



City Guideline – 2021-9: Quarterly Social Housing Report

Date issued	Effective date
September 27, 2021	October 1, 2021

Applicability to Social Housing programs

The City Guideline is applicable to the following program:

- Housing Services Act, Part VII Housing Projects, Market and Rent-Geared-to-Income, Section 78 Housing Providers (formerly 110)
- Housing Services Act, Part VII Housing Projects, 100% Rent-Geared-to-Income, Section 78 Housing Providers (formerly 110)

About City Guidelines

City Guidelines are issued to communicate changes to the City of Toronto's mandatory policies and procedures that housing providers must follow.

City Guidelines are issued when a Local Rule is established by the City of Toronto, the Rent-Geared-to-Income (RGI) Administration Manual is updated, or other relevant legislative changes or operational requirements must be communicated to housing providers. City Guidelines which impact RGI are incorporated into the RGI Administration Manual.

The City of Toronto is the Service Manager, as defined by the *Housing Services Act*, 2011 (HSA). The HSA and its regulations set out the rules that housing providers must follow in administering the RGI program along with providing authority for Service Managers to establish Local Rules for certain circumstances.

The City of Toronto has established the RGI Administration Manual as the authoritative document to be used by housing providers for guidance on how to administer the RGI program. The RGI Administration Manual incorporates the City's interpretation of how the HSA and regulations and Local Rules are to be administered.

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

Background

This Guideline replaces 2019-2 which requires all housing providers to submit quarterly reports containing information about their units and RGI program compliance. The associated report template replaces the form published as 2019-2a.

The Quarterly Vacancy and Arrears Report has been renamed the Quarterly Social Housing Report. The report template has been revised and published online (2021-9a),

the instructions are embedded in the template. All housing providers are required to start using the new report template for Q3 2021 reports, due October 15, 2021.

What you should know about quarterly reporting

The purpose of the Quarterly Social Housing Report is to assist:

- Property Managers with their administrative responsibilities by providing them with a tool for tracking and reporting vacancies, arrears, RGI income, staff training compliance and status of over-housed RGI households.
- Boards of Directors with their fiduciary responsibilities for management of the Corporation, by keeping them informed about turnover of vacant units, collections of rent arrears and RGI program compliance. This information must be reported to the Board at each regular 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, arrears and RGI program compliance.
- What has changed in the Quarterly Social Housing Report?

The name: Quarterly Social Housing Report more accurately reflects the requirements.

The Provider & Project Information tab has been updated as follows:

1. Project(s) Information Section: When the appropriate Project ID is selected, the Project Name and Program Type will automatically populate.
2. Based on the "Current Number of RGI Units" and "Current Number of Market Units" entered, whether or not the current number of RGI units meets the current targeting plan minimum, will automatically be indicated.

The Over-housed Households tab has been updated to include the:

1. Date that RGI households became over-housed and notice was issued.
2. Requirement that all over-housed clients MUST be immediately added to the centralized wait list (CWL).
3. Over-housed household's MyAccesstoHousingTO (CWL) number.
4. Date you, as Housing Provider, added the client to the centralized waiting list.

Actions required

Social housing provider RGI administrators must take the following actions:

1. Housing providers must complete an electronic copy of the Quarterly Social Housing Report, using the online 2021-9a template, for each calendar quarter. Due to the personal information contained in some reports, they must be submitted by secure file transfer protocol (CoT SFT Service).
 - a. Housing providers will receive a request email from sftservice@sft.toronto.ca requesting the files to be submitted. This email will be sent 7 days before due date of report. The link in this email will expire after 7 days.
 - b. Housing providers must click the link embedded in the email and follow all instructions to upload Files. The site will send a verification code to your email address. Click on that verification code to proceed. For the first time using this service, the Housing Provider must register as a user of the secure file transfer service by creating a password. Once registered, please retain password for all future report submissions.
 - c. Upload requested report within 7 days of receiving the request email.
 - d. Once clicked, the housing provider will see the window in Figure 1 below. The files are attached by clicking on the Upload Files button at the top.

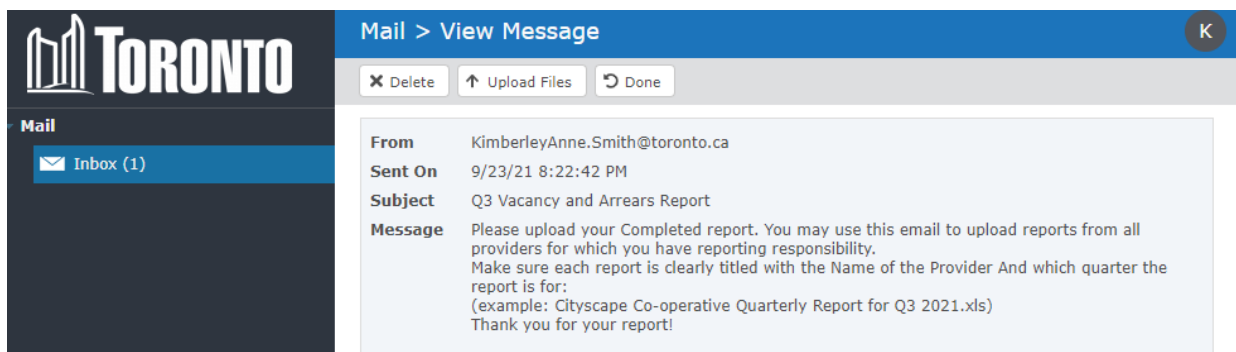


Figure 1 - Screenshot of File Transfer Window

- e. If you are the contact for more than one housing provider, you may attach all the relevant reports and submit them together. Failure to submit complete reports on schedule will disqualify housing providers for surplus sharing as outlined in City Guideline 2013-3.
 - f. Once all the files have been attached, click the Send button.
2. Housing providers must use the [Quarterly Social Housing Report template \(2021-9a\)](#) posted on the City of Toronto's website and follow the embedded instructions.
3. Housing providers must provide backup documentation (such as accounting ledgers) to Housing Stability Services 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 HSS:

Housing Stability Services

Shelter, Support & Housing Administration

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