

September 27, 2023

Attn: Planning & Housing Committee Members  
cc: Toronto City Council, Office of the Mayor

Dear Planning & Housing Committee members,

I am writing as a concerned citizen after recently hearing about the [upcoming September 30th deadline](#) for existing applicants on the City's RGI housing waitlist to register online through the MyAccesstoHousingTO system. I am disheartened by the lack of communication around this upcoming deadline and recognize that this will directly harm many of the most marginalized members of our community: people who have been waiting years to access social housing. It is inappropriate and unacceptable for the City to threaten applicants with the cancellation of their spots on the waitlist, especially knowing from the [Auditor General's report from June 2023](#) that there are at least 34,000 households who have not transitioned to the online system.

As a therapist working with 2SLGBTQIA+ youth existing at many intersections, I see the ways that multiply marginalized individuals in our society are particularly impacted by the policy decisions grounded in optimizing processes and improving efficiency. This cannot come at the expense of people's survival and access to a home. The policy decisions being made by the City to implement an inaccessible system and threaten people's spots on the waitlist furthers the organized abandonment, displacement and colonial violence enacted by decision-makers across the city towards unhoused residents, where Indigenous, Black, disabled and 2SLGBTQIA+ individuals are overrepresented.

In the midst of a housing emergency, after City Council [voted in May](#) to declare homelessness an emergency, these are appalling and unconscionable decisions. As a Toronto resident, I urge you to commit to the following demands, brought forward by the [Shelter and Housing Justice Network](#):

1. The immediate retraction of the September 30th deadline, which should not be reinstated until the City has clear infrastructure in place to effectively transition the many existing RGI applicants to the online system, including the 34,000 applicants on the waitlist who have not yet registered.
2. A commitment to ensuring that the MyAccesstoHousingTO online system is consistent with the working principles of Toronto's Digital Infrastructure Strategic Framework, the Ontario Human Rights Code, the Right to Housing, and must follow Toronto's Housing Charter.
3. A fulsome review and overhaul of MyAccesstoHousingTO to bring it into alignment with these policies.
4. The development and implementation of a clear, fair and well-communicated appeals process for anyone who is removed from the RGI waitlist.

I look forward to hearing about your committee's commitment to improving this process.

Signed,

Atia Haq  
Registered Psychotherapist  
Toronto Resident - Ward 11