



# Housing T

## 2020–2030 Action Plan

### 2020–2021 Progress Update

November 2021



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### Land Acknowledgment

The City of Toronto acknowledges that all facets of its work are carried out on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. The City also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

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# Executive Director's Message

I am pleased to present this year's annual update report which highlights the City of Toronto's progress on advancing the HousingTO 2020-2030 Action Plan.

Despite grappling with a pandemic, our collective efforts to deliver on our housing goals have gained momentum, enabling us to accelerate delivery of new affordable and supportive homes, provide more support for low-income renters, and advance reconciliation with Indigenous communities. This progress is possible because of the strong leadership of City Council, unwavering commitment from the City's Senior Leadership Team, and the collaborative partnerships we have with more than 15 City divisions, agencies and corporations; the federal and provincial governments; numerous non-profit, co-operative, Indigenous and private housing organizations; health partners; and many residents and communities across the city. For this, I am truly grateful.

Our partnerships and progress should give us confidence to move forward as there is still much more to be done. The housing situation for many has worsened during the pandemic. With over 8,000 people experiencing homelessness and staying in shelters and in encampments, and a quarter of our renter households continuing to pay more than half of their income on housing, we must accelerate our collective efforts and build even more momentum. The priorities outlined in this report for 2022 and beyond will continue to guide our efforts, providing a blueprint for a whole of government and community response.

I would also like to thank my team at the Housing Secretariat who inspire me every day with their passion and dedication to finding new ways to help Torontonians find and keep safe, adequate and affordable homes.

Through our continued work together, we can all help our city recover from the COVID-19 pandemic while creating a more equitable, diverse and inclusive Toronto where everyone has an opportunity to succeed.

With deep gratitude and appreciation,

Abi Bond  
Executive Director, Housing Secretariat



# Acknowledgments

The Housing Secretariat would like to thank staff from the following divisions, agencies and corporations who have contributed to this update report:

- City Planning
- City Manager's Office (CMO)
- Concept 2 Keys
- Strategic Communications
- Corporate Finance
- Corporate Real Estate Management
- CreateTO
- Environment & Energy
- Financial Planning
- Indigenous Affairs Office (IAO)
- Legal Services
- Municipal Licensing and Standards (ML&S)
- Revenue Services
- Seniors Services and Long-Term Care (SSLTC)
- Shelter, Support and Housing Administration (SSHA)
- Social Development and Finance Administration (SDFA)
- Toronto Building
- Toronto Community Housing Corporation (TCHC)
- Toronto Employment and Social Services (TESS)
- Toronto Water

The progress made over the past year to advance the HousingTO 2020–2030 Action Plan would not have been possible without the help of our many Indigenous, non-profit, co-operative, private sector and health partners.

# Executive Summary

The City of Toronto and its partners have made significant progress over the last year advancing the actions and priorities identified through the HousingTO 2020-2030 Action Plan, while at the same time, continuing to manage COVID-19 related challenges.

Although the COVID-19 pandemic has affected everyone, its impacts on residents across Toronto have not been equal. As seen over the past two years, the pandemic has revealed and deepened inequities for people based on their socio-economic status, age, health status, race and ethnicity, employment status, and housing situation.

As all orders of government and leaders across sectors plan for recovery from the pandemic, we must also use this opportunity to make the systemic and structural changes needed to ensure that Toronto continues to be a place where people have equal opportunity to live and succeed. Increased investments in housing is critical to achieving this goal. Investments in housing will also help expedite Toronto, Ontario and Canada's economic recovery from the pandemic.

The City's actions over the past year have focused on prioritizing housing investments through an equity and resilience lens, with specific focus on priority groups who have borne the brunt of the pandemic including people experiencing homelessness, those living in poverty, Indigenous Peoples, Black and other racialized residents, seniors, renters, women and members of the 2SLGBTQ+ community. And while there is still a lot to be done, with the help of other orders of government, community partners, health partners, business leaders, academic sector partners, housing advocates and residents across Toronto, we have made great strides together.

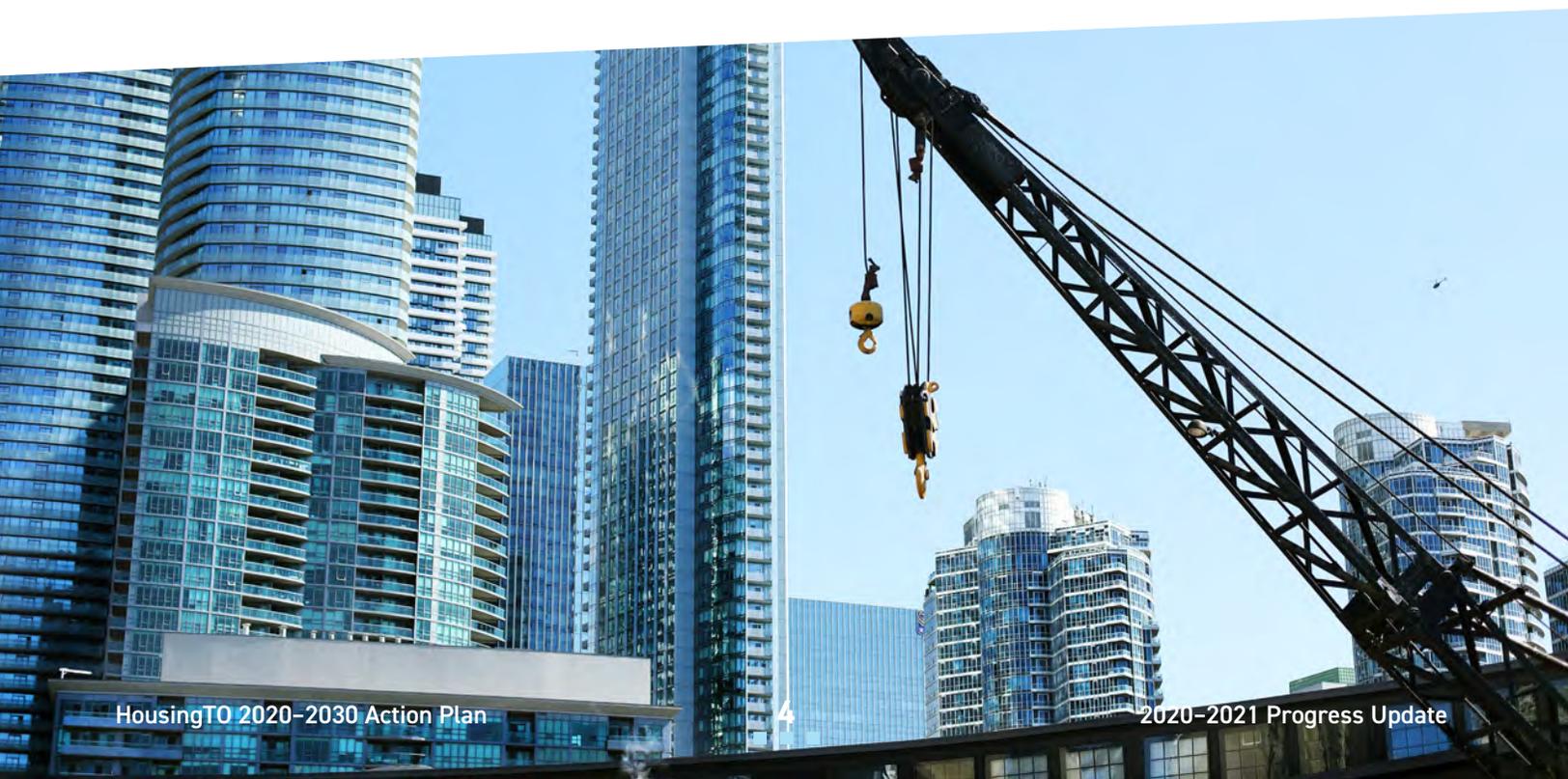
## 2021 Update Report: Key Highlights

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Since the fall of 2020, the City and its partners have:

- Pivoted from costly emergency responses to homelessness to more sustainable permanent housing solutions aligned with the City's commitment to the progressive realization of the right to adequate housing.
- Opened 120 homes with support services dedicated to women experiencing homelessness at 389 Church Street.
- Opened the first two modular supportive housing buildings within nine months of first approval by the City Council for 100 people experiencing homelessness, and worked with the Toronto Alliance to End Homelessness and its members to help inform the supportive housing operating and financial model for these sites.
- Made significant progress on delivering the 24-month COVID-19 Housing and Homelessness Response Plan through the federal Rapid Housing Initiative which will help create a minimum of 860 new permanent supportive homes for people experiencing homelessness by end of 2022.
- Partnered with Toronto Community Housing Corporation to create 450 supportive housing opportunities for people experiencing homelessness using vacant rent-geared-to-income apartments and layering on support services secured through operating funding from the province.

