

Update on the Review of the Centralized Waiting List for Social Housing

**Community Development and Recreation Committee
Report CD 30.10
June 25, 2014**

Critical Success Factors

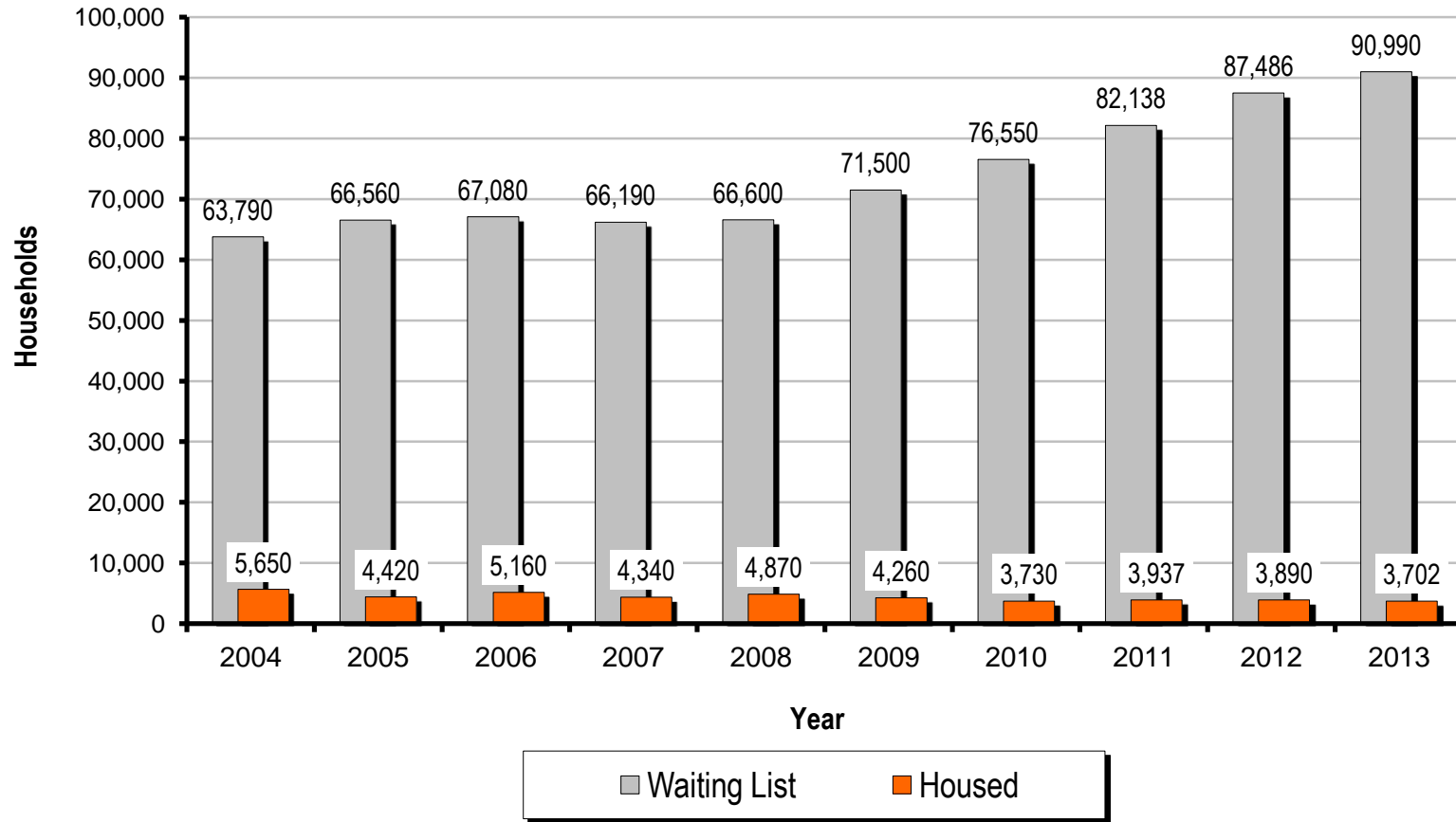
- Client centred
- Transparent
- Easy to access
- Comprehensive
- Outcome focused
- Integrated
- Efficient and cost effective

