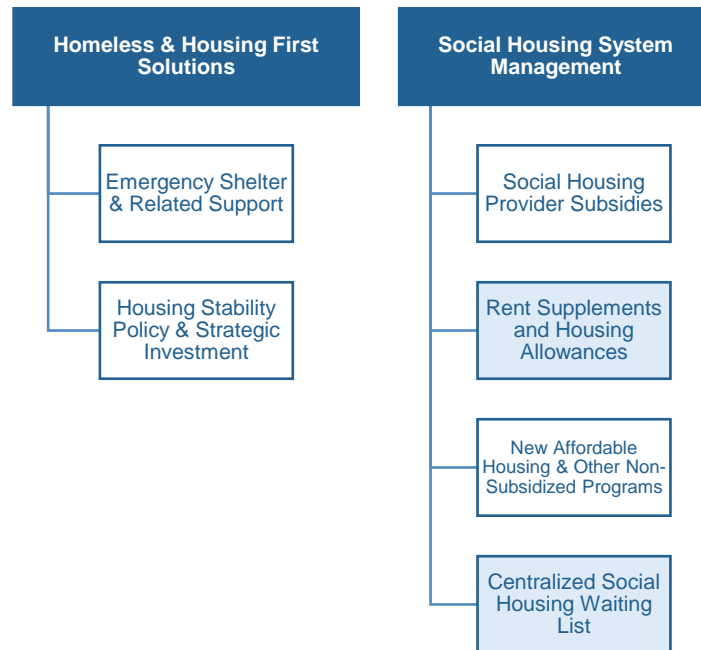




SOCIAL HOUSING

PROGRAM MAP

Shelter, Support & Housing Administration



Shaded boxes reflect the activities covered in this report

Responsibility for the funding and administration of social housing programs was transferred from the Province of Ontario to Toronto in May 2002. The Social Housing section of the Shelter, Support and Housing Administration Division provides administration and direct funding to all City of Toronto social housing providers, including:

- The Toronto Community Housing Corporation (TCHC) owned by the City of Toronto and governed by a Board of Directors appointed by City Council.
- Community-based non-profit corporations, sometimes associated with churches, seniors' organizations and ethno-cultural groups.
- Co-operative non-profit projects developed, owned and managed by members of the projects.
- Private rent supplement buildings, in which a private or non-profit landlord sets aside units for households requiring rent-g geared-to-income; the City pays the landlord the difference between geared-to-income rent and the market rent for the unit.
- Administration of Housing Allowances
- Administration of newly developed Affordable Housing

All social and affordable housing providers are responsible for managing their own properties, providing day-to-day property management and tenant relations services.

SUMMARY OF PERFORMANCE MEASUREMENT RESULTS

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
Service / Activity Level Indicators				
How many social housing units are there?	Number of Social Housing Units per 1,000 Households - (Service Level)	Decrease Number of Social Housing units decreased in 2016 (service level indicator)	1 Highest rate of Social Housing Units compared to others (service level indicator)	30.1 30.2 pg. 4
Community Impact Measures				
How much of a wait is there for a social housing unit?	Percentage of Social Housing Waiting List Placed Annually -(Service Level)	Increase Percentage of waiting list placed increased	4 Lower percentage of waiting list placed compared to others <small>(demand for units exceeds supply)</small>	30.3 30.4 pg. 5/6
Efficiency Measures				
What is the administration cost of social housing?	Social Housing Administration Operating Cost per Social Housing Unit- (Efficiency)	Stable Administrative operating cost per unit was stable	1 Lower administration operating cost per unit compared to others	30.5 30.6 pg. 7/8
What is the annual cost of direct funding (subsidy) paid to social housing providers?	Social Housing Subsidy Costs per Social Housing Unit - (Efficiency)	Stable Subsidy cost per unit was stable <small>(one time funding in 2010 from senior orders of government)</small>	1 Lower subsidy cost per unit compared to others	30.5 30.7 pg. 7/8
Overall Results	Service Level Indicators (Resources)	Performance Measures (Results)	Service Level Indicators (Resources)	Performance Measures (Results)
	<div style="display: flex; justify-content: space-between; font-size: 8px;"> 0- Increased 0- Stable 1- Decreased. </div> <p style="font-size: 8px;">0% stable or increased</p>	<div style="display: flex; justify-content: space-between; font-size: 8px;"> 1 - Favourable 2 - Stable 0 - Unfavourable </div> <p style="font-size: 8px;">100% favourable or stable</p>	<div style="display: flex; justify-content: space-between; font-size: 8px;"> 1 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 0 - 4th quartile </div> <p style="font-size: 8px;">100% in 1st and 2nd quartiles</p>	<div style="display: flex; justify-content: space-between; font-size: 8px;"> 2 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 1 - 4th quartile </div> <p style="font-size: 8px;">66% in 1st and 2nd quartiles</p>

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 10 municipalities.