- Established the Housing Secretariat as corporate lead for all housing accountabilities, responsibilities, and functions marking a strategic shift in how the City of Toronto plans and delivers housing and homelessness services.
- Entered into a partnership with United Property Resource Corporation to unlock the value of their real estate assets and help create 500 affordable homes for communities of faith of all denominations over the next five to seven years.
- Developed a Memorandum of Understanding with Miziwe Biik Development Corporation to establish them as the main intermediary between the City and Indigenous housing providers to support the creation of 5,200 new affordable rental and supportive homes 'for Indigenous by Indigenous' across the city.
- Supported renters by establishing a permanent Tenant Advisory Committee on the Protection of Affordable Rental Housing, launched a new renter hub on the City's website ([www.toronto.ca/renterhelp](http://www.toronto.ca/renterhelp)), and created the City's first Eviction Prevention Handbook. The Handbook was tested with input of tenants and stakeholders and outlines tenant rights, types of evictions, tenant support resources and where to go for help.
- Advanced a new affordable housing definition linked to the income of low-and-moderate-income renters which will help to attract and retain key workers in our city.
- Established a new Multi-Unit Residential Acquisition program aimed at protecting the existing supply of rental homes by removing market rental buildings from the speculative market and securing them as permanently affordable housing.
- Advanced the Concept 2 Keys pilot demonstrating success with expediting development review process for prioritizing affordable housing projects.
- Made strong progress on advancing the Housing Now Initiative with development partners selected for the first three sites plus a commitment of over \$1.3 billion in land, financial incentives, and staffing resources making it possible for the City to achieve over 50% of its ten-year 10,000 affordable homes approval target in less than three years.





## Priorities for 2022: Key Highlights

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As the city, province and country move towards recovery from the global pandemic, it is more important than ever to acknowledge the importance of affordable housing in driving economic prosperity while also creating sustainable, inclusive and equitable communities. Investments in affordable housing generate a return on investment that, in both the short and long term, will positively impact the vitality, livability, and the health of Toronto, Ontario and Canada. Without substantive and sustained action over the next ten years to address the housing affordability challenges, it is estimated that the cost to the economy of the Greater Toronto Area will be between \$58.8 billion to \$79.8 billion.

While 2021 has seen unprecedented progress in terms of ramping up the supply of new affordable and supportive homes and increasing housing affordability for residents, the City and partners are well-positioned to deliver even more in 2022. New and enhanced federal and provincial investments, plus continued participation from the non-profit and private sectors will be pivotal to our continued success. These investments and partnerships will aid in recovery from the pandemic and help us to build back better.

### Scale up the supply of purpose-built affordable rental homes

In 2022, the City will continue to focus on increasing the supply of good quality, adequate and affordable homes through a number of priority actions including:

- Continuing to incentivize the development of affordable rental homes on land owned by the non-profit and private sectors through the Open Door program.
- Advancing 21 Housing Now sites that are expected to deliver approximately 11,200 rental homes including approximately 5,600 affordable rental homes, and creating a pipeline of future sites in early pre-development stages.
- Implementing the Vacant Home Tax, which aims to make vacant homes available in the housing market either by renting or selling, to improve both availability and affordability of housing supply.
- Implementing Inclusionary Zoning in Minister-approved Protected Major Transit Station Areas.
- Completing detailed financial impact analyses of the new income-based definition of affordable housing on City programs such as Housing Now and Open Door, in consultation with housing organizations, and recommending program changes and/or other mitigation strategies to address the impact on the new affordable housing definition.

## Support equity-deserving groups and climate resilience

In 2022, the City will take a number of actions to further promote equity, inclusion and climate resilience. Some of these of key actions include:

- Advancing reconciliation efforts with Indigenous Peoples through development of the City's Reconciliation Action Plan, and the Tkaronto Prosperity Plan in partnership with Indigenous communities and organizations.
- Continuing to prioritize the creation of 5,200 affordable homes for Indigenous by Indigenous in 2022 and beyond in partnership with Miziwe Biik Development Corporation.
- Establishing a working group with Black and Black-serving organizations to develop a set aside of new affordable and supportive homes for Black residents, and support Black-led affordable housing projects.
- Increasing affordable housing opportunities for women and girls in collaboration with the Violence Against Women sector and other women-serving organizations.
- Continuing to work with the Accessible Housing Working Group, comprised of accessibility advocates and people with lived experience to assess adequacy of accessibility requirements in the City's current programs.
- Using an equity lens, advance work to develop a new "one door" approach through an online portal where residents can search and apply for affordable housing vacancies across the city.
- Continuing to leverage City resources and programs to support the climate resilience efforts including retrofitting of existing residential buildings, including Toronto Community Housing buildings.
- Implementing Toronto Green Standards Version 4 in new affordable rental housing development projects, and work to secure additional investments from the federal and provincial governments to support these projects.



## Increase the supply of people-focused supportive housing

Homelessness is a complex issue that cannot be solved by any one organization or sector. While providing homelessness services remains a top priority for those experiencing homelessness, the solution to ending chronic homelessness is creating more permanent supportive homes. Besides improving housing, health and socio-economic outcomes for people, investments in permanent supportive housing results in significant cost saving to the public sector through reduced use of hospitals, emergency services and the justice system.

Since the beginning of the pandemic, the City, in partnership with federal and provincial governments, has added approximately 1,500 much-needed permanent affordable homes with support services for people experiencing homelessness. In collaboration with non-profit sector partners, the City has also been working to develop and implement new technology tools and processes to effectively and efficiently identify, prioritize, locate, match and refer people experiencing homelessness with City-funded housing and support opportunities.

In 2022, the City will continue to advocate for additional funding from the federal and provincial governments to deliver at least 500 more supportive homes. The City will also require approximately \$48 million in operating funding annually and ongoing to provide support services in 2,000 supportive homes created in 2021 and 2022.

## Continue helping renters

Housing affordability remains an ongoing and growing concern for Toronto residents. Almost half of Torontonians live in private market rental housing and almost half of the renter households spend more than 30% of their income on rent.

Due to the pandemic, the provincial government made a number of legislative changes in 2020 aimed at protecting tenants and strengthening community housing including modifying a number of dispute resolution processes around evictions, and prohibiting rent increases between January 1, 2021 and December 31, 2021.

With the lifting of the rent freeze starting January 1, 2022, and winding down of income assistance programs from federal and provincial governments, it is critical to ensure that appropriate supports are in place for tenants. As the Housing Secretariat division continues to be transformed in 2022, housing functions and resources will be centralized to improve coordination and maximize outcomes for people experiencing homelessness and tenants. This includes:

- Using portable housing benefits through the Canada-Ontario Housing Benefit program to help move people out of homelessness and off of the social housing waitlist;
- Raising awareness about tenants' rights and assisting renters facing illegitimate evictions or above guidelines rent increases;
- Preventing potential loss of existing rental housing such as rooming houses at risk of being lost to the speculative market;
- Ensuring a fair and transparent process for tenancing new affordable rental homes; and
- Bringing more buildings to a state of good repair through coordination of repair and retrofit funding programs, along with compliance monitoring and enforcement approaches.

## Develop the City's first Housing Data Strategy

It is important for the City to consistently monitor and assess how public investments in the HousingTO Plan are helping to improve the health of Toronto's residents, the environment and the housing system. This includes the impact of increasing the supply of new, energy-efficient affordable housing for low-and-moderate-income residents including people experiencing homelessness and those from equity-deserving communities.

Consistent tracking and reporting on progress also helps strengthen accountability to Council, other orders of government, and the public to ensure that housing investments appropriately address the evolving housing, health and socio-economic needs of residents.

Building on the framework developed in 2021, the Housing Data Strategy will be developed in multiple stages with the objective of providing data and evidence to guide decision-making and investments, supporting Housing Secretariat division in delivering its mandate, and ultimately, helping improve housing service delivery and outcomes for Toronto residents. Key focus areas of 2022 will include:

- Eviction data and trends;
- City of Toronto Data Book;
- Housing Data Strategy; and
- Affordable and supportive housing development tracking and reporting.

# 01 Update the “Toronto Housing Charter – Opportunity for All”

In December 2019, as part of the [HousingTO 2020-2030 Action Plan](#) (“HousingTO Plan”), City Council adopted an updated Toronto Housing Charter (“Housing Charter”) to further the progressive realization of the right to adequate housing as recognized in the International Covenant on Economic, Social and Cultural Rights. The Housing Charter states that, “it is the policy of the City of Toronto to recognize that housing is essential to the inherent dignity and well-being of the person and to building sustainable and inclusive communities.”

The HousingTO Plan, rooted in a human rights-based approach to housing, aims to ensure that the City’s policy as stated in the Housing Charter is realized. This includes setting measurable targets and tangible actions to improve access to safe, secure, and affordable housing for marginalized residents.

In conjunction with the adoption of an updated Housing Charter and the HousingTO Plan, City Council requested that the City Manager report back on establishing a Housing Commissioner role or function to independently monitor and support implementation of the revised Housing Charter and the HousingTO Plan. The Housing Commissioner would also help ensure that the City, within its legislative authorities, is taking concrete steps to address structural and systemic barriers to housing, particularly those faced by equity-deserving groups. Toronto would be the first Canadian municipality to establish this type of role or function.



# Progress Made in 2021

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**Work is currently underway to determine how the responsibilities and mandate for a Housing Commissioner role or function could be applied in the context of the City's current governance structure with existing Accountability Officers' roles and functions.**

## Collaboration with the Federal Housing Advocate Office

There are few jurisdictional examples to inform the establishment of what would be the first municipal Housing Commissioner function in Canada. There are some informative examples of independent housing offices within other orders of government which are quite recent. For example, the Government of Canada announced in 2019 that a Federal Housing Advocate role will be created within the Canadian Human Rights Commission, as part of the National Housing Strategy Act (S.C. 2019, c. 29, s. 313), to independently monitor the implementation of the federal government's housing policy and to further the key principles of a human rights-based approach to housing.

