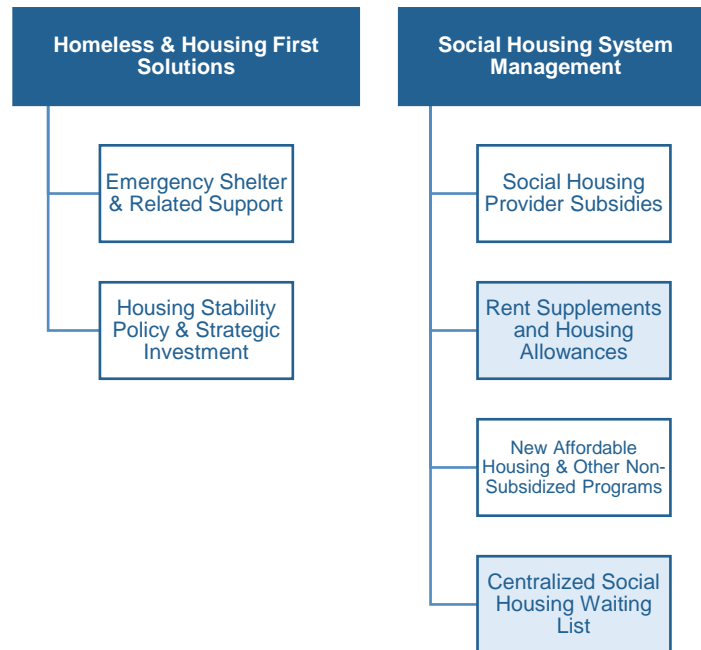


SOCIAL HOUSING

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 Housing Stability Services section of Shelter, Support and Housing Administration Division provides administration and funding to social housing providers and administers rent supplement and housing allowance programs. Social housing under administration includes:

- 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.

All social 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 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
How many social housing units are there?	Number of Social Housing Units per 1,000 Households - (Service Level)	Stable Number of Social Housing units was stable in 2017 (Service Level Indicator)	1 Highest rate of Social Housing Units compared to others (Service Level Indicator)	30.1 30.2 pg. 4
How much of a wait is there for a social housing unit?	Percentage of Social Housing Waiting List Placed Annually - (Community Impact)	Increase Percentage of waiting list placed increased (Community Impact)	4 Lower percentage of waiting list placed compared to others (Community Impact) <small>(demand for units exceeds supply)</small>	30.3 30.4 pg. 5/6
What is the administration cost of social housing?	Social Housing Administration Operating Cost per Social Housing Unit - (Efficiency)	Increase Administrative operating cost per unit increased (no graph) (Efficiency)	1 Lower administration operating cost per unit compared to others (Efficiency)	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)	Increase Subsidy cost per unit increased (no graph) (Efficiency)	1 Lower subsidy cost per unit compared to others (Efficiency)	30.5 30.7 pg. 7/8

SUMMARY OF OVERALL RESULTS

Internal Comparison of Toronto's 2017 vs. 2016 Results	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	External Comparison to Other Municipalities (MBNC) By Quartile for 2017
Service Level Indicators (Resources)	Performance Measures (Results)	Service Level Indicators (Resources)	Performance Measures (Results)
0 - Increased 1 - Stable 0 - Decreased	1 - Favourable 0 - Stable 2 - Unfavourable	1 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 0 - 4th quartile	2 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 1 - 4th quartile
100% stable or increased	33% favourable or stable	100% in 1st and 2nd quartiles	67% in 1st and 2nd quartiles

