



Annual  
Statistical  
Report

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2015

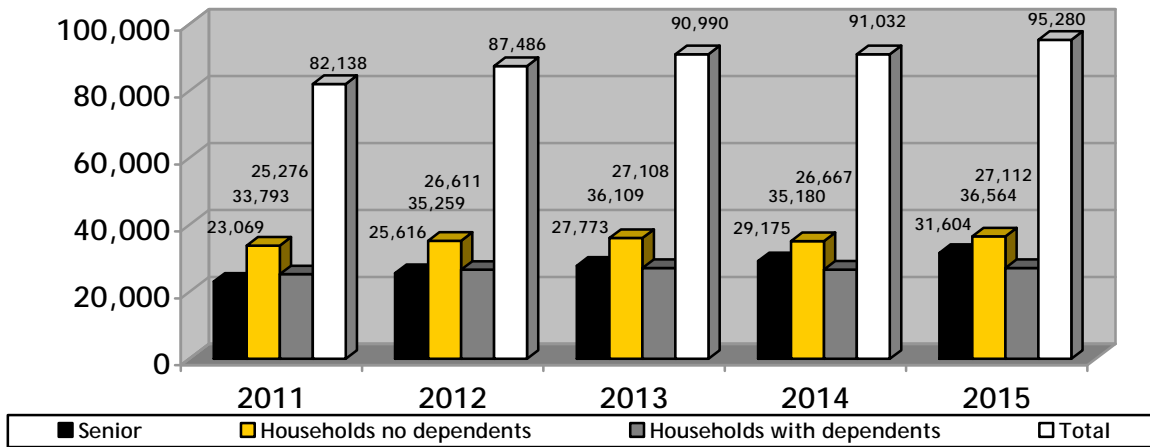
## Summary Of Activities

Total number of people on Housing Connections centralized waiting list for social housing is 173,816 as of December 31, 2015. The rest of the numbers in this Statistical Report refer to household applications that may have several people on their application.

	2014	2015	Increase/Decrease	%
New & reactivated applications	16,080	22,258	6,178	38
Applications housed	3,118	2,572	-546	18
Applications inactivated	2,390	8,608	6,218	260
Applications cancelled	9,432	4,470	-4,962	53
Inactive waiting list	12,784	10,424	-2,360	18
Active waiting list	78,248	84,856	6,608	8
Total waiting list as at December 31 <sup>st</sup>	91,032	95,280	4,248	5

The total includes 6,308 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.