While the appointment of a Federal Housing Advocate is still pending, the Office of the Federal Housing Advocate has begun operations with staff from the federal public service. Discussions are ongoing with the Office to understand their short-term objectives, early learnings/advice and to explore areas for potential collaboration with the City. These discussions are valuable inputs to the City Manager's report back to Council on a recommended Housing Commissioner's role and function.

## External experts supporting research, review and stakeholder engagement

In 2021, the City Manager retained Crean Consulting and the Maytree Foundation, third-party experts, to assist with research and engagement, and to provide options to the City Manager on how the role and function of a Housing Commissioner can be implemented in Toronto.

Fiona Crean, the City's first Ombudsman, is leading research on relevant governance, human rights, and administrative fairness models and will consider the City's accountability framework and relevant legislation to prepare options for a role and function for a Housing Commissioner for Toronto. Maytree is leading an engagement strategy including with Indigenous knowledge keepers to ensure Indigenous ways of knowing are honoured and set up as foundational. Engagement also includes consulting with housing experts, community advocates, people with lived experience, and other key stakeholders on potential models for a Housing Commissioner. A number of City divisions, agencies and corporations are providing input to the consultants, and support to the project.

# Looking Forward to 2022

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## Consultants' reports and development of recommendations for City Council

Crean and Maytree will provide a final report to the City Manager that considers the findings of the governance research and review, and the results of the stakeholder engagement to recommend options on establishing the role and function of a Housing Commissioner to the City Manager. The report will also provide some information regarding the necessary start-up costs and resourcing for the Housing Commissioner. The City Manager will consider this report and prepare recommendations to City Council in 2022.

Council will consider the City Manager's report to establish a Housing Commissioner role or function in 2022. It is anticipated that City divisions, agencies and corporations will develop and deliver education and training programs and other resources that help enhance awareness of a human rights-based approach to housing with the support of a Housing Commissioner role or function, once established.



# 02 Enhance Partnerships with Indigenous Community Partners

In October 2020, City Council approved an allocation of 5,200 new homes for Indigenous Peoples (First Nations, Inuit and Métis Peoples) to be directly delivered by Indigenous housing providers and supported by the City and other orders of government. Staff were also directed to work with an Indigenous agency with experience in facilitating housing development to support these efforts. The 5,200 new homes allocation was co-developed with Indigenous housing providers in an effort to end chronic homelessness for Indigenous residents who are overrepresented among people experiencing homelessness in Toronto, and to improve housing stability for those at risk of homelessness.

To achieve this shared objective, over the past few months staff worked with a number of Indigenous housing providers, including those with lived experience, to identify a lead Indigenous organization with the capacity to support housing development activities. A delivery process that respects and honours self-determination was also co-designed by Indigenous housing partners and City staff.

## Progress Made in 2021

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### Establishing a Memorandum of Understanding with Miziwe Biik Development Corporation

**In October 2021, City Council authorized the City to enter into a Memorandum of Understanding (“MOU”) with Miziwe Biik Development Corporation (“MBDC”) to support the creation of 5,200 new affordable rental and supportive homes by Indigenous organizations for Indigenous residents across the city.**

MBDC was established in 2004 by Miziwe Biik Aboriginal Employment and Training. The mission of MBDC is to serve as a vehicle for the economic advancement and self-sufficiency of the Aboriginal community in the Greater Toronto Area (GTA). MBDC engages in activities that focus on access to business development initiatives, training and affordable housing.

In accordance with the MOU, MBDC will act as the main intermediary between the City of Toronto and Indigenous housing providers. It will assist in managing the allocation of funding to Indigenous-led housing providers, troubleshoot issues as they arise, and facilitate the development and operation of affordable rental and supportive housing.

## Funding allocation for Indigenous affordable housing projects through the Rapid Housing Initiative

As a material step to realizing the 5,200 homes target, approximately \$36.1 million (about 27%) of the City's guaranteed \$132 million capital funding allocation under phase two of the federal Rapid Housing Initiative ("RHI") will be dedicated to supporting the creation of affordable homes by Indigenous organizations. In coordination with MBDC, the funds will be allocated to projects approved by Canada Mortgage and Housing Corporation ("CMHC"), with the new homes to be delivered by the end of 2022.

## City financial incentives for Indigenous housing projects through the Open Door Program

**As part of the 2020 Open Door annual proposal call process, three Indigenous-led housing projects received capital funding and Open Door incentives which will create 84 affordable homes.**

These projects received \$2.57 million in capital funding and an additional \$5.6 million in waived fees and charges and property tax exemptions.

In addition, as part of the 2021 MOU with MBDC, City Council approved approximately \$265.8 million in Open Door Program incentives to support delivery of the 5,200 new affordable homes target. The Open Door Program financial incentives, which include relief from planning application fees, as well as a waiver of development charges, building permit fees, and parkland dedication fees, will facilitate the creation of a pipeline of sites for future development.



## Thunder Women Healing Lodge Society Groundbreaking Ceremony

Led by Thunder Woman Healing Lodge Society, Ontario's first Healing Lodge for Indigenous (First Nations, Inuit, Metis and 2SLGBTQIA+) women reached a major milestone in 2021. The project, approved by the City's Open Door program in 2019, will provide 12 beds with wrap-around supports for women exiting corrections or currently on bail, and an additional 12 affordable rental homes for women who have completed the Healing Lodge program but need additional transitional supports to regain independence. In keeping with Indigenous teachings about Respect for the Land, TWHS is striving to develop a barrier-free and Net Carbon Zero Ready building.

**"Women are the backbone of the Nations and as they heal, we heal, and our Mother Earth heals. We are all connected."**

*-Patti Pettigrew, Executive Director, TWHS*



Images from the groundbreaking ceremony on September 7, 2021

## Dedicated funding allocation to reduce Indigenous homelessness

**In 2021, SSHA allocated an additional \$2 million to the Indigenous Funding Stream administered by the Aboriginal Labour Force Development Circle (“ALFDC”) for a total allocation of \$2.4 million.**

The next funding opportunity, which proposes to make dedicated grant funding available for Indigenous organizations, will be launched following Council approval of [SSHA Homelessness Solutions Service Plan](#) (“Service Plan”).

It is anticipated that the Indigenous Funding Stream will be increased by an additional \$5.6 million, to be made available through an open proposal call process. This allocation will assist SSHA to meet its commitment of providing 20% of grant funding to Indigenous organizations in accordance with the *Meeting in the Middle Engagement Strategy and Action Plan* (“*Meeting in the Middle*”).



# Increasing access to housing opportunities for Indigenous Peoples

**From late 2020 to present, the City has worked with Indigenous organizations on a number of programs, projects and other initiatives to improve access to affordable housing for Indigenous Peoples. Some of the major highlights include:**

## Canada-Ontario Housing Benefit

In 2020, the City of Toronto received a funding allocation of \$9.9 million for the first two years of the Canada-Ontario Housing Benefit (“COHB”) program. The COHB program provides a portable housing benefit to assist with rental costs and allows households to use the benefit anywhere within Ontario.

In collaboration with the Toronto Indigenous Community Advisory Board (“TICAB”) and ALFDC, and in keeping with SSHA’s *Meeting in the Middle* commitments, 20% of the total COHB program allocation was dedicated to Indigenous households and an Indigenous-specific implementation plan was developed. This implementation plan provided flexibility on eligibility requirements for Indigenous organizations to address structural barriers to housing faced by Indigenous Peoples. It also supported their right to self-determination by allowing TICAB member agencies to make decisions regarding how Indigenous households should access and be prioritized for the benefit. Over the course of the first two years of COHB, 19.2% of all COHB applications were submitted through referrals from TICAB member agencies, and a total of 315 households are now receiving the benefit.

## Housing allowances

Currently, SSHA staff are working with the TICAB member agencies to use the COHB program infrastructure to improve uptake of 100 new short-term housing allowances for Indigenous Peoples experiencing or at risk of homelessness. This will help improve housing stability for Indigenous Peoples.

## New housing opportunities

**389 Church Street:** The City of Toronto opened a new 120-unit supportive housing building for women experiencing or at risk of homelessness in February 2021, which is being operated by the YWCA Toronto. In 2021, 32.8% (42 households) of new residents at 389 Church Street were Indigenous women.

**New Modular Supportive Housing:** In late 2020 and early 2021, a total of 100 modular supportive homes were opened at 11 Macey Avenue and 321 Dovercourt Road. An estimated 19% of new tenants identify as Indigenous.

**877 Yonge Street:** The City acquired this site in 2021 and will be modernizing the building to create 244 new supportive homes for people experiencing homelessness by the end of 2021. Although construction and tenancing of the building is being done in stages, six residents who identify as Indigenous have already move in.

**Rapid Rehousing Initiative:** In April 2020, the City of Toronto and TCHC launched the Rapid Rehousing Initiative to identify vacancies to be made available immediately to people experiencing homelessness in Toronto. In 2020 and 2021, 122 Indigenous households were housed through this initiative.

**Housing Now Initiative:** The City continues to work on improvements to the Housing Now Initiative (“Housing Now”) to reflect its commitment to truth, reconciliation and justice with Indigenous Peoples. Over the past year, staff worked to advance the development of the Housing Now site at 1631 Queen Street East to enable the City to deliver a number of important city-building elements.