Summary of Recommendations

1. Implement a choice based system (My Choice Rental) to better link waiting households with available RGI units
2. Update Local Occupancy Standards
3. Update the social housing provider mandate policy
4. Create a plan to integrate access to RGI with other housing benefits and supports, and other income-tested human services

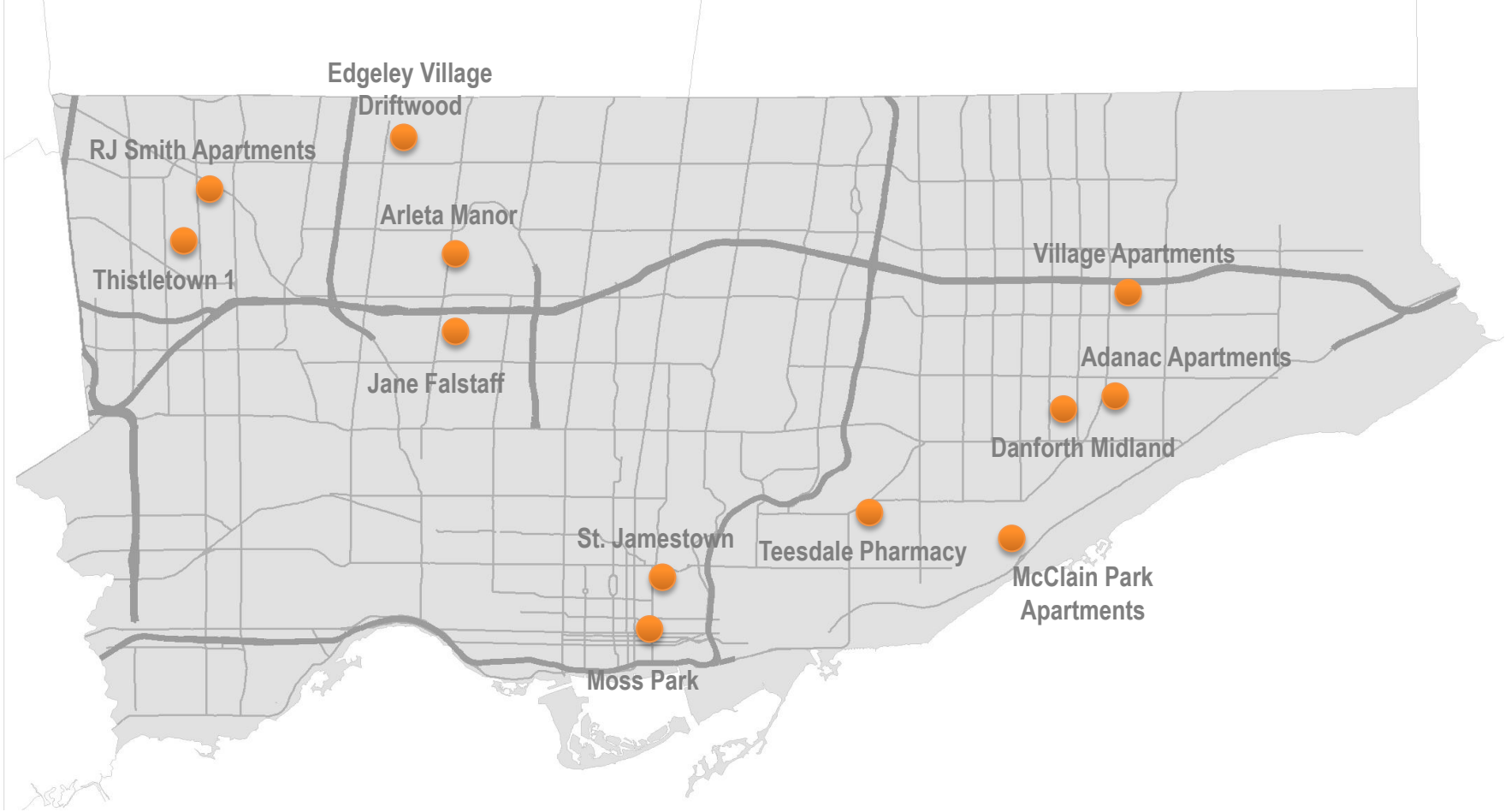
Recommendation 1: Implement a choice based system

