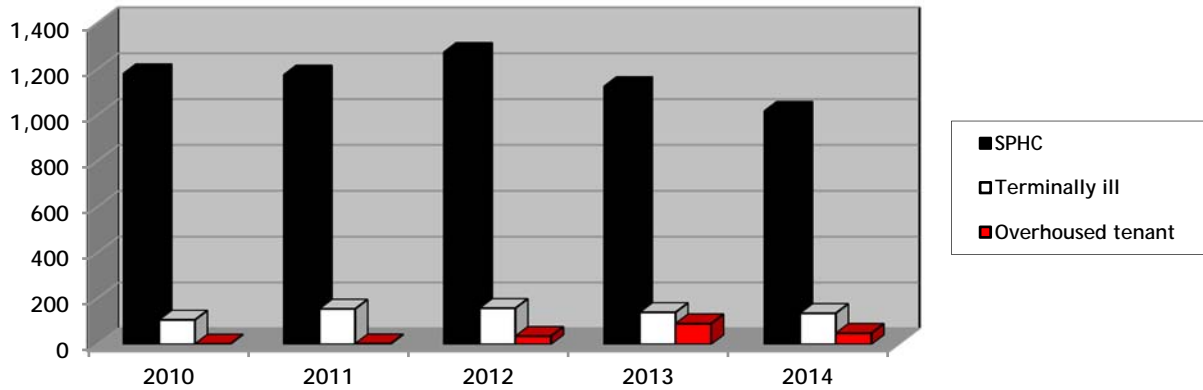
**TAWL** = Toronto Applicant Waiting List

**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	2010	2011	2012	2013	2014
SPHC	1,182	1,176	1,275	1,126	1,018
Terminally ill	107	155	158	140	136
Overhoused tenant	2	3	36	91	49
<b>Total</b>	<b>1,291</b>	<b>1,334</b>	<b>1,469</b>	<b>1,357</b>	<b>1,203</b>

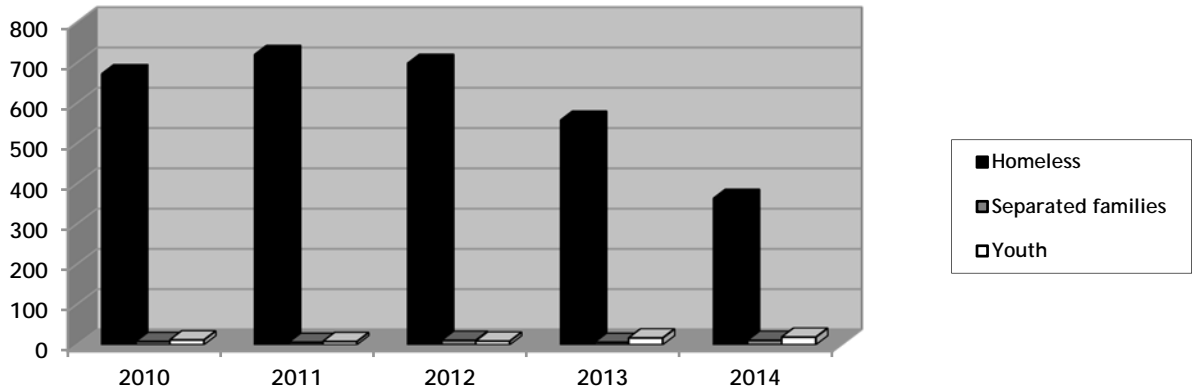
**SPHC** = Under the Housing Services Act, 2011, victims of violence may be given the Special Priority Household Category status (**SPHC**). Each provider is mandated to first offer available units to households with this status who have selected their buildings.

**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**



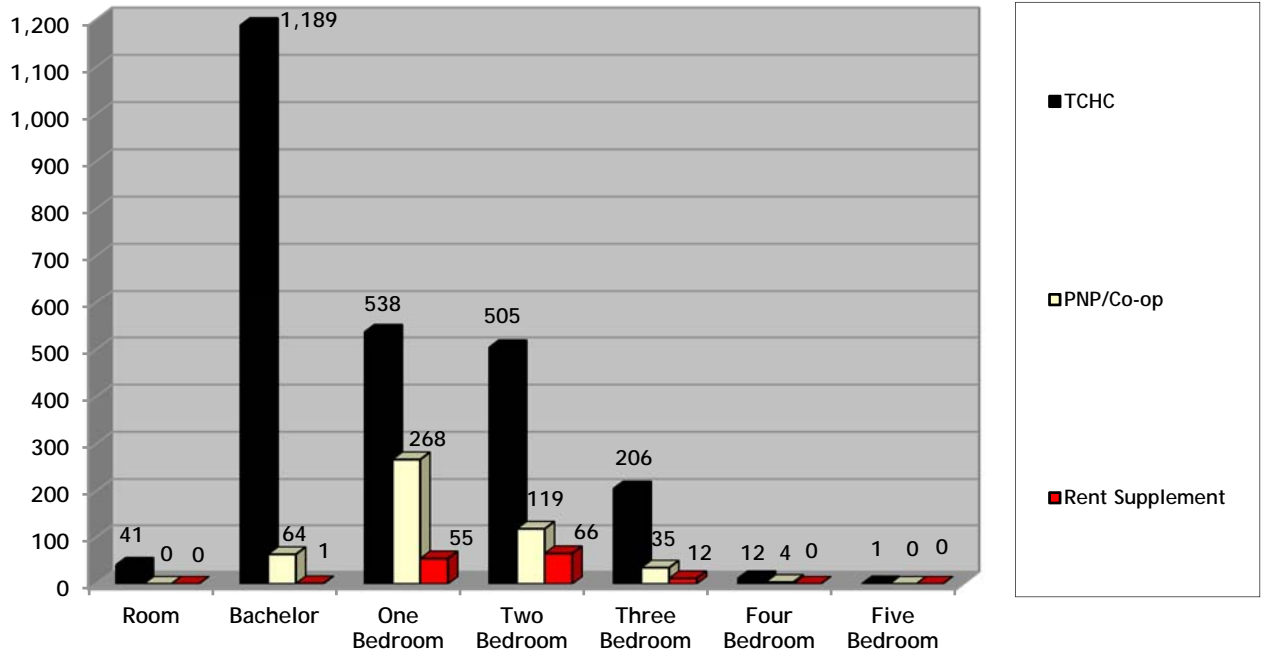
Type of Disadvantaged Household	2010	2011	2012	2013	2014
Homeless*	673	721	699	558	364
Separated families	8	6	11	6	11
Youth	12	8	9	17	19
<b>Total</b>	<b>693</b>	<b>735</b>	<b>719</b>	<b>581</b>	<b>394</b>