Through the re-zoning process, and engagement with Indigenous organizations, 16,000 square feet of space will be allocated for publicly accessible open space, in the closed right-of-way, which has been named Kishigo Lane. The design process for this space is being led by an Indigenous design practice and through landscape, will celebrate Indigenous world views and history.

While further engagement with Indigenous groups is planned over the upcoming months, it is anticipated that this site will be offered solely to Indigenous organizations to develop and operate.

**Over 200 Indigenous households were housed in 2020 and 2021 in various new and existing housing opportunities across the city, including 389 Church Street, 11 Macey Avenue, 321 Dovercourt Road and 877 Yonge Street. Over 300 more Indigenous households are in receipt of housing benefits to assist with their rental costs.**

### Referral pathways and data

SSHA and ALFDC established an MOU to support effective and appropriate referrals to Indigenous supportive housing opportunities and for Indigenous Peoples experiencing homelessness, and to support steps towards the principles of Indigenous data sovereignty. Through this partnership, housing opportunities will be made available to meaningfully address Indigenous homelessness.

## Advancing the SSHA Meeting in the Middle Engagement Strategy and Action Plan

In addition to funding commitments, SSHA continues to work on nurturing its partnership with Indigenous organizations in the housing and homelessness sector and advancing its other commitments and actions outlined in *Meeting in the Middle*. A virtual mid-year check-in meeting was held in June 2021 to provide an update on progress made towards the commitments and the third annual gathering is being planned for November 2021.

## Co-developing a partnership framework for the Indigenous housing organizations and the Housing Secretariat

The Housing Secretariat, Indigenous Affairs Office and Indigenous housing partners, with the support of SSHA and an independent Indigenous consultant, are collaborating on co-developing a partnership framework based on a mutual understanding of self-determination, respectful consultation and collaboration.

This work, which follows a similar process that was used to develop *Meeting in the Middle*, will create and/or enhance commitments between Indigenous organizations and the Housing Secretariat, and ultimately increase access to safe, secure, adequate affordable housing opportunities for Indigenous Peoples.

# Looking Forward to 2022

## Advancing the City's Reconciliation Action Plan

**The City has been working on a Reconciliation Action Plan for the past three years to ensure meaningful action to advance truth, justice and reconciliation with First Nations, Inuit and Métis Peoples.**



The City is committed to elevating the truth of local Indigenous Peoples, communities, cultures, spiritualities, knowledge systems, legal systems, histories, modern-day realities, perspectives, and self-identified needs. This plan is a framework for action that will guide the future of Toronto toward right relations.

Increasing access to affordable housing opportunities for Indigenous Peoples is one of the actions identified in the Reconciliation Action Plan and is aligned with the priorities established through the HousingTO Plan in partnership with Indigenous providers.

The actions relate to five key themes: Actions to Restore Truth, Actions to Right Relations and Share Power, Actions for Justice, Actions to Make Financial Reparations, and Actions for the Indigenous Affairs Office to support the delivery of the Reconciliation Action Plan.

Figure 1: Five Key Themes for Toronto's Reconciliation Action Plan



## Supporting the creation of 5,200 affordable and supportive homes for Indigenous by Indigenous

**MBDC and the City will work together in an effort to achieve the target of approving 5,200 new rental and supportive homes by 2030, to be developed by Indigenous-led organizations for First Nations, Inuit and Métis households.**

To help meet this target, on a go forward basis, the City will dedicate 20% of the capital funding available through the Open Door Program annual proposal call process to support the development of Indigenous projects. To support the right to self-determination, MBDC will review and assess applications, and allocate funding to successful projects.

In addition, the City and MBDC will collaborate to identify land and capital and/or operating funding opportunities, including investments from other orders of government, to support delivery of the new homes.

The City will also continue to support the Indigenous housing providers and community members in their advocacy efforts to the federal and provincial government for land and capital and operating funding for creating Indigenous-led affordable and supportive homes.

## Advancing the Tkaronto Prosperity Plan

The City of Toronto's Poverty Reduction Strategy Office and the Toronto Aboriginal Support Services Council have been working to develop the Tkaronto Indigenous Prosperity Plan.

**This plan is intended to empower Indigenous communities to identify their priority areas of action to achieve real results and systemic change for Indigenous residents.**

The resulting plan, which will be developed with significant community involvement and is anticipated to be delivered this year, will include specific resource recommendations that will be submitted as part of future budgets to be considered as part of the City's poverty reduction investments.

The Poverty Reduction Strategy will implement the recommendations of the Tkaronto Prosperity Plan in alignment with the HousingTO Plan to maximize the resources and efforts deployed to advance Indigenous-led solutions to address the housing and homelessness needs of Indigenous communities in Toronto.

## Addressing Indigenous homeless through the implementation of SSHA's Service Plan

The [SSHA's Service Plan](#) was adopted by Council in November 2021, setting the divisional priorities for the next three years to build and strengthen a responsive homelessness service delivery system.

### The first implementation priority in the Service Plan is to advance reconciliation with Indigenous partners and communities.

In addition to increasing the Indigenous Funding Stream to meet the commitment of providing 20% of grant funding to Indigenous organizations, the Service Plan outlines other measures to meaningfully address Indigenous homelessness:

- Prioritizing the creation of culturally appropriate shelter spaces for Indigenous Peoples (such as the shelter planned at 67 Adelaide Street East), including women and children; and people who use substances, as identified in the Toronto Indigenous Overdose Strategy;
- Continuing to implement the recommendations of the Meeting in the Middle strategy and the COVID-19 Interim Shelter Recovery Strategy, which calls for a distinct approach to serve Indigenous Peoples experiencing homelessness:
  - Expand Indigenous-led outreach and supports for Indigenous individuals during the pandemic;
  - Establish protocol to ensure Indigenous individuals who have been moved into new housing are connected with an Indigenous support provider as part of the transition from homelessness to housing;
  - Support Indigenous providers to act quickly and lead solutions.
- Ensuring the development and implementation of Coordinated Access tools and resources is responsive to Indigenous organizations and Indigenous Peoples experiencing homelessness, through continued collaboration with the Coordinated Access subcommittee of TICAB;
- Enhancing ongoing engagement and communication between TICAB and SSHA, particularly during emergency response situations.



# 03 Prevent Homelessness and Improve Pathways to Housing Stability

Prior to the pandemic, Toronto was already facing significant demand for homelessness services due to various factors, including a lack of affordable housing options. The COVID-19 pandemic has further magnified the issue of homelessness and the urgent need to work together to reduce and eliminate chronic homelessness in our city. Key to addressing homelessness are upstream interventions to prevent people from falling into homelessness, delivery of effective and housing-focused emergency response to homelessness, and providing adequate supply of affordable housing with support opportunities to assist people to quickly exit homelessness.

The City manages a coordinated and effective system of shelter and homelessness services, working from people-focused Housing First and human rights approaches. However, homelessness is a complex issue that cannot be solved by any one organization or sector. Ending chronic homelessness requires both a strong and housing focused homelessness service delivery system and a robust housing system that provides housing opportunities for all.

## Progress in 2021

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### Understanding the scope and complexity of homelessness in Toronto

In April 2021, City staff and community partners conducted the 2021 Street Needs Assessment (“SNA”) survey, a point-in-time count and survey that provides a detailed picture of the state of homelessness in Toronto. According to the results, there were an estimated 7,347 people experiencing homelessness in Toronto on the night of April 21, 2021 including those staying outdoors (including encampments), in City-administered sites and people experiencing homelessness staying in provincially-administered systems (which includes Violence Against Women shelters, health and treatment facilities, and correctional facilities).

**Table 1: Total Estimated Number of People Experiencing Homelessness in Toronto on April 21, 2021**

Enumerated Groups	Number	Percent of Total
Outdoors	742	10%
City-administered sites	5,810	79%
Violence Against Women shelters	270	4%
Health & treatment facilities	253	3%
Correctional facilities	272	4%
<b>Total</b>	<b>7,347</b>	<b>100%</b>

Source: [2021 Street Needs Assessment Results](#)

## Through the 2021 SNA, staff heard directly from more than 2,500 people experiencing homelessness.

Key findings from the 2021 Street Needs Assessment are:

- The profile of those experiencing homelessness changed during the COVID-19 pandemic. The overall decrease in homelessness is due to fewer refugee claimants in the shelter systems as a result of COVID-19 pandemic border restrictions;
- People experience homelessness in all areas of the city, pointing to the need for services and supports across the city;
- Specific groups are overrepresented among people experiencing homelessness in Toronto, particularly Indigenous Peoples; racialized individuals, particularly Black individuals; people who first experienced homelessness as a child or youth; people who have had a foster care experience; and people who identify as 2SLGBTQ+;
- Gaps in other service systems are key contributors to homelessness; and
- The key solutions to homelessness are increasing income and access to affordable and supportive housing.

