



## **2020-2030 Action Plan**

# **2022-2023 Annual Progress Update**

**September 2023**

# LAND ACKNOWLEDGMENT

**The City of Toronto acknowledges that all facets of its work are carried out on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. The City also acknowledges that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.**

Giinawind-Toronto nisidotaw maanda aki, zagaswidiwin kina bimaadzig Mississauga of the Credit miinwaa Anishnabeg miinwaa Chippewa miinwaa Haudenosaunee miinwaa Wendat bimaadjig. Gaye nisidotaw gakina bimaadjig zhinkazidwin Inuit miinwaa Metis. Toronto nisdotaw maanda mazingan waaki-midaaswi-shay-niswi wiji- Mississaugas of the Credit.

σΝ<ΓΓΓ' >L <"Pb` bCJL<Γ"Δ>Δ' >PΛJ bVJ<- ΓJ' <<b' b>C<b>J<- <σJσσ<' <J- Δ<σ<' <J'>N' ΓJ' b <σJσσ<', <σJσV', ΓΛ<, "ΔU<σ<Γ< Δ'>C' <σJσσ<' >b. Γ">L <σJ bCJbVJ<- <σJ bΔ<σ<J<- <σJσσ<', Δ<σΔ' Γ< <ΛCΔ<J'<σ<'. σΔ<CΓ' Γ< <J'>J PΓ>U< bΔJCb' L<Δ ΔL >J<U' <J'>N' <σJσσ<' <J'>ΔN 13 >CΡΔ< <σCLJΔ<σ<'.<

Nous reconnaissons que la terre sur laquelle nous nous réunissons est le territoire traditionnel de nombreuses nations, notamment les Mississaugas du Cr dit, les Anishnabeg, les Chippewa, les Haudenosaunee et les Wendats, et abrite maintenant de nombreux peuples diversifi s des Premieres nations, des Inuits et des M tis. Nous reconnaissons  galement que Toronto est couvert par le Trait  13 avec les Mississaugas du Cr dit.

# CONTENTS

<b>01.</b> Adopt and Implement a Revised "Toronto Housing Charter – Opportunity for All"  <b>PAGE 6</b>	<b>08.</b> Support Toronto Community Housing Corporation, Toronto Seniors Housing Corporation and their Residents  <b>PAGE 73</b>
<b>02.</b> Enhance Partnerships with Indigenous Community Partners  <b>PAGE 10</b>	<b>09.</b> Continue the Revitalization of Neighbourhoods  <b>PAGE 81</b>
<b>03.</b> Prevent Homelessness and Improve Pathways to Housing Stability  <b>PAGE 22</b>	<b>10.</b> Continue the Revitalization of Neighbourhoods  <b>PAGE 87</b>
<b>04.</b> Enhance Partnerships with Indigenous Community Partners  <b>PAGE 36</b>	<b>11.</b> Help People Buy, Stay in and Improve Their Homes  <b>PAGE 101</b>
<b>05.</b> Maintain & Increase Access to Affordable Rents  <b>PAGE 44</b>	<b>12.</b> Improve Accountability and Transparency in Delivery of Housing Services to Residents  <b>PAGE 104</b>
<b>06.</b> Meet Diverse Housing Needs of Seniors  <b>PAGE 52</b>	<b>13.</b> Enhance Partnerships and Intergovernmental Strategy  <b>PAGE 109</b>
<b>07.</b> Ensure Well-Maintained and Secure Homes for Renters  <b>PAGE 58</b>	

# A message from the Executive Director

---



As the Greek philosopher, Heraclitus, astutely said, "change is the only constant in life." Since the previous HousingTO 2020-2030 Action Plan annual update in October 2021, a lot has changed, and our team in the Housing Secretariat has been rising to these changing challenges. After an extended Council break from July to November 2022 due to the municipal election, a new term of City Council began in December 2022, with many new and returning Councillors taking office in Toronto's City Hall.

Our new Mayor, Olivia Chow, also took office in July 2023, as the first person of Asian descent to serve as Mayor, and the first woman since the six municipalities of Metro Toronto were amalgamated into one in 1998. And, in May 2023, the World Health Organization officially declared the COVID-19 emergency over.

Over the course of 2022 and to-date in 2023, our city saw strong signs of social, economic and cultural recovery. Residents have come back to the city to live, work and play. Borders have opened welcoming new immigrants, international workers and students, and refugee and asylum seekers. Large cultural festivals like the Caribbean Carnival and Taste of the Danforth have returned bringing in tourists and much-needed revenues to the city.

While these signs of transformation and revival bring new hope for the future, unfortunately the scale and complexity of our national housing crisis have continued to grow, resulting in unique and growing local challenges for Toronto. These include an emergency shelter system, which although being the largest system in Canada, is currently operating beyond capacity. In addition, we have an extremely low rental vacancy rate of 1.7% and 40% of renter households in Toronto are spending more than 30% of their income on rent as a direct result of rising inflation, providing fuel for our housing crisis.

The City itself is struggling with severe financial pressures as a result of pandemic impacts and an outdated funding model which has left it unable to keep up with the costs of delivering both the upfront infrastructure requirements to support growth, and the ongoing and sustained demand for services.

In the face of these immense challenges, the City of Toronto and its partners across sectors have continued to ramp up efforts on housing. With the support of the federal and provincial governments, over 3,600 new affordable and supportive housing opportunities were secured between 2020 and 2022 for people experiencing homelessness, including over 2,300 net new rent-geared-to-income supportive housing opportunities. In 2022, over 5,500 households were supported with a housing allowance to help them afford rent and maintain housing stability. Furthermore, working with non-profit, Indigenous, and private housing providers, between 2020 and 2022, 14,440 affordable and supportive rental homes were approved and added to the city's housing supply pipeline.

While we have advanced many of our HousingTO goals, we know that a housing system and supply shift is now required to adequately address the housing challenges experienced in Toronto, our region and across Canada. This shift can and should be led by a newly forged partnership between the federal, provincial and City governments, supported by non-profit, co-op, Indigenous and private partners and enabled by significant new and enhanced investments, planning reforms and process changes. While the task ahead may seem daunting, we must act now and together to take this is once in a lifetime opportunity to create a multi-generational impact and advance social, economic and climate equity.

I would like to acknowledge and thank the Mayor and Toronto City Councillors, staff from across City divisions and agencies, federal and provincial colleagues, as well as our outstanding non-profit, Indigenous, co-op and private sector partners for their ongoing support and commitment to improving housing outcomes for residents.

I look forward to our continued collaboration in the coming year and beyond, to make Toronto a more inclusive, equitable and welcoming city where everyone has access to a safe, secure and affordable home.

**Abi Bond**  
**Executive Director, Housing Secretariat**

# African Ancestral Acknowledgment

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.



# 01 Adopt and Implement a Revised “Toronto Housing Charter – Opportunity for All”

Like other large urban centres across Canada, Toronto continues to face an increasingly complex and growing housing crisis. This crisis is being further exacerbated by a number of social, economic and health factors including the increased cost of living, wages not keeping up with inflation, inadequate social assistance rates, lack of affordable housing options, increased rates of substance use disorder and addiction, and lack of access to appropriate health and social support services.

In December 2019, with the adoption of the HousingTO 2020-2030 Action Plan (“HousingTO Plan”) and **Toronto Housing Charter** City Council directed the City Manager to report back with options on the role or function of a Housing Commissioner.

This role or function is intended to independently assess the implementation of the Housing Charter and the HousingTO Plan and ensure the City,

within its legislative authority, is taking concrete actions to further the progressive realization of the right to adequate housing. In 2022, the City of Toronto took some fundamental and tangible steps to advance this objective.

The housing crisis continues to disproportionately impact vulnerable and marginalized residents including Indigenous Peoples, Black and other racialized people, seniors, people with disabilities, 2SLGBTQ+, and women and gender diverse people. This is evidenced by 2021 Census data which shows that one in five Black Torontonians lived in core housing need (i.e. housing that is unsuitable, inadequate or unaffordable), which was double the rate of non-racialized people. Black and Indigenous residents also continue to be overrepresented in Toronto’s homeless population.

# Progress in 2022

Throughout late 2021 to May 2022, several months of research, as well as stakeholder and community engagement were completed by Crean Consulting and the Maytree Foundation (the “Consultants”), on behalf of the City of Toronto, to advise the City Manager on establishing the role or function of a Housing Commissioner.

The Consultants brought expertise in human rights, governance and accountability frameworks, and housing systems policy, and conducted national and international research in these areas to inform recommendations to the City. They also carried out an extensive stakeholder and community engagement program, engaging 18 City divisions, Agencies and Corporations, and 155 organizations and individuals. Communities and organizations consulted included Indigenous communities, Black and racialized communities, housing and human rights advocates, accessibility advocates, children and youth, people with lived experience of housing precarity and homelessness, and housing and homelessness service providers. A summary of what was heard through these consultations, as well as their recommendations to the City, are available in the [\*\*the consultants' final report\*\*](#).

In July 2022, City Council **adopted a report from the City Manager** and directed that several future actions be undertaken across the City's governance system to help it move towards the progressive realization of the right to adequate housing. These actions include:

- Establishing a new Council advisory committee to provide advice from those with a diversity of lived/living experience of housing instability, and those with expertise in a human rights-based approach to housing;
- Requesting the Toronto Ombudsman to consider a potential role of Deputy Ombudsman, Housing, to focus specifically on systemic reviews, investigations and to provide independent advice to City Council;
- Ongoing independent evaluation through performance metrics and disaggregated data, to assess the City's progress towards the Toronto Housing Charter goals and progressive realization of the right to adequate housing;



- Enhancing training for staff involved in housing policy development in relevant City divisions, agencies and corporations in human rights-based approaches to housing; and,
- Collaboration with and a request to the Federal Housing Advocate to focus on systemic housing issues in Toronto.

## Ongoing Work in 2023

### *Establishing the City of Toronto's First Deputy Ombudsman, Housing*

At its meeting of March 29, 2023, City Council approved a **report from the Toronto Ombudsman** recommending that a new role of Deputy Ombudsman, Housing, be established within their office.

Additionally, City Council authorized funding for a dedicated Housing Unit, led by a Deputy Ombudsman, Housing, to be established to oversee the fairness of the City of Toronto's housing policies and programs. The new Housing Unit will also undertake advocacy and engagement to advance City collaboration, and conduct outreach to the public, civil society, and people with lived experience and others in the housing field.

In July 2023, the City's first **Deputy Ombudsman, Housing**, was hired and joined the Ombudsman Toronto's Office.





## *Establishing a Housing Rights Advisory Committee*

At its meeting of March 29, 2023, City Council established a new **Housing Rights Advisory Committee (HRAC)** and adopted Terms of Reference for the HRAC.

The HRAC is a new Council Advisory Body whose mandate is to provide advice to City Council to ensure that the interests and needs of those with living or lived experience or housing precarity, discrimination and homelessness are reflected in City policies, programs and service delivery. The HRAC will be comprised of a diverse group of individuals, including 12 members – 11 public members, one of whom will be appointed by City Council as Chair, and one member of Council. At its meeting of **August 10, 2023**, City Council approved the appointment of Councillor Gord Perks as the Council representative on the HARC.

In September 2023, the recruitment process for public members, including the Chair of the Committee, will be launched. It is anticipated that members will be appointed by City Council in the fourth quarter of 2023, with the HRAC's first meeting to take place by the end of the year.

# 02 Enhance Partnerships with Indigenous Community Partners

A key priority in the HousingTO Plan is to improve Indigenous Peoples' access to safe, secure, affordable, and culturally-appropriate homes. To advance this objective, the City continues to work closely with Indigenous-led organizations to deliver a range of new housing options for Indigenous residents in neighbourhoods all across Toronto.

The City is also focused on enhancing collaboration with the federal and provincial governments, and advocating for more investments to provide Indigenous residents with access to a range of wraparound health and social supports to improve their housing stability. These actions complement the **City's Reconciliation Action Plan**, and are essential to improving the overall health and socio-economic outcomes of Indigenous residents.

To highlight the City's commitment to increasing affordable and supportive housing opportunities for Indigenous residents, City Council, at its meeting of October 1, 2021, authorized staff to enter into a Memorandum of Understanding (MOU) with **Miziwe Biik Development Corporation (MBDC)**. This MOU included City financial and capital incentives to support the development of 5,200 new affordable rental and supportive homes by Indigenous organizations, for Indigenous residents.

The City has also signed an MOU with the Toronto Indigenous Community Advisory Board (TICAB) and the Aboriginal Labour Force Development Circle (ALFDC) to allocate 20% of housing and homelessness grant funding to Indigenous organizations.



# Progress in 2022

## *Advancing the MOU with Miziwe Biik Development Corporation*

Over the course of 2022, the City continued to work in collaboration with MBDC towards the shared goal of approving 5,200 new affordable rental and supportive homes by Indigenous organizations for Indigenous residents.

Since the beginning of the HousingTO Plan, **336 new affordable and supportive homes** for Indigenous residents, by Indigenous organizations, have been approved through the City's Open Door Program, Housing Now Initiative and Multi-Unit Residential Acquisition Program (MURA), as well as with support from the federal Rapid Housing Initiative (RHI).



*Indigenous-led housing project at  
419-425 Coxwell Ave.*

# Project Highlight - 140 Merton Street

On **July 26, 2022**, the Missanabie Cree First Nation was announced as the development partner for new housing at 140 Merton Street. The site at 140 Merton Street will be the first non-profit developed Housing Now site led by an Indigenous organization, and will be dedicated to providing housing options for Indigenous elders and other seniors. It will provide new market and affordable rental homes. The building will also include ceremonial space, a smudging room and indoor and outdoor amenities for residents.

The City is supporting the delivery of this project through the **Housing Now Initiative** which includes dedicating City-owned land and financial incentives for the development of affordable housing within mixed-income, mixed-use, transit-oriented communities. The City is currently working with Missanabie Cree First Nation to explore opportunities to add additional density at the site. Construction at 140 Merton Street is slated to begin in early 2024 with occupancy to begin in January 2026.

*Development partner announcement  
for 140 Merton St.*



- **Funding allocation for Indigenous affordable housing projects through the Rapid Housing Initiative (RHI)**

Through the first two phases of the federal RHI program, the City worked with Indigenous housing providers to deliver the following projects:

- 12 new affordable rental homes at 419-425 Coxwell Avenue led by the New Frontiers Aboriginal Residential Corp.
- 62 new affordable rental homes at 525 Markham Road led by Wigwamen Inc.
- 24 new affordable rental homes at 136 Kingston Road led by Akwa Honsta (Non-Profit Aboriginal Homes Inc.)

Additionally, the RHI-funded project at 215 Wellesley St. East, led by Elizabeth Fry, provides 48 new affordable and supportive homes for women and non-binary people, including Indigenous women who are over-represented in the justice system.

- **City financial incentives for Indigenous housing projects through the Open Door Program**

As part of the **2021 Open Door annual proposal call process**, two Indigenous-led housing projects received capital funding and Open Door incentives which will create 43 affordable homes.

These projects received \$2.95 million in capital funding and an additional \$1.49 million in fees, charges waivers and property tax exemptions. This is approximately 29% of the capital funding proposed for the Open Door program that will be dedicated to supporting the two Indigenous-led projects.

- **Conveyance of City-owned Land at 15 Denison Ave.**

**On June 15, 2022**, City Council approved the conveyance of the City-owned site at 15 Denison Avenue to an Indigenous housing provider to design, build, finance, own and operate a new mixed-use affordable rental housing development, including outdoor and cultural space.

The City worked in collaboration with various Indigenous housing partners to identify the site as an appropriate location for Indigenous affordable housing. City staff have been directed to identify the future Indigenous housing provider through a Request for Proposals process to be issued in collaboration with MBDC.

The homes created through the project will remain affordable for at least 99 years.

In recognition of Indigenous Peoples' right to self-determination, Council has also authorized the allocation of up to \$200,000 in funding to the selected Indigenous housing provider for the purpose of completing pre-development activities (such as site planning and design work) and due diligence work to help get construction underway as soon as possible.

## ***Dedicated grant funding to reduce Indigenous homelessness***

The City of Toronto provides a range of grant funding opportunities for non-profit, community-based organizations to provide a variety of housing supports and homelessness services to residents. On October 1, 2022, the City reached its goal of allocating **20% of all grants funding** to the Indigenous Funding Stream, with a total annual allocation of **\$8.67 million**.

In addition, the City prioritized Indigenous projects in all categories of the open funding call launched in the spring of 2022, and continues to work with the ALFDC to complete a custom build in the Toronto Grants Rebates and Incentives Portal (TGRIP) to provide access to a grants management database.



***Indigenous-led housing project at  
419-425 Coxwell Ave.***

## ***Increasing access to housing opportunities for Indigenous Peoples***

In addition to the above, the City has continued to work with Indigenous organizations on a number of programs and initiatives to improve access to affordable housing for Indigenous Peoples. Some key actions taken include:

- **Implementing a Rent-Geared-to-Income (RGI) priority for Indigenous households**

In March 2022, the City conducted several engagement sessions with community partners, including TICAB and Indigenous housing provider partners. These sessions were focused on identifying gaps within the existing set of RGI priorities and exploring the creation of a specific priority for Indigenous households. As part of RGI priority review, the City retained an external engagement firm, including an Indigenous engagement consultant. In July 2022, City Council approved a number of changes to the RGI priorities, including a new RGI priority for Indigenous households.

- **Reducing cost of housing for Indigenous households**

Since the first year of the Canada-Ontario Housing Benefit (COHB) program, the City of Toronto has received a funding allocation of \$31.8 million (Years 1-4 of the COHB program). The COHB program provides a portable housing benefit to assist with rental costs and allows households to use the benefit anywhere within Ontario. The City has requested that the Province make additional efforts to provide an additional allocation of funding for Year 4 of the COHB program (2023-24).





In 2020 and 2021, COHB funding was targeted to support households on the Centralized Waiting List for RGI housing with 20% of benefits allocated to Indigenous households. In 2022, the COHB was reprioritized to support access to permanent housing for individuals and families experiencing homelessness and included a continuation of the 20% allocation for Indigenous households.

**In 2022, City staff worked with the TICAB member agencies to provide 28 Indigenous households with housing allowances through the Indigenous stream.**

This will help improve housing stability for Indigenous households on an ongoing basis.

- **Connecting Indigenous Peoples experiencing homelessness with housing & support**

The City continues to prioritize access to housing opportunities for Indigenous individuals and families experiencing homelessness. In 2022, 22% of all housing opportunities tenanted through the Coordinated Access process were for Indigenous Peoples.

**New supportive housing opportunities developed by the City** that are tenanted through the Coordinated Access system continue to prioritize Indigenous individuals for housing opportunities. The Priority Access to Housing and Supports (PATHS) process aims to tenant 25% of available homes with people who are Indigenous. This target was set in partnership with TICAB.

**In 2022, 17% of new supportive homes created and tenanted through PATHS direct-matching process were tenanted by Indigenous Peoples.**

Indigenous tenants housed through the **Rapid Re-housing (RRH) Initiative** are offered the choice to connect with an Indigenous follow-up support provider or another agency.

An Indigenous Councilor was hired to the RRH team in late 2021. This role has been pivotal in increasing outcomes for Indigenous community members by providing onsite support to Indigenous referring partner agencies. Their work has supported the onboarding of several new Indigenous partner sites which has increased the City's capacity to offer housing pathways to Indigenous community members. The Rapid Re-housing Initiative aims to tenant 25% of allocated housing units with people who are Indigenous.

