

City Guideline – 2017-1: Quarterly Vacancy and Arrears Report

Date issued	Effective date
July 1, 2017	Immediately

Applicability to Social Housing programs

The City Guideline is applicable to the programs for which there is an "X" in the table below.

Applicability	Program
X	Housing Services Act, Part VII Housing Projects, Market and Rent-Geared-to-Income , Section 78 Housing Providers (formerly 110)
X	Housing Services Act, Part VII Housing Projects, 100% Rent-Geared-to-Income , Section 78 Housing Providers (formerly 110)
	Federal Non-Profit Housing, Section 26/27
	Federal Non-Profit Housing, Section 95
	Rent Supplement Programs for Sections 26, 27, 95 and New Affordable Housing Providers
	Toronto Community Housing Corporation

If your program is not checked in the Applicability column, this City Guideline does **not** apply.

About City Guidelines

Under the authority of the Housing Services Act, the City of Toronto, Shelter, Support and Housing Administration (SSHA) Division City Guidelines and Rent-Geared-to-Income (RGI) Manual are the authority for housing administration and RGI administration for social housing providers in the City of Toronto.

City Guidelines are the City of Toronto's mandatory policies and procedures that social housing providers must follow. City Guidelines are most often issued when a Local

Rule is established by the City of Toronto, the Rent-Geared-to-Income (RGI) manual is updated, or other relevant legislative changes or operational requirements occur. City Guidelines which impact RGI have been incorporated into the RGI Manual.

Please see www.toronto.ca/socialhousing for more information.

Background

This Guideline replaces 2007-6 which required all housing providers to submit quarterly reports containing information about their arrears and vacancies. It also replaces the form published as 2007-6a.

The report format has been revised and published online as 2017-1a. All housing providers are required to start using it effective immediately.

What you should know about Vacancy and Arrears:

The purpose of the Vacancy and Arrears Report is to assist:

- **Property Managers** with their administrative responsibilities by providing them with a tool for tracking and reporting vacancies and arrears in their buildings.
- **Boards of Directors** with their fiduciary responsibilities for financial management of the Corporation, by keeping them informed about turnover of vacant units and collections of rent arrears. **This information must be reported to the Board at each meeting in this format, or at a comparable level of detail.**
- **The City of Toronto** in its role as service manager, by providing up-to-date, accurate information about vacancies and rent arrears at each site. We need to know that vacant units are filled promptly with an appropriate household (market or RGI), and that arrears are kept to a minimum. When arrears exist, a repayment plan must be in place for collection.

Actions required

Social housing provider RGI administrators must take the following actions:

1. Housing providers must complete and submit an electronic copy of the Vacancy and Arrears Report each quarter by email to their Housing Consultant. **Failure to submit complete reports on schedule will disqualify housing providers for surplus sharing as outlined in City Guideline 2013-3.**

2. Housing providers must use the Vacancy and Arrears Report posted on the City of Toronto's website at www.toronto.ca/socialhousing. See the instructions tab in the Excel workbook for details on when and how to complete the reports.
3. Housing providers must provide backup documentation (such as accounting ledgers) to their Housing Consultant immediately upon request.

Helpful hints and reminders

Submission of complete, accurate reports within fifteen days of quarter end is a requirement for surplus sharing. Please see City Guideline 2013-3.

Questions

If you have any questions, please contact your Housing Consultant or Housing Stability Services:

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Original signed

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