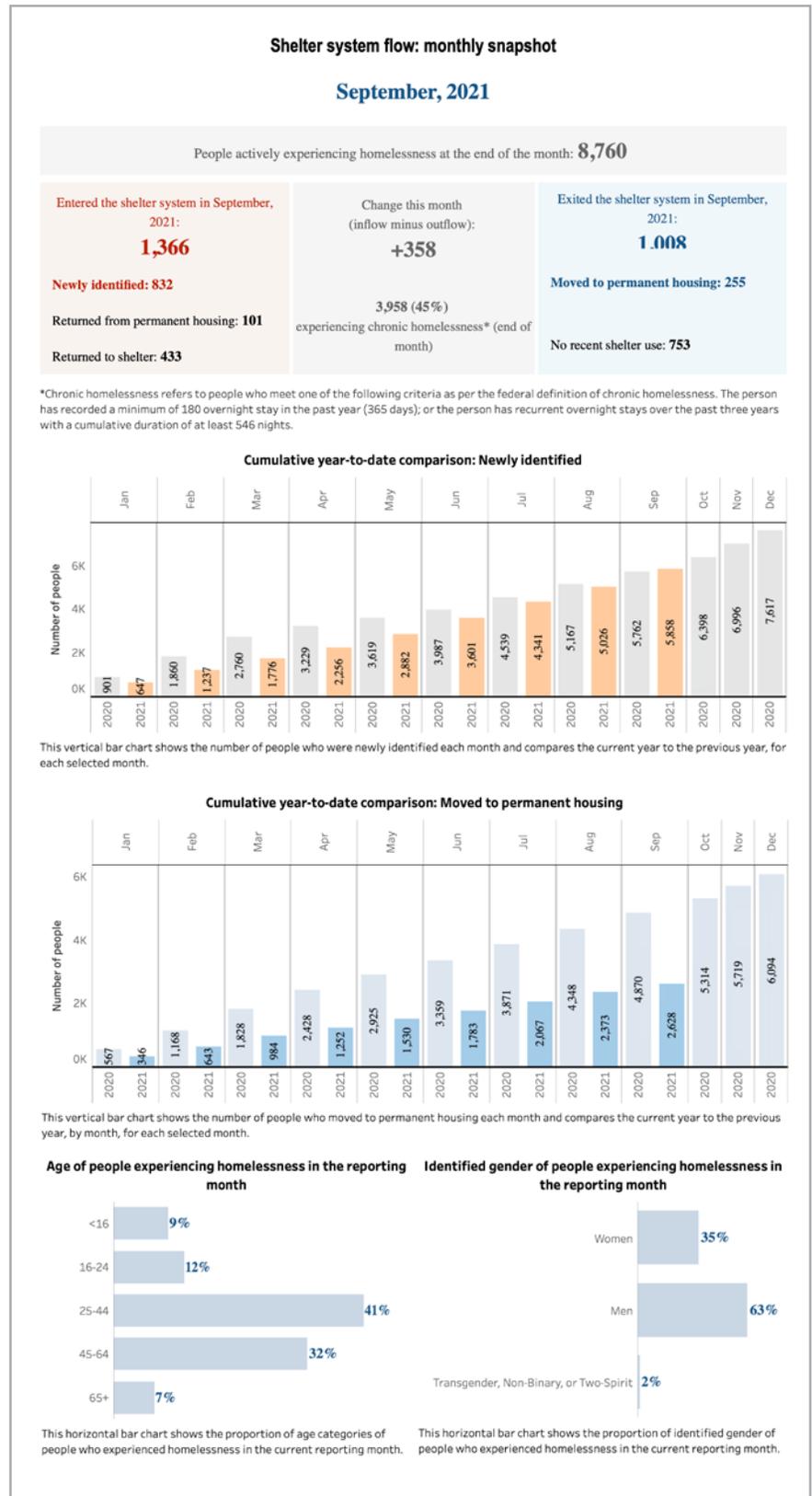


In March 2021, the City released a new dashboard with data on how people enter and exit the shelter system, known as [Shelter System Flow](#), which is used to inform ongoing efforts to develop permanent solutions to address homelessness. Updated monthly, the data provides information about people experiencing homelessness as they access and transition through the City's municipally-funded shelter system on a rolling three month basis. The shelter system flow data include a snapshot of the number of people entering and exiting the shelter system in the reporting month and an overview of historical trends that can be filtered by sub-populations and time periods.

**The dashboard has helped inform the development of indicators which will measure the City's progress towards ensuring that homelessness is rare, brief and non-recurring.**

Both point-in-time data from the Street Needs Assessment and Shelter System Flow data provide valuable, yet different, information about who is experiencing homelessness, as well as a deeper understanding of the housing and supports required to reduce the number of people experiencing homelessness, and especially to reduce chronic homelessness.

**Figure 2: Snapshot of the Shelter System Flow Dashboard**



## Preventing eviction for low-income households

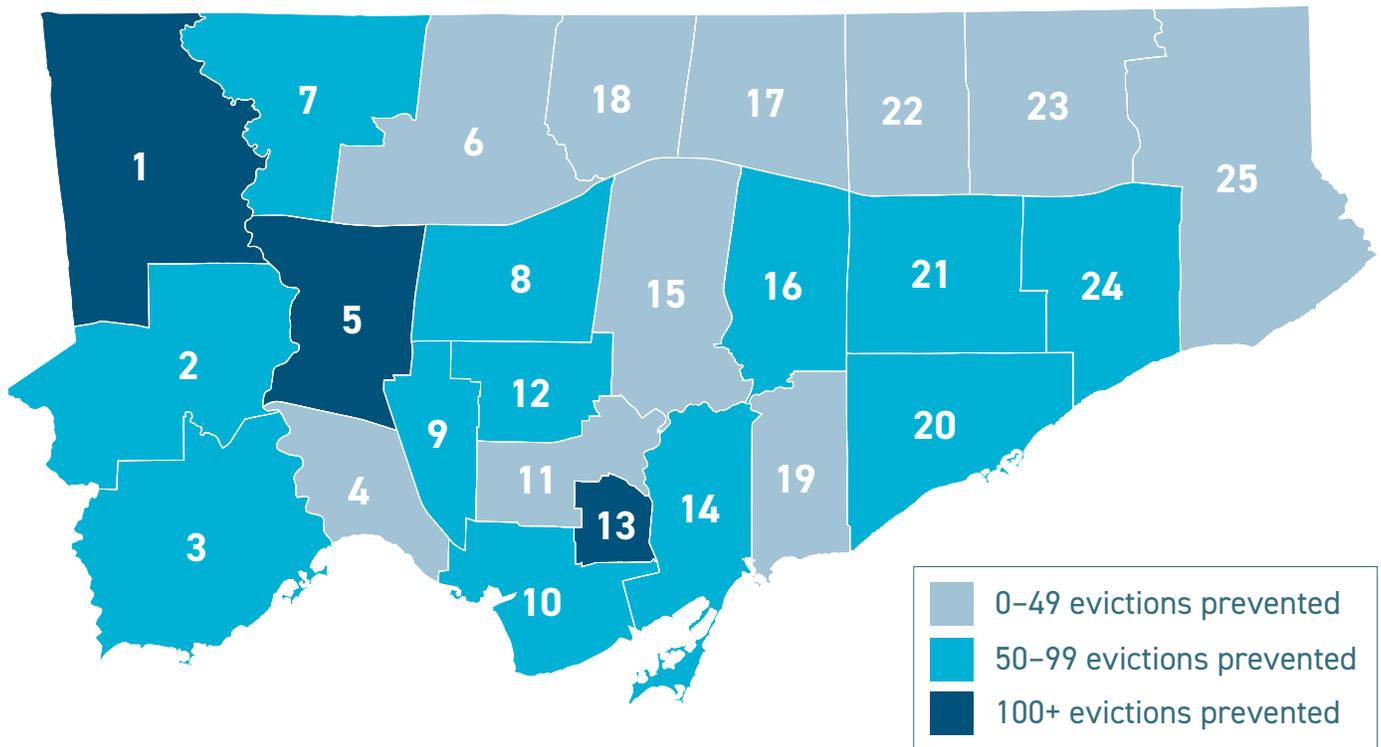
In the context of the COVID-19 pandemic, when many households are facing economic uncertainty, eviction prevention programs are a critical tool to help minimize the flow of people into homelessness. The City currently funds and delivers programs that help prevent evictions in Toronto, including the Toronto Rent Bank program and the Eviction Prevention in the Community ("EPIC") program. These eviction prevention programs promote housing stability for low-income households across the city.

In 2021, the City is investing a total of \$2.03 million in EPIC, which is projected to help 500 households to maintain their homes. The Rent Bank program added an additional \$3 million toward eviction prevention efforts to support 1,200 households to maintain their housing in 2021.

**A total of 1,700 households will be assisted through these two programs, which is an increase compared to 2020 when approximately 1,400 households were assisted.**

In addition, enhancements are being made to both programs to expand supports for households at risk of eviction in an effort to prevent people from falling into homeless. These enhancement include improving access to the EPIC program by expanding partnerships with private market landlords and community agencies to increase referral sources while maintaining current eligibility requirements. In terms of the Toronto Rent Bank, a pilot project is currently underway (effective May 1, 2021 to March 31, 2022) to assess the impact of making this a grant program instead of a repayable loan program. During the pilot, all loan repayments have been suspended.

**Figure 3: Number of Evictions Prevented by Ward Through the Rent Bank and EPIC Programs**



## Continue to provide high quality emergency shelter

Toronto's homelessness service system provides immediate, housing-focused, person-centred services for people experiencing homelessness, and consists of emergency shelters, 24-hour respite sites, 24-hour drop-ins, temporary COVID-19 response programs, street outreach services, and day-time drop-ins.