**In 2022, 23% (127 households) of all housing outcomes through the Rapid Re-housing Initiative were tenanted by Indigenous Peoples.**

## ***Referral pathways and data***

The City of Toronto, ALFDC, and Indigenous partners work collaboratively to connect Indigenous residents who are experiencing homelessness to appropriate housing and supports. Capacity to work with Indigenous organizations directly has been increased through collaborative MOUs between the Indigenous Community Entity, ALFDC and Shelter, Support and Housing Administration's (SSHA's) Coordinated Access Team. Through these MOUs, an Indigenous Programs Coordinator and an Indigenous Case Worker position have been established. These positions support relationship building between Indigenous organizations and the City, collection of Indigenous data in support of efforts to work towards data sovereignty, one-on-one process training with Indigenous organizations to ensure effective referral processes, and support to create referral pathways to Indigenous housing and homelessness organizations and the communities they serve. These positions also support the roll out of the prioritization policy by identifying, prioritizing, and matching Indigenous Peoples to housing opportunities through Coordinated Access.



## ***Incorporating an Indigenous lens in Assessment and Matching with Housing and Support Programs***

The Coordinated Access Service Triage, Assessment and Referral Support (STARS) common assessment tool has three parts: Intake & Triage, Housing Checklist, and Supports Assessment. The first two components have been built into the Shelter Management Information System (SMIS). The third component, the Supports Assessment, is used only at the point of referral to Coordinated Access programs (Priority Access to Housing and Supports, Rapid Re-housing Initiative, and Housing-Focused Client Supports).

Over the past several years, the City of Toronto and the ALFDC have worked to develop the Supports Assessment in collaboration with Indigenous agencies, frontline staff, sector leaders, and people with lived experience of homelessness, with oversight and guidance provided by TICAB. The tool was designed to support a person-centred, holistic, and respectful approach to assessment and matching to available housing and support programs.

In June 2022, Indigenous agencies received in-person training led by Indigenous staff at the City of Toronto and the ALFDC, supported by an Indigenous cultural healer.

The trainings included communication materials designed by an Indigenous artist, highlighting the Indigenous cultural viewpoints that informed the tool's development and the holistic approach that caseworkers are meant to use when administering the tool.

Since June 2022, Indigenous agencies have been using the STARS tool to refer community members to available housing and supports through Coordinated Access. Planning for full roll-out to the rest of the housing and homelessness service sector is underway.



***View of an affordable home  
at 419-425 Coxwell Ave.***

## ***Advancing the Homelessness Solutions Service Plan and Meeting in the Middle Engagement Strategy and Action Plan***

The City continues to implement the **SSHA Homelessness Solutions Service Plan** which sets priorities to build and strengthen a responsive homelessness service delivery system. The first priority of the Service Plan is to meaningfully address Indigenous homelessness. To advance the Service Plan, the City continues to enhance engagement and work to sustain strong and respectful relationships with Indigenous partners.

An annual gathering was held in November 2022 to review and assess progress made in the past year towards implementation of the commitments and actions, identify priorities for the next year, and renew and recommit to the partnership. **A summary report** of the gathering provides an overview of the progress made and key priorities areas that SSHA will focus on in 2023.



***Indigenous-led housing project at  
14 Spadina Rd.***

# Ongoing Work in 2023

## *Collaborating to advance the MOU with ALFDC and implement the Indigenous Funding Stream*

The Housing Secretariat and SSHA are also collaborating with the TICAB and the ALFDC to update their MOU. Updates include adding a new source of available funding through the provincial Homelessness Prevention Program.

## *Continuing to advance the MOU with MBDC*

MBDC and the City continue to work together to approve 5,200 new rental and supportive homes by 2030, to be developed by Indigenous-led organizations for First Nations, Inuit and Métis households in Toronto.

The City also continues to support the delivery of five indigenous-led projects funded through RHI. Additionally, as part of Phase 3 of RHI, City will commit at least 20% of its guaranteed capital funding allocation to Indigenous organizations. In coordination with MBDC, the funds will be allocated to CMHC-approved projects, with the new homes expected to be delivered by the end of 2024.

As well, the City will be identifying the future Indigenous housing provider at 15 Denison Avenue through a Request for Proposals process working in collaboration with MBDC.



## ***Co-development and continued implementation of the RGI priority for Indigenous households***

The new RGI priority for Indigenous households came into effect as of July 1, 2023. As part of this new priority, the City co-developed the implementation criteria with a subset of TICAB members through a joint working group.

The City is partnering with Thunder Woman Healing Lodge Society (TWHLS) to assess priority eligibility for RGI applicants. The criteria to validate Indigenous identity was developed by Toronto Aboriginal Support Services Council (TASSC). The new approach and enhanced partnership between the City and TWHLS foster Indigenous Peoples' right to self-determination. It is also another tangible step towards advancing the City's commitment to truth, justice and reconciliation.



***View of a modular supportive home at 321 Dovercourt Rd.***

## ***Federal and Provincial Indigenous housing goals and investments***

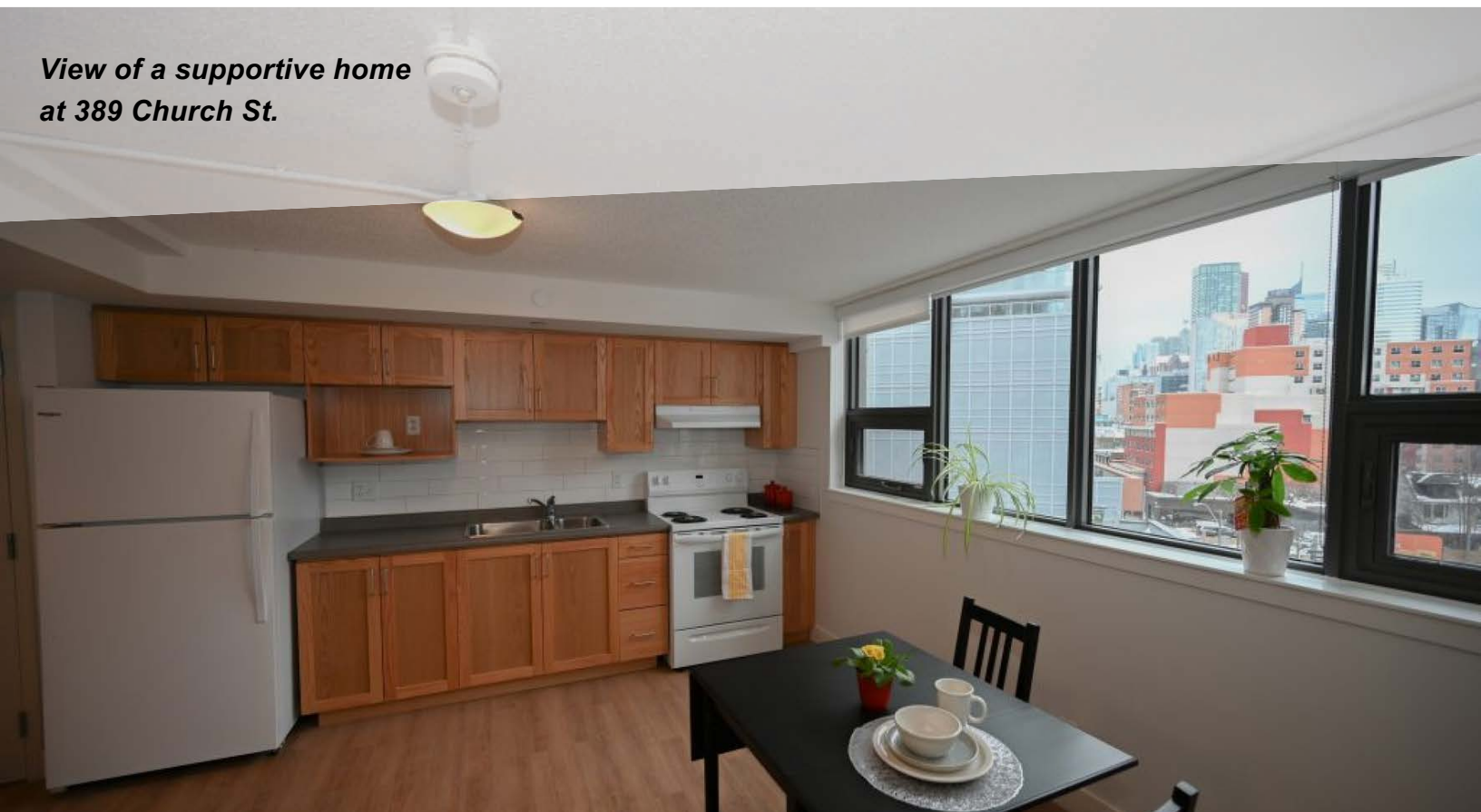
- Through **Budget 2023**, the federal government committed \$4 billion over seven years, starting in 2024-25, to implement an Urban, Rural, and Northern Indigenous Housing Strategy which is currently under co-development with Indigenous partners. The City will support local Indigenous housing and homelessness organizations in their advocacy efforts to secure an appropriate share of this funding based on local housing needs.
- In May 2023 the **Provincial government announced an additional investment of \$2.9 million for MBDC**, for a total of \$10.4 million annually, to support homelessness prevention efforts in the Greater Toronto Area (GTA) through the Province's Indigenous Supportive Housing Program (ISHP). While this funding is well received, new and enhanced operating funding for Indigenous organizations is urgently needed to support Indigenous residents experiencing and at-risk of homelessness.

# 03 Prevent Homelessness and Improve Pathways to Housing Stability

While the COVID-19 emergency has now officially ended, its disproportionate socio-economic and health impacts on people experiencing housing instability and homelessness continue to persist.

In 2022, the City worked diligently to ramp-up measures to prevent evictions and entries into homelessness, and to provide housing for those experiencing homelessness, including people in temporary COVID-19 shelter sites. These actions support the gradual winding down of the City's temporary COVID-19 pandemic response, which included the opening of 27 new shelter locations between 2020 and 2022, to support physical distancing.

*View of a supportive home at 389 Church St.*





# *Progress in 2022*

## *Need and demand for Toronto's shelter services*

To highlight the increased demand on Toronto's shelter system:

- In June 2021, the shelter system served just over 6,000 people per night, and the number of individuals that could not be matched to a shelter space through Central Intake was eight people.
- In May 2023, the shelter system served over 8,800 people, with 220 unmatched callers per day.
- The City of Toronto currently operates the largest shelter system in the country, accommodating approximately 9,000 people nightly. This is an increase in over 3,000 people accommodated each night since June 2021.

Despite adding new beds, there is ever-increasing pressure on the shelter system, which is at full capacity most nights. In 2022, this pressure was due in large part to the increased demand for housing from Asylum Seekers, among other factors including increased housing costs, a volatile economy with high inflation, and wages and income supports that are too low to address the cost of living in Toronto.

**While the emergency shelter system plays an important role in supporting the health and wellbeing of those experiencing homelessness, the solution to homelessness is permanent affordable housing with supports.**



## ***Continue to provide high quality emergency shelters***

Through SSHA, the City manages a coordinated and effective system of shelter and homelessness services. This includes emergency shelters, 24-hour respite sites, 24-hour drop-ins, temporary COVID-19 response programs, street outreach services, and day-time drop-ins. As of June 2023, the City's network is comprised of 100 service locations, with 79 run by community agencies and 21 operated directly by the City, and provides emergency accommodation to approximately 9,000 people nightly.

In April 2022, City Council approved the **COVID-19 Shelter Transition and Relocation plan**, which recommended a phased approach to support a gradual transition out of temporary shelter sites, including the continued use of most sites, where possible.

In 2022, the City launched an engagement process to inform the ongoing development of the COVID-19 Transition and Relocation plan. This work included input from homelessness service providers, frontline staff, people experiencing homelessness, and health and harm reduction partners. It also included an in-person survey of over 200 people staying in temporary shelter sites, facilitated in partnership with the Toronto Shelter Network. These learnings were incorporated into site transitions processes throughout 2022.

In 2022, five temporary shelter sites were closed, with a focus on moving people to permanent housing wherever possible, and maintaining shelter system capacity. SSHA continues to support people during site closures with a focus on health, harm reduction and housing, working in close partnership with Inner City Health Associates (ICHA). By delivering integrated primary care and clinical services, including psychiatry, onsite to people staying in shelter, ICHA staff work with shelter service providers to ensure as many people as possible have connections to permanent primary care in their community to minimize the impact of the closures.

In order to mitigate any gaps in access to essential harm reduction services, SSHA worked with harm reduction partners supporting shelters through the Integrated Prevention and Harm Reduction Initiative (iPHARE) and Mobile Outreach Harm Reduction (MOVID) programs to develop a harm reduction protocol for sites that are closing.

**As sites are closed, efforts are made to provide as many people as possible with permanent housing opportunities, and referrals to other shelter sites where needed.**



## ***Outreach to people experiencing homelessness staying outdoors***

To assist people who are experiencing homelessness and sleeping outdoors in finding and maintaining housing, the City's Streets to Homes (S2H) team and community partners provide street outreach and housing-related follow-up supports. Street outreach teams work to build trust with people who live outdoors and focus on helping them secure and successfully transition into housing and remain stably housed.

**In 2022, S2H engaged over 17,000 times with individuals sleeping outdoors. Of these, a total of 9,403 engagements led to an accepted service, with 1,276 people referred to indoor spaces and 274 people referred to permanent housing.**

## ***Preventing eviction for low-income households***

- **Toronto Rent Bank**

In order to prevent evictions, the Toronto Rent Bank (Rent Bank) program provides interest-free loans to low-income households in Toronto who are experiencing rental arrears or require help with a rental deposit. The City has made significant program enhancements to the Rent Bank program throughout the pandemic to expand support for households at-risk of eviction and to prevent people from becoming homeless, due to eviction.

In June 2022, City Council approved the permanent conversion of the Rent Bank program into a grant-based program (versus the previous repayable loan program), which will help more people in Toronto at risk of eviction stay in their homes.

This allows the Rent Bank program to continue to issue support as grants in perpetuity. Additionally, new provisions will now allow for loans issued prior to the pandemic to be forgiven, should repayment result in undue financial hardship for households. This represents an investment of nearly \$5 million for Rent Bank.

In addition, a number of program enhancements were made in 2022, including increasing the maximum grant amount, increasing the household income limits, translating program material into 11 languages and improving awareness through a social media campaign. Furthermore, additional local access centres were brought on board in 2022 to further support the Rent Bank program, and the City is working to onboard an Indigenous-led and Black-led local access centre to support Rent Bank applications.

**In 2022, 2,285 households received a grant from the Rent Bank to preserve their tenancy.**

- **Eviction Prevention in the Community Program**

The Eviction Prevention in the Community (EPIC) program assists vulnerable households facing imminent risk of eviction and promotes housing stability for low-income households across the city. The program provides wrap-around eviction prevention services to tenants and offers clients the following services:

- short term intensive case management;
- mediation with landlords to stabilize housing;
- accompaniment to the Landlord and Tenant Board;
- assistance securing income supports, direct referral to trusteeship or money management programs; system navigation and referrals to other public and community services and supports.

EPIC uses a blended model of direct and contracted community agency service delivery. The EPIC program works with multiple referral sources, including private market landlords and community agencies to increase service coordination.

In March 2022, the **Homelessness Prevention Open Call** grant funding opportunity was launched through the EPIC program. The Open Call process resulted in an increase in grant allocation from \$640,000 to \$2.6 million for Homelessness Prevention services.

As a result of the Open Call, in October 2022, EPIC direct service delivery agencies increased from four to eight teams. Two contracted community agencies will specifically support Indigenous and Black Torontonians who are at a higher risk of losing their rental homes.

**In 2022, EPIC assisted 487 households (representing 994 people) to stabilize their tenancies and avoid experiencing homelessness.**

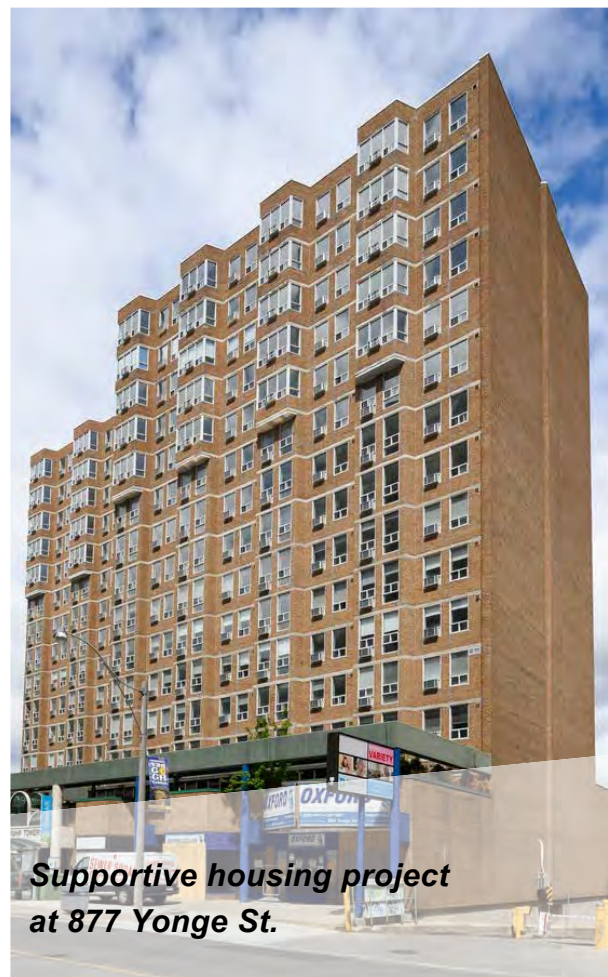
The EPIC program is a cost-effective initiative that helps the City to circumvent cost overruns in the emergency shelter system. Since inception, EPIC has supported over 3,500 people to remain housed and avoid accessing emergency shelter. If the same number of individuals accessed emergency shelter for a minimum 30-day period, the costs would exceed \$23 million.

### ***Increasing access to supportive housing opportunities***

The City is actively working to help individuals successfully exit homelessness and achieve housing stability through building new supportive housing, providing housing benefits to people exiting the shelter system, working with TCHC to leverage its vacant homes, and providing follow-up support services to people needing additional supports to live independently.

- In 2022, 329 households experiencing homelessness moved from shelter to permanent housing via the Coordinated Access approach. Some of these households moved to new supportive homes that opened in 2022, developed by the City of Toronto in partnership with federal and provincial governments, including 4626 Kingston Road, 292-296 Parliament Street, and at 540 Cedarvale Avenue.

- The Rapid Re-housing Program, delivered in partnership with TCHC, supported 550 households to move from homelessness to permanent housing in 2022.
- Additionally, the City continues to prioritize households on the Centralized Waiting List that are experiencing homelessness for accessing RGI housing. Of the approximately 3,270 households housed through the Centralized Waiting List in 2022, a total of 626 were experiencing homelessness.