\*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	41	1,189	538	505	206	12	1
PNP/Co-op	0	64	268	119	35	4	0
Rent Supplement	0	1	55	66	14	0	0
<b>Totals</b>	41	1,254	861	690	255	16	1



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

Income Type	Households no Dependents	Households with Dependents	Senior	Total
Employment Related Income	7,321	8,331	4,854	20,506
Ontario Works	7,931	7,365	2,010	17,306
Ontario Disability Support Program	5,724	1,843	2,857	10,424
Pension Related Income	827	356	9,806	10,989
Other Income	6,755	5,450	6,896	19,051
<b>Total</b>	<b>28,558</b>	<b>23,345</b>	<b>26,373</b>	<b>78,276</b>

Income sources are 'self declared' by households when completing their applications for rent-gearred-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	5	0	0
Arrears	0	0	0	0
Application Date Review	7	7	0	0
Rent Supplement ( Loss of Subsidy, Transfer Request - EHPP)	3	2	1	0
Special Priority Household Category (Includes TCHC Priority Transfer Requests)	19	16	3	0
No Legal Status In Canada	0	0	0	0
Terminally Ill	8	8	0	0
Three Refusals	13	9	4	0
<b>Total</b>	<b>55</b>	<b>47</b>	<b>8</b>	<b>0</b>

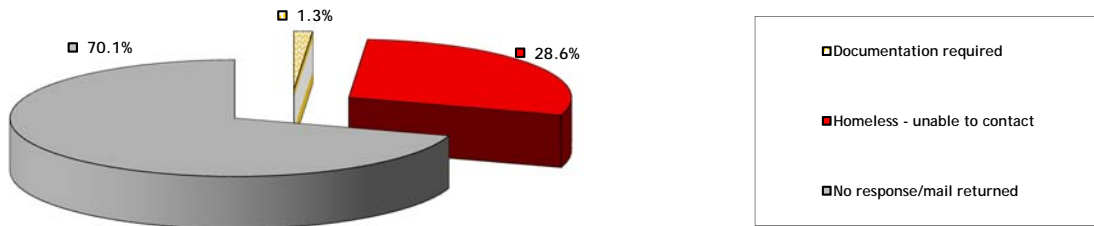
**EHPP** = Emergency Homelessness Pilot Project

**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

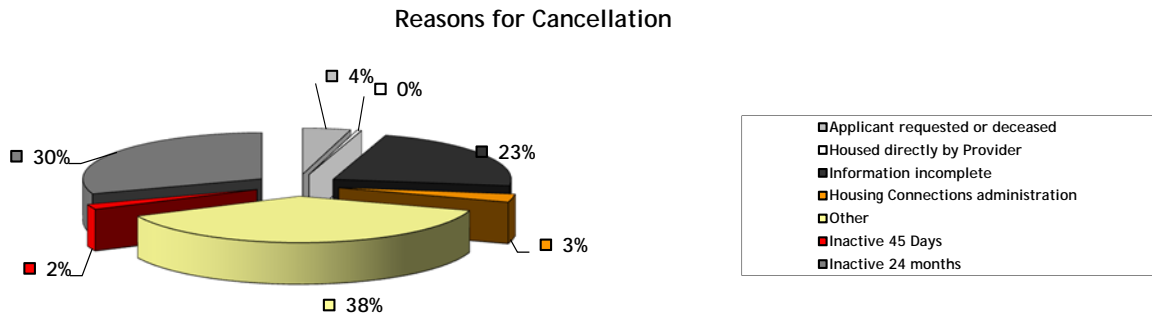


Reasons for Inactivation *	Total	%
Documentation required	175	1
Homeless - unable to contact	3,730	28
No response/mail returned	7,860	70

\*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	Totals	%
Applicant requested or deceased	601	4
Housed Directly by Housing Provider* (outside the TAWL system)	60	1
Information incomplete	3,122	23
Housing Connections administration - e.g. duplicate records	390	3
All Other	5,259	38
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	250	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	5,450	30

\*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**

Provider Type	Households no Dependents	Households with Dependents	Senior	Total
TCHC	1,669	1,436	1,168	4,273
PNP	265	236	556	1,057
Co-op	304	316	239	859
Totals	2,238	1,988	1,963	6,189

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

Category	TCHC	Rent Supplement	PNP/Co-op	Total
Special Priority Housing Category*	712	94	212	1,018
Terminally Ill	103	6	27	136
Overhoused	40	1	8	49
Disadvantaged*	345	16	33	394
Regular Chronological Waiting List	1,292	19	210	1,521

\*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