Since the start of the pandemic, the City of Toronto has implemented a comprehensive response to COVID-19 for people experiencing homelessness, which focused on infection prevention, recovery and housing. The City continues to evolve its approach to respond to current conditions, to protect and prioritize people experiencing homelessness.

**As part of the City's response to COVID-19, more than 25 temporary response sites were opened to provide additional space for physical distancing.**

The City and community agencies partnered to launch the Integrated Prevention and Harm Reduction Initiative, or [iPHARE](#), a multi-pronged effort to address opioid-related deaths in Toronto's shelter system. iPHARE provides over \$7 million in funding for:

- The Works, Toronto Public Health, Parkdale Queen West Community Health Centre and a variety of other harm reduction agencies to provide a range of harm reduction supports to sites across the shelter system;
- LOFT Community Services and Toronto North Support Services for enhanced intensive mental health case management supports; and
- Urgent Public Health Needs Sites embedded into selected shelters across the city.

## Outreach to people experiencing homelessness staying outdoors

The City's Streets to Homes ("S2H") team and community partners continue to provide outreach to people who are sleeping outdoors and experiencing homelessness. Available 24 hours a day, seven days a week, year-round, S2H focuses on establishing supportive relationships as a first step in addressing an individual's immediate health and safety needs. They also provide supports to help people move into housing.

Since the start of the pandemic, there has been a noticeable increase in the number of people sleeping outdoors, including the number and size of encampments. The City is focused on providing a human services response to encampments and offering voluntary referrals for people sleeping outdoors to safer inside space with supports including meals, laundry, harm reduction services and development of a housing plan.

**To-date in 2021, S2H made over 470 referrals to safer indoor space and have housed over 170 people.**

In 2020, Streets to Homes and partner agencies supported over 300 people who were sleeping outside to move into permanent housing.



## Enhancing services to connect people experiencing homelessness to housing opportunities

In 2020, 6,094 people moved from the shelter system into permanent housing, and 2,373 have moved into housing in 2021, as of August 2021. This includes people who have moved into rent-geared-to-income (“RGI”) housing, housing with supports and private market housing.

Various initiatives have supported moving people out of homelessness into permanent housing including the Rapid Rehousing Initiative which was launched by the City in 2020 in response to the pandemic. The initiative accelerated the movement of people experiencing homelessness and on the centralized waiting list into vacant units in the TCHC portfolio in partnership with the Furniture Bank and 20 City-funded community agencies providing follow-up supports to tenants. Phase one of the initiative helped 459 people move into permanent and fully furnished housing with supports. Phase two of the initiative continues in 2021, with 450 more people expected to move into housing by the end of 2021.

**This initiative helped people move from the shelter system into stable housing during the pandemic, creating space in the shelter system to respond to growing demand.**

Additionally, in 2021 the City continued to implement a Priority Access to Housing and Supports (“PATHS”) direct matching process which works closely to effectively and efficiently identify, prioritize, locate, match and refer people experiencing homelessness with City-funded housing and support opportunities. 346 people have been connected with housing with support opportunities in 2021, as of mid-September. Supported by ongoing collaboration with the TICAB and the Toronto Alliance to End Homelessness (“TAEH”) to implement a Coordinated Access system in Toronto, PATHS uses standardized processes and works with housing providers to understand the opportunity available, including the type and intensity of supports and any eligibility criteria. Prioritized households from across the homelessness service system are identified and an assessment of the type and intensity of supports is conducted by the homelessness service provider to ensure the opportunity is a good fit. Once a household is matched, PATHS makes the connection to the housing provider.

To support the matching process, the City is developing and implementing the Service Triage, Assessment and Referral Support (“STARS”) Common Assessment Tool. The STARS tool has three components:

- An **Intake and Triage** to support front-line staff to understand the immediate needs of the people accessing their services;
- A **Housing Assessment** to ensure people are well supported to access housing resources and quickly move to permanent housing wherever possible; and
- A **Comprehensive Needs Assessment** to ensure those who require supports to move to and maintain their housing are matched to the resources that best meet their needs. All three components are either under development or in the process of implementation.

## Looking forward to 2022

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### Implementation of the SSHA Service Plan

**The SSHA’s Homelessness Solutions Service Plan was adopted by Council in November 2021, setting the divisional priorities for the next three years to build and strengthen a responsive homelessness service delivery system.**

The Service Plan also helps to guide short- to medium-term funding decisions, including informing the open funding proposal for grant based funding to community partners starting in 2022.

Guided by priorities in the Service Plan, the City will provide approximately \$28 million in existing grant funding to community partners through the open call, of which 20% will be allocated through a dedicated Indigenous funding stream. Grant funding priorities, as outlined in the Service Plan, are: Housing Access, Street Outreach, Drop-in Services, Eviction Prevention and Shelter Diversion, Housing-Focused Supports and System Supports that address issues faced by people who are homeless or at risk of homelessness.

## Expanding wraparound supports

The City is developing a collaborative framework for delivering a coordinated health service delivery model in shelters. The Shelter Health Services Framework will ensure a coordinated and consistent approach to health services across the homelessness system and incorporates learning and partnerships that have expanded during the pandemic. SSHA co-chairs a Steering Committee along with Ontario Health Toronto Region and community health partners, with representatives from a range of health service providers, homelessness services and shelter operators. The Steering Committee which help inform the development of the Shelter Health Services Framework.

## Engaging with equity-deserving groups

The City will continue to engage with equity-deserving groups that are over-represented in Toronto's homeless population to identify actions that contribute to more equitable housing outcomes. This includes, but is not limited to, Indigenous Peoples, Black people, persons with disabilities and persons from 2SLGBTQ+ communities. This will build upon the engagement with key stakeholders and people with lived experience of homelessness as part of the developing the SSHA Service Plan, as well as ongoing engagement, service improvement and partnership work.

SSHA will continue working with members of the Toronto Alliance to End Homelessness, Toronto Indigenous Community Advisory Board, Toronto Shelter Network and other partners with respect to addressing needs of specific groups through the City's homelessness services.

To respond to the overrepresentation of Black people in Toronto's homelessness population, the Housing Secretariat will work in partnership with the Confronting Anti-Black Racism Unit to engage their Partnership and Accountability Circle, Black residents and Black housing stakeholders to inform the development of responsive housing solutions and concrete housing targets that meet the needs and priorities of Toronto's diverse Black communities.

**The Toronto Action Plan to Confront Anti-Black Racism is a five-year plan with 22 recommendations to make City services, spaces and policies fully inclusive and accessible to Black Torontonians.**

Recommendation 10 of this plan points to the need to improve shelter and housing conditions to better support Black Torontonians, through actions such as enhancing collection of race-based data and applying an anti-Black racism lens to rent supplement and eviction prevention programs. This work will be delivered by the Housing Secretariat; SSHA; the Confronting Anti-Black Racism unit; and TCHC. Updates on the advancement of this work will be included in the 2022 Annual Progress Report for the HousingTO Plan, as well as annual update reports on the Toronto Action Plan to Confront Anti-Black Racism.

# 04 Provide Pathways to Support Women

The COVID-19 pandemic has had a significant negative impact on women and girls throughout Canada and globally. In Toronto, there has been a surge in the demand for programs and services that cater to women and girls due to pre-existing economic disadvantages which worsened during the pandemic. Women and girls, who generally earn less and are over-represented in lower paying frontline positions, have experienced greater job losses, and their ability to participate in the labour market has also been affected as a result of increased unpaid childcare responsibilities during the emergency lockdowns.

In addition, increased economic and social pressures, along with restricted movement during the pandemic, have resulted in an increase in gender-based violence. Many women have had little choice but to stay at home with their abusers while at the same time, access to programs and services for survivors have decreased.

In order to expedite our recovery from the COVID-19 pandemic and promote greater equity, immediate action must be taken to support improved social and economic outcomes for women and girls. This includes providing increased access to safe, secure, affordable housing and appropriate support services.

## Progress made in 2021

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### Opening of 120 homes dedicated to women experiencing homelessness

In February 2021, the City and TCHC opened 120 units of supportive housing for women at 389 Church Street. The modernization of the 13-storey residential building was undertaken by TCHC and funded by the City of Toronto, through the Open Door Program, Section 37 funding and the Government of Ontario's Home for Good program, which is designed to assist people who are experiencing or at risk of homelessness in finding and maintaining housing with the appropriate supports.

**The self-contained apartments provide safe, inclusive and supportive homes for Indigenous and non-Indigenous women, gender diverse people, and youth and seniors who have experienced or who are at risk of experiencing homelessness.**



The YWCA Toronto is operating the building under a long-term lease arrangement with TCHC and is providing a range of affordability for tenants based on their incomes. A range of onsite support services is also being delivered by the YWCA Toronto in partnership with Wigwamen Incorporated, Margaret's Community Housing and Support Services, and Elizabeth Fry. These services include housing stabilization, harm reduction, health promotion, and increased access to primary health care and acute mental health services. The building also includes a pottery studio, as well as programs that focus on celebrating the cultural heritage of Indigenous residents.

