

Improving Access to Housing Working Group

Post-Consultation Questions - Access to Rent-Geared-to-Income (RGI) & Affordable Rental Units

Date: May 30, 2025

Questions:

Access to Rent-Geared-to-Income (RGI) Housing:

1. How is the City prioritizing the allocation of RGI units for people exiting the shelter system?
2. What processes exist to mitigate over-housing in RGI units?
3. How are RGI units assessed for habitability and overall adequacy?
 - *A prospective RGI tenant may choose not to accept a housing offer if they find that the unit is not in a safe location, is not culturally adequate, or has pests (including bedbugs). The Province's single-offer rule may result in a prospective tenant needing to choose between selecting inadequate housing or being placed at the bottom of the centralized waitlist.*
4. Can you provide further details on the Accommodation Request Path and how it works?
5. What accessibility accommodations are available for people with visual and/or auditory impairments?
6. Buildings with carpets and designated smoking areas may pose adverse health impacts on people with chemical sensitivities. How are RGI units identified and allocated for people with chemical sensitivities?
7. How are people with mental health support needs able to access supports?
8. Are there plans to redesign and retrofit older RGI buildings to meet tenant accommodation requirements?

Access to Affordable Rental Units:

1. How could people in housing need, especially those living with a disability, be prioritized under the integration of affordable rental units into the centralized waitlist system?
2. Are people who receive rental supplements (Canada-Ontario Housing Benefit, Toronto Rent Bank, etc.) eligible for affordable rental units?
3. Since landlords or 'providers' of affordable rental housing units may undertake reviews of applicants, (including credit score checks), this may pose challenges for survivors of financial or economic abuse. Can the City play a role to ensure providers are cognizant of the lived experiences of survivors of financial and economic abuse when assessing or undertaking reviews, including credit checks?
4. When a housing agency is the provider of affordable rental units, do tenants who are members of that housing agency have priority access to these units?

5. When affordable rental units are integrated onto the centralized waitlist, could agency affiliation impact access to the units?
6. Will the City's Optical Character Recognition (OCR) be used by applicants? What steps will be undertaken to mitigate against potential errors with respect to the technology? Is quality assurance embedded into this process?
7. Can you elaborate on scenarios where an exception may be made with respect to the use of the OCR?
8. Are there plans to collect evaluative data and feedback from applicants of the Affordable Rental Home Program once integrated onto the centralized waitlist (similar to the evaluation processes for RGI housing)? Will this evaluative data be made publicly available?
9. How will evaluative data be embedded into the improvement and refinement of the Affordable Rental Home Program?
10. With respect to the Affordable Rental Housing Design Guidelines, are universal design requirements only applied to new buildings?