SERVICE LEVELS

The number of social housing units in a municipality is the primary indicator of service levels.

30.1 –HOW MANY SOCIAL HOUSING UNITS ARE THERE IN TORONTO?

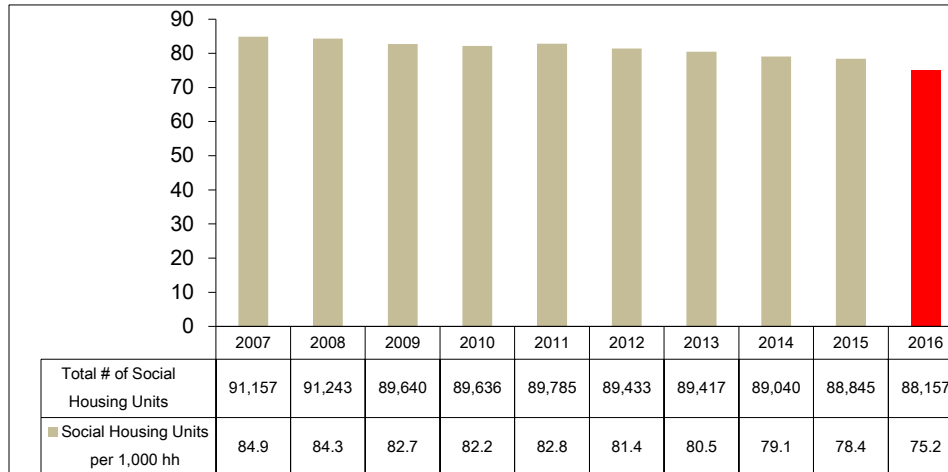


Chart 30.1 provides information on Toronto's total number and rate of social housing units per 1,000 households. It shows a decreasing trend from 2007 onwards.

Chart 30.1 (City of Toronto) Number of Social Housing Units per 1,000 Households

The City continues to lose social housing units in its portfolio as federal operating agreements expire and housing projects and units are no longer subject to program rules and requirements. Information on the number of social housing units in each of Toronto's 140 neighbourhoods, can be found at [Wellbeing Toronto](#).

30.2 –HOW DOES THE NUMBER OF SOCIAL HOUSING UNITS IN TORONTO COMPARE TO OTHER MUNICIPALITIES?

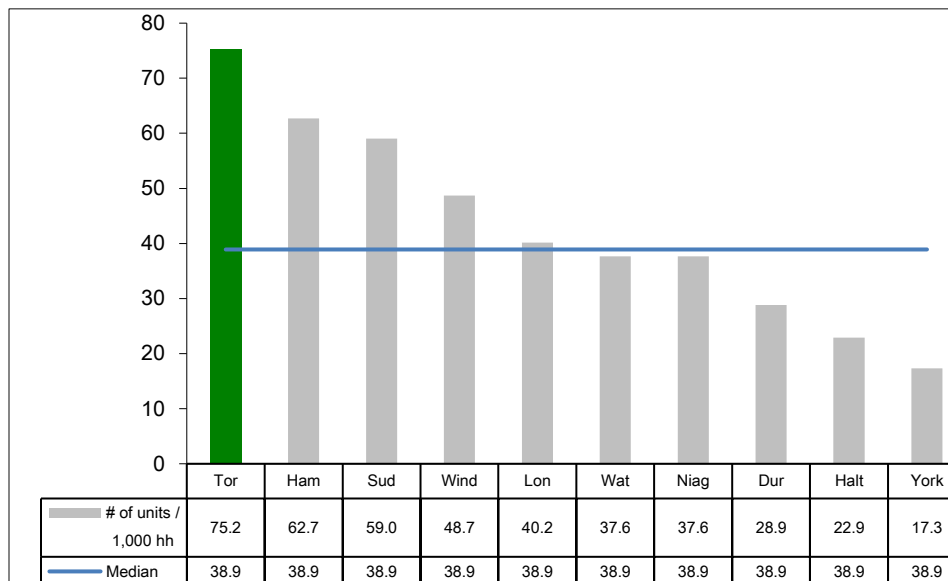


Chart 30.2 compares Toronto's 2016 result to other municipalities for the number of social housing units per 1,000 households.