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 LEVEL INDICATORS

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

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

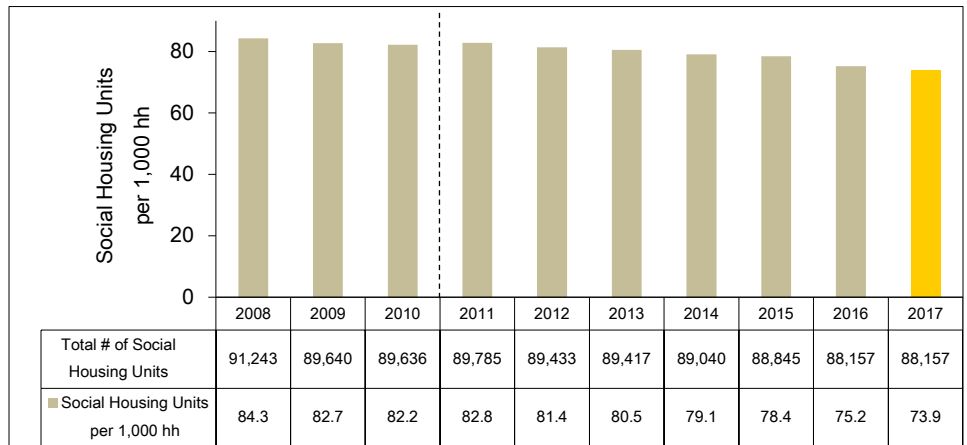


Chart 30.1 provides information on Toronto's total number and rate of social housing units per 1,000 households. It shows a decreasing trend from 2008 onwards.

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

In 2017, the rate of social housing units per 1,000 households relatively stable with a slight decrease of 1.8%. 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](#). The results for 2010 and prior years are not based on the revised population estimates.

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

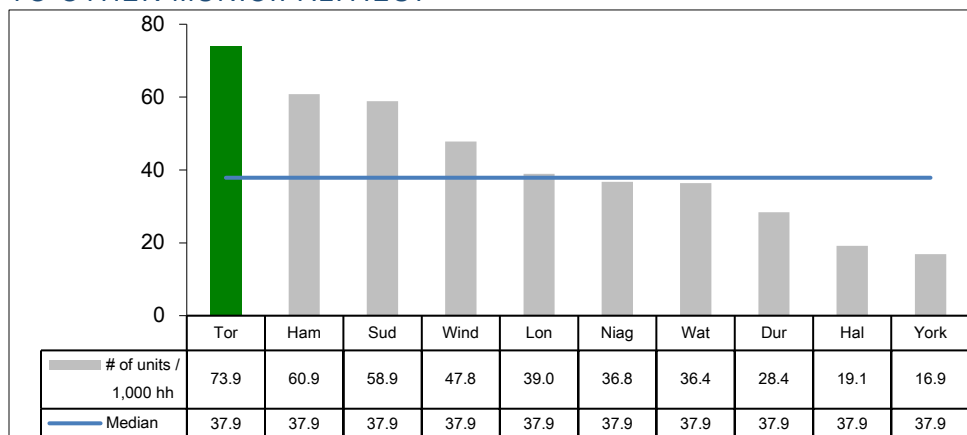


Chart 30.2 compares Toronto's 2017 result to other municipalities for the number of social housing units per 1,000 households.

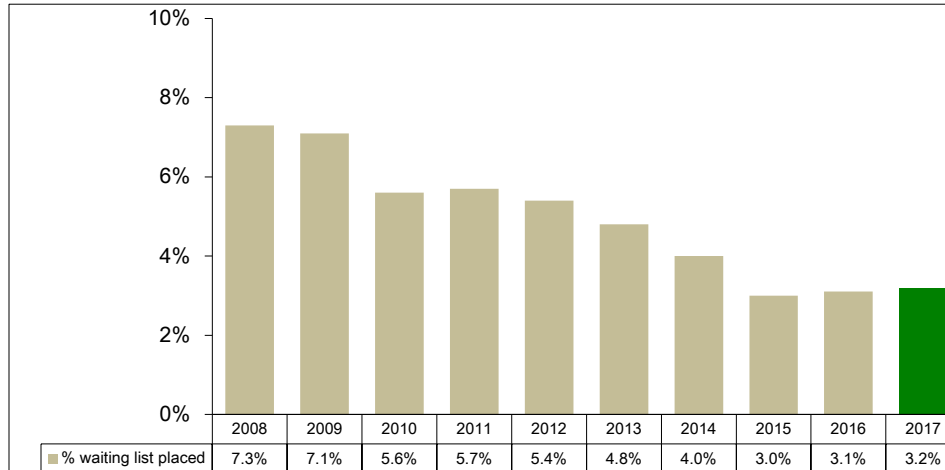
Chart 30.2 (MBNC 2017) Number of Social Housing Units per 1,000 Households

Toronto ranks first of ten municipalities (first quartile) with the highest number of social housing units.

