

**From:** [Reena Cabanilla](#)  
**To:** [Planning and Housing](#); [Councillor Perks](#); [Councillor Bradford](#); [Councillor Matlow](#); [Councillor Myers](#); [Councillor Thompson](#); [Councillor Nunziata](#)  
**Cc:** [Mayor Chow](#); [Councillor Morley](#)  
**Subject:** [External Sender] My comments for 2023.PH6.1 on September 28, 2023 Planning and Housing Committee  
**Date:** September 27, 2023 12:16:52 PM

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To the City Clerk:

Please add my comments to the agenda for the September 28, 2023 Planning and Housing Committee meeting on item 2023.PH6.1, HousingTO 2020-2030 Action Plan - 2022-2023 Annual Progress Update

I understand that my comments and the personal information in this email will form part of the public record and that my name will be listed as a correspondent on agendas and minutes of City Council or its committees. Also, I understand that agendas and minutes are posted online and my name may be indexed by search engines like Google.

Comments:

Dear Housing Committee Members,

I'm writing to express serious concerns about the recent deadline set for Rent Geared to Income (RGI) applicants to register with MyAccesstoHousingTO. This deadline could leave thousands of vulnerable people in Toronto without a chance for affordable housing.

Many advocates have pointed out issues with the MyAccesstoHousingTO system, especially for those without a fixed address, with limited digital skills, or facing mental health challenges. The system also struggles to handle the high demand with limited resources. Some have even reported long wait times and added difficulties in getting assistance.

I urge you to consider the demands put forth 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'm eager to hear about your commitment to improving this process.

Sincerely,

Reena Cabanilla  
Toronto resident - Ward 3