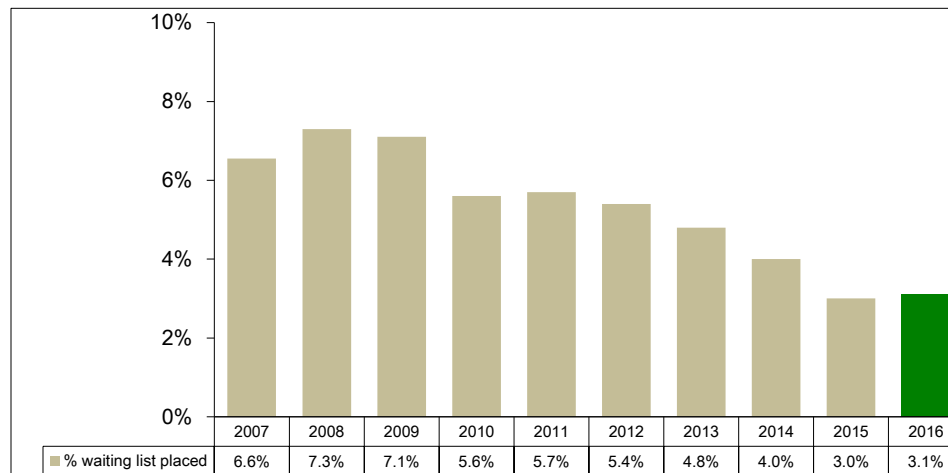
Chart 30.2 (MBNC 2016) Number of Social Housing Units per 1,000 Households

Toronto ranks first of ten municipalities (first quartile) with the highest number of social housing units. As Toronto's large population continues to grow, a higher number of social housing units were developed in Toronto to assist the many individuals in need of housing to stabilize their lives, but it has been proven to be difficult to keep up with demand.

COMMUNITY IMPACT

For individuals and families eligible for Social Housing, the period of time they must wait for housing is important.

30.3 –HOW MANY FROM THE WAITING LIST ARE PLACED IN SOCIAL HOUSING?



Charts 30.3 provides 2007 to 2016 data on the percentage of Toronto's social housing waiting list that is placed in housing annually.

Chart 30.3 (City of Toronto) Percentage of Social Housing Waiting List Placed Annually

If the 2016 placement rate of 3.1 percent was to continue in subsequent years, it would take almost 32 years for all those currently on the 2016 waiting list to gain access to a unit. As a large number of Toronto residents face ongoing financial hardship requiring subsidized rent assistance, and with a lack of new social housing units, the placement of applicants from the social housing waiting list will continue to be low.

30.4 –HOW DOES THE WAIT FOR A SOCIAL HOUSING UNIT IN TORONTO COMPARE TO OTHER MUNICIPALITIES?

