

CITY GUIDELINE

Number: 2007-6

Date Issued: July 18, 2007

Last City Guideline Received: 2007-5

Subject: Quarterly Reporting on Vacancy Loss and Arrears

Effective Date: Immediately

Applicable to: Section 103 and 106 Housing Providers

Background:

During the next year the City will be introducing new monitoring and self-assessment tools for housing providers.

The City's goal is to detect potential operating problems sooner and work with housing providers to correct them earlier. Some of the tools will also allow housing providers to identify problems more quickly and take corrective action.

The City has decided that arrears and vacancy loss must now be reported quarterly using the form attached as Appendix A. This additional reporting is permitted under Section 113 (6) of the Social Housing Reform Act (SHRA). Instructions are attached as Appendix B.

Action Required:

1. All Section 103 and 106 housing providers must report their vacancy loss and arrears using the report attached as Appendix A. Housing Providers must submit the report to their Social Housing Consultant no later than 15 days after the end of each fiscal quarterly period. Providers may submit the report in print or electronic format.

Helpful Hint:

1. The City strongly recommends that Housing Provider boards receive vacancy and arrears information from staff in the same format as required by the City.
2. Housing Provider boards should establish clear policies and guidelines for unit turnovers, and ensure that staff meet these guidelines.
3. Housing Provider boards should establish payment, arrears, and eviction policies and procedures. These policies allow providers to assist their tenants or members by maintaining their tenancies, and not allowing personal debt to rise to unmanageable levels.
4. An electronic version of the reporting form is available on the Social Housing Unit website at <www.toronto.ca/socialhousing>. On the left side of the page click on *Housing Provider Info*, then *Other Documents*.

For more information, or if you have questions or concerns, please contact your Social Housing Consultant.

Kathleen Blinkhorn
Director
Social Housing

APPENDIX B

Instructions for Vacancy and Arrears Report

Vacancy report

This report is designed to show vacancy trends for a 12 month period, and monitor how vacancies are being addressed.

- List the most recent month in the last column.
- Record the unit number in the cell for each vacant month. Each row represents a vacant unit.
- Record whether or not the vacant unit is incurring market or RGI vacancy loss. The type of vacancy loss is determined based on the classification of the prior tenancy or membership.

Arrears Report

- Record the total amount of outstanding arrears
 1. for the past 30 days,
 2. the previous 30 to 60 days, and
 3. the previous 60 to 90 days.