The current waiting list system



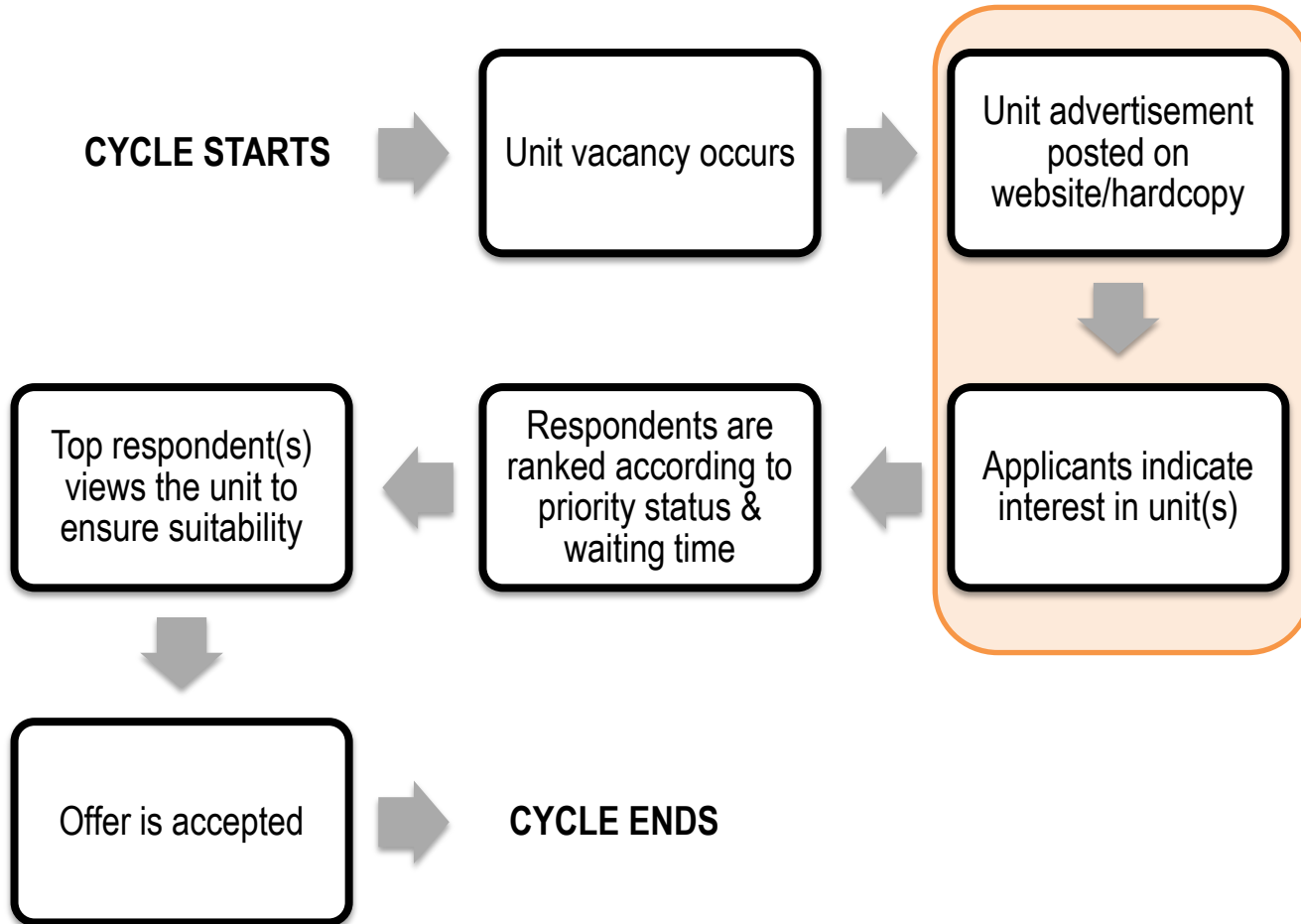
My Choice Rental

- A new **“choice-based” system** for accessing social housing.
- **Empowers households with information and options**, similar to what they might see on MLS or viewit.ca, so that they are better able to find housing that meets their needs.
- Premised on **more involvement from households** so that the system works more efficiently and individuals feel more invested in housing outcomes.
- Accommodation and support are provided to vulnerable households to ensure that **no one is disadvantaged**.
- Operates within all existing rules of the social housing system: **offers are still made according to priority and wait times**.



