
2025 OPERATING BUDGET BRIEFING NOTE

Toronto Tenant Support Program

Issue/Background:

- This briefing note provides an overview of the Toronto Tenant Support Program (TTSP), in response to Budget Committee's motion from January 15, 16 and 17, 2025 to provide a *"Briefing Note on the 2024 actual and 2025 proposed Toronto Tenant Support Program Funding and the plan to address the expiring 3-year terms of the Toronto Tenant Support Program funded agencies."*
- The Toronto Tenant Support Program supports tenants to preserve affordable rental housing in the private market through the following components:
 - Streamlined access to legal services: Provide streamlined access to legal services to support tenants in disputing eviction matters or other tenancy issues at the Landlord and Tenant Board, Local Planning Appeal Tribunal, Divisional Court, or similar public body. Services include supporting households with above guideline rent increases, N12 notices, N13 notices, renovations, applying for a maintenance application or other matters determined on a case-by-case basis.
 - Tenant Organizing and Capacity Building: Provide general outreach and organizing support in each quadrant of the city, using an integrated approach, to develop tenant associations and working with established tenant associations to expand awareness on landlord and tenant rights and responsibilities.
 - Tenant Information Services: Maintaining a telephone help line for tenants in need of support, develop communication strategies and information services to increase awareness on tenant rights and responsibilities by capitalizing on social media and new information channels, and administering online resources.
 - Research and Policy Development: Conduct research, collect data and report to the City on current trends and policy recommendations and to advocate to the province on recommendations to legislation impacting tenants, outside of the City's scope.

Key Points:

- The City is currently funding three (3) agencies to provide tenant support services under the TTSP. See Table 1.

Table 1: TTSP Annual Funding by Organization

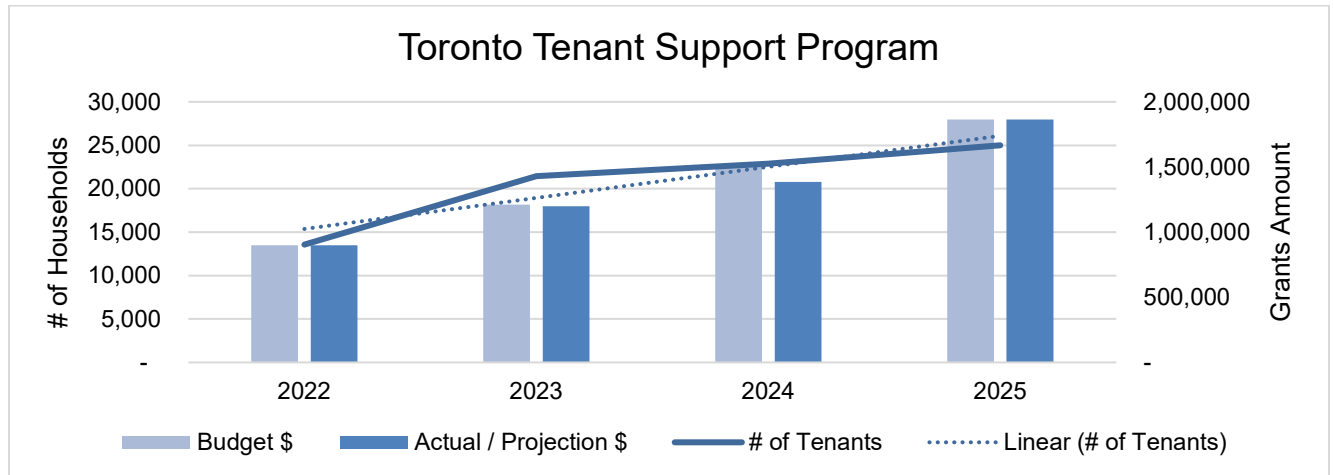
Organization	TTSP Activity	2023 Annual Funding	2024 Annual Funding	Proposed 2025 Annual Funding*
Canadian Centre for Housing Rights (CCHR)	Legal Services	\$420,000	\$647,000	\$707,000
Centre for Immigrant and Community Services (CICS)	Information Services	\$100,000	\$100,000	\$207,237
Federation of Metro Tenants' Associations (FMTA)	Information Services	\$276,000	\$276,000	\$336,136
Federation of Metro Tenants' Associations (FMTA)	Organizing and Capacity Building	\$344,000	\$419,000	\$478,864
Canadian Centre for Housing Rights (CCHR)	Research	\$60,000	\$60,000	\$60,000
**New FTE (prorated 6M for 2025)		N/A	N/A	\$62,763
TOTAL		\$1.200M	\$1.502M	\$1.852M

*Proposed 2025 Annual Funding - Subject to Council Approval

** Additional FTE on Housing Secretariat compliment to support program delivery

- Through the 2024 Budget Process, funding for TTSP increased by \$0.3 million, from a budget of \$1.2 million in 2023 to a budget of \$1.5 million in 2024.
- The 2024 funding increase was to enhance services available to preserve tenancies related to a new regulatory framework for multi-tenant (rooming) houses.
- The current funding term for the TTSP program is set to expire on March 31, 2025. Staff have begun the work required to renew agreements in advance of the pending agreement expiry with all current service delivery partners to ensure service continuity for tenants accessing services.
- Organizations funded to deliver the TTSP program will continue to be funded at or above current levels to provide services through the next grant funding cycle from April 1, 2025, to March 31, 2028, subject to annual approval of the Housing Secretariat Operating Budget.

Table 2: 2022-2025 TTSP Projections, Actuals and Data



- Through the 2025 Budget Process, the Housing Secretariat is seeking an additional financial investment of \$350,000 that will resource the TTSP to support the implementation of the Rental Renovation Licence By-law and enhance services for tenants facing housing instability and/or renovation.
- This includes:
 - Providing an additional 300 households with legal services, to prevent renovations and challenge above guideline rent increases, N12 notices, N13 notices, support with a maintenance application and other tenancy-related matters.
 - Increase monthly workshops and training for organizations serving newcomers, website enhancements to support live chat with multilingual features and to develop resource materials for households.
 - Increase the hours of service for the telephone information service and to support approximately an additional 1,250 households so more tenants can access information about their rights, including under the new Rental Renovation Licence By-law.
 - One new position to coordinate engagement activities across TTSP agencies and enhance City-wide outreach to renters about their rights and consultation to inform City policy and program development.

Questions & Answers:

What is the process to renew expiring grant agreements?

- Existing grant projects that are meeting the service model and defined outcomes are engaged typically three months in advance of the expiry date to renew each individual agreement. Renewals are also an opportunity to refresh service delivery requirements and/or make program enhancements.

When will the grant agreement renewal process be completed for organizations delivering the TTSP program?

- Agreements will be place in advance of the of the March 31, 2025 expiry. Once the 2025 program budget has been approved, staff will proceed to execute agreements with existing providers delivering the TTSP program.

What is the term of the new agreements?

- The new agreement term is April 1, 2025 to March 31, 2028.

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