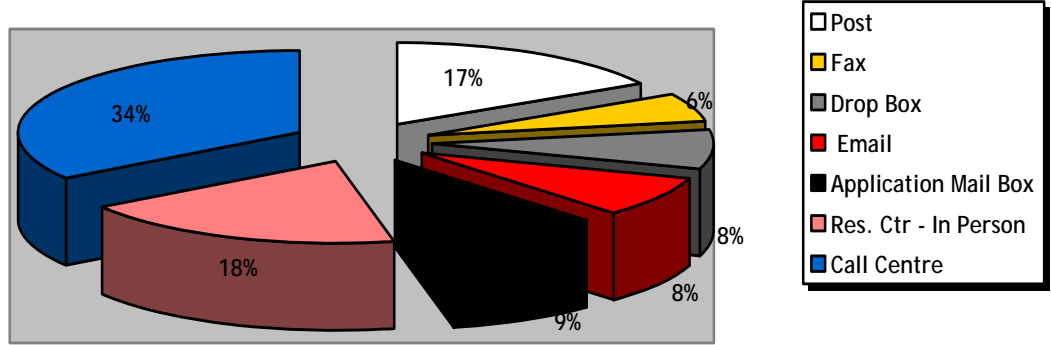
**Five Year Waiting List Totals**



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**

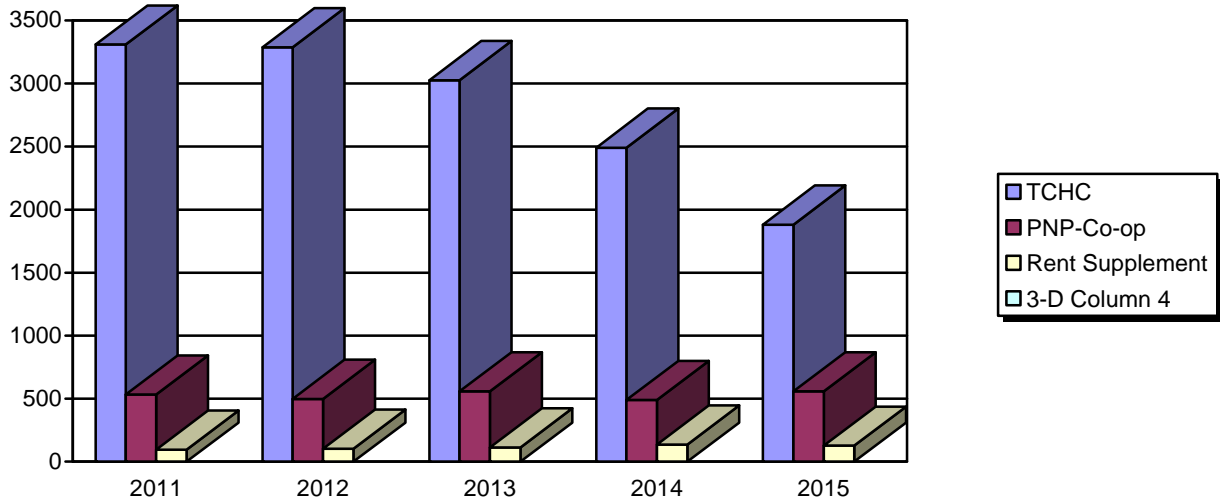
**Contact 2015**



Contact Methods	2014 Totals	%	2015 Totals	%
Post	22,970	11	21,252	10
Fax	9,651	5	7,034	3
Drop Box	9,546	5	9,642	5
Email	6,138	3	10,386	5
Voice Mail Box	15,260	8	10,892	5
Resource Centre (In Person)	16,719	8	23,747	11
Resource Centre (Call Centre)	122,693	60	128,237	61
<b>Total</b>	<b>202,977</b>	<b>100</b>	<b>211,190</b>	<b>100</b>

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

**5 Year Comparison**



Provider	2011	2012	2013	2014	2015
TCHC	3,309	3,288	3,027	2,492	1,880
PNP/Co-op	533	499	558	490	558
Rent Supplement	95	103	113	136	127
<b>Total</b>	<b>3,937</b>	<b>3,890</b>	<b>3,698</b>	<b>3,118</b>	<b>2,565</b>

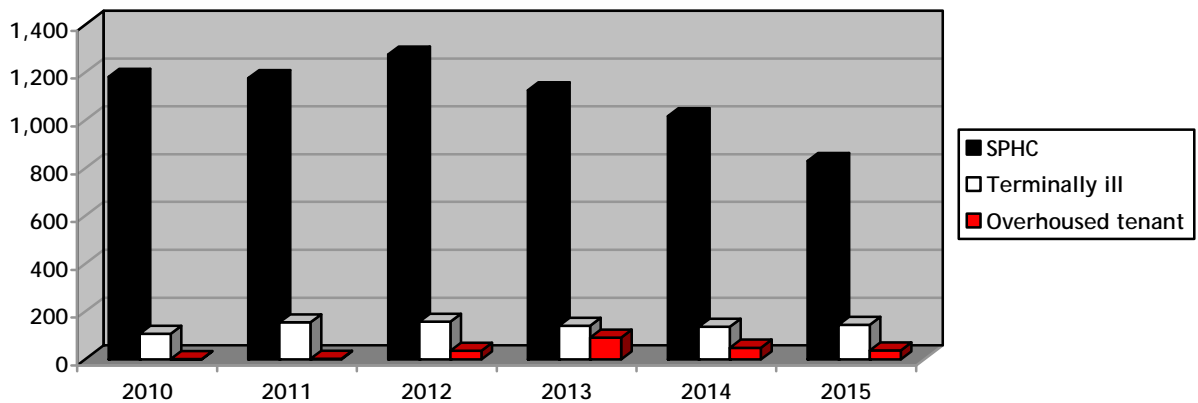
**TAWL** = Toronto Applicant Waiting List

**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	2011	2012	2013	2014	2015
SPHC	1,176	1,275	1,126	1,018	830
Terminally ill	155	158	140	136	145
Overhoused tenant	3	36	91	49	38
<b>Total</b>	<b>1,334</b>	<b>1,469</b>	<b>1,357</b>	<b>1,203</b>	<b>1,008</b>