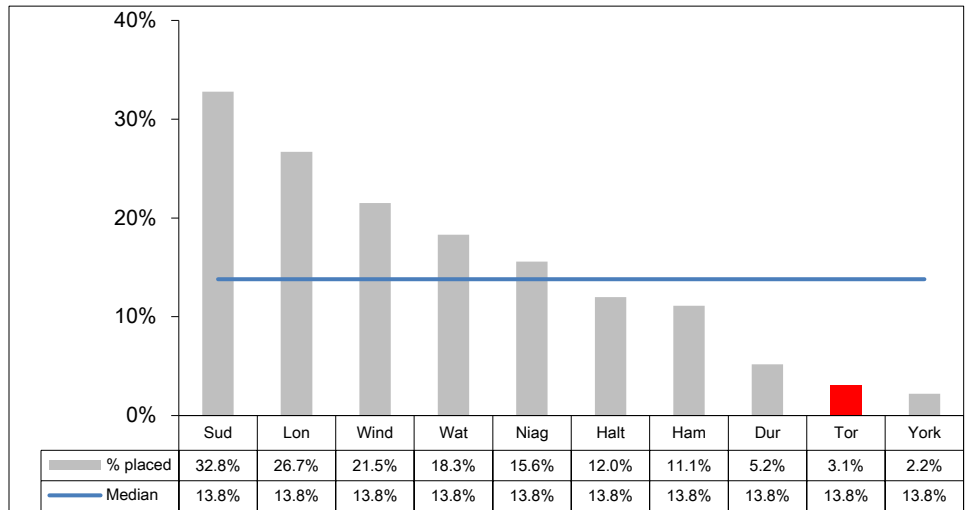


Chart 30.4 compares Toronto’s 2016 rate of placement from the waiting list to other Ontario municipalities.

Chart 30.4 (MBNC 2016) Percentage of Social Housing Waiting List Placed Annually

Toronto ranks ninth out of ten municipalities (fourth quartile) in terms of having the highest annual placement rate. Despite the relatively higher number of social housing units in Toronto, results indicate that demand for these units far exceeds the supply. Rent affordability issues, among other factors, contributed to an increase in new applications to the centralized social housing waiting list. At the same time there was relatively low turnover in social housing, resulting in fewer units becoming available for waiting households.

EFFICIENCY

The Social Housing portfolio has two main components of operating costs: the administration of the portfolio and the direct funding (subsidy) paid to all social housing providers. These social housing providers have responsibility for managing their own properties, providing day-to-day property management and tenant relations services.

30.5 –WHAT IS TORONTO'S TOTAL COST OF BOTH ADMINISTRATION AND DIRECT FUNDING PAID TO SOCIAL HOUSING PROVIDERS?

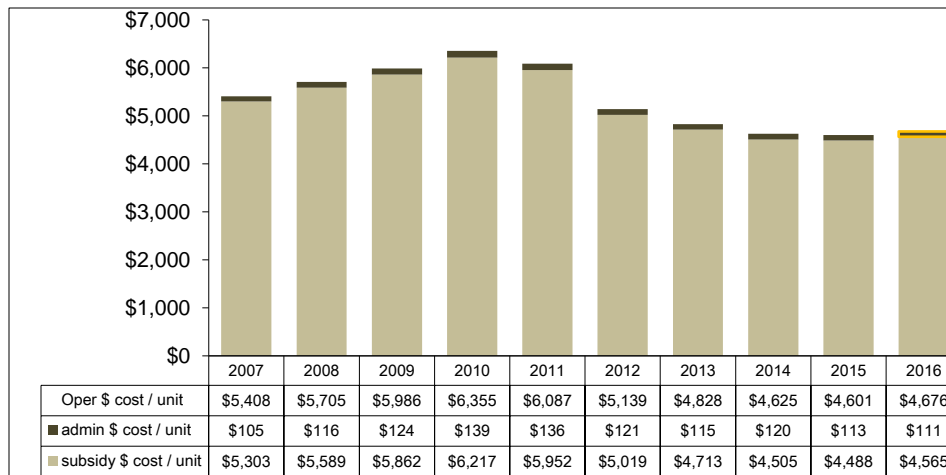


Chart 30.5 provides a summary of Toronto's annual operating costs for social housing costs per unit. It shows that both the subsidy and administrative cost per unit in 2016 were relatively stable.

Chart 30.5 (City of Toronto) Total Social housing Operating Cost per Social Housing Unit

In 2013, Council declared a number of Toronto Community Housing (TCHC) properties as municipal housing capital facilities and therefore exempt from property taxes. Social Housing subsidy was reduced to TCHC to offset the tax costs funded.

30.6 –HOW DO TORONTO'S SOCIAL HOUSING ADMINISTRATION COSTS COMPARE TO OTHER MUNICIPALITIES?