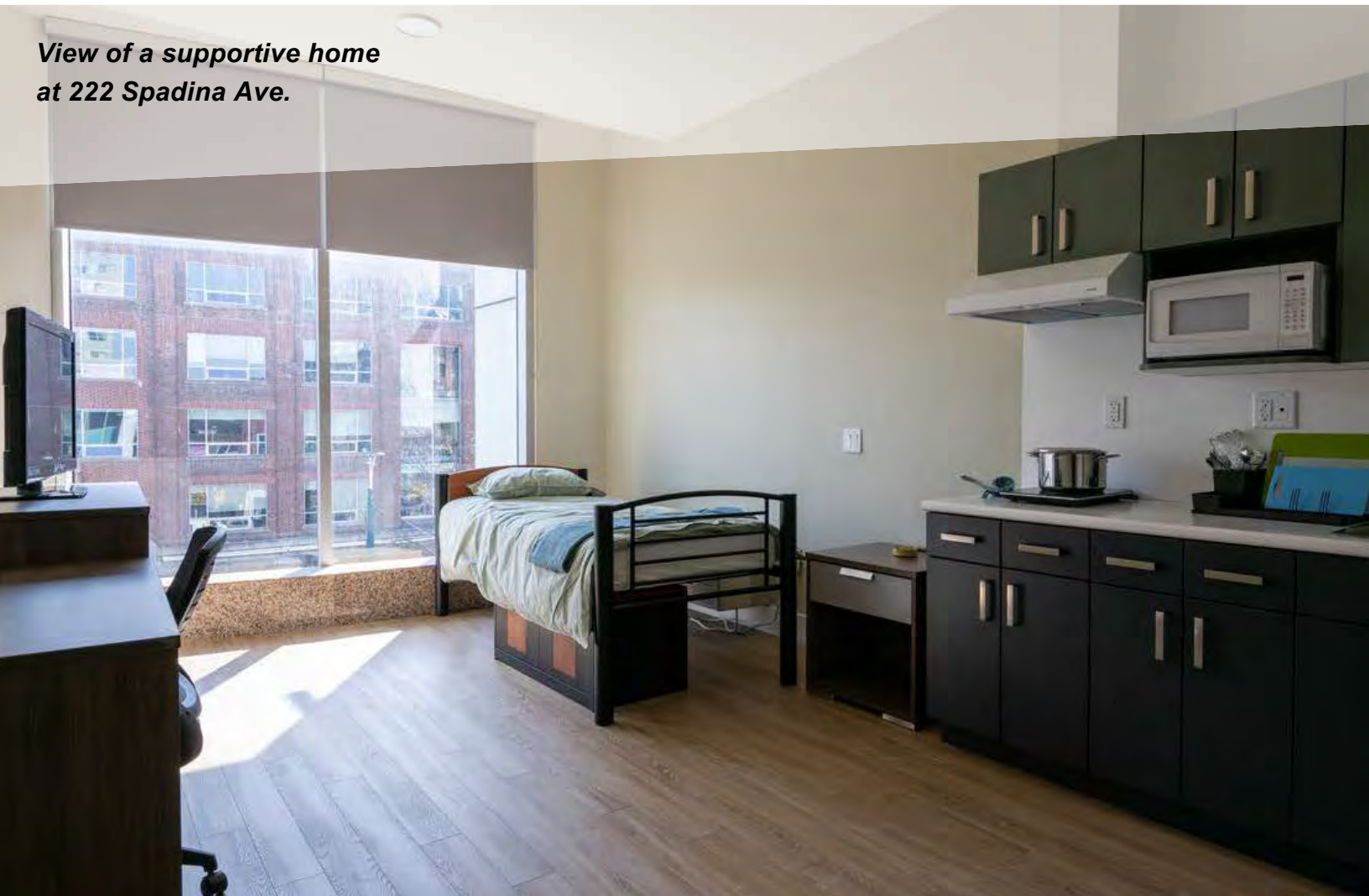


***Supportive housing project at 877 Yonge St.***

- The City also funds a follow-up supports program to support tenant housing stability and in 2022, processed 998 follow-up support referrals and 151 service specific supports referrals, such as voluntary trusteeships and hoarding supports.

In addition to creating new supportive housing opportunities, as part of a partnership with Habitat Services (Mental Health Program Services of Metropolitan Toronto), approximately 1,088 individuals were supported in 2022. Habitat Services funds and monitors apartments and boarding homes with supportive programming including managed alcohol, cooking and meal programs. In 2022, Habitat Services received funding from both the province and the City to provide these supportive housing opportunities, including \$1.27 million from the City of Toronto (towards subsidies for the George Street Revitalization project), and \$13.98 million from the provincial Ministry of Health (80%) and City of Toronto (20%).

*View of a supportive home  
at 222 Spadina Ave.*



## ***Ongoing enhancements in the implementation of Coordinated Access***

To ensure the City has a fulsome picture of experiences of homelessness in Toronto, SSHA completed a number of enhancements to Toronto's Homelessness Management Information System, known as SMIS, in 2022.

In conjunction with street outreach partner agencies, SSHA worked to ensure the inclusion of street outreach data in SMIS and enhanced the collection of more robust demographic information, including racial identity information, refugee status, and veteran status. By integrating the 'Housing Checklist' into SMIS, front-line staff are better able to support more housing-focused case planning, and generate enhanced reports to support improved case planning, service delivery and program design.

## **Prioritizing Equity-Deserving Groups through Priority Access to Housing and Supports (PATHS)**

Through Coordinated Access, the PATHS direct-matching process connects people to housing and supports that best meet their needs. As part of its commitment to applying an intersectional, equity-based approach, in 2022, SSHA approved the PATHS Prioritization and Matching Policy. The policy considers which **groups of people are over-represented among those experiencing homelessness** and who is likely to face discrimination when accessing housing, **and prioritizes those equity-deserving groups**. The priority populations in the policy include people experiencing chronic homelessness, Indigenous Peoples, Black people, other racialized people, youth, seniors, 2SLGBTQ+ people, and women.



Lastly, SSHA implemented the innovative made-in-Toronto STARS Common Assessment Tool throughout 2022, which was developed in collaboration with Indigenous partners, front-line staff, sector leaders, SSHA’s Confronting Anti-Black Racism Steering Committee, people with lived experience of homelessness, and Toronto’s two Community Advisory Boards (TICAB and Toronto Alliance to End Homelessness (TAEH)). The STARS Supports Assessment is used to identify individuals’ needs, goals and preferences to best match them to the housing and supports available through the Coordinated Access system.

**HOW  
Prioritization + Matching Work**



**Valentina**

Valentina is 19 years old and has been experiencing homelessness on and off since coming to Canada three years ago. Valentina identifies as part of the 2SLGBTQ+ community and would like a home close to their social supports. Valentina would like a job as a peer support worker



Valentina would benefit most from housing that offers a variety of social and recreational activities. Valentina needs a home that:

- Offers mental health and harm reduction supports
- Is for 2SLGBTQ+ youth
- Is located in the downtown area



Once a suitable home becomes available, Valentina can choose whether or not to accept it. If Valentina chooses not to accept it, they will need to wait for the next opportunity that meets their needs.

## ***Engaging with equity-deserving groups***

The City continues to engage with equity-deserving groups that are over-represented in Toronto's homeless population to identify actions that contribute to more equitable housing outcomes.

### **Refugee Claimants and/or Asylum Seekers**

Since September 2021, the reopening of borders after COVID-19 has resulted in an increased demand for Toronto's shelter services from Asylum Seekers.

**Specifically, the number of Asylum Seekers in Toronto's shelter system has increased by more than 2,500 people per night, from a low of approximately 530 in September 2021 to approximately 3,000 per night in June 2023.**

Asylum Seeker arrivals have also significantly outpaced exits to housing.

The City's COVID-19 Shelter Transition and Relocation Plan consists of six core components, including the creation of a refugee specific shelter system, which would operate in parallel to the existing base shelter system. A dedicated shelter system for Asylum Seekers allows for:

- Immediate access to appropriate services and supports, increasing the likelihood of a quick exit from the shelter system;
- The City to better understand and monitor demand for services needed by this population; and,
- Additional capacity in the base shelter system to support local referrals.





## **2SLGBTQ+ Persons**

In November 2022, the City of Toronto, The 519 and Homes First Society announced the opening of the first transitional shelter for 2SLGBTQ+ adults. The shelter provides beds for up to 20 individuals and will prioritize and provide temporary housing to 2SLGBTQ+ refugees, with a focus on trans women.

**This new shelter addresses community concerns identified, including a lack of dedicated shelter supports for 2SLGBTQ+ adults; violence and discrimination experienced by trans people, particularly women, in the shelter system; and the stigma and barriers faced by refugees when they come to Canada.**

The shelter is the result of collaborative work following consultations with more than 150 community members with lived experience of homelessness, as well as with service providers. The consultations served to inform the scope and nature of offered programs and services as well as the needs of 2SLGBTQ+ communities accessing emergency shelters.



***This photo shows residents engaging to name one of the new shelters. A short-list of five choices was developed, and then residents voted for their favourite.***

***This is one of the many ways that Homes First and The 519 have empowered and involved residents in decision-making activities.***

## Confronting Anti-Black Racism

In May 2022, City Council **approved** the Year Three Update of the City of Toronto's five-year Action Plan to Confront Anti-Black Racism (CABR).

**Year 3 progress included the launch of the Toronto Community Housing Centre for Advancement of the Interests of Black People, with 18 full-time Black staff to support Black residents at TCHC.**

In December 2021, SSHA and Housing Secretariat staff created a self-assessment checklist, modeled from the **City's Anti-Black Racism Analysis Tool**, for EPIC and Rent Bank staff to identify strengths and opportunities to improve outcomes for Black Torontonians facing housing instability.

In August 2022, in an effort to further understand partner agencies and City staff's experience delivering eviction prevention services through an anti-Black racism lens, and to better grasp the supports required to help service providers address incidents of anti-Black racism, SSHA and the Housing Secretariat launched a CABR survey directed at EPIC and Rent Bank staff.

The survey results identified a deep need for anti-Black racism, cultural sensitivity and capacity-building training for eviction prevention grantee agencies and staff. In response, CABR training sessions for both City and partner staff working at Rent Bank and EPIC were held in December 2022, facilitated by an external consultant. These sessions better equipped staff to advance restoration, reconciliation, and equity for Black Torontonians accessing eviction prevention services.

In 2022, SSHA undertook work on CABR Action 10.2, to apply an anti-Black racism lens to the Toronto Shelter Standards (TSS). SSHA conducted a wide-scale consultation in partnership with an external facilitator, shelter providers, subject matter experts and Black service users to inform revisions to the standards.



This work aimed to better understand how to apply an anti-Black racism lens to shelter standards from the perspective of Black individuals who access shelter settings, update the TSS based on key issues and gaps in this area, and identify ways to support service providers to implement an anti-Black racism lens.

SSHA held 21 focus groups and interviews across 16 different shelter sites, including hotel shelter locations, and engaged with a total of 149 clients and 80 staff. Participants included Black residents from the men, women, youth, family and 2SLGBTQ+ sectors, and shared the types of challenges faced as Black individuals receiving shelter services, how anti-Black racism has affected their experience in shelters, and what SSHA can do to make shelters more welcoming for Black shelter service users.

Results from these consultations will be used to inform updates to the TSS in 2023, to ensure that the City is improving standards and addressing the needs of Black shelter residents. The results will also help inform the work of CABR Action Item 10.4, to create safe spaces within new 2SLGBTQ+ shelters for Black queer and trans youth, and Action Item 10.6, to create safe spaces within women's and family shelters for women of African descent. This work is underway and continuing throughout 2023.



# Ongoing Work in 2023

- In February 2023, City Council **approved** an update to the COVID-19 Shelter Transition and Relocation Plan, which outlined next steps for phase 2 of the plan in 2023 and the gradual closure of up to five temporary shelter sites in 2023. City staff will continue to work with service providers of sites that are closing to develop site-specific transition plans, with a focus on connecting people with housing opportunities or more longer term shelter options when housing is not immediately available.
- The City continues to request that the Government of Canada provide support for the high level of demand for shelter from Asylum Seekers. Staff continue to engage with regional partners in the Greater Toronto and Hamilton Area (GTHA) to identify opportunities and coordinate around a regional response for Asylum Seekers.
- **The City anticipates approximately 1,200 housing opportunities will become available throughout 2023 for residents experiencing homelessness.** This will happen through a fourth phase of the Rapid Re-housing Initiative with TCHC, as well as City-led modular and acquisition/conversion projects and non-profit projects currently underway. The City continues to work with the Province of Ontario and received a commitment in early 2023 for operating funding to support up to 2,000 supportive housing opportunities created in 2021 and 2022. Net new operating funding will be required for the new homes completed throughout 2023.
- Throughout 2023, the City will continue to work with members of TAEH, TICAB, Toronto Shelter Network and other partners to address the needs of specific groups through the City's homelessness services. As part of the Coordinated Access STARS tool implementation, the Support Assessment will be rolled out across the homelessness service system in 2023.
- To advance the next phase of the CABR eviction prevention work, a survey of Rent Bank and EPIC program recipients will be conducted in Q4 2023 to better understand the perspectives of Black residents in receipt of these services. This will help the City to ensure that culturally-responsive services are provided to residents, in order to improve equity, transparency and accountability.

# 04 Provide Pathways to Support Women and Gender Diverse People

---

The **Pan-Canadian Women’s Housing and Homelessness Survey** published in 2021 notes that women and gender diverse people experiencing housing need and homelessness in Canada reported high exposure to trauma and violence, with 75% identifying as a survivor of trauma or abuse. As well, in the survey almost half of women and gender diverse people reported at least one type of safety concern within their housing and the top reason for women and gender diverse people losing their most recent housing was because of a breakup, with nearly half reporting this experience.

In an effort to address these inequities and improve social, economic and health outcomes for women and gender diverse people, the City of Toronto continues to work closely with the Violence Against Women (VAW) sector and other organizations that serve women and gender diverse people.

Across the country 28% of women-led households are in core housing need and nearly 90% of families using emergency shelters are headed by single women.



# Progress in 2022

## *Inclusion of Gender Diverse People*

The HousingTO Plan established a 10-year target of allocating a minimum of 10,000 new affordable rental and supportive homes approvals to women<sup>1</sup> and girls including female-led households. Following consultations with the City's Gender Equity team and other key stakeholders, the City has now broadened this group to include gender diverse people who do not follow gender stereotypes based on the sex they were assigned at birth and demonstrate a diversity of gender expression beyond the binary framework.

## *Housing Pathways for Women and Gender Diverse People Working Group*

In 2022, the Housing Secretariat established the 'Housing Pathways for Women and Gender Diverse People Working Group' with the VAW sector and other organizations that serve women, girls, and gender diverse people to advance the HousingTO Plan.

The main focus of the working group is to facilitate access to new affordable and supportive homes for clients of the VAW sector and other women- and gender diverse people-serving organizations.

This working group will also assist the City in:

- Identifying systemic and structural barriers to accessing social, supportive and affordable housing faced by women, gender diverse people, and households led by women or gender diverse people, with consideration of intersecting identities such as women with disabilities, women with low income and/or precarious employment;
- Exploring best practices related to improving access to safe and supportive, affordable and social housing for women and gender diverse people;
- Assessing available data in the area of housing needs of women and gender diverse people and working with the City and the academic sector in addressing the gaps and making recommendations for inclusion in the City's housing data framework;

---

[1] According to the [Government of Canada](#), woman refers to a person who internally identifies and/or publicly expresses as a woman. This may include cisgender and transgender individuals. Cisgender means that one's gender identity matches one's sex assigned at birth

- Identifying opportunities to improve communication and outreach for housing opportunities for women and gender diverse people as new homes become available;
- Leveraging housing benefit programs (such as COHB) to improve access to affordable housing; engaging landlords to educate them on the specific challenges that women, gender diverse people and their dependents fleeing violence face, and to help increase the number of landlords willing to accept these populations as tenants;
- Increasing access to affordable housing for women and gender diverse people fleeing violence including the possibility of making homes anti-racist, anti-oppression (ARAO) certified so that women and gender diverse people feel safer living in those places;
- Advocating to the Province to focus resources and capacity on housing for women and gender diverse people; and,
- Providing input on the City's inclusionary zoning policy to make sure that it addresses the needs of women and gender diverse people.



## ***Prioritizing access to housing and supports for Indigenous women***

In advancing the City's commitments as part of the Reconciliation Action Plan, and responding to recommendations under the National Inquiry into Missing and Murdered Indigenous Women and Girls, the City works closely with organizations that serve Indigenous women (including Thunder Woman Healing Lodge, Native Women's Resource Centre, Wigwamen, Native Child and Family Services) to ensure they are prioritized for access to housing and support opportunities.

# **Project Highlight - Affordable transitional homes for Indigenous Women**

In February 2022, City Council **approved** a 20-year sublease agreement with Thunder Woman Healing Lodge (TWHL) at 161 Spadina Road to provide affordable transitional housing for Indigenous women.

Indigenous women are often criminalized victims of systemic racism, violence, and trafficking. To address the root causes of conflict with the law, over-incarceration, and recidivism, TWHL provides community-based, culturally appropriate services for First Nation (Status and Non-Status), Inuit, and Métis 2SLGBTQIA+ women exiting correctional institutions, and survivors of intergenerational trauma.

Since November 2020, TWHL has operated Niigaan M'Nikeng (The Way Forward), which provides supervised congregate living accommodations with 24/7 support services and counselling for Indigenous women. With a focus on reducing recidivism, this program empowers women to shape alternative paths. With funding support from Miziwe Biik Development Corporation and the Ministry of Municipal Affairs and Housing, TWHL has refreshed 161 Spadina Road to tailor it to client and staff needs as a healing lodge consistent with health and safety standards. Upon completion of the renovations, TWHL will relocate the Niigaan M'Nikeng program to 161 Spadina Road, providing supervised, shared living and 24/7 supports for up to 10 women.



## ***Supportive housing opportunities dedicated to women***

Throughout 2022, the City of Toronto continued to improve access to housing and a range of support services for women and women-led households. This includes dedicating a range of new affordable and supportive housing opportunities specifically for women experiencing homelessness.

# **Project Highlight - Affordable homes for women at 215 Wellesley Street East**



In June 2022, City Council approved a zoning amendment application for the RHI-funded project at 215 Wellesley Street East, to provide 48 new affordable rental homes with wrap-around support services for women and non-binary people in conflict, or at-risk of conflict, with the law.

Elizabeth Fry Toronto delivers gender based, trauma informed services and advocates for justice and equity for women and non-binary people who are criminalized and their families.

# Project Highlight - Transitional Homes for Single Mothers at 1430 Gerrard Street

In March 2022, City Council approved a sublease extension for WoodGreen Community Housing at 1430 Gerrard Street East. WoodGreen will operate the 23 new affordable and supportive homes as part of its Homeward Bound program which provides transitional housing for single mothers who are experiencing or at-risk of homelessness and also supports them to earn college diplomas, start careers and achieve financial self-sufficiency. Additionally, some of the new homes will be allocated specifically for Indigenous single mothers reflecting the City's commitment to truth, justice and reconciliation.

City staff also received Council's approval to commence expropriation proceedings to acquire the property at 1430 Gerrard Street East for the purpose of creating permanent affordable rental housing. Through expropriation, this property will be retained and secured as part of the City's affordable housing stock, protecting the homes for current and future residents.



## ***Advancing the MOU with the VAW Sector***

The City's SSHA division renewed its MOU with the VAW sector in 2022. The MOU was signed by representatives from over 35 organizations funded through the Ministry of Children, Community and Social Services.

Over the past year, the City advanced several commitments in the MOU and engaged with the VAW sector on a number of key initiatives, including:

- Implementing the Rapid Re-housing Initiative;
- Implementing the Choice-Based system and single offer rule for RGI, as well as the registration and participation of Special Priority Program (SPP) applicants;
- Implementing year 3 of the COHB program, through the Centralized Wait List Stream and VAW Shelter Relief Stream;
- Consulting on the Homelessness Health Services Framework; and,
- Consulting on the City of Toronto's Gender Equity Strategy.



***View of an affordable home at 299 Campbell Ave.***

# Ongoing Work in 2023

## *Developing the City of Toronto's Gender Equity Strategy*

In October 2019, City Council **directed** staff to develop a Gender Equity Strategy with two key objectives including: identifying and reducing gender inequities across the corporation and city; and improving the quality of life for women, girls and gender diverse residents of Toronto.