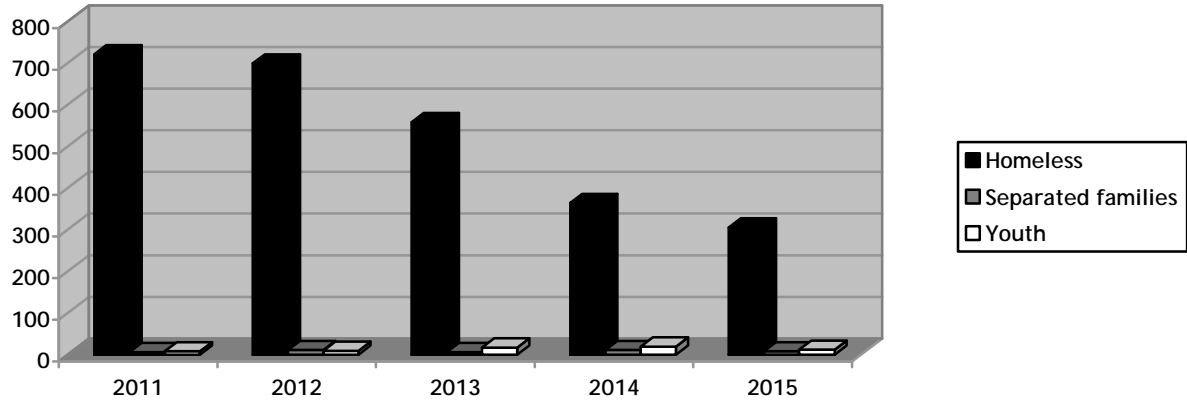
**SPHC** = Under the Housing Services Act, 2011, victims of violence may be given the Special Priority Household Category status (**SPHC**). Each provider is mandated to first offer available units to households with this status who have selected their buildings.

**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**



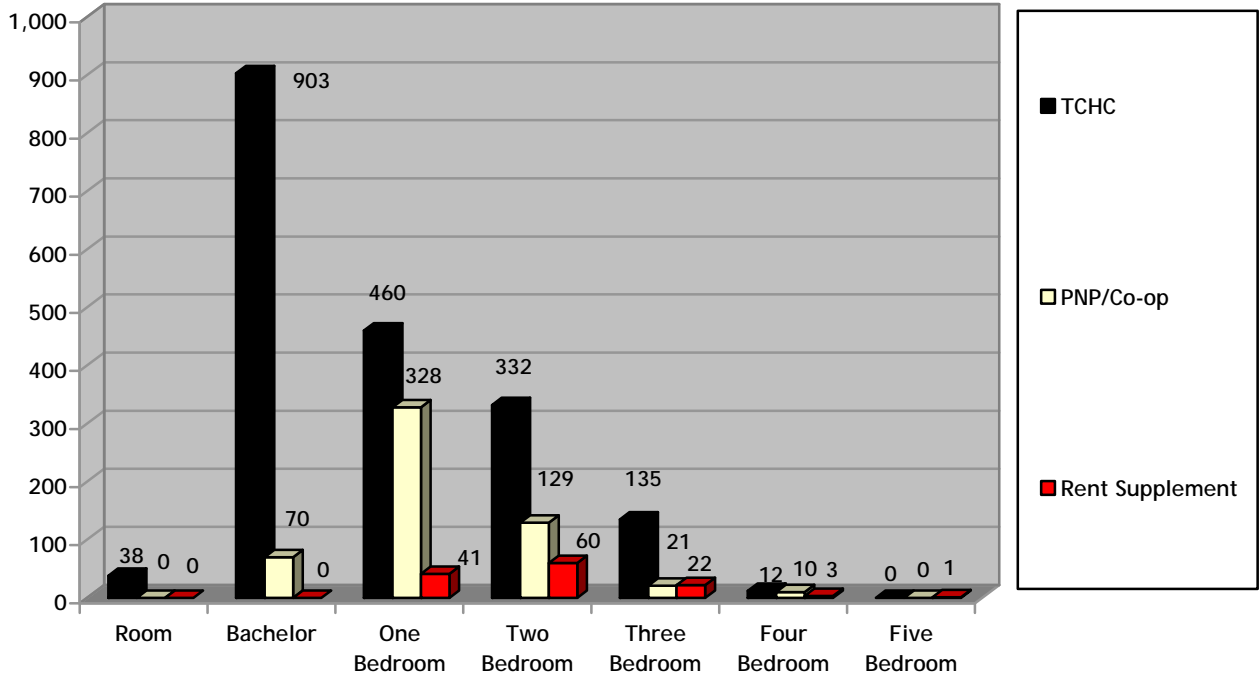
Type of Disadvantaged Household	2011	2012	2013	2014	2015
Homeless*	721	699	558	364	305
Separated families	6	11	6	11	8
Youth	8	9	17	19	12
<b>Total</b>	<b>735</b>	<b>719</b>	<b>581</b>	<b>394</b>	<b>325</b>

\*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 2015**



Provider	Room	Bachelor	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom	Five Bedroom
TCHC	38	903	460	332	135	12	0
PNP/Co-op	0	70	328	129	21	10	0
Rent Supplement	0	0	41	60	22	3	1
<b>Totals</b>	<b>38</b>	<b>973</b>	<b>829</b>	<b>511</b>	<b>178</b>	<b>25</b>	<b>1</b>



