



October 17, 2021

Chair Ana Bailao and the Members of the Planning and Housing Committee
City of Toronto
100 Queen Street West
Toronto, ON
M5H 2N2

RE: Planning & Housing Committee Meeting – October 18, 2021

Agenda Item: PH27.7:

Concept 2 Keys Development Application Review Program – Interim Results of the Priority Affordable Housing Application Stream and Third Quarter Program Updates

BILD is in receipt of the above noted staff report associate to the **Concept 2 Keys Development Application Review Program**, and we are pleased to submit this correspondence in **support of staff's recommendations** to transition the City wide affordable housing priority function from a pilot to a permanent service, with the potential to expand the City-wide priority application stream.

BILD and its' member have seen value in the interdisciplinary team and cross departmental structure of the program. It aims to bridge the gap and improve communication within City departments and development related agencies.

We are excited to be a part of C2K's goal to transform the development review process by improving organizational structures, processes and technologies. We recognize the scope of this overall intended transformation related to overall service level improvements and additional efficiencies, and offer our continued support so that C2K program goals will be met.

We also recognize that this program is fairly new, and we look forward to being part of the solutions to have it be a continued and growing success. This will take a concerted effort, including support, from all of the involved and participating internal inter-departmental staff. We also acknowledge and appreciate that C2K staff are willing to collaborate and discuss both internally, with us at BILD, and with the members that use the program regarding any new processes to continue and elevate service improvements. Collectively discussing staff and members' experiences and how to improve on them will lead to greater service delivery efficiency outcomes.

Continued education regarding the program's processes, whether it be at the City departmental side, or with the BILD membership and the industry participants is key. BILD will continue to inform the membership and encourage them to access C2K related

services so that mutually exclusive benefits of process improvements and process efficiencies continue to be realized.

The success of any program is fundamental on those who make it happen, and the staff associated to the program are results oriented, committed to the program's vision, and believe in the benefits associated to it. Acknowledging their efforts and goal for continued program improvement, we hope that recruiting additional staff to ensure review teams have the appropriate resources in place to provide a positive customer experience for applicants will be a success.

Our members are thankful to have been a part of the productive discussions related to updating Terms of References and pre-application consultations, amongst others, and we look forward to continuing to work with the C2K team on their additional deliverables as well as the evaluation of improvements with the aim of helping to expedite the delivery of housing supply.

We thank you for the ability to provide comment, and look forward to the success and additional improvements of the Concept 2 Keys Development Application Review program.

Thank you,

A handwritten signature in black ink, appearing to read "Paula Tenuta". The signature is stylized with large, flowing loops and a prominent initial "P".

Paula Tenuta
Senior Vice President, Policy & Advocacy