Since October 2019, the City's Gender Equity Unit has taken a number of key actions to inform development of the strategy including: undertaking public consultation; developing partnerships with community organizations and women, girls and gender diverse residents; and establishing an inter-divisional advisory committee. The strategy is currently under development and the Gender Equity Unit will report to Council with a detailed inter-divisional implementation plan in 2023. The Gender Equity Unit will also work closely with the Housing Secretariat to further all initiatives related to women and gender diverse people.

## *Advocating for investments in housing solutions for women and gender-diverse people*

New and enhanced investments and targeted actions are required from the City, provincial and federal governments in order to improve social, economic and cultural outcomes for women and gender diverse people. These investments and actions will also advance the shared objectives of the City and the federal government. For instance, through the National Housing Strategy, the federal government is targeting an allocation of 33% of its investments, with a minimum of 25%, towards serving **the unique needs of women and their children.**

In 2023, the Co-chairs of the Housing Pathways for Women and Gender Diverse People Working Group, sent '2023 Budget Response Letters' to both the provincial and federal governments, on behalf of the Working Group and other community organizations. These letters included key recommendations that build on government commitments to increasing access to housing for women and gender diverse people.

# 05 Maintain & Increase Access to Affordable Rents

In addition to adding new affordable housing supply, the City remains focused on preserving and improving its existing affordable rental housing stock and ensuring that vacant affordable rental homes are filled in a streamlined, transparent and equitable manner.

To support these objectives, the City is taking a number of strong actions including:

- Continuing to deliver new affordable and supportive homes directly and in partnership with the non-profit, co-operative and private sectors;
- Negotiating new agreements with former federal non-profit and co-operative housing providers and modernizing program requirements to secure affordability for residents;
- Continuing to allocate housing benefits to low-income households to assist them with paying their rent and enabling flexible access to a broader range of housing options; and,

- Implementing a new choice-based service model for social housing, reviewing and updating RGI local priority rules, developing an allocation methodology for affordable housing and creating a centralized access system.



# Progress in 2022

## *Protecting affordability of existing non-profit and co-operative housing*

In 2019, the City created the Community Housing Partnership Renewal (CHPR) program to protect affordability and preserve the City's access to the existing non-profit affordable rental stock. In response to expiring operating agreements at former federal non-profit housing providers, the CHPR program establishes new agreements between the City and housing providers. This new relationship maintains or improves affordability levels for tenants, secures and potentially expands the supply of affordable rental housing and improves the capacity of the non-profit housing sector.

**Since 2020, staff have entered into new agreements with five housing providers, securing 606 affordable rental homes under CHPR.**

In 2022, a number of program enhancements were made, including additional engagement with non-profit community housing providers with expiring operating agreements. In addition, the City continues to advance the work to secure deeper affordable rents with providers in the program by entering into updated rent supplement agreements.



## ***Delivering housing benefits that improve affordability for marginalized households***

- **Canada-Ontario Housing Benefit**

In 2020, the Province of Ontario rolled-out the COHB program, a portable and flexible benefit to help households secure housing in Toronto and across the region. COHB is tied to a household and can be used to help pay rent anywhere in Ontario.

As a provincially administered benefit, COHB is available to eligible priority groups who are on, or are eligible to be on, the Centralized Waiting List for RGI housing. Households cannot be in receipt of COHB and RGI housing or any other form of housing benefit at the same time.

Because COHB is a portable benefit, households will continue to be supported wherever they move in Ontario; however, the benefit amount may change to reflect the average local market rent. Federal and provincial funding commitments currently end on March 31, 2029 for the COHB program.

**The average annual monthly benefit has been increasing annually, totalling approximately \$945/month going towards the cost of rent.**

Priority for COHB in Toronto is given to people experiencing homelessness, survivors of domestic violence and human trafficking, Indigenous Peoples and persons with disabilities requiring accessible homes.



***Affordable housing project at 299 Campbell Ave.***

## • Other Housing Benefits

In addition to COHB, housing allowances are another type of housing benefit currently administered in partnership with the City and the Province of Ontario. Housing allowances are non-repayable fixed-rate subsidies that help eligible households pay rent and are portable only within Toronto.

These allowances are paid directly to the household and can be used in the private market. Housing allowances in Toronto are currently targeted towards people experiencing homelessness and households who are referred in through City-funded shelters or street outreach workers.

**As of December 31, 2022, over 5,500 households were supported with a housing allowance. Of that 5,500, approximately 350 new households were added in 2022, including those that are chronically homeless, facing imminent eviction, youth and Indigenous households.**

## ***Opening new affordable rental homes***

In addition to over 500 new supportive homes which opened in 2022, several other affordable rental housing projects achieved occupancy including:

- 18 Tretti Way – 50 affordable rental homes were delivered in partnership with Shiplake as part of the master-planned Tippet Regeneration Area near Wilson subway station.

- 650 Kingston Road - 12 affordable rental homes were secured through intensification of a residential site in the upper beaches neighbourhood.
- 34 Kessack Court - Two affordable rental homes were secured through the Open Door program.





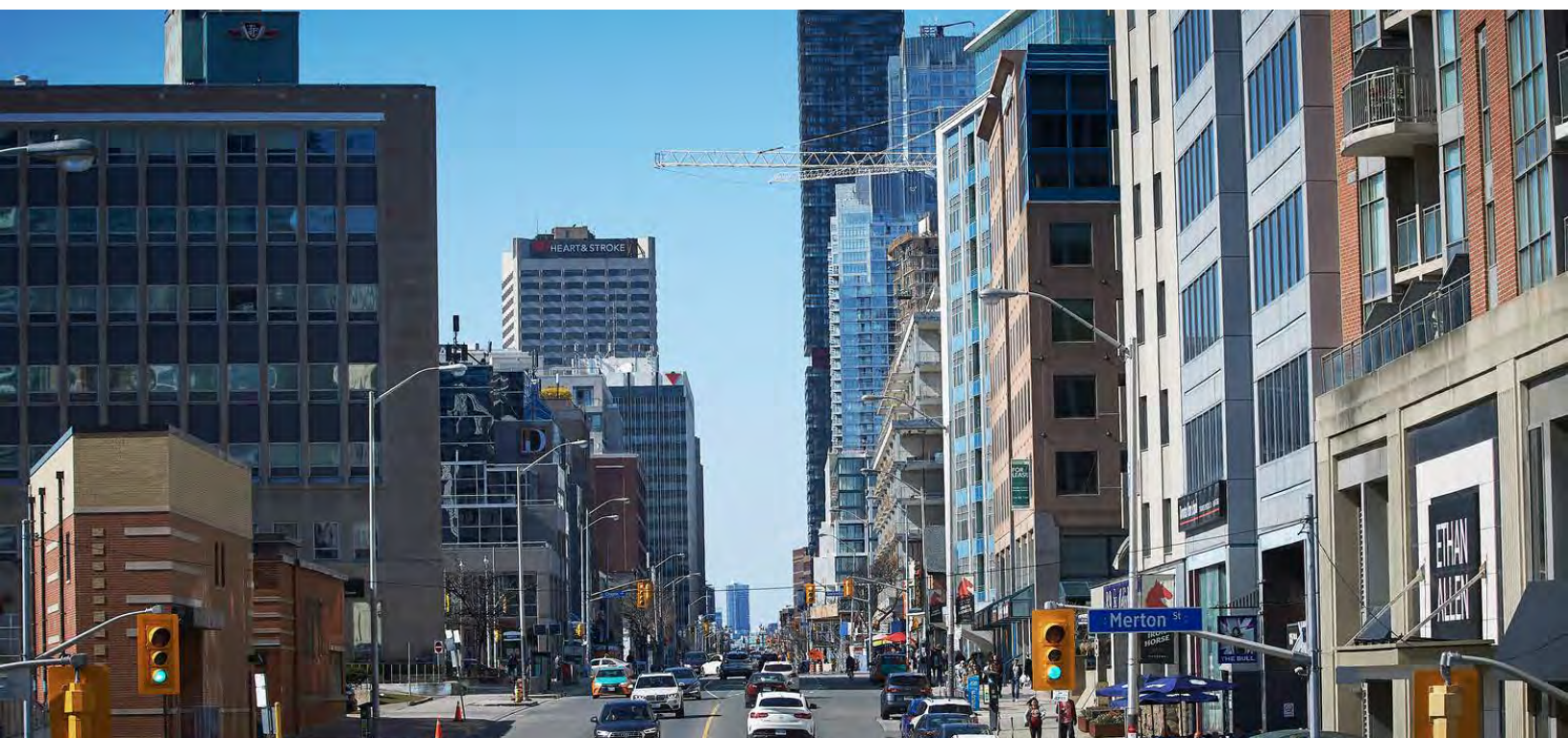
## ***Modernizing and simplifying access to social and affordable rental housing opportunities***

- **Allocation methodology for new affordable rental housing**

Recognizing the need to further enhance and streamline administration as the supply of new affordable rental homes increases, the HousingTO Plan included a recommendation to design and implement a centralized access system to improve the allocation of affordable rental homes.

Currently, the City fills affordable homes through a random draw process conducted by the housing provider or developer. In February 2022, the Planning and Housing Committee **adopted** the concept design for the Centralized Affordable Rental Housing Access System. The concept design sets expectations for a technology solution to meet the desired experience of users and to leverage the existing choice-based technology by creating a one window portal, which will create a single-entry point for applicants to apply for RGI and affordable rental homes.

The City undertook substantial engagement in May and June 2022, with community partners and people with lived experience to provide feedback on an allocation methodology to fill affordable rental homes in a fair and transparent manner. The City's Customer Experience Transformation and Innovation team also conducted analysis on the allocation methodologies for affordable rental homes.



Consultations were held using an inclusive engagement approach to ensure equitable participation that addressed socio-economic barriers and accessibility challenges. Consultations consisted of quantitative and qualitative methods to engage the public and key stakeholders.

In July 2022, City Council **approved** a new allocation methodology to fill affordable rental homes and an approach to consolidate and streamline the future administration of new affordable housing contracts and agreements. The new allocation methodology takes a hybrid approach and will use a choice-based process:

- When the system launches, the City will establish an affordable housing waitlist.
- For new housing projects with under 10 homes, the waitlist will be used to fill the homes at initial occupancy and upon turnover.
- For new housing projects over 10 homes, 50% will be allocated using the waitlist, and 50% will be allocated using a random draw. Upon turnover, all homes will be allocated using the waitlist.

Going forward, new affordable rental homes secured by the City Planning division will be administered by the Housing Secretariat and all new affordable rental homes without returning tenants will be required to use the Centralized Affordable Rental Housing Access System for tenant selection and reporting.

The Housing Secretariat and City Planning will be engaging with existing and new housing providers to encourage them to use the system, once it is launched, to advertise and fill affordable rental homes developed through current and future housing initiatives.

The implementation of a new Centralized Affordable Rental Housing Access System will support the integration between the access points for affordable and RGI housing, ultimately improving residents' access to housing opportunities and streamlining the administration of housing opportunities.

- **Review of RGI priority rules**

As Service Manager, the City of Toronto has the ability to establish local policies, referred to as local rules, in order to administer, implement and allocate RGI homes in a fair and consistent manner.

In line with the Auditor General's recommendations, through the [report](#) "Opening Doors to Stable Housing: An Effective Waiting List and Reduced Vacancy Rates Will Help More People Access Housing", adopted by City Council in July 2019, City Council adopted a number of amendments to the existing RGI local priority rules in July 2022.

The new local priority rules reflect the City of Toronto's current landscape for households in need of social housing and align with the strategic actions outlined in the HousingTO Plan.

As part of the engagement on the affordable housing access methodology, the City consulted widely with community partners and people with lived experience in May and June 2022 to review the existing RGI local priorities and identify additional priorities.

**1) A new priority for tenants living in an RGI home administered by the City as Service Manager receiving housing supports that are now capable of living independent of the support services was created.**

As part of this new priority, called HESH (Household Exiting Supportive Housing), flow will be created through the housing continuum, creating pathways for tenants who no longer require intensive supports; and

**2) A new priority for Indigenous households was also created, in recognition of the need for Indigenous-led solutions and diverse range of housing options for Indigenous households.**

The plan to implement an Indigenous priority for RGI is being co-developed with Indigenous partners.

**Every fifth RGI vacancy will now be offered to an applicant with a homeless priority (instead of every seventh vacancy), and the process will be aligned with SSHA's prioritization framework and Coordinated Access approach to streamline how people experiencing homelessness are prioritized for opportunities across the housing**

In addition to the two new priorities being added, in response to the data from the 2021 Street Needs Assessment, the City also amended the homelessness priority for RGI applicants. Lastly, in response to changes relating to child welfare and housing requirements, the vulnerable families' priority was removed from the existing RGI priority rules.

# Ongoing Work in 2023

## *Ongoing enhancements to affordable and RGI housing administration*

As part of the development of the affordable rental housing access system, the MyAccesstoHousingTO system will continue to expand to allow for affordable rental homes to be added and integrated into the 'one-window' system. The Housing Secretariat will continue to monitor and review the housing outcomes of applicants housed in RGI and affordable rental homes as the new access system is piloted and rolled out throughout 2024-25.

The new and amended RGI local priority rules came into effect July 1, 2023, ensuring social housing opportunities are available to Toronto residents most in need. The City is working closely with its supportive housing providers to implement the new priority for those that no longer require supportive housing, creating flow across the housing continuum.

The implementation of the RGI priority for Indigenous households has led to a new partnership between the City and TWHLs to co-develop this in a way that truly recognizes the expertise of Indigenous partners.

Additionally, for the first time, and in recognition of Indigenous Peoples' right to self-determination, the City will delegate the authority to assess eligibility for this priority stream to an Indigenous organization. This partnership highlights the City's commitment to ensuring that programs and policies are responsive to the unique needs of Toronto's diverse Indigenous communities.



***View of the reception area  
at 292 Parliament Ave.***

# 06 Meet Diverse Housing Needs of Seniors

The City of Toronto, through the Seniors Services and Long-Term Care (SSLTC) division, and its partners, are committed to providing inclusive, responsive, and person-focused supports for eligible adults and seniors across Toronto. SSLTC directly operates 10 long-term care (LTC) homes and delivers community programs which promote health and quality of life. SSLTC is also responsible for policy leadership related to municipal services for seniors, the coordination of City programs and services for seniors, and for the engagement with the public and community partners.

All City-operated LTC homes have provincially managed waitlists of between one and nine years, attesting to the level and scale of short-term and long-term need for more long-term care services and beds. Additionally, the City faces growing pressures resulting from an increasingly diverse aging population, increased acuity and complexity of care needs, and higher demand for specialized services provided by the City and its health and community partners.



*Opening of the modular housing project at 540 Cedarvale Ave.*

In 2022, the resurgence of COVID-19 and the arrival of new variants of concern negatively affected seniors in Toronto, particularly those living in long-term care homes. This required the City, in line with provincial direction, to enhance infection prevention and control (IPAC) protocols, including booster vaccinations. In tandem with these actions, the City continued to ramp up efforts to increase housing opportunities and improve affordability for seniors.

Seniors living in LTC homes are amongst some of the most vulnerable in the city. An intersectional analysis revealed that the 2,600+ residents living across the 10 City-operated LTC homes are culturally diverse, coming from over 63 countries of origin; have complex care needs, as most (over 80%) are persons living with disabilities; and many (43%) have low-incomes.

Responding to seniors' housing needs continues to remain a priority for the City. Various City divisions continue to work cohesively and collaborate with other orders of governments, as well as non-profit and private stakeholders to support the diverse needs of seniors in neighbourhood all across Toronto.



# Progress in 2022

## *Redevelopment of City-run long-term care homes*

Five of the City's ten directly operated LTC homes (1,232 beds out of a total 2,641 beds) require redevelopment to meet new design standards mandated by the province. As part of the redevelopment efforts, the City committed to look for opportunities to add 978 net new beds.

SSLTC estimates that the capital cost to redevelop the City's five existing long-term care facilities including the cost of adding the 978 beds will be approximately \$820 million (excluding the George Street Revitalization). Based on the provincial funding model for long-term care facilities, the City will have to commit the full cost upfront, with partial recovery over a 25-year period commencing upon occupancy.

Securing this upfront funding while the City is facing unprecedented financial pressures, continues to be a challenge, particularly given significant increases in construction costs, increased demand, supply chain disruptions and labor shortages. In addition, the recent Ministry construction funding subsidy (CFS) and upfront grant conversion for non-profit and municipal LTC homes expired on August 30, 2023. In the absence of a revised funding agreement with the Province, Council has recently **decided** that the City will not add the additional 978 beds to its inventory. The City will proceed with the redevelopment of 1,232 existing long-term care beds.

Despite these challenges, the City **announced** building a new LTC home at 4610 Finch Avenue East in Scarborough, with a target completion of Q4 2027. Although in the early stages of planning, the conceptual design includes co-locating services such as an adult day program, community hub, public health dental clinic and a paramedic post.



## ***Providing a range of support for low-income seniors***

- **Supporting aging in place**

The Homemakers and Nurses Services Program is a community-based service operated by the City of Toronto. The program supports seniors who also have limited financial resources to age safely at home by providing assistance with household activities such as light housekeeping, laundry, shopping, and meal preparation. In 2022, the Nurses Services Program program served over 2,000 seniors.

During earlier stages of the pandemic, SSLTC halted new applications to the program, while continuing to serve existing clients. New admissions resumed in February 2022, with over 365 new seniors welcomed to the program since that time. The program has a substantial wait list for services and continues to actively admit new clients.

- **Supportive housing**

SSLTC operates a Seniors Supportive Housing program at nine sites located within TCHC and Toronto Seniors Housing Corporation buildings.

**In 2022, 400 seniors received supports through the Seniors Supportive Housing program which helped them to live safely and independently.**

These support services include personal support, meal assistance, medication reminders, security checks, homemaking, laundry, and health and wellness education and support.

- **Support for low-income senior homeowners**

In 2022, the City assisted 7,405 low-income seniors or those with disabilities through the Property Tax Increase Cancellation program. Property tax increases were deferred for an additional 348 low-income seniors and people with disabilities.



***Supportive housing project at 877 Yonge St.***



## ***Launch of the Toronto Seniors Housing Corporation (TSHC)***

The TSHC was launched on June 1, 2022, marking the official start of its operation as a seniors-focused social housing provider. TSHC serves approximately 15,000 tenants living in approximately 14,000 homes in 83 seniors buildings across the city.

**In 2022, the implementation of the integrated health and housing service model, known as the Integrated Service Model, was completed in all buildings.**

The Integrated Service Model aims to build relationships based on trust between tenants and staff, improve the delivery of housing services with an increased focus on housing stability, and increase tenant access to health and community support services. One of the four key innovations in this new model is an enhanced staffing model which improves the staff-to-tenant ratios across buildings, providing tenants with faster access to onsite staff who can help connect them to local health and community support services.

The Housing Secretariat at the City of Toronto, as the Service Manager for social housing in Toronto, as well as SSLTC, will continue to work with and support TSHC in the delivery of housing and other wraparound support services to ensure that seniors can thrive in their homes and communities.

## ***Facilitating the creation of new non-profit long-term care homes***

At its meeting of **February 2, 2021**, City Council authorized the deferral of the payment of development charges (DCs) for non-profit long-term care homes for as long as they maintain a non-profit long-term care use.

**Since approval of this DC deferral program for non-profit LTC homes, the City has deferred DCs for two long-term care sites at 844 Don Mills Road and 625 Runnymede Road to support the creation of approximately 322 non-profit long-term care beds.**



# Ongoing Work in 2023

## *Building new purpose-built affordable and market rental homes for seniors at 140 Merton Street*

The City is continuing to work with the Missanabie Cree First Nation and EllisDon Community Builders to advance the creation of new purpose-built affordable and market rental housing at 140 Merton Street in a timely manner.