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

Income Type	Households no Dependents	Households with Dependents	Senior	Total
Employment Related Income	8,038	8,879	5,577	22,494
Ontario Works	8,808	7,882	2,250	18,940
Ontario Disability Support Program	6,425	2,012	3,281	11,718
Pension Related Income	889	372	11,036	12,297
Other Income	7,363	5,921	7,736	21,020
<b>Total</b>	<b>31,523</b>	<b>25,066</b>	<b>29,880</b>	<b>86,469</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	2	2	0	0
Arrears	0	0	0	0
Application Date Review	2	2	0	0
Rent Supplement ( Loss of Subsidy, Transfer Request - EHPP)	2	2	0	0
Special Priority Household Category (Includes TCHC Priority Transfer Requests)	15	14	1	0
No Legal Status In Canada	0	0	0	0
Terminally Ill	3	3	0	0
Three Refusals	26	20	6	0
<b>Total</b>	<b>50</b>	<b>43</b>	<b>7</b>	<b>0</b>

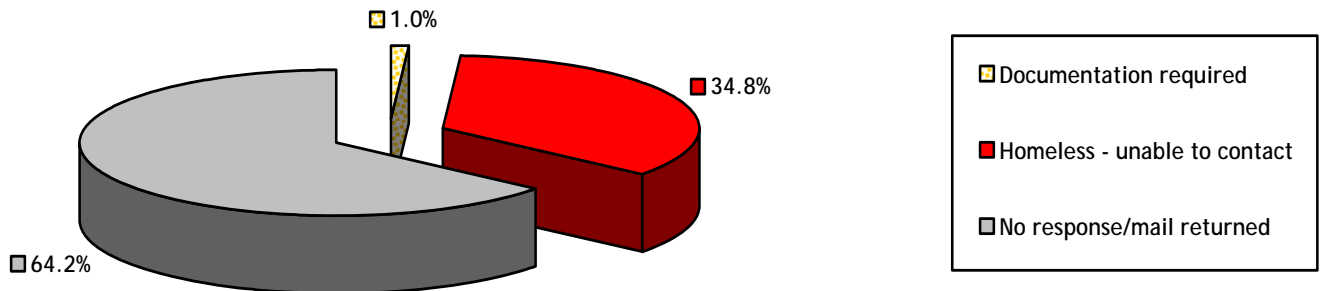
**EHPP** = Emergency Homelessness Pilot Project

**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



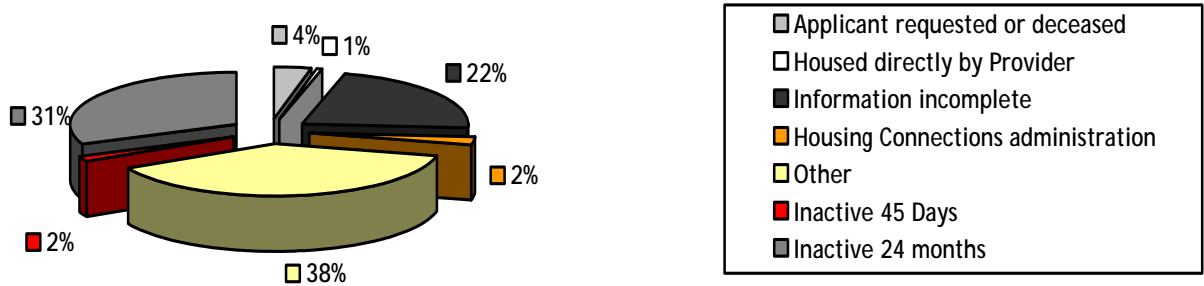
Reasons for Inactivation *	Total	%
Documentation required	97	1
Homeless - unable to contact	3,228	35
No response/mail returned	5,952	64

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

- 2,814 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	656	4
Housed Directly by Housing Provider* (outside the TAWL system)	93	1
Information incomplete	3,924	22
Housing Connections administration - e.g. duplicate records	441	2
All Other	6,875	38
Inactive 45 Days - moved to cancelled (three refusals, applicant not eligible)	296	2
Inactive 24 months - moved to cancelled (mail returned, no reply to correspondence, documents required)	5,527	31

\*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	1,647	1,381	1,196	4,224
PNP	304	245	595	1,144
Co-op	340	323	277	940
Totals	2,291	1,949	2,068	6,308

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*	533	84	214	831
Terminally Ill	118	5	21	144
Overhoused	23	1	9	33
Disadvantaged*	281	14	30	325
Regular Chronological Waiting List	925	23	284	1,232

\*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**