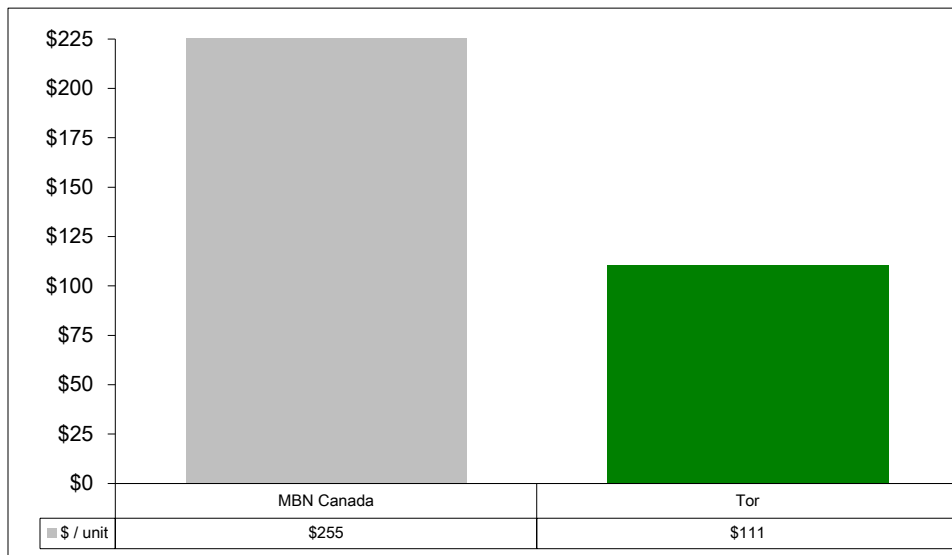


Chart 30.6 compares Toronto's 2016 administrative cost per social housing unit to the median result of the ten MBNC municipalities. Toronto's administrative cost per unit is well below the MBNC median.

Chart 30.6 (MBNC 2016) Annual Social Housing Administration Cost per Social Housing Unit

30.7 – HOW DOES TORONTO COMPARE TO OTHER MUNICIPALITIES FOR THE COST OF DIRECT FUNDING (SUBSIDY) PAID TO SOCIAL HOUSING PROVIDERS?



Chart 30.7 compares Toronto's 2016 direct funding (subsidy) cost per social housing unit to other municipalities. Toronto ranks third out of ten municipalities (first quartile) in terms of having the lowest subsidy costs.

Chart 30.7 (MBNC 2016) Total Social Housing Subsidy Operating Cost per Housing Unit

2016 ACHIEVEMENTS AND 2017 PLANNED INITIATIVES

The following initiatives have improved or are expected to further improve the efficiency and effectiveness of Social Housing Services in Toronto:

2016 Initiatives Completed/Achievements

Social Housing System Management:

- Provided 500 housing allowances to large families who have been on the social housing wait list for longer than 10 years in addition to 50 housing allowances to applicants needing wheel chair accessible units and have been on the waiting list for subsidized housing.
- Will administer over \$3.4 million under the Provincial launch of the Survivors of Domestic Violence – Portable Housing Benefit pilot program. This program will help survivors of domestic violence find safe and affordable housing.
- Will administer \$42 million under the Provincial Social Housing Apartment Retrofit Program (SHARP). This program will improve energy efficient systems and reduce the carbon footprint of the City's social housing stock
- Will administer \$76 million in capital repair funding to social housing projects under the Social Housing Improvement Program (SHIP) and over \$36 million in additional housing allowances under the investment in Affordable Housing Program (IAH).

2017 Initiatives Planned

The 2017 Operating Budget will enable the Program to:

- Administer Federal and Provincial funding under various support programs through its network of over 115 community based partners;
- Provide housing allowances to over 5,000 households to help offset rent as well as administer the Centralized Social Housing wait list.

Factors Influencing the Results of Municipalities

The results of each municipality included in this report can be influenced to varying degrees by factors such as:

- Housing stock: age, condition and supply (both private and municipal), and adequacy of reserve funds to address capital needs.
- Demographic and economic conditions: local market variables such as the loss of local industry, rapid population growth may affect overall demand; the proportion of priority applicants (such as those qualifying under the provincial Special Priority Policy) applicants may increase the size of the waiting list and/or extend average waiting times for some applicants.
- Waiting list management: maintenance and frequency of updates to applicant records to ensure accuracy and effective use of data (e.g., minimize the time necessary to identify a willing and eligible applicant for a housing offer).

- Portfolio mix: subsidy costs vary dramatically based on the time period and government program under which social housing projects was originally developed.
- Geographic conditions: construction and land costs, maintenance costs associated with inclement weather, rental market availability, utility costs and usage profiles.
- Tenant mix: Seniors' communities are usually less costly to operate than housing targeted to families and singles. Seniors may be more stable for long periods, whereas families and singles tend to move more often thereby they tend to cost more than portfolios for seniors