While this project was already advancing, following Council's direction in April 2023, the City, in conjunction with the Missanabie Cree, filed for a rezoning in July to add an additional 10 storeys to the project. This upzoning will optimize the land opportunity and help make the project more financially viable in a challenging housing development environment with limited public funding and financing. It will also add new homes for seniors.

With the added density, it is anticipated that 294 new affordable and market rental homes will be created for Indigenous elders, as well as seniors from all walks of life. Council approval for the revised proposal will be sought during the fourth quarter of 2023, with construction to commence in shortly thereafter.



# 07 Ensure Well-Maintained and Secure Homes for Renters

Almost half of Toronto's population live in a diverse range of rental homes. According to 2021 Census Data, in 2021 there were 557,970 occupied rental homes in Toronto with approximately 46% of them being purpose-built rentals and the rest being delivered through the secondary rental market<sup>2</sup>. The majority of the city's purpose-built rental housing stock (66%) was built between 1960 and 1979 and are mainly apartments with 20 or more units.

To address current and future demand, an increase in housing supply is urgent needed. However, with housing affordability being a growing challenge, it is critical that the 'right type' of housing be delivered based on residents' incomes and needs.

Concurrent with building new housing, and recognizing that most residents will have their housing needs met through the city's existing rental supply over the next decade, it is critical that these homes are safe, secure, well-maintained, and preserved for future generations. Preservation of existing homes must also focus on advancing the City's environmental sustainability and climate change goals outlined in the TransformTO Net Zero Strategy.

In 2022 and into 2023, the city's rental vacancy rate hovered around 1.7% or lower. At the same time, the demand for rental housing continued to grow due to a number of key drivers including: rising inflation and ownership costs resulting in more residents being priced out of the ownership market; higher net migration rates; and the return of students to on-campus learning.

[2] Statistics Canada. 2022. Census Profile, 2021 Census of Population, Statistics Canada Catalogue no. 98-316-X2021001 (table)



# Progress in 2022

## Protecting Existing Homes and Promoting Tenants' Rights

### *Advancing the Tenant Advisory Committee*

The Tenant Advisory Committee (TAC) was formed in March 2021, following an open public call for members. The primary purpose of TAC is to advise City staff on key initiatives related to supporting renters and preserving affordable rental housing stock in the city.

In 2022, TAC was consulted and provided input on a number of City projects, policies and initiatives including:

- The creation of a Housing Commissioner role/function;
- The development of a Centralized Affordable Rental Housing Access System and a review of RGI priorities;
- The development of a Renovictions Policy Framework;
- A review of the Committee of Adjustment processes to identify areas of improvement and make recommendations to enhance effective participation from both the public and applicants in the public hearing process;
- A review of the RentSafeTO evaluation tool and redesign; and
- The future implementation of the Multi-tenant housing (rooming houses) regulatory and implementation strategy.



## ***Permitting, protecting and preserving multi-tenant houses***

Multi-tenant houses, also referred to as rooming houses, are an important part of the affordable rental housing market and provide single-room accommodation to diverse communities, including students, seniors, new immigrants and low- and moderate-income residents.

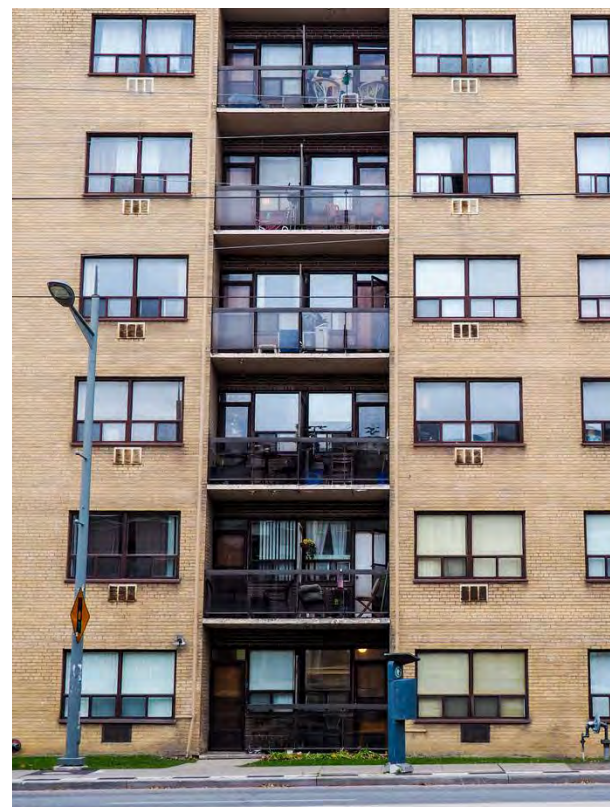
On December 14, 2022, Toronto City Council **adopted** a new regulatory framework including amendments to City Zoning Bylaws to permit multi-tenant houses across Toronto. Council also adopted a new Multi-Tenant Houses Licensing Bylaw, which will introduce consistent standards, regulatory oversight, and enforcement to help protect the safety of tenants and respond to neighbourhood concerns.

Council's approval of the new framework for multi-tenant houses included additional resources for relevant City divisions to support a new, strategic interdivisional enforcement and compliance program, a new multi-tenant houses licensing tribunal for appeals of licensing decisions, and initiatives to support tenants and maintain affordability of housing.

Since 2021, Municipal Licensing & Standards (MLS) division has had a dedicated team responsible for licensing and compliance of multi-tenant houses.

This team was enhanced in June 2023 to include a supervisor, eight Bylaw Enforcement Officers and one support staff, who conduct annual inspections of licensed multi-tenant house properties and investigate city-wide complaints related to both licensed and unlicensed properties.

The new Multi-Tenant Housing Regulatory Framework will help ensure safe and well-maintained multi-tenant houses, and expand affordable housing options all across Toronto. It will also help support more complete and equitable communities with a range of housing opportunities for a range of incomes and needs.



## ***Preserving existing supply through the Multi-Unit Residential Acquisition Program***

The **Multi-Unit Residential Acquisition** (MURA) Program is a non-market, public and community-based rental acquisitions program developed to preserve the existing supply of affordable rental housing in the city, support housing stability for renters, and curb market speculation. The program prioritizes rental properties at risk of being lost due to sale, properties in disrepair, as well as those with tenants who are facing renoviction.

**In 2022, through the MURA annual Request for Proposals process, \$24.6 million was provided to community non-profit agencies to support acquisitions and repairs of rental properties.**

It is estimated that approximately 140 affordable rental homes will be delivered through these acquisitions. To date, three properties have been acquired and the remaining four will be acquired over the coming months.

While the City has taken a leadership role in launching the MURA Program based on the urgent need to preserve and maintain existing affordable rental housing, continuation of this successful program needs the support of the other orders of government.





With the stacking of government funding and financing programs, more properties can be converted to permanent affordable rental homes, and affordability can be deepened, to create a range of housing in all areas across the city.

New and enhanced federal and provincial investments in MURA will support the shared objectives of all orders of government and ultimately result in:

- Reduced market speculation;
- Reduced loss of affordable and market rental housing;
- Improved housing stability for renters and reduced rates of evictions, ultimately increasing the number of affordable units of housing, improved health and socio-economic outcomes for low-and-moderate income households and communities;
- Reduced use of emergency services; and,
- Improved climate resilience (due to improved building conditions and energy upgrades).

## ***The City's Official Plan policies on rental demolition and replacement***

The City's Official Plan has policies to maintain and preserve the supply of existing rental housing from demolition or conversion. The Official Plan rental replacement policy works in tandem with Chapter 667 of the Toronto Municipal Code and requires the replacement of rental units if six or more existing rental units with affordable or mid-range rents are proposed to be demolished. The Official Plan policies also require developers to provide existing tenants the right to return to these replacement units at similar rents as well as tenant assistance to lessen hardship. This is an important policy tool that allows the City to maintain the

existing stock of affordable rental housing, and provide the opportunity for impacted tenants to remain in their community during and after redevelopment.

The City's protections for rental demolition and conversion have been in place since 2006 and have successfully prevented a net loss of thousands of rental units from demolition and rental conversions.

**Since 2007, the City's rental replacement policy framework has secured the replacement of nearly 5,000 rental homes, protecting Toronto's affordable rental housing supply. In 2022 alone, the City of Toronto has ensured the replacement of 853 rental homes proposed to be demolished, including 526 affordable homes, through the implementation of the rental replacement policy.**





# Ensuring Well-Maintained Homes

## *Improvements to RentSafeTO building evaluation process*

RentSafeTO is a registration, audit and enforcement program enabled by Toronto Municipal Code, Chapter 354, Apartment Buildings that aims to improve living conditions within apartment buildings with three or more storeys and 10 or more homes; this accounts for 30% of Toronto's residents who live in approximately 3,500 apartment buildings across the city.

The objectives of the RentSafeTO program are to strengthen enforcement of City bylaws, enhance tenant engagement and access to information, and promote proactive maintenance in apartment buildings to prevent the deterioration of critical housing stock.

**In 2022, the City's RentSafeTO team completed 1,815 building evaluations with the average building score at 81% and conducted 6 audits on buildings that scored 50% or less in their 2022 evaluation.**

In 2022, a total of 11,110 service requests were received, which was a 10 per cent increase compared to 2021. The requests increased in categories such as garbage, illegal dumping, water, and inadequate heat/no heat.

In **March 2022**, MLS provided an update on the work completed in 2021 to the Planning and Housing Committee. In 2022, City Council approved seven additional staff positions in addition to the dedicated team of 35 staff, to support the expansion of RentSafeTO, Multi-Tenant Housing and Noise By-law enforcement. In the **2023 budget**, City Council approved eight additional staff positions to bolster the staffing requirements for the program's operations.

- **Service request response model**

The RentSafeTO team has implemented a new response model which helped to streamline and resolve more than 90% of service requests. To continue improving performance, MLS is in the process of reviewing service standards and modernizing the program which includes:

- Modernizing bylaws (as adopted by Council in **2017**, **2018**, **2019** and **2020** and improving the regulations for **property standards**);

- Business transformation including transforming legacy data management systems and improving the mobility of Bylaw Enforcement Officers (BEOs) through greater access to technology in the field;
- Moving towards the prioritization of service requests to determine the urgency of requests and improve the living conditions for tenants;
- Expanding the use of compliance tools such as mediation and public education.
- **Evaluation tool redesign**

As directed by City Council in 2022, RentSafeTO staff initiated a redesign of the building evaluation tool to prioritize issues that historically have had a greater impact on tenant health and safety. The redesign ensures ongoing violations and issues of non-compliance are factored into a building's evaluation score.

To inform the redesign, the RentSafeTO team held a series of engagement sessions with various stakeholder groups including bylaw enforcement officers, tenants, tenant advocates, the Tenant Advisory Committee, building owners/operators and City staff. Additionally, the RentSafeTO team launched a public consultation, which included a feedback survey, informational video and snapshot, as well new online content highlighting program changes.

The feedback gathered at these sessions was considered and incorporated into the City's permanent implementation of the tool, which began in 2022 and will be phased in for building evaluations over the next two years, with full implementation expected by 2025.



- **RentSafeTO interactive webpage**

Residents and prospective tenants can look up building evaluation scores using the RentSafeTO interactive [webpage](#). The webpage allows residents to view, download or print a detailed report which includes a breakdown of each category that the building was evaluated against and how it scored, as well as details on the building's past evaluation scores. The monthly web statistics show that the number of page views continue to grow as more people look to find information about the program and building scores. The webpage includes resources and templates for tenants and landlords in addition to [annual reports](#) published by the City highlighting key performance metrics of the RentSafeTO program.

- **Ongoing RentSafeTO education and outreach for tenants and landlords**

In 2022, another annual city-wide multilingual public education campaign was conducted, which included transit shelter ads, subway posters, social media, and local community newspapers resulting in more than 100,000 visits to the RentSafeTO webpage. Further, 63 stakeholder and community events were hosted to ensure tenants were aware of the program including how to resolve issues and submit service requests. This campaign also leveraged door-to-door engagement with tenants, distributing resources during building audits holding workshops to address questions from tenants' associations and residents and collaborating with other City divisions on rental and tenant housing initiatives.

## ***Investing in existing multi-unit residential buildings to reduce greenhouse gas emissions***

In 2022, the City of Toronto continued to make progress on address climate action by improving the condition of existing multi-unit residential buildings across the city. This includes:

- The City of Toronto's **High-rise Retrofit Improvement Support** (Hi-RIS) program helps apartment building owners undertake building improvements that reduce energy and water consumption. This program provides financing with up to 20-year terms at competitive fixed rates to residential apartment buildings in Toronto with three-storeys or more. The program is made possible through partnerships with Toronto Hydro and Enbridge.
- The City of Toronto received \$5 million in funding from Natural Resources Canada to launch a new program called the Deep Retrofit Challenge (DRC), which will incentivize and support buildings, including multi-unit residential buildings, to achieve at least a 50% reduction in both annual energy consumption and greenhouse gas (GHG) emissions.

## ***Continued implementation of Green Will Initiative***

The Green Will Initiative (GWI) brings together the City and other building portfolio owners to make major strides in addressing the climate emergency and achieving Toronto's net zero emissions target. Recognizing that the path to net zero will be unique for each portfolio and building, GWI supports buildings owners in net zero planning to address their own specific opportunities and challenges.

**The program continues to grow and support building portfolios in Toronto. To date, the program has expanded from the original cohort of 10 building portfolio owners to 29 building portfolio owners across Toronto representing over 4,500 buildings and 320 million sq. ft.**

***Avling Kitchen and Brewery  
1042 Queen St. East***





In 2022, GWI launched the development of a new made in Toronto Strategic Carbon Management (SCM) pilot. The SCM pilot included a series of workshops to support building portfolio owners to establish fundamental practices and internal capacity within their organizations to reduce greenhouse gas emissions and achieve persistent energy and cost savings. In addition to the workshops, one on one energy coaching was available for participants to support the application of learnings into their plans.

The pilot program ran from March to September 2022 and included significant contributions from major building portfolio owners in Toronto who volunteered their teams' time, building performance and energy data, and GHG emission management expertise.

Their active participation and feedback resulted in a streamlined curriculum, which incorporates best practices from leaders in Toronto. Major building portfolio owners that participated in the SCM pilot include CAPREIT, Crown Realty Partners, First Capital, Greenrock, Hazelview Properties, Starlight Investments, Toronto Catholic District School Board, Toronto District School Board, Tricon Residential, and Triovent. The leadership of these building owners during the pilot program will help to facilitate the transformation of thousands of other buildings in Toronto in reaching net zero.

GWI is relaunching the SCM offering and curriculum in 2023 based on pilot learnings to up to 10 new building portfolio owners to accelerate market transformation with a focus on medium sized multi-residential building portfolios.

# Ongoing Work in 2023

## *Implementing the new multi-tenant homes framework*

In early 2023, City staff began preparing for a March 31, 2024, implementation of the new multi-tenant framework which was approved by Council **in December 2022**.

The new framework will be implemented gradually over a three-year period, to gradually expand the licensing and enforcement program while supporting operators to reach compliance and preserve tenancies.

**Staff from 13 City Divisions are working collaboratively through five working groups to advance the implementation of the new framework.**

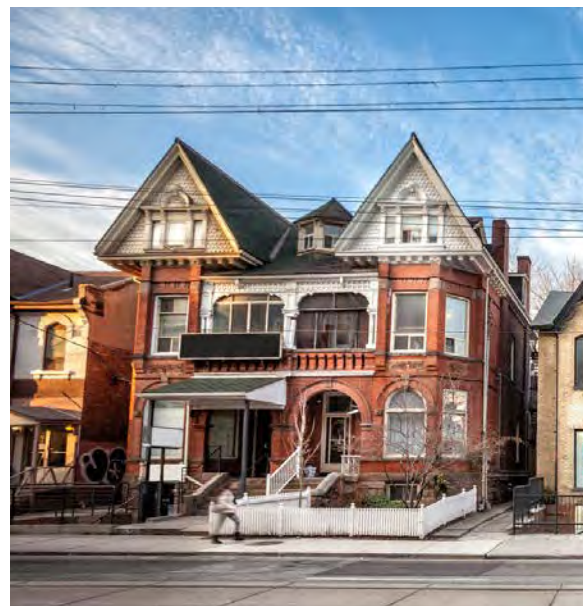
In 2023, staff will focus on building out the operational components of the approved framework, educating operators, tenants and communities on the City's phased approach to implementation, creating a Retrofit and Repair program to assist multi-tenant

housing operators with the costs of improving the quality of homes while preserving affordability for renters, and ensuring processes are in place to support tenants if any emergency relocations are required.

The new framework will help ensure the safety and adequacy of existing multi-tenant homes and protect the supply of affordable rental housing in Toronto.

## *Securing affordable rental homes through MURA*

In 2023, the City announced \$21.5 million in funding will be provided to qualified non-profit housing providers, including Indigenous housing providers, cooperatives and community land trusts to purchase, renovate and operate approximately 121 homes as affordable housing in perpetuity.



## *Continued implementation of short-term rentals regulations*

The City's registration service for short-term rental operators launched in 2020 and program compliance and enforcement efforts began in 2021. A **2021 report** provided an interim update on by-law implementation and recommended amendments to improve compliance. Program implementation has continued over the course of 2022 and 2023.



Staff will report to Council in early 2024 with an evaluation of the program's implementation to-date, including an overview of enforcement actions and complaint resolution metrics, as well as compliance efforts and fee and tax revenue generated. This report will also identify any implementation challenges and recommend actions to address.

## *New measures aimed at protecting renters*

A new Renovictions Policy Framework was **adopted** by Council at its meeting on July 19, 2022 as part of Item PH35.18 - Renoviction Policy - Creating a Framework to Protect Affordable and Mid-range Rental Homes and Deter Renovictions. Over the course of 2023 and 2024, staff will take a number of actions to begin implementation of this new framework including:

- Developing a renovictions by-law for Council consideration;
- Establishing a new Housing At-Risk Table (HART) to support implementation of the renovictions by-law; coordinate emergency relocations and supports for tenants who have been evicted; review complaints received from residents for purposes of triaging complaints within the City administration for action (including further investigation); and connect people to supports and information, including external resources, as needed; and
- Creating new digital tools and printed materials to help tenants and landlords better understand their rights and obligations, with the intent of reducing evictions, including renovictions.

## ***Continued monitoring and evaluation of RentSafeTO***

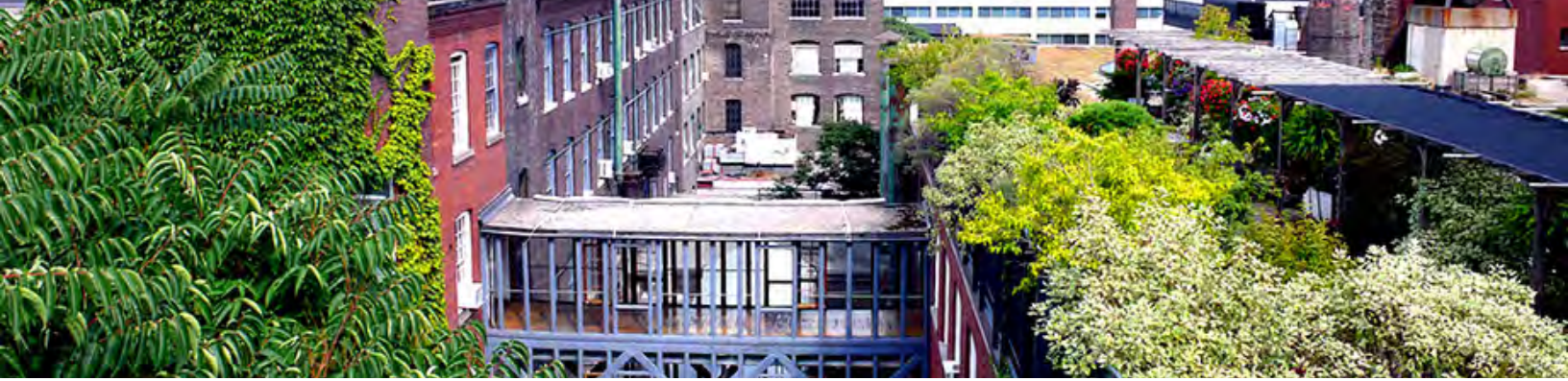
As of June 1, 2023, the RentSafeTO team will begin evaluating apartment buildings every two years (which changes from the previous standard of at least once every three years). A two-year evaluation cycle will ensure that buildings are measured consistently and evaluated at the same frequency. Further, the redesigned evaluation tool has increased the number of evaluation categories, changed the rating scale and introduced a new weighting structure to ensure a fair comparison and increase consistency between evaluations.