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 2008 to 2017 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 2017 placement rate of 3.2 percent was to continue in subsequent years, it would take around 31 years for all those currently on the waiting list to gain access to a unit. There was a slight improvement in 2017 from the previous year for the percentage of social housing waiting list placed annually.

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?

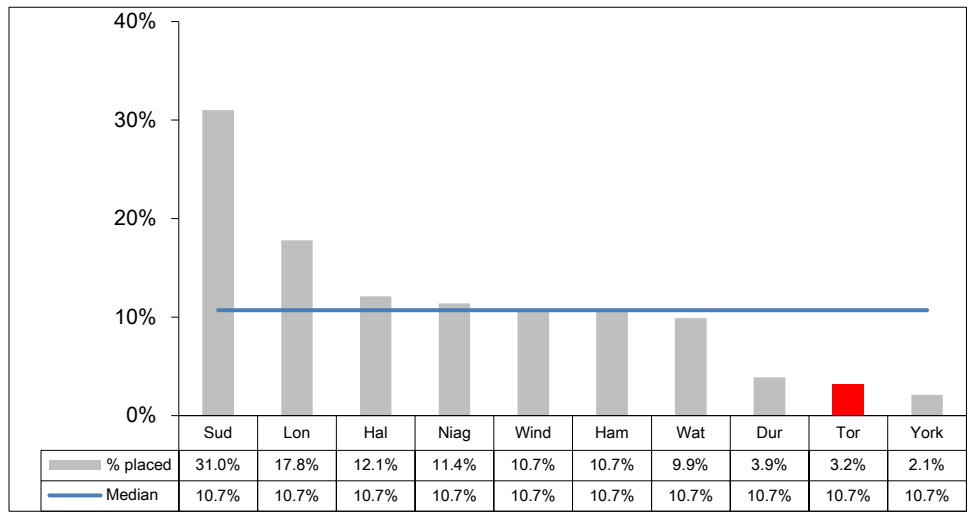


Chart 30.4 compares Toronto’s 2017 rate of placement from the waiting list to other municipalities.

Chart 30.4 (MBNC 2017) 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?

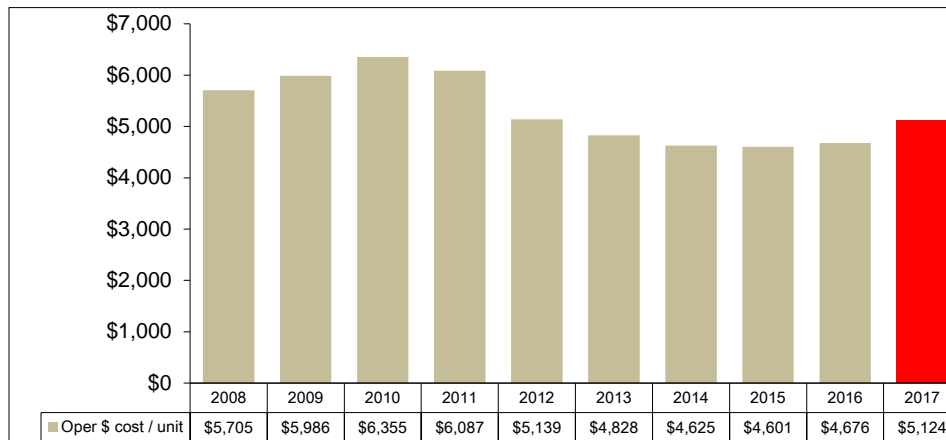


Chart 30.5 provides a summary of Toronto's annual operating costs for social housing costs per unit.

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

Chart 30.5 shows that the total of subsidy and administrative cost per unit in 2017 increased by 9.6%. The increase is due primarily to increases in the operating subsidy paid to Toronto Community Housing Corporation.

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?