- 12 participating developments, all in the TCH portfolio.
- Approximately 1,000 participating households selected from the top of waiting lists for participating developments.

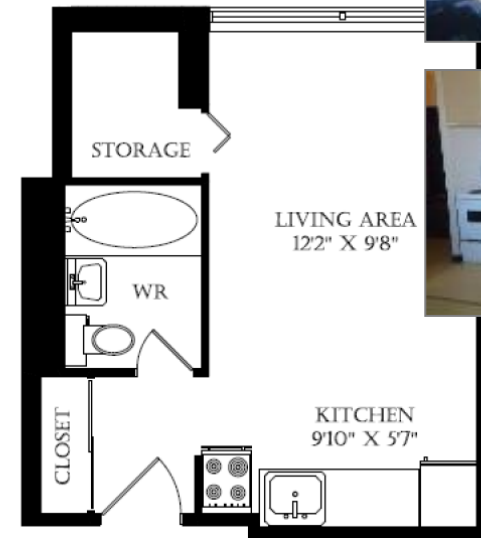
How does My Choice Rental work?



INFORMATION SHEET (PAGE 1 OF 2)



Development Information	
Address	10 Glen Everest Rd, Toronto, ON (Scarborough)
Main Intersection	Danforth Avenue and Kingston Road
Landlord	Toronto Community Housing
Development Type	17-storey apartment building with 350 units, built in 1970.
Parking	\$50.00 (Surface)
Common Amenities	Recreation Room with pool table; Laundry Room



TYPICAL BACHELOR FLOOR PLAN

Unit Information	
Square Footage (approx.)	173 sq. ft.
Floor	7 th floor
Balcony	No
View	South
Pets	Yes
# of Closets	1
# of Storage Closets	1
Utilities	Hydro is included
General Description	Newly renovated kitchen, bathroom & living room floor.

What have we found out?

	Current System (2013)	My Choice Rental (results after first 7 cycles)
Average number of phone calls made by staff to fill a RGI vacancy	9	1 ½
Acceptance rate	24%	73%
Average time to fill vacancies	45 days	22 days

IF we could cut the turnover time in half, we could house an additional 200 households per year.

IF we cut the vacancy loss in half, that is more than \$2.5 million a year saved.

Recommendation 2:

Updates to Local Occupancy Standards

This change is intended to ensure that the system is client-centred and provides choice to applicants, while also making efficient use of housing stock.

- Remove the requirement that two children of the same sex share a bedroom when receiving RGI assistance
- Permit up to 3 children to share a bedroom in larger units, if requested by the household and occupancy is in compliance with Municipal Code Property Standards.

Recommendation 3:

Updates to the social housing provider mandate policy

- These changes are intended to give balanced consideration to broader public interest for equitable access to publically funded housing benefit.
 - The minimum age of eligibility for seniors housing in all projects listed with the centralized waiting list access system will be 59
 - Maintain the existing requirement that the legal opinion submitted by the housing provider must demonstrate the mandate meets sections 14 and/or 18 of the Ontario Human Rights Code
 - The City of Toronto will consider mandate requests under section 18 of the Human Rights Code if:
 - The housing provider has a seniors mandate, and
 - The housing provider or its parent or related organization also owns a long-term care facility in Toronto that is accredited by the Ministry of Health and Long Term Care.
 - Limit new mandate agreements to a 5 year term, renewable by mutual assent of both parties

Recommendation 4: An integrated access model for housing benefits and supports

- Integrated service delivery model for intake and eligibility determination for RGI assistance, housing allowances, and other housing and related City-administered human services
- Transforming the centralized waiting list system into a multi-service housing registry as a component of the integrated human services delivery model