## New housing opportunities for women through the Modular and Rapid Housing Initiatives

**The City has committed to dedicating 25% of the new homes created through the federal Rapid Housing Initiative in Toronto to women and girls, particularly those experiencing homelessness.**

As part of phases one and two of RHI, the City has received \$335 million in capital funding through the program's Major Cities Stream to create a minimum of 773 homes by end of 2022. The City will work with non-profit and Indigenous housing providers to fulfil this commitment.

Additionally, approximately 20 of the 100 modular homes created at 321 Dovercourt Road and 11 Macey Avenue have been allocated to help women successfully exit homelessness.



## Advancing the MOU with the Violence Against Women Sector

The City of Toronto has signed a MOU with the Violence against Women (“VAW”) sector including representatives from over 30 organizations funded through the Ministry of Community and Social Services. Through this MOU, the City collaborates and consults with the VAW sector in an effort to:

- Improve housing and homelessness service delivery for women and their dependents who have experienced abuse; and
- Design, implement and evaluate impacts of housing and homelessness policies, programs and actions that seek to address the needs of survivors of abuse.

Over the past year, the City has engaged with the VAW sector on a number of initiatives including:

- Development of SSHA's divisional Service Plan;
- Releasing the MyAccessstoHousingTO portal and revising the Special Priority Population application for the VAW sector;
- Implementing the COHB and housing allowances for VAW clients;
- Training and professional development opportunities; and
- Providing ongoing updates on various housing and homelessness programs.

## Looking forward to 2022

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### Work with women-serving organizations to improve access to new affordable and supportive homes

The Housing Secretariat is in the process of establishing a working group with the VAW sector and other organizations that serve women and girls to advance the HousingTO Plan target of allocating a minimum of 10,000 (25%) of the overall 40,000 new affordable rental and supportive homes approvals to women and girls by 2030. The main focus of the working group will be to develop a plan to facilitate access to these new homes (as they become available) for clients of the VAW sector and other women-serving organizations, including those experiencing or at risk of homelessness and low-income, women-led households.

This working group will also assist the City in identifying systemic and structural barriers to affordable housing faced by women and female-led households; exploring best practices related to improving access to safe and affordable housing for survivors of domestic violence; assessing available data in the area of housing needs of women and working with the City and the academic sector in addressing the gaps; and identifying opportunities to improve communication and outreach to women and female-led households as new homes become available.

There are currently a total of 109 City-led or City-supported active affordable housing development projects which will deliver an estimated 19,000 new affordable and supportive homes across the City.

Increased collaboration with women-serving organizations will be critical to ensure that women, girls, and female-led households are prioritized for these new homes.



## Opening of new supportive housing at 13-19 Winchester Street

Modernization of the properties located at 13-19 Winchester Street is underway and will be completed by mid-2022. With City, federal and provincial financial support, Margaret's Housing and Community Support Services is transforming these formerly underutilized multi-tenant houses into 35 brand new, self-contained apartments for women experiencing homelessness.

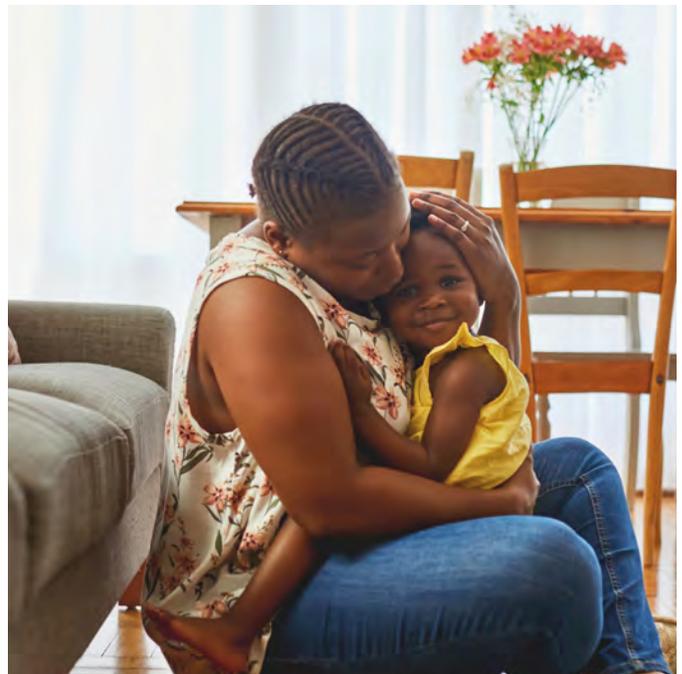
**A range of integrated onsite support services will also be provided to help future residents achieve and maintain stable housing.**

## Prioritizing women as part of Transfer of TCHC scattered housing portfolio to the Neighbourhood Land Trust

In 2022, TCHC will transfer the ownership of 82 single family homes and small buildings to the Neighbourhood Land Trust ("NLT"), following the completion of a comprehensive Request for Proposals ("RFP") process which was undertaken by the City of Toronto and TCHC.

**A partnership has also been established with the YWCA Toronto to maintain these homes permanently as affordable housing, with a focus on supporting women-led households.**

The partnership between the NLT and YWCA Toronto advances gender and racial equity by providing critical housing access to women-led families. Upon turnover of units, YWCA Toronto will provide new RGI housing opportunities to women-led households on the City of Toronto's Centralized Waiting List for affordable housing.

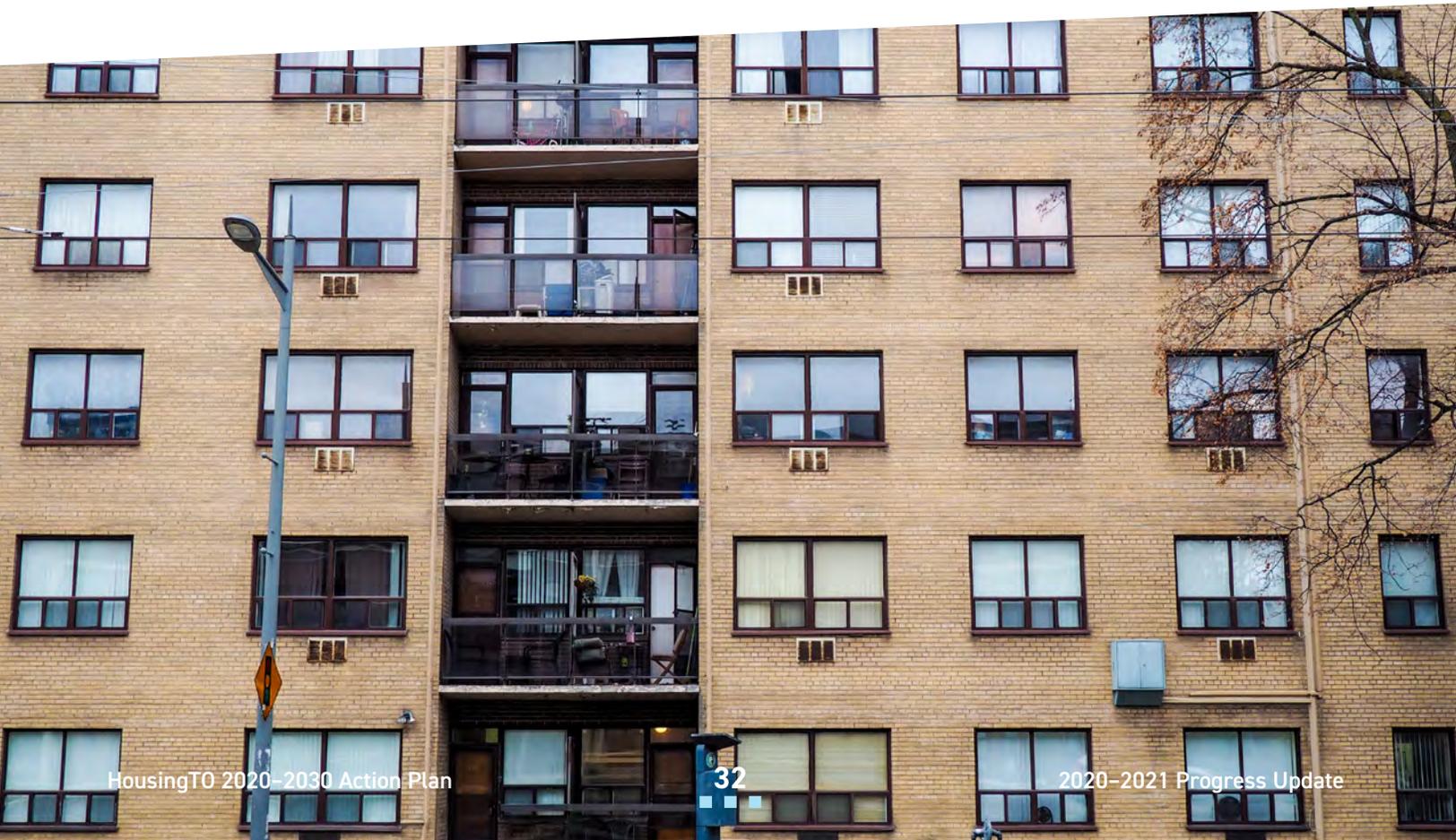


# 05 Maintain and Increase Access to Affordable Rents

While the City pursues aggressive targets to increase Toronto's supply of affordable housing and achieve a full range of housing options, it is also taking tangible action to protect the existing affordable housing stock, improve housing affordability for renter households paying more than 30% of their income on housing, and ensure that the City's affordable units are filled in a streamlined and fair way.

