

Rental Replacement: Vulnerable Tenants Project

Toronto Accessibility Advisory Committee

October 24, 2025



Agenda and Purpose

- The purpose of this meeting is to share information on the project and provide an opportunity for feedback on key items.

Agenda:

1. Policy Framework and Context
2. Project Overview
3. Engagement Questions
4. What We Heard

What is Rental Replacement?

- When redevelopment will result in the demolition of at least one rental unit, property owners must provide:
 - A Tenant Assistance Plan to lessen hardship the tenant(s) may experience
- When redevelopment will result in the demolition of at least six rental units, the property owners must provide:
 - Replacement rental units in the new development at similar rents; and
 - A Tenant Assistance Plan

Rental Replacement Policy Objectives

The main objectives of the policy are:

- To preserve and protect the existing supply of affordable and mid-range rental housing by requiring replacement rental units, and
- Lessen hardship for tenants by securing tenant assistance and the right to return for eligible tenants.

Tenant Assistance Plan

The City requires the property owner to provide impacted tenants with:

- A minimum of 6 months' notice to move out;
- The right to return to a replacement rental unit with the same number of bedrooms and of a similar size and similar rent;
- Financial compensation in the form of rent gap payments or an alternative rental unit;
- Move-out and move-back moving allowances; and
- A leasing agent to provide listings and coordinate references and viewings.

Current Process for Vulnerable Tenants

- Eligibility Criteria:
 - Tenants who are 65 years or older and/or have physical or mental health limitation receive additional assistance
- Process:
 - Tenants self-identify after the notice of eviction is issued and are asked to provide supporting documentation
- Additional Supports:
 - Tenants receive additional compensation equal to 4 times City of Toronto Average Market Rent (e.g. \$6,860 for a tenant in a one-bedroom unit) when they move out of their unit
 - Tenants are offered priority access for accessible replacement rental units

Project Overview

- Staff commenced a review of the Rental Replacement Process in 2024
 - Included stakeholder consultation in November and December 2024
 - New Rental Replacement Handbook and updated implementation guidelines were brought forward to Council in April 2025 which incorporated changes identified by stakeholders
- Council directed staff report back to Planning and Housing Committee by January 2026 on the outcome of stakeholder consultations related to designing an updated process for vulnerable tenants

Project Goals & Desired Outcomes

- Identify updated eligibility criteria for vulnerable tenants based on an equity lens
- Identify an updated program for vulnerable tenants which supports tenants and lessens risks of project delays
 - Identify a program based on housing barriers faced and the supports required to address these housing barriers
- This work is focused on an updated process for vulnerable tenants and not the overall Rental Replacement process for all tenants

Project Timelines and Next Steps



Who We're Engaging with

- **City Committees**

- Tenant Advisory Committee
- Toronto Accessibility Advisory Committee
- Housing Rights Advisory Committee

- **Tenants with Lived Experience of Rental Replacement**

- **Tenant Advocates**

- Legal clinics
- Housing rights organizations
- Front-line housing workers
- Tenant unions

- **Landlords and Developers**

- BILD, Greater Toronto Apartment Association, Federation of Rental Housing Providers of Ontario, small landlords

Engagement Questions

1. Who should be considered eligible to receive additional assistance as a “vulnerable tenant”? Are we missing anyone?
2. What supports would be required to address the barriers faced by vulnerable tenants?
3. What should the City consider when establishing a process for confirming a tenant’s eligibility?
4. What are your thoughts on the terminology?

1. Eligibility Criteria - what others are doing

- **City of Toronto:** Tenants who are 65 years or older and/or have physical or mental health limitation
- **City of Victoria:** Tenants with a disability and/or mental health issue, families with young children, newcomers (recent immigrants and refugees), households with very low to low incomes (<\$19,000-\$34,999)
- **City of Vancouver:** Tenants with low incomes and/or additional housing barriers such as a disability identified through a 'Tenant Needs Survey'

1. Eligibility Criteria – ideas to consider

- Is receiving income-based government benefits, e.g., Ontario Works, Ontario Disability Support Program, Old Age Security, or
- Lives with disabilities, including physical disabilities and mental health conditions, or
- Has a Low Income
 - (based on Low Income Cut-Offs: \$30,526 for 1-person household to \$80,785 for 7+-person household), including:
 - Tenants with advanced age
 - Families with young/school-aged children, including single parents
 - Newcomers (recent immigrants and refugees)

2. Supports – what others are doing

- **City of Toronto:** Compensation equal to 4 times City of Toronto Average Market Rent
- **City of Burnaby:** Packing assistance for people with mobility impairments, provision of transportation to view interim units, and early communication and notification
- **City of Victoria:** Additional financial assistance on a sliding scale; in-kind supports on a case-by-case basis
- **City of Vancouver:** Alternative accommodation for tenants in non-market units and financial compensation for tenants in market units
- **Toronto Community Housing:** Tenants are relocated into another TCHC unit and provided with in-kind supports for moving; tenant support coordinator connects tenants with additional support services as required

2. Supports – ideas to consider

- Offering alternative interim housing or rent gap payment
- Offering in-kind moving services and packing services for tenants with mobility impairments or moving allowance
- Tenant Support Coordinator to connect tenants to support service providers as needed
- Offering trusteeship services provided by a non-profit or monthly administration of rent gap
- Priority for accessible replacement rental unit if needed
- Enhanced leasing agent services as needed

What we heard

- Need for a “tenant navigation coordinator” to provide individualized support to tenants to navigate the rental replacement process
- Financial compensation not highlighted as an immediate priority, but some stakeholders suggested additional context-specific compensation, e.g., childcare support for tenants with small children
- Trusteeship was repeatedly identified as a key resource that could benefit tenants, especially those on social assistance
- Many stakeholders identified the need for support with moving and packing
- Accessibility concerns were raised, including support with transportation to view alternative and replacement units
- Culturally relevant materials and supports were also repeatedly identified, including translators and multilingual materials
- Overall, stakeholders identified a need to ensure eligibility for everyone in need of additional supports and those who face housing discrimination. However, contrasting ideas about age- or income-based criteria
- Different ideas about appropriate terminology, but consensus that language should not be stigmatizing

Thank you!

Questions?