Buildings that score in the bottom 2.5% must undergo an audit, which is a comprehensive inspection of all common areas.

Throughout 2023, staff will continue to monitor program implementation and communicating with stakeholders about the RentSafeTO program. Additionally, staff will respond to outstanding Council directives regarding fees as well as provide additional details on the ongoing enhancements to the evaluation tool.







## ***Continued Implementation of the City's Net Zero Existing Buildings Strategy***

The City of Toronto's **Net Zero Existing Buildings Strategy** complements the HousingTO Plan's objectives of supporting climate action and resilience. The strategy recommends nine key policy actions that the City can implement to enable and accelerate the uptake of retrofits by building owners, while maximizing potential co-benefits and minimizing potential harms to owners and tenants.

Since the adoption of the strategy, various initiatives have been advanced in support of the nine key actions, as outlined below:

- To build awareness and capacity of home and building owners, integrated support and training have been provided through the Green Will Initiative and BetterHomesTO, with additional resources under development, including case studies and retrofit roadmaps.
- The Navigation Support Services and Energy Retrofit Loan programs have provided technical support, which will be further strengthened through the enhanced Home Energy Loan Program, Deep Retrofit Challenge and Building Emissions Audit demonstration project.
- The development of voluntary measures to assess home and building emissions performance and create a path to net zero, is underway.
- A recalibration of the Net Zero Existing Buildings Strategy began in early 2023 to align the strategy with the City's ambitious net zero by 2040 target and to engage City leadership and external partners to gain further support to accelerate the pace and scale of decarbonization efforts.

During 2023, the City will continue to focus on cross-corporate partnership and collaboration to advancing its net zero ambitions while concurrently and effectively addressing the housing challenges facing residents across Toronto.

# 08

## Support Toronto Community Housing Corporation, Toronto Seniors Housing Corporation and their Residents

The City of Toronto's housing corporations, Toronto Community Housing Corporation (TCHC) Toronto Seniors Housing Corporation (TSHC), provide affordable and subsidized housing to 110,000 tenants (95,000 in TCHC and 15,000 in TSHC), in 58,500 homes (44,800 in TCHC and 13,700 in TSHC), across the city.

TCHC and TSHC aim to achieve positive tenant experience, maintain quality homes and create vibrant communities. These priorities underscore their continuing focus on delivering clean, well-maintained buildings where all tenants have opportunities to engage with their community. They are committed to ensuring that service delivery meets high standards consistently across the organization. The newly established TSHC specifically aims to support seniors in living independently in their homes and communities and enjoy a better quality of life.

TCHC and TSHC's tenants come from all walks of life, including low-income households, survivors of domestic violence or human trafficking, and people experiencing homelessness.



***Supportive modular housing project at 39 Dundalk Dr.***

# Progress in 2022

## *Improving financial management*

As part of the 2022 budget process, TCHC brought forward a net zero operating budget, a \$350 million building capital renewal plan for the third year in a row, and undertook building retrofits to reduce energy use, energy costs and their carbon footprint.

To provide superior property management for residents, as of April 2022, TCHC completed the phased transition of all 33 contract managed developments, totalling over 8,300 homes, to a direct management service delivery model with minimal or no interruptions to service delivery. As a result of this change, all tenants have access to services by the same TCHC approved vendors, while TCHC continues to standardize and enhance tenant experiences, regardless of where in the city they live.

## *Improving business administration & culture*

Launched in 2017, the HoMES project set out to deliver an internal cloud-based, off-the-shelf, integrated housing management solution for TCHC staff, based on an identified list of business processes and reporting requirements. With an RFP awarded to Yardi in 2019, TCHC replaced 5 core technology systems and a number of smaller legacy business applications. The completion of the HoMES project in 2022 has led to workflow automations, business process enhancements, redesigns and transformational change. As a multi-year, enterprise-wide project, the HoMES project was executed successfully and within budget.



Throughout 2022, TCHC took a number of steps to transform the culture at the organization. This included developing an Equity, Diversity and Inclusion Strategy, adopting a Confronting Anti-Black Racism Strategy, creating The Centre for Advancing the Interests of Black People, actively participating in the ModernTO project with the redevelopment of TCHC's head office in partnership with CreateTO, and recognizing the organization's milestone 20th anniversary.

TCHC continues to put tenants at the forefront. In response to the results of the 2021 Tenant Survey, TCHC modified its service and community strategies to better respond to tenant needs. TCHC continues to call for fair treatment of low-income tenants with regards to tax credits and obligations. In addition, despite supply chain issues, TCHC has opened 88 permanent or temporary Tenant Service Hubs, with additional sites underway.

As part of the **response to the COVID-19 pandemic**, TCHC proactively undertook a number of measures to support staff and residents. This included establishing 600 vaccination clinics in TCHC buildings and communities, **keeping food banks and essential programs in buildings open, undertaking 1,000+ wellness checks for seniors tenants with mobility issues, and reopening community rooms in buildings for tenant use** when it was safe to do so.

## ***State of good repair plan***

In order to respond to the capital needs of its existing aging stock, TCHC is focused on implementing its State of Good Repair Plan (SGR Plan). Projects in the SGR Plan range from minor repairs and replacements to complete holistic building retrofits that encompass building envelope, roofing, building mechanical systems, energy efficiency upgrades, accessibility upgrades, safety upgrades etc. By maintaining and repairing buildings, TCHC ensures that tenants are provided with safe and comfortable homes.

- **In 2022, in partnership with the City of Toronto and the Government of Canada, an investment of \$350 million was made towards capital repairs in TCHC buildings, creating over 1,300 local jobs in every ward across the City. As a result, TCHC continues to execute its capital repair plan and remains on schedule to bring its building portfolio into a state of good repair by the end of 2027. These investments have kept TCHC on track to meet its target of a portfolio-wide average of 10% facilities condition index (FCI), energy reduction and accessibility.**

- In May 2022, a piece of concrete ceiling collapsed in a townhome in the Swansea Mews community. In response to this serious incident, in June 2022, the City of Toronto's Chief Building Official ordered TCHC to vacate all 154 townhome units at Swansea Mews. To protect the safety of tenants, TCHC implemented an orderly, immediate plan to assist the households still living in Swansea Mews to vacate their homes, until work was completed that will make it safe for tenants to return. TCHC continued to work to successfully relocate households from temporary accommodations into stable, suitable housing that meets their specific needs. A relocation agreement for transfer within the TCHC portfolio, signed with each eligible household, provides a right to return to the Swansea Mews community. As a result of the substantial and challenging efforts to relocate households, a dedicated hotline and email address was established to promptly respond to tenant inquiries. TCHC continues to prioritize tenant safety while dedicating substantial efforts to maintaining its properties in a state of good repair.

## ***Delivering New Supportive Housing on TCHC Sites***

- **New Modular Homes**

The City of Toronto is building new deeply affordable supportive housing at several

TCHC sites, using federal RHI funding. Once completed, these homes will support people who are currently experiencing or at risk of homelessness.

- 39 Dundalk Drive in Scarborough - the site will provide homes for approximately 57 individuals and will be operated by Homes First Society; occupancy is anticipated in Q4 2023.
- 175 Cummer Avenue in North York - the City plans to construct a three-storey modular supportive housing building next to an existing seniors building; the project has been appealed and is currently before the Ontario Land Tribunal.

By optimizing these land opportunities and intensifying existing sites, TCHC supporting HousingTO's targets focused on **increasing supportive housing opportunities for people from equity-deserving groups** including: women, Indigenous Peoples, Black and other racialized people, seniors and persons with disabilities, among others.

## • Rapid Re-housing Initiative

In April 2022, the City and TCHC re-launched the Rapid Re-housing Initiative to immediately make TCHC vacancies available to people experiencing homelessness.

**In 2022, 550 TCHC homes were brought onstream through this initiative, which allows households staying in an emergency overnight space or living outdoors to quickly obtain access to a home.**

Supporting the rapid movement of people from homelessness into permanent housing aligns with the City's commitment to making homelessness rare, brief and non-recurring.

## ***Continued revitalization of identified TCHC communities***

TCHC undertakes revitalizations to reconnect its communities to the city, improve safety and security, introduce community spaces, and identify opportunities to create net new affordable homes.

By focusing on design excellence and tenant engagement opportunities during revitalization projects, TCHC reduces its capital repair needs and implements social development plans in order to create vibrant communities with a mix of housing options, connected streets and new amenities.

Working in conjunction with development partners to improve the financial viability of developments and offset costs, TCHC prioritizes city-building opportunities as it continues to replace its aging housing stock. Currently, a total of 8 development projects are advancing, as outlined below. The sites range in land area from 3 acres (250 Davenport, Don Summerville) to 100 acres (Lawrence Heights), with the majority of projects on a multi-year schedule to accommodate phased redevelopment plans.

**In 2022, density to support a total of 117 net new affordable rental and ownership homes and 644 market homes at TCHC's Alexandra Park and Firgrove-Grassways communities were approved by City Council. This is in addition to replacement RGI units.**

Additional support from other levels of government will be needed to deliver the net new affordable rental homes, including a number of which are targeted to provide RGI-level rents.

# Project Highlight - Firgrove-Grassways Community Revitalization

In 2016, through TCHC's 10-Year Capital Repair Program, it was determined that a portion of units within Firgrove Crescent had to be vacated and closed, as they were no longer safe for occupancy by tenants. In response, TCHC prepared a master plan for the Firgrove-Grassways community, which was endorsed in principle by City Council in February 2020.

The master plan established a framework for the future redevelopment of the lands and includes the creation of five residential development blocks, a central public park, a functional network of public and private roads, open spaces, replacement of the existing community space and outdoor pool, an expanded City-run childcare centre, and an overall design that promotes community safety and social cohesion.

In July 2022, City Council approved the zoning by-law amendment and plan of subdivision applications for the TCHC lands in the Firgrove-Grassways community. The revitalization includes the replacement of 236 RGI homes, the addition of a minimum of 107 affordable homes and the addition of 644 market condominium homes. Approval of this plan moves Firgrove tenants another step closer to returning to their community and increases the stock of housing in the neighbourhood.



## ***Transfer of TCHC's scattered housing portfolio to non-profit organizations***

As part of the final phase of the Tenants First plan, the City issued an RFP in 2019 to transfer TCHC's scattered housing portfolio of 643 properties to non-profit housing providers and community land trusts.

These properties contain a total of 761 units and are mainly comprised of single-family houses. The properties were officially transferred in December 2022 to two organizations: The Neighbourhood Land Trust and Circle Community Land Trust.

- Circle Community Land Trust has assumed ownership and operation of more than 600 homes; and,
- Neighborhood Land Trust has assumed ownership of over 150 homes, which are operated in partnership with YWCA Toronto, a multi-service agency specializing in women-focused housing.

Transferring these scattered properties to the non-profit sector allows TCHC to focus its attention on its existing stock of multi-residential housing. This change improves service to the tenants, brings the homes into a state of good repair, protects the affordability of the homes and builds capacity in the non-profit housing sector.

**To ensure that these properties are brought into and maintained in a state of good repair, the Government of Canada, through the National Housing Co-Investment Fund, has committed approximately \$90.2 million in funding and financing over a five-year period.**

Additionally, the City is providing ongoing funding to support operations and capital sustainability. Work has already commenced on the properties.

**In 2022, the two land trusts completed more than 600 urgent work orders, committed more than \$600,000 in urgent repairs and safety work, and 12 formerly vacant homes have been renovated to become safe, healthy homes for Toronto residents.**

Both land trusts are committed to providing and expanding affordable housing options to low-income tenants and will ensure that the properties remain affordable housing in perpetuity. The City will continue to have a strong oversight role in the operations of these social housing assets.





# Ongoing Work in 2023

Over the course of 2023, TCHC will focus on advancing a number of initiatives including:

- Developing a new strategic plan and securing Council authority to establish a Tenant Advisory Committee, which was approved in March 2023;
- Making new capital investments to create more efficient and climate resilient homes for tenants;
- Advancing its community revitalization projects to build strong communities; and,
- Supporting the City's advocacy efforts to other orders of government to secure more sustainable capital and operating funding to create more mixed-income and complete communities through neighbourhood revitalization.

2023 will also see the continued construction of RGI replacement units in Regent Park, Alexandra Park and Lawrence Heights as well as the ongoing planning for future phases of revitalization.



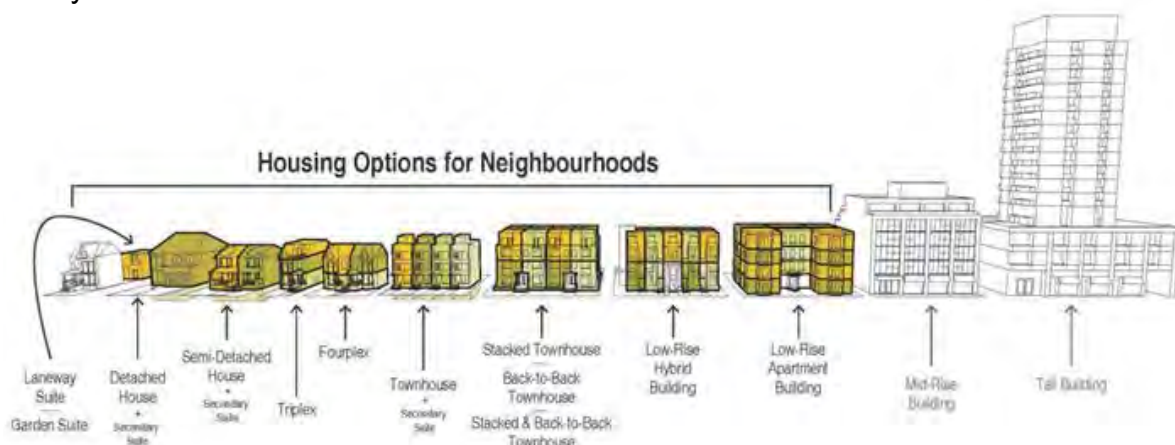
# 09

## Continue the Revitalization of Neighbourhoods

Toronto's demographics and housing needs continue to evolve over time as a result of many factors including immigration-driven population growth and an aging population. The Government of Canada has set a target of **welcoming 1.45 million** newcomers to Canada between 2023-2025 to support growth targets while **Toronto's population aged 65 years** and older is projected to almost double by 2041.

These population trends necessitate more housing supply, as well as a greater diversity of housing types that are appropriate for all family sizes and various income levels. Other essential needs including childcare, transportation, access to food, green space and health services are also required to ensure complete, livable and healthy communities where residents have equal opportunities to thrive.

The City of Toronto remains focused on leveraging all opportunities to revitalize communities and add a range of net new housing opportunities, add new community spaces and other city building opportunities, and enhance access to transit. This includes intensifying existing sites to create high-rise, mid-rise and new 'missing middle' housing forms. 'Missing middle' refers to housing types ranging from garden suites and multiplexes to low-rise walk-up apartments, all of which can be found in many parts of Toronto today but have historically been limited in where they can be newly built.



# Progress Made in 2022

## *Advancing the Expanding Housing Options in Neighbourhoods initiative*

- The City of Toronto's Garden Suites By-law came into force in July 2022 **allowing** the construction of garden suites across the City in the rear yards of residential properties that are not next to a public laneway.
- The **Beaches-East York Missing Middle Pilot Project** is ongoing and intends to review City-owned sites and work with the development industry and in consultation with the community. City staff are working with a consultant team to create and analyze preliminary architectural designs and project parameters to help determine financial feasibility of providing missing middle buildings on a City-owned site.
- In July 2022, Council amended the **Development Charges By-law** to exclude 2nd, 3rd and 4th residential units constructed on a single lot from DCs. Council also amended the **Parkland Dedication By-Law** to exempt the residential components of a building with no more than four units from parkland dedication. In addition, the creation of an additional unit in an existing building or one laneway suite or one garden suite on a lot is exempt from parkland dedication.
- In July 2022, City Council adopted Official Plan and Zoning By-law amendments to expand **neighbourhood retail and services** uses and harmonize home-based business permissions city-wide. Some examples of these commercial uses include small grocery or convenience stores, dry cleaners, cafes, medical services such as physiotherapy, and personal services such as a barber or tailor, as well as home offices, private home daycares and community gathering spaces, including art galleries and social services.



## ***Progress on creating new laneway and garden suites***

Laneway and garden suites provide additional types of ‘missing middle’ housing options in Toronto. Adding these types of homes to existing supply can support a range of needs including multi-generational families where separate homes would allow for aging in place and/or accommodate grown children who may be unable to move out due to housing affordability constraints.

### **Laneway Suites**

- **Since August 2018, when laneway suites were approved by City Council, a total of 604 building permit applications have been submitted to the City. Of these applications, 140 laneway suites have been built, 318 have had permits issued for laneway suites to be built and are at some stage of construction, and the remaining are permit applications that are under various stages of review.**

### **Garden Suites**

- On February 2, 2022, Toronto City Council adopted the Garden Suites Official Plan Amendment and Zoning by-law Amendment. The amendments were appealed to the Ontario Land Tribunal (OLT) shortly thereafter. On July 4, 2022, the OLT decided that it did not have jurisdiction to hear the appeals and dismissed them.
- **Since July 2022, 175 Building Permit applications for garden suites have been submitted to the City. Of these applications for garden suites, 67 have had permits issued to be built and are at some stage of construction, and the balance of the applications are permit applications that are under various stages of review.**



## The Affordable Laneway and Garden Suite Program

- The Affordable Laneway and Garden Suite Program provides funding in the form of a forgivable loan of up to \$50,000 for eligible property owners developing a laneway or garden suite. The loan will be forgiven in 15 years from the date when the first tenant occupies the laneway suite. The rent being charged cannot exceed the City of Toronto Average Market Rent (AMR) by bedroom type at any time during the 15-year affordability period.
- **To-date, 11 laneway homes have been approved for funding under the Affordable Laneway and Garden Suite Program.**

### Black-led affordable housing development and housing system changes

In May 2022, City Council requested staff to explore ways in which the City could support the successful implementation of the **Partna program** - a Black-led solution for empowering the Black Community to expand affordable housing supply.