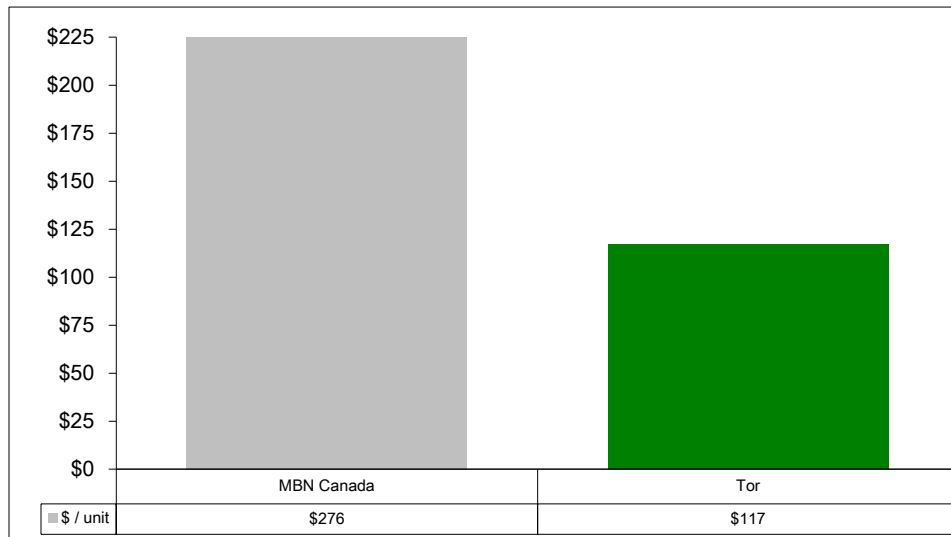


Chart 30.6 compares Toronto’s 2017 administrative cost per social housing unit to the median result of the ten MBNC municipalities. Toronto’s administrative cost per unit is well below the MBNC median.

Chart 30.6 (MBNC 2017) 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?

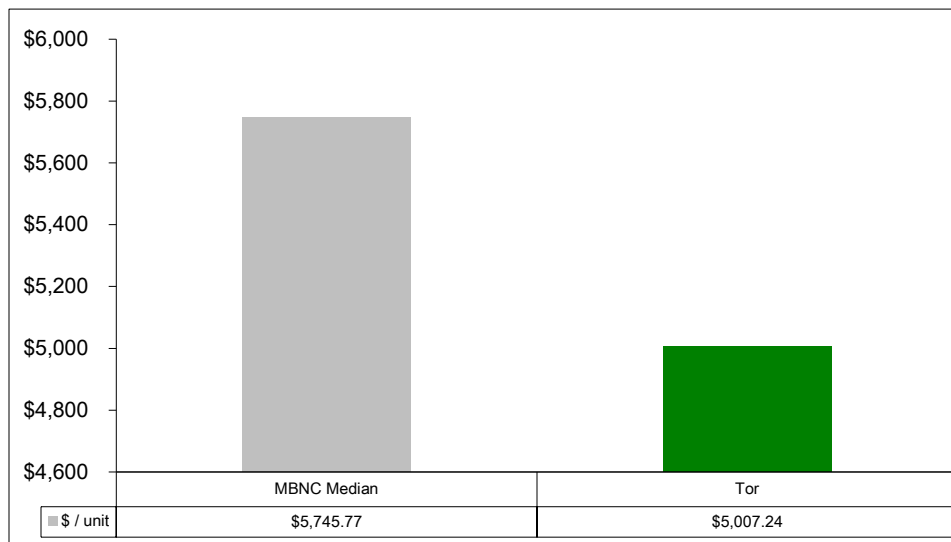


Chart 30.7 compares Toronto’s 2017 direct funding (subsidy) cost per social housing unit to the MBNC median. Toronto subsidy costs per unit is below the MBNC median.

Chart 30.7 (MBNC 2017) Total Social Housing Subsidy Operating Cost per Housing Unit

2017 ACHIEVEMENTS AND 2018 PLANNED INITIATIVES

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

2017 Initiatives Completed/Achievements

- Assisted 5,500 households with housing allowances.
- Supported the implementation plans of Tenants First to enhance TCHC's capacity as a housing provider.

2018 Initiatives Planned

- Administer Federal and Provincial funding under various support programs through its network of over 115 community based partners;
- Provide portable housing allowances to over 5,000 households to help afford rent, with a focus on supporting those experiencing chronic homelessness

Factors Influencing 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.