

## Attachment 1 - Updates to the Rental Demolition and Replacement Handbook

The following Addendum will be added to the [Rental Demolition and Replacement Handbook](#) and replace the section titled “Additional Assistance for Tenants with Special Needs” on page 20 of the Handbook.

### Addendum: Supports for Tenants Facing Additional Housing Barriers

The Tenant Assistance Plan requires that the property owner provide assistance to Tenants with Additional Housing Barriers who may need additional help to find an appropriate place to live and with the moving process. The following in-kind supports are available. Tenants can opt in for these supports and provide documentation to show their eligibility.

Tenants can learn more about this assistance and the process for demonstrating eligibility in the Notice to Eligible Tenants, a virtual information session held within two weeks of receiving the notice, and at the tenant meeting (see Section 2.3 of the Handbook).

Supports	Eligibility <sup>2</sup>
Translated material and/or interpretation services during tenant meetings Informational materials and notices can be translated to a specific language. Interpretation services can also be arranged for tenant meetings.	<ul style="list-style-type: none"><li>• All tenants by request</li></ul>
Alternative rental unit requirement The property owner is required to offer some tenants an alternative rental unit instead of rent gap assistance. Please see page 17 for more information.	<ul style="list-style-type: none"><li>• Tenants receiving income-based government benefits, e.g., OW, ODSP, GIS</li></ul>
Monthly Payments of Rent Gap Assistance The property owner will provide rent gap assistance as a monthly payment instead of a lump sum payment. The total amount will be the same. Please see page 17-18 for more information.	<ul style="list-style-type: none"><li>• Tenants receiving income-based government benefits, e.g., OW, ODSP, GIS</li><li>• Tenants with challenges handling money</li></ul>
In-kind Moving and Packing Services Instead of the moving allowances, the property owner will hire a certified moving company to help a tenant pack and move their belongings. Please see page 18 for more information.	<ul style="list-style-type: none"><li>• Tenants 65+ years with low and moderate income<sup>1</sup></li><li>• Tenants with disabilities and/or accessibility needs</li><li>• Single parents with low and moderate income<sup>1</sup></li></ul>

Supports	Eligibility <sup>2</sup>
	<ul style="list-style-type: none"> <li>Tenants receiving income-based government benefits, e.g., OW, ODSP, GIS</li> </ul>
<p><b>Transportation to Viewings or Virtual Tour</b>  The leasing agent will help tenants arrange for Wheel Trans (if eligible), a taxi, or virtual viewings of an alternative rental unit.</p>	<ul style="list-style-type: none"> <li>Tenants with accessibility needs</li> </ul>
<p><b>Prioritized Alternative Rental Unit in the Neighbourhood</b>  The leasing agent would prioritize sharing listings for alternative rental units in the neighbourhood.</p>	<ul style="list-style-type: none"> <li>Tenants currently undergoing catchment-based medical treatment or specialized therapies in the neighbourhood, e.g., for autism or cancer</li> <li>Tenants with school-aged children</li> </ul>
<p><b>Prioritized Accessible Replacement Rental Units</b>  Tenants with accessibility needs will be prioritized for any replacement rental units that are accessible.  Please see page 16 of the Handbook for more information.</p>	<ul style="list-style-type: none"> <li>Tenants with accessibility needs (based on seniority)</li> </ul>
<p><b>Accessibility Modifications of Replacement Rental Units</b>  Tenants who need accessibility modifications but were not offered an accessible replacement rental unit can request the property owner to make minor modifications to their new replacement rental unit.  Examples of minor modifications are a grab bar in the bathroom, lever-style door handles, installing Braille or tactile signage.</p>	<ul style="list-style-type: none"> <li>Tenants with accessibility needs</li> </ul>
<p><b>Hoarding Services</b>  A property owner will hire a moving company or support agency that specializes in helping tenants with hoarding issues to move out of their rental unit.</p>	<ul style="list-style-type: none"> <li>Tenants with hoarding issues</li> </ul>

<sup>1</sup>Low and moderate income refers to a household earning no more than the 60th income percentile for a 1-person renter household and a 2-person renter household in the City of Toronto; \$56,140 and \$103,788 in 2025. This information can be found on the City's [Housing Policy website](#)

<sup>2</sup>Eligibility applies to tenants and/or their dependents.