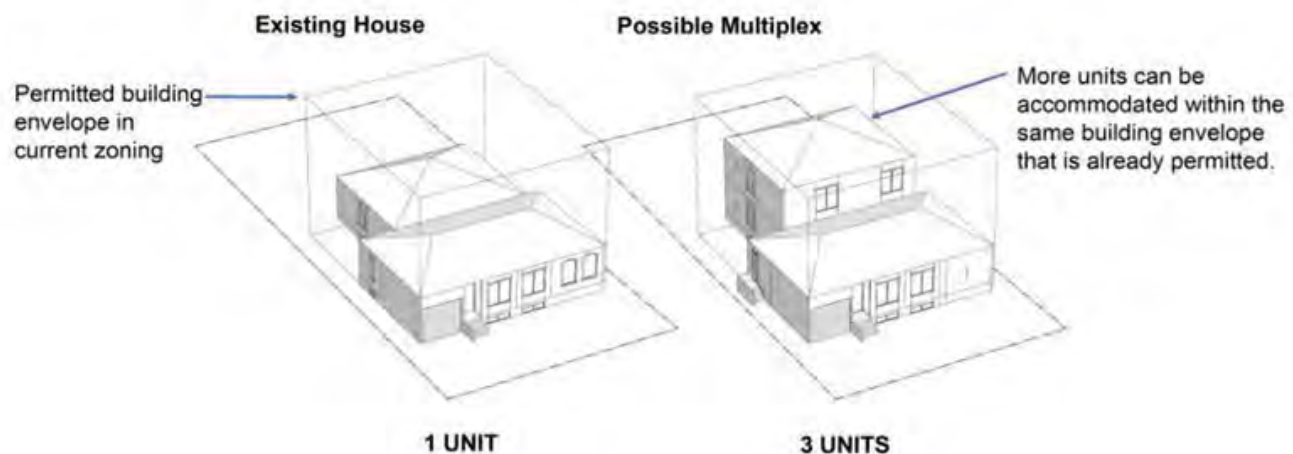
Partna's mission is to encourage federal, provincial, and municipal housing policies that will enable detached and semi-detached homeowners to add long term affordable homes to their properties including through laneway homes, basement apartments, storey additions and assembly of properties. This includes addressing barriers as they relate to zoning, land use planning and Black-led affordable housing development.



# Ongoing Work in 2023

## *Strengthening the housing system and permitting multiplex housing city-wide*

On May 10, 2023, City Council adopted the Official Plan Amendment and Zoning By-law Amendment to permit multiplexes citywide. Multiplex housing is housing with two, three, or four units in a single building. This housing type is also referred to as a duplex, triplex, or fourplex. These homes could be rental or condominium units and they could either be in the form of converted houses or purpose-built as a multiplex.



**This type of housing can support climate goals by reducing emissions through neighbourhoods that allow people to walk, bike, or take transit; allowing for less carbon-intensive construction; and helping to protect the regional greenspace system by better using urbanized land.**

These amendments are in effect as no appeals were received. With as-of-right zoning permissions, this type of housing can be delivered relatively quickly as owners will only be required to obtain a building permit rather than official plan or zoning by-law approvals.



### ***Continue to implement the EHON initiative***

The City will continue its work in advancing the EHON initiative in 2023 by studying further changes to the zoning by-law to support neighbourhood retail and service uses and home occupations. These changes could include performance standards, as-of-right permissions along TTC and bicycle routes, additional home occupation permissions, and/or limited residential permissions in local commercial zones to support retail plazas.

Additionally through the Major Streets Study, the City is exploring opportunities to increase housing options by allowing new four to six storey walk up apartments to be built in residential zones along Major Streets. Staff recommendations for proposed Official Plan and/or Zoning By-law amendments will go to Council for consideration in Q4-2023.

Advancing these reports provides the City with a suite of tools and options to promote and facilitate a variety of missing middle housing forms across Toronto neighbourhoods.

# 10 Create New Rental Housing Responsive to Residents' Needs

---

Toronto is Canada's largest city and economic powerhouse. It is a world leader in business, finance, technology, entertainment and culture.

Addressing these challenges and creating a range of new purpose-built affordable (including RGI) and market rental homes, is critical to supporting the growth and prosperity of the city, region, and country as a whole.

Toronto is also grappling with two housing crises – one in which there is a **severe lack of deeply affordable and supportive housing for people with low incomes and those with mental and physical support needs**; and a second in which rising rents have made it increasingly unaffordable for middle income earners, including key workers, to live in the city .

## *Tri-government alignment and commitment to deliver more homes*

All three orders of government have identified the urgent need to scale up the supply of new homes, including purpose-built rental homes, specifically:

- Through the HousingTO Plan the City has committed to approving 40,000 new affordable rental homes, with 18,000 of those as supportive housing units.
- In December 2022, through the Housing Action Plan 2022-2026, City Council pledged to meet the provincial target of approving 285,000 new homes by 2031, inclusive of the HousingTO targets noted above.
- The federal National Housing Strategy commits to invest in the construction of up to 160,000 new homes by 2027.



- The federal government also estimates that nationally 5.8 million new homes are needed by 2030 to tackle its affordability crisis.
- The Province of Ontario's *More Homes, More Choice Act, 2019*, and the **Report of the Ontario Housing Affordability Task Force, 2022** identifies a target of adding 1.5 million new homes by 2031 province-wide, of which 285,000 homes (or 19%) are targeted in Toronto.

## ***Legislative changes impacting delivery of City of Toronto housing supply programs***

The Province's *More Homes Built Faster Act, 2022* (Bill 23), includes amendments to several pieces of legislation, including the *City of Toronto Act, 2006*, *Planning Act*, *Development Charges Act, 1997*, that impact the policy-led planning and land development system under which municipalities in Ontario work, including the City of Toronto. Several of the amendments represent a positive step towards achieving the overall housing supply goal, such as changes around the 'missing middle', Parkway Belt, subdivision notifications, and reflect a number of actions the City has already completed or initiated to achieve this outcome.

However, the *More Homes Built Faster Act, 2022* has also resulted in a reduction of fees and charges payable by developers to support growth and does not advance the necessary policy initiatives critical to fostering necessary affordable housing options and planning for complete communities. Changes to the development charges, community benefits charges and parkland levies will result in an estimated \$230 million annual loss in revenues for the City. Of this, approximately \$120 million per year to deliver new housing supply will be lost.

In the absence of the City being fully reimbursed, it will be challenged to deliver new housing supply, including new purpose-built rental homes, and essential community infrastructure needed to support current demand and future growth.



***View of a supportive home at 222 Spadina Ave.***

# Progress in 2022

## *Progress toward 40,000 affordable rental and supportive homes approvals*

### Advancing previously approved affordable housing developments

- In 2022, the City advanced previously approved Housing Now and Open Door Affordable Housing projects to ensure their expedited completion, as further outlined below.
- In 2022, 2,975 City-led or City-supported affordable rental homes were under construction. 16,097 affordable rental homes were approved for development, but not yet in construction. These housing development projects will also create over 11,500 jobs in various construction-related industries.
- Since approval of the HousingTO Plan and up to the end of 2022, 14,440 affordable rental homes have been approved towards the 40,000 target (out of which 708 homes are already built).

### Building new supportive homes for people experiencing homelessness

Creating new housing for people experiencing homelessness continues to be a priority for the City and its non-profit partners.

- **Throughout 2022, approximately 294 new supportive homes were created through acquisition and conversion of non-residential buildings, and modular construction.**
- In May 2022, the Ontario Government committed \$27 million in additional operating funding for supportive housing costs associated with buildings set to open in 2022 and committed to partnering with the City on its 24-Month Housing and Homelessness Recovery Plan to provide ongoing operating funding for supportive homes set to come online by the end of 2023.

# Project Highlight - Modular Supportive Homes for Seniors at 540 Cedarvale Avenue

In November 2022, the City announced the opening of 540 Cedarvale Avenue, which included 59 new modular homes with support services for individuals experiencing or at risk of homelessness. WoodGreen Community Services was selected as the non-profit housing provider through a competitive process and offers quality, affordable rental homes with a range of health and social supports for new residents.

Cedarvale specializes in housing single seniors exiting homelessness or with insecure housing. Residents have access to experienced staff in the building 24/7, consisting of professionals who are trained to support vulnerable seniors to improve their health and wellbeing.

The development is the result of a partnership between federal, provincial, and municipal governments, combining federal capital funding, provincial operating funding for support services and municipal capital funding, land and project delivery.

These high-quality and energy-efficient homes are prefabricated in a factory in Cambridge, Ontario, and then transported to the site where they are assembled. Modular construction enables the City to build homes quickly, cost-effectively, and in an environmentally sustainable way.





# Project Highlight- Supportive Homes at 292-296 Parliament Street

The new supportive housing project at 292-296 Parliament Street opened its doors in July 2022 to provide 24 affordable rental homes and onsite supports for their new residents. St. Jude Community Homes, an experienced housing and support services provider, is operating the site and supporting tenants.

The new homes are dedicated to people who are experiencing or at risk of homelessness, including families and older adults. The building also includes shared laundry, a dining area, communal areas, and programming space.

## Progress on the Housing Now Initiative

The Housing Now Initiative utilizes City-owned sites for the development of affordable housing in mixed-use, mixed-income and complete communities.

In 2022, the City moved forward with Housing Now sites by approving zoning for three sites, announcing proponent selection for one site, signing lease agreements with four sites and bringing six sites to market to select non-profit and private development partners, as outlined below:

- **Phase 1 sites** - as of June 2022 Council approved the final zoning reports for 805 Don Mills Road and 770 Don Mills Road. Proponent selection was announced on July 26, 2022 for 140 Merton Street. As well, 777 Victoria Park Avenue, 50 Wilson Heights Boulevard, 705 Warden Avenue and 140 Merton Street have signed conditional lease agreements with successful proponents. Further, 1250 Eglinton Avenue West has advanced to the design development phase and zoning submission underway.

- **Phase 2 sites** - an appeal of the Zoning By-law Amendment was dismissed by the Ontario Land Tribunal in October 2022 for 158 Borough Drive. As well zoning was approved for 405 Sherbourne Street and a Request for Proposals process will be led by the Housing Secretariat to select a non-profit partner to develop and operate this site.
- **Preliminary due diligence** has advanced for all four sites identified in Phase 3 , as well a report on the Parkdale Hub site will be brought forward in Q4 of 2023.

Upward trending interest rates, rapid escalation in construction pricing, community objection to redevelopment of sites and availability of low-cost funding and financing are among the key risk factors to successful implementation of the Housing Now Initiative, and other affordable housing projects across the city. Access to grant funding and low-cost financing from the federal and provincial governments are necessary to get shovels in the ground for the current and future phases of the Housing Now Initiative.

## ***Expediting planning approvals for affordable and supportive housing projects***

The Concept 2 Keys (C2K) program was introduced in late 2020 and aims to transform the development review process by improving organizational structures, processes and technology. A Priority Development Review Stream (Priority Stream) was launched on January 1, 2021 to expedite the approval of affordable housing development projects in the planning approval process. The Priority Stream utilizes a dedicated interdivisional core review team and applies a team-based approach to provide focus and coordination for prioritizing and accelerating priority development applications.

In March 2022, City staff **reported to** Council on enhancements and adjustments to the Priority Stream and C2K's 2021 fourth quarter program updates. To facilitate improvements to the development review process, new development applications are being reviewed and discussed jointly by all commenting City divisions before any communications are sent to applicants. These development application review teams allow for more collaboration and consistency and enable improvements to the application review process.

At the direction of Council, these enhancements were also rolled out in North York and Toronto & East York beginning in late 2022.

## ***Advancing Inclusionary Zoning and adopting Protected Major Transit Station Areas (PMTSAs)***

Inclusionary zoning is a land use planning policy tool to create mixed-income developments in areas of the city where the market has not provided for a mix of housing prices and rents on its own.

**Inclusionary zoning** is one tool among a range of housing initiatives that the City is advancing to support the development of complete, equitable and inclusive communities.

In November 2021, City Council adopted Inclusionary Zoning Official Plan policies, a Zoning By-law Amendment and draft Implementation Guidelines. As a prerequisite to implementing Inclusionary Zoning, the Province requires municipalities to adopt Protected Major Transit Station Areas (PMTSAs) that must also be approved by the Minister of Municipal Affairs and Housing.

The Province's Growth Plan defines Major Transit Station Areas "as the area within an approximate 500 to 800 metre radius of a transit station, representing about a 10-minute walk". Within each PMTSA, the City must demonstrate a planning framework is in place to achieve the Province's minimum density target (measured in "residents and jobs per hectare"). The intent of this policy is to ensure that municipalities are planning for higher levels of density (more intensification) in areas that are within walking distance of rapid transit.

As of July 2022, Toronto City Council adopted 98 PMTSAs across the City that will be subject to Inclusionary Zoning. The City is currently waiting for the Minister of Municipal Affairs and Housing's approval of the Council-adopted PMTSAs before Inclusionary Zoning can be implemented.

In the meantime, a stakeholder working group was initiated in 2022 with members of the development industry and non-profit housing providers to gather input on draft Inclusionary Zoning Implementation Guidelines. City staff presented a report to Planning and Housing Committee in July 2022 with the results of stakeholder consultations and were directed to report back with final recommended Implementation Guidelines in 2023.

### **Impact of Bill 23 on Inclusionary Zoning**

The proposed regulatory amendments introduced as part of the *More Homes Built Faster Act, 2022* decrease the amount of affordable housing (capped at 5% of a development, compared to the City's requirement which ranges from 5% to 10%) and affordability period (25 years, compared to the City's 99-year requirement) that the City could secure under Inclusionary Zoning. These changes, if advanced by the Province, will directly impact the City's ability to deliver the HousingTO Plan targets, including securing affordable rental homes in perpetuity.



# Ongoing Work in 2023

## *Rental Housing Opportunities Roundtable*

In early 2023, City staff established the Rental Housing Opportunities Roundtable to engage on short-term pressures, current constraints and future opportunities affecting market and affordable rental supply. This Roundtable helped guide the Housing Action Plan in terms of identifying opportunities to increase the rental housing supply and ensure that rental housing is more equitable and affordable in Toronto.

**“Toronto...is facing two housing crises – one in which rising rents have made it increasingly unaffordable for middle income earners to live in the city; and a second crisis of a lack of deeply affordable and supportive housing for those people with low incomes, or who are experiencing family, physical, mental health and addiction struggles. These intersecting but separate crises require different policy solutions.”**

**“With Canadian immigration targets set to rise to 500,000 annually by 2025 and a significant share likely to settle in Toronto, there is increased pressure to expand the supply of rental housing to accommodate the current need and the many newcomers.”**

**“...a cross-government approach that works in concert with Indigenous, non-profit and private sector parties is necessary to both reduce the costs of building housing and increase the pool of resources available to tackle the massive rental housing and affordable housing backlog.”**

-From the ‘[Perspective on the Rental Housing Roundtable](#)’ Report



## ***Advancing a revised definition of affordable housing based on income***

A decision issued by the Ontario Land Tribunal on February 10, 2023 brought the City's income-based **Official Plan definitions of affordable housing** into full force and effect, save and except for a handful of outstanding site-specific appeals. These definitions apply to planning applications such as development applications involving rental replacement, Inclusionary Zoning and new affordable housing secured as an in-kind community benefit under the Community Benefits Charge.

The City will also look for additional opportunities to apply the new definition to new affordable projects.

### **Impact of provincial legislation on the City's definition of affordable housing**

Through the Province's *More Homes Built Faster Act, 2022*, a new definition of affordable rental and ownership housing was introduced in the *Development Charges Act, 1997*. These affordable definitions are based on rent or prices no greater than 80% of average market rent or average purchase prices and do not consider an income-based approach. Units meeting these new definitions of affordable would be eligible for development charge exemptions once these *Development Charges Act* provisions come into effect. In 2022, the Province also consulted on new affordable definitions to be included in their future regulation for Inclusionary Zoning.

On April 6, 2023, the Province introduced new policy and legislative changes which include two key components: (1) *Helping Homebuyers, Protecting Tenants Act*, an Act to amend various statutes with respect to housing and development ("Bill 97"), and (2) the proposed Provincial Planning Statement ("PPS 2023"). Bill 97 received Royal Assent on June 8, 2023.

City Council adopted comments on the proposed Provincial Planning Statement (PPS) on June 14 and 15, 2023. This included a request to the Province to maintain the current definitions of "affordable" housing and "low and moderate-income households" or provide explicit direction for municipalities to set their own definition.

## ***Advancing affordable housing projects and preparing a pipeline of future sites***

On May 11, 2023, Toronto City Council **adopted** the Housing Now 2023 Progress Update report. The report provided an update on Housing Now and recommended urgent actions for all orders of government to unlock purpose-built affordable and market rental housing supply in all neighbourhoods across Toronto. Additional City support was also approved to unlock these sites within the current challenging macroeconomic and legislative climate. Implementation of these actions, if combined with investments from the provincial and federal governments, can result in the **development** of more than 16,000 homes, of which more than 12,000 are planned as purpose-built rental homes with approximately 5,700 being affordable rental homes.

Construction has begun at 5207 Dundas Street West and is expected to begin at two other Housing Now sites: 50 Wilson Heights Boulevard and 140 Merton Street before the end of this year.



***Supportive modular housing project at 11 Macey Avenue.***

# Project Highlight - Ground-breaking of Housing Now site at 5207 Dundas Street West

In August 2023, the City celebrated the ground-breaking of new Housing Now rental homes on City land at 5207 Dundas Street West. The site will deliver 725 residential homes, including 218 affordable rental and 507 market rental homes. Rents for affordable homes will range from 40% to 100% of the AMR.

The development will include a mix of one-bedroom to four-bedroom homes. It will also include retail uses providing amenities and services to support residents' needs and public spaces for community gatherings and events. In addition, the development will support the City's climate action objectives and target Toronto Green Standard Version 3, Tier 3, with zero carbon certification.

The 5207 Dundas Street West development is one of five blocks identified for additional rental housing development through Housing Now. Other blocks include the proposed Etobicoke Civic Centre location, a new Toronto Public Library branch, and new City parks. The five development blocks will include at least 2,781 residential homes, 904 of which will be affordable rental homes.





## Creating more supportive housing opportunities for people experiencing homelessness

Throughout 2023, the City will continue to work with selected non-profit and Indigenous housing providers to move more people experiencing homelessness into deeply affordable RGI homes with access to a range of wraparound support services.

It is currently anticipated that a total of 284 new supportive homes will be delivered in 2023 through projects such as:

- **150 Dunn Avenue** – This site is owned by University Health Network and the project is supported through: the federal Government’s Rapid Housing Initiative; City incentives and capital funding; provincial operating funding for housing-related support services; and additional health supports secured by the University Health Network.
- **60 Bowden Street** – This project will create 50 new supportive homes for seniors as a result of a partnership between WoodGreen Community Services, Danforth Church, the City and the federal government. The project is an innovative opportunity to retain the property in non-profit ownership and demonstrate the sensitive conversion of a heritage church property into new affordable and supportive homes.
- **222 Spadina Avenue** – The City acquired this former hotel in 2021 using funding from the Rapid Housing Initiative to convert a temporary hotel shelter into 84 supportive homes. In early 2023, the City completed renovations on the building, and leased the building long-term to Homes First Society who will operate the new homes and provide support services to tenants. This project was possible because of a whole-of-government and community approach that brings together federal capital funding, provincial operating funding, City incentives and project delivery, and non-profit housing and supports expertise.

# Project Highlight - Modular Supportive Homes at 39 Dundalk Drive

57 new supportive homes will open at 39 Dundalk Drive by the end of 2023. The new modular building will sit on land owned by TCHC and is a partnership between the City of Toronto and federal and provincial governments.

The building is managed by Homes First Society a qualified and experienced non-profit housing provider that brings professional building management experience and expertise coordinating customized supports to serve future residents.



*Supportive modular housing  
project at 39 Dundalk Dr.*

# 11

## Help People Buy, Stay in and Improve Their Homes

---

In 2021, there were 1,160,890 private households in **Toronto**. Of these, 602,915 households or 52% owned their home, while 557,975 or 48% rented. Ownership rates in the City of Toronto also **declined** from 53% in 2016 to 52% in 2021, and the highest number of owners were those in the 45-54 and 55-64 age groups in both 2016 and 2021.

The wider Canadian homeownership rate (66.5% in 2021) is also **on the decline** after peaking in 2011 (69.0%) while the growth in renter households (+21.5%) is more than double the growth in owner households (+8.4%).

In 2022, average home prices in Toronto (including condos, townhouses, semis and detached) **hovered around \$1.18 million**, while the median total household income in Toronto was \$84,000.

Additionally, the **Consumer Price Index (CPI) rose 6.8%** on an annual average basis in 2022, which was a 40-year high, and the largest increase since 1982 (+10.9%).

As Toronto residents continue to struggle with rising inflation and cost of living, it is becoming increasingly difficult for many to access the ownership market, including those who are already economically and socially marginalized including younger adults and those from equity-deserving communities.

The City of Toronto recognizes that homeownership is an important component of the housing continuum. Helping lower income homeowners to maintain their homes contributes to stability not only for households, but for the housing system in general, particularly in a constrained rental market.

# Progress in 2022

## *Independent Review of the Home Ownership Assistance Program*

The City's Home Ownership Assistance Program (HOAP) provides financial assistance to non-profit housing organizations developing affordable ownership homes for low-and moderate-income households. The program provides federal and provincial funding and development charges deferral.

**Since 2009, the City has assisted 1,242 households through these interest-free down payment assistance loans. In total, over \$47.5 million in municipal, provincial, and federal funding was allocated to the program. In doing so, it has provided meaningful pathways to home ownership.**

In 2022, the City commissioned a third-party review of the HOAP program following **recommendations from the Auditor General** to strengthen program outcomes and accountability. The report concluded that the program will need to be significantly redesigned in light of escalating housing prices and corresponding erosion of affordability, as well as the impacts of provincial Bill 23 are clarified through regulation.

## *Continue assisting renters buy their first home*

The City's First-Time Home Buyer Land Transfer Rebate Program continues to assist renter households and other individuals purchase their first homes. A rebate of up to \$4,475 is given to first-time home buyers purchasing newly constructed or resale residential properties.

**In 2022, the City assisted over 16,400 households by providing a total exemption value of \$68.4 million in land transfer tax rebates. This is a 10.6% decrease in households compared to 18,351 households in 2021.**

## ***Launching the Enhanced Home Energy Loan Program***

In July 2022, the City of Toronto announced the launch of an enhanced Home Energy Loan Program (HELP) that offered a limited amount of zero-interest loans and incentives in addition to the existing interest-bearing program stream.

The program helps Toronto homeowners make their homes more energy-efficient and reduce the emissions contributing to climate change, while delivering other benefits including enhanced comfort. The Government of Canada provided funding to enhance the program through the Green Municipal Fund, administered by the Federation of Canadian Municipalities (FCM), providing a loan of up to \$9.712 million to fund the zero-interest loans and a grant of up to \$4.856 million.

In addition to providing incentives to support decarbonisation, the funds will also support the development of training, education and resources for homeowners, contractors, and other industry stakeholders, including training for Toronto contractors to become a Net Zero Renovator, qualified by the Canadian Home Builders' Association (CHBA).

Other recent program changes include allowances to permit tax-exempt property owners to participate in the program, thereby further expanding eligibility to additional property owners and housing providers. This program makes it easy and affordable for homeowners to pay for these home improvements over time and access rebates offered by utility companies.

Staff are also working to promote other supports including the Federal Government's Greener Homes zero-interest (0%) loan program and the Enbridge Gas-Canada Greener Homes Grant joint program, Home Efficiency Plus which offers up to \$10,000 in rebates to maximize efforts focused on retrofitting and decarbonising homes.

## **Ongoing Work in 2023**

### ***Next Steps with the affordable homeownership program***

Once the final regulations of Bill 23 are clarified and passed into law, staff will assess full impacts on the HOAP program. Impacts of market conditions, the evaluation findings of independent consultants, jurisdictional research, and any additional consultation with key stakeholders, will be also reconsidered. Staff propose advancing a report on proposed HOAP program changes to City Council in 2024.



# 12 Improve Accountability and Transparency in Delivery of Housing Services to Residents

The City of Toronto is committed to continuously improving transparency, accountability, and service delivery. With respect to housing services, this includes administrative changes to optimize resources and impact for residents, and to provide publicly accessible annual updates on progress made towards delivering the HousingTO Plan.

The annual updates are based on ongoing engagement with key internal and external stakeholders to better understand the unique factors impacting their access to, and delivery of, housing services; an assessment of housing market conditions, as well as evolving social, economic and political contexts; and analysis of key housing system data.

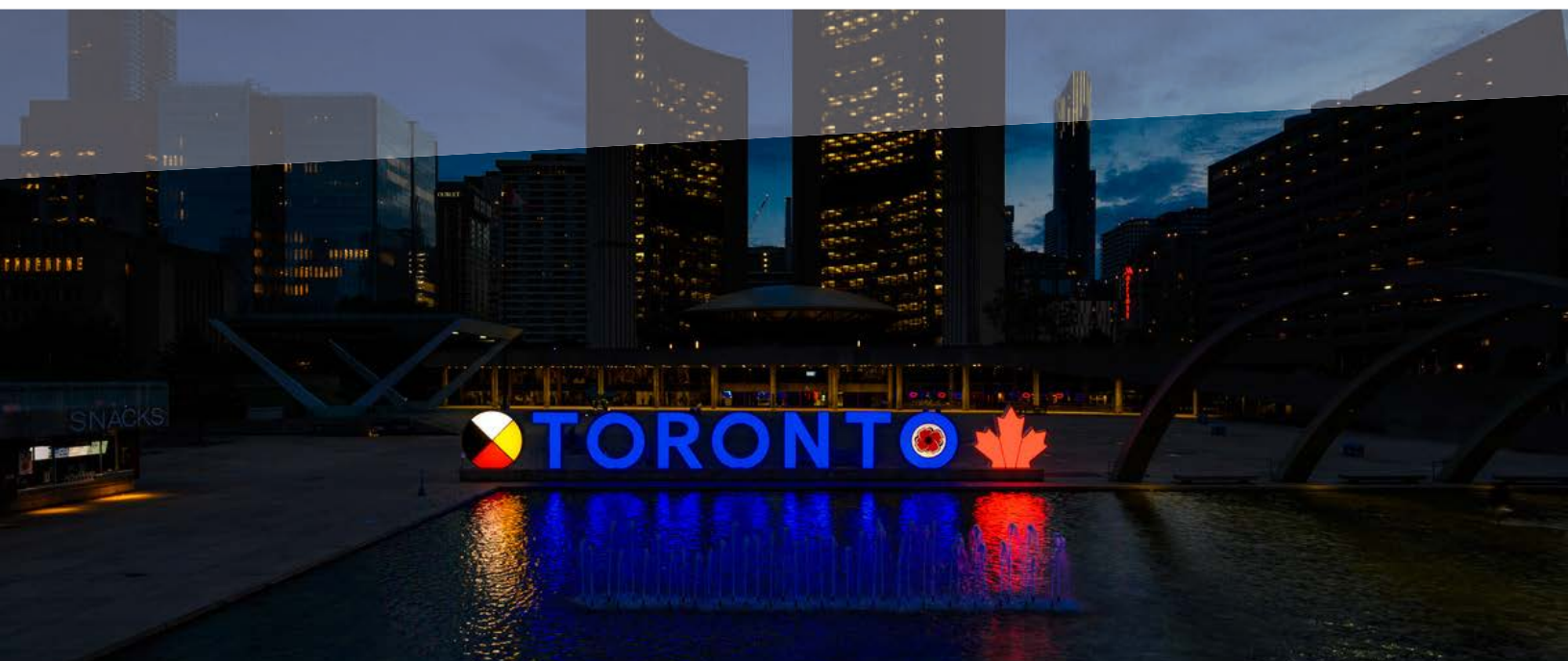


# Progress in 2022

## *Housing delivery framework and administrative changes*

In 2022, the City completed its gradual move to consolidate all housing responsibilities and functions within the Housing Secretariat. This includes:

- Transition to a new organizational structure consolidating all key functions across the housing system continuum, including moving the Housing Stability Services (from SSHA) and Tower Renewal (from SDFA) teams to the Housing Secretariat and creating a Program Management Office to track HousingTO Plan progress;
- Enhanced the capacity to plan for, monitor, and support the all parts of the housing continuum with the addition of new staff to support system and program-level housing policy functions, develop new affordable and supportive housing, and oversee housing improvement work;
- Addition of new Business Services and Issues Management teams; and,
- Addition of new staff to advance a Renter Strategy which is aimed at supporting renters, including those facing renovictions.



## ***Leveraging data to better understand the housing system***

In 2022, the City advanced and completed several data projects to enhance its capacity to leverage external data to better understand the housing system. These projects support the City's commitment to data-driven decision making and program development, as well as inform its advocacy and communications efforts. These projects include:

- **Publishing the City of Toronto's First Data Book**

**In 2022, the City of Toronto launched its first annual 'Housing Data Book' which includes data from a variety of sources aimed at providing an overview of key demographic and housing indicators in Toronto, including the availability of homes needed to meet the demand of current and future residents.**

The Housing Data Book is intended to provide insight into the health of Toronto's housing system, the impact of government actions on housing and most importantly, how effectively the needs of residents are being addressed. This data will continue to inform intergovernmental advocacy on housing and identify areas where more targeted housing investments are needed.

- **Understanding Eviction Data and Trends**

The Housing Secretariat has continued its work to better understand evictions trends and to establish a framework to collect and maintain evictions data. In 2022, the City commissioned a report from the Wellesley Institute to provide information on the availability of evictions data and to provide advice on how this data could be used and improved. The report recommended that the City:

- Enter a data sharing agreement with the Ontario Landlord & Tenant Board to receive timely eviction filing data;
- Set quantifiable goals on reducing evictions and improving equity, and report regularly on progress alongside other housing challenges and priorities;
- Publicly release anonymized eviction data to allow community and stakeholders to identify disparities and plan and monitor interventions;
- Strengthen current evictions data by linking it with other City data sources such as: program service level data, shelter and homelessness data, public health data, etc.; and,
- Collaborate with Statistics Canada and CMHC to improve evictions data available in the Canadian Housing Survey.

# Ongoing Work in 2023

## *Accelerating housing development approvals and delivery*

In 2023, the City will complete work to establish a new service area, Development & Growth Services (DGS), to centralize all roles responsible for development review into a single service area, which will allow streamlined decision making and reduce bureaucracy 'red tape' stemming from distribution of reviews across multiple divisions and conflicting City priorities and goals.

The new service area will be led by a new Deputy City Manager and will include: City Planning, Toronto Building, Housing Secretariat, C2K and a new Development Review division, within the DGS area, to consolidate all development review staff from various divisions such as Engineering and Construction Services (ECS), Transportation Services and Parks, Forestry and Recreation (PF&R).

**By accelerating the review and approval of residential development applications, the City will enable faster delivery of new housing supply, including new purpose-built affordable and rental homes.**

## *Understanding the housing needs of equity deserving groups*

The City is committed to collecting socio-demographic<sup>3</sup> data to both inform equitable service planning, and to better understand the identities and needs of service users.

**In 2023, the MyAccesstoHousingTO, an applicant portal for RGI housing, incorporated a race-based demographic question on the RGI application forms. The collection of this type of data will support evidence-based decision making and promote more equitable housing outcomes for residents, including Indigenous and Black households.**

Data collection from applicant households on the Centralized Waiting List will be completed in Q3, in alignment with the RGI Annual Renewal process.

[3] In the Data for Equity Strategy, disaggregated data refers to data that is broken down and examined by socio-demographic groups such as Indigenous communities, gender identities, racialized groups and neighbourhoods

## *Improving the City's housing data tracking and reporting*

- **Launching the City's First Housing Data Hub**

A focus in 2023 is to launch the City's first Housing Data Hub to publicly share information on the City's affordable and supportive housing development pipeline including: projects approved, projects in development and projects completed.

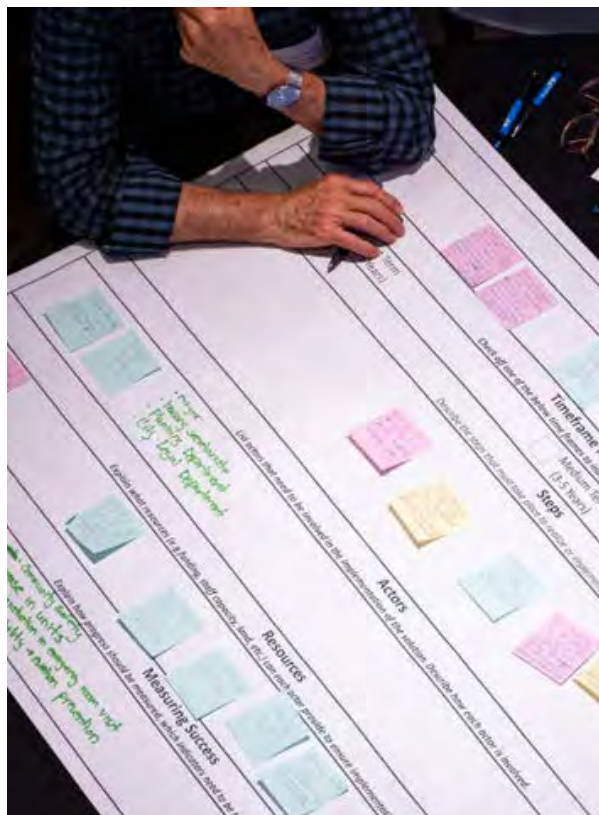
As part of the discovery phase, the City undertook a jurisdictional scan to learn how others have shared their housing data publicly and conducted in-depth primary research surveying 136 residents, and conducting a total of 52 in-depth interviews to capture the ecosystem of housing data throughout the City of Toronto, what diverse users would like to see in a data dashboard, and what is most important for their experience navigating the dashboard.

## *Advancing the Housing Data Strategy*

In 2023, the Housing Secretariat will continue to advance the City of Toronto's Housing Data Strategy to improve housing data management. This includes defining how data is collected, stored, used, and shared.

The Housing Data Strategy will address the following areas

- Data Infrastructure – Data systems, storage and technology, program map, and data inventory;
- Data Governance – Policies and Procedures, Definitions, controls and permissions;
- Analytics and Reporting – Performance Measurement and insights, public and internal dashboards; and,
- Data Culture – Data is viewed as an asset, is open by default and is a core job function of every position.



# 13 Enhance Partnerships and Intergovernmental Strategy

---

Over the past year, the City actively worked with all orders of government, community partners and the private sector to advance housing projects, programs and initiatives. While progress has been made, the scale and scope of the housing affordability crisis has continued to grow, necessitating more targeted investments, innovations and strengthened partnerships to adequately address.

A ramped-up focus and stronger action on housing will ultimately advance the shared objectives and commitments of the municipal, provincial, and federal governments including: eliminating chronic homelessness; increasing housing stability; and creating more equitable, inclusive and vibrant communities where all residents have equal access to succeed.





# Progress in 2022

## ***New 24-Month Plan to address homelessness***

To expedite delivery of the HousingTO Plan and urgently support people experiencing homelessness, the City created 24-Month Plans.

- **With federal and provincial support, the City was able to successfully deliver approximately 3,600 new affordable and RGI-level supportive housing opportunities as part of the City's first 24-Month (2021-2022) Housing & Homelessness Plan.**
- In May 2022, City Council approved a new **24-Month Housing & Homelessness Plan (2023-2024)** to further scale up housing opportunities for people experiencing homelessness, and requested capital and operating investments from the provincial and federal governments to create:
  - 2,500 new RGI-level supportive housing opportunities; and
  - 1,500 new affordable rental housing opportunities through additional allocations under the Canada-Ontario Housing Benefit (COHB).

## Federal and provincial funding to advance the HousingTO Plan



### Partnerships with the academic sector

The HousingTO Plan Academic Institutions Sub-Committee Working Group (Academic Working Group) was established in Summer 2022. The working group is comprised of staff from the Housing Secretariat, City Planning and ML&S, and the eight major academic institutions in Toronto, namely, Centennial College, George Brown College, Humber College, OCAD University, Toronto Metropolitan University, Seneca College, University of Toronto, and York University.

The mandate of the working group is to help advance the HousingTO Plan through:

- Increasing the supply of affordable housing opportunities for low- and moderate-income students and faculty members;
- Making recommendations to the City based on research, data, evidence and understanding of related best practices; and,
- Joint advocacy on housing to other orders of government.



## ***The 2022 Toronto Housing Summit***

The City hosted the **Toronto Housing Summit** during National Housing Week on November 22 and 23, 2022. The Summit included three virtual panels that were focused on: Housing Partnerships and Innovation, Future of Rental Housing and Housing, Health and Justice.

There were over 200 attendees for each session with representation from a variety of sectors.

Panelists included people with lived/living experience, Indigenous persons, non-profit and private-sector developers, academics, health and justice sector experts, among others.

### **Housing, Health & Justice**

The Housing, Health & Justice panel dove into the intersection of these areas and the impact on low- and moderate-income Torontonians when trying to access and maintain their homes. A key issue discussed was how housing affordability interacted with other essential needs, such as transportation, healthcare, childcare and food.

The intersection of justice and housing was also delved into, in terms of the Downtown East Justice Centre Pilot and how to increase access to justice for marginalized communities.

The intersection of justice and housing was also delved into, in terms of the Downtown East Justice Centre Pilot and how to increase access to justice for marginalized communities.

Further, racialized inequities were discussed in terms of how individuals in Toronto access safe, secure and affordable housing. In terms of the social determinants of health, housing was seen as one of the main factors impacting health, in particular for vulnerable communities.

**“The burden of challenges as it relates to health, and housing, as a social determinant of health, isn't equally spread across the city.”**

**-Paul Bailey, Black Health Alliance**

**“Affordability is a relational concept that talks about the material and social relations and the space where people are embedded in. So that speaks to the ability or inability to afford other essential needs like food, transportation, a childcare expenses.”**

**-Luisa Sotomayor, York University**

# Ongoing Work in 2023

## *Continued advocacy for new intergovernmental efforts and tools to address the housing crisis*

Throughout 2023, the City will continue to highlight the changing local housing needs and demands. Additionally, the City will continue to request new and enhanced investments and policy tools from the federal and provincial governments to advance delivery of the HousingTO Plan, including:

- New investments to address chronic homelessness;
- Increased funding for housing benefits, including the COHB, to assist low-income households, with the cost of housing and prevent homelessness;
- An acquisitions program to protect existing housing supply and ensure housing stability for renters;
- Increased grant funding and low-cost financing to help 'unstuck' shovel-ready projects that have stalled due to macroeconomic conditions with priority given to projects that deliver new affordable and RGI housing;

- An Urban Indigenous Housing Strategy co-created with Indigenous communities; and,
- Dedicated investments to create new housing opportunities to support increased immigration targets - this includes housing benefits as well as capital funding to build new housing.

## *Developing the city's Post Secondary Housing Strategy.*

As part of the **Housing Action Plan 2022-2026**, the City has committed to advancing a Post-Secondary Housing Strategy in 2023. This strategy is intended to address housing affordability and precarity for students, staff and faculty of post-secondary institutions.

Preliminary work has started on this initiative and will continue in 2023 and early 2024. Focus areas will include data collection and analysis to provide a better understanding of housing needs and challenges for post secondary students; engagement with students, faculty and staff of academic institutions; and develop recommendations for the City, academic institutions and other orders of government to address these needs.