To that end, the HousingTO Plan has committed to:

- **Protect affordability of existing non-profit and co-operative housing**, including negotiating new extended agreements with former federal non-profit housing providers.
- **Deliver housing benefits that improve affordability for low-income households**, including providing portable housing benefits to eligible households to assist with the high cost of market rent and enable flexible access to a broader range of housing options.
- **Modernize and simplify access to social and affordable housing opportunities**, including implementing a new choice-based service model for social housing and creating a centralized access system where residents can view and apply for affordable housing opportunities across the City.





## Progress Made in 2021

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### Protect affordability of existing non-profit and co-operative housing

**More than 300 affordable units were secured through the Community Housing Partnership Renewal program in 2021.**

Over the past three decades, non-profit housing providers have created and maintained over 8,500 affordable rental units in Toronto through federal housing programs. Over half of the operating agreements for these non-profit housing developments have expired, with the remainder set to expire by 2032. To protect affordability and preserve the City's access to the non-profit affordable rental stock, the Community Housing Partnership Renewal (CHPR) program was established.

Under the CHPR program, housing providers enter into new agreements with the City that maintain or improve levels of affordability for tenants; secure and potentially expand the supply of affordable rental housing; and strengthen the capacity of the non-profit housing sector.

Since City Council's approval of the program in December 2019, staff have entered into new agreements with seven housing providers, securing 704 affordable rental units under CHPR. This includes three agreements comprising 344 affordable rental units secured in 2021.

# Deliver housing benefits that improve affordability for marginalized households

## Canada-Ontario Housing Benefit Program

Housing benefits are a key tool in addressing housing unaffordability in Toronto, where approximately half of renter households are [spending](#) 30% or more of their total income on housing, and one in four renter households are spending 50% or more.

The COHB program is a bi-lateral program under the National Housing Strategy that provides eligible households with a portable monthly benefit to assist with the cost of rent. Providing rental assistance increases the housing options available to low-income renters, adding flexibility for them to either stay in their current home or find housing in a preferred location closer to employment, social support networks, child care, and schools.

COHB is offered to households who are on, or eligible to be on, the centralized waiting list for RGI housing, providing the option to receive rental assistance sooner. COHB recipients must agree to be removed from the centralized waiting list for RGI housing. To-date COHB has removed over 1,400 households from the centralized waiting list.

The City started to implement COHB and administer funds to eligible residents in 2020, with an average annual monthly benefit of approximately \$750 going towards the cost of rent.

**In Year 1 of the program (April 2020 to March 2021), 1,162 households received monthly COHB benefits. In Year 2 of the program (April 2021 to March 2022), over 250 additional households have already begun receiving the COHB benefit.**



Priority groups under COHB include Indigenous Peoples, persons with disabilities, and survivors of domestic violence and human trafficking. Over the course of the first two years of the program, 20% of all COHB applications were submitted through referrals from TICAB member agencies, resulting in over 300 households from the centralized waiting list now receiving the benefit from this Indigenous referral stream.

## Housing Benefits

Housing benefits, currently funded through the Ontario Priorities Housing Initiative and other funding streams, have also been used to help low-income renters afford their rents and support those experiencing chronic homelessness to move into permanent housing. In 2020, 1,551 households were assisted through this program. Due to expiring funding, housing allowance programs in this stream will wind down the intake of new households in 2022. However, new funding for Year 3 of the COHB program will be leveraged to fill this gap and support people experiencing chronic homelessness. The deeper benefit, increased portability and greater flexibility in program criteria make COHB a positive replacement for the housing allowance programs.

# Modernize and simplify access to social and affordable housing opportunities

## Launched MyAccessstoHousingTO

Residents generally apply for social housing through the City's centralized waiting list. As of June 2021, there were over 78,000 households on the City's centralized waiting list for social housing, with an estimated wait time of seven to 12 years. The City has been working with housing providers to implement a new choice-based housing access model, a modernized and client-driven approach to expedite the allocation of RGI housing to eligible applicants on the centralized waiting list.

In support of this model, a new online portal, *MyAccessstoHousingTO*, launched in July 2021 where people applying for RGI housing can create an account, apply for units, and update their application. Through the new portal, applicants have access to more detailed information about the building (e.g., a photo, recreational facilities, security features, and accessibility information) and more detailed vacancy information (e.g., unit photos, a floor plan, accessibility information, parking, storage, utilities), in support of more informed and empowered housing choices.

Along with the client-facing portal, there have been changes to the back-end application management system that will improve City oversight, data collection, and housing provider waiting list management.

## Centralized access to new affordable housing

The City of Toronto's affordable housing programs such as the Housing Now Initiative and the Open Door Program help stimulate the development of new affordable rental housing in all neighbourhoods across the city. The new affordable homes are developed and operated by Indigenous, non-profit (including co-operative housing) and private sector organizations. Through various legal instruments, the City

secures and administers how these homes are operated including the levels of affordability provided to renters.

## To-date the City has secured

**approximately 8,000 affordable rental**

**homes, in addition to its existing social**

**housing portfolio.**

With the anticipated significant growth of the affordable rental portfolio, there is also a corresponding need to further streamline administration and oversight processes, including using new technology, to provide for seamless and transparent access to these homes for members of the public.

In April 2021, staff reported to Council with an implementation plan to create a centralized access system that will support transparent and fair allocation of new affordable homes. Staff subsequently began executing the plan through consultation with key stakeholders, including affordable housing applicants, housing developers and operators, and City divisions. Consultation findings will be used to inform the design of the new system, as described further below.

## Changes to the Housing Services Act, 2011

In 2019, the Province released a number of significant changes to the Housing Services Act, 2011, to modernize and simplify the administration of RGI. Effective July 1, 2021, the City implemented these legislative changes. All related policies, procedures and systems were revised, and new housing provider training and resources were developed.

# Looking Forward to 2022

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## Expanding the COHB program to help transition people experiencing homelessness from hotel to permanent housing



**The federal and provincial governments have allocated an additional \$12.52 million to the City for 2022–2023 through COHB.**

This is estimated to provide housing benefits to more than 1,500 new households. People experiencing homelessness will be prioritized for the COHB to help manage demand within the City’s shelter system and to support moving people within shelters, shelter hotels and/or encampments into permanent housing. The program will build on the success of the referral partnership processes developed to deliver previous housing allowance programs, and systems in place to coordinate and prioritize access.

## Protect more affordable housing through the CHPR program

**The City is planning to engage with 20 additional federal housing providers with expired operating agreements under the CHPR program in 2022.**

Through these engagements, staff seek to secure affordable rental housing by entering into agreements that provide a range of incentives and supports for housing providers.

## Development of a new centralized access portal for affordable housing

Staff will be reporting to City Council in 2022 with findings from the consultation conducted in 2021 and a recommended concept design for a new online portal where residents can search and apply for affordable housing vacancies across the city. These reports will describe what applicants and housing providers can expect to see in a new system, as well as how the design will support improved City oversight, monitoring and data collection of the affordable housing stock.

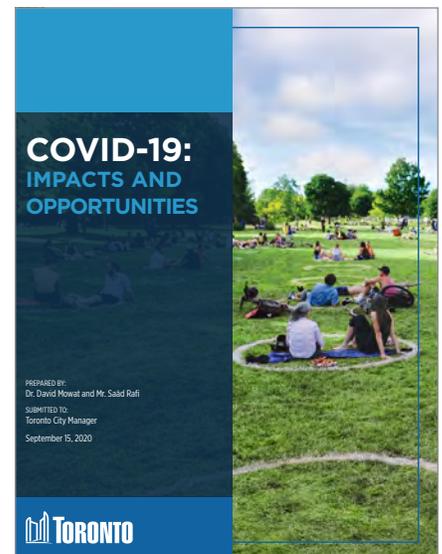
While the new access system is being developed, staff are taking interim measures to improve access to clear and comprehensive information about how to find and apply for affordable housing. This includes raising awareness about the City’s affordable housing opportunities and how to access them (e.g., affordable housing, social housing, supportive housing, portable housing benefits, etc.), to support and empower informed housing choices. These efforts will include improvements to the City’s website, the development of educational materials, and community outreach.

# 06 Meet the Diverse Housing Needs of Seniors

The ongoing COVID-19 pandemic has had devastating health, social and economic impacts on seniors, particularly those living alone or in congregate settings such as long-term care and retirement homes. Seniors have been more vulnerable to hospitalization, health complications and death directly related to the virus. Many have also been susceptible to other indirect health complications and socio-economic hardship as a result of social isolation, delayed medical care, and a lack of access to social and other support services.

As highlighted in the City Manager's [COVID-19: Impact and Opportunities Report](#), intersecting vulnerabilities including race, background, income, housing situation, health and mobility, sexual orientation, immigration status and many others have further exacerbated the challenges faced by many seniors during COVID-19.

**Black and Indigenous seniors in particular, have been disproportionately impacted by the pandemic due to long-standing systemic, structural and institutional barriers rooted in racism and oppression.**



These barriers have resulted in inadequate housing and living conditions, chronic health inequities, and lack of access to social supports, making these seniors more vulnerability to the health and socio-economic impacts of the pandemic.

Over the past year, the City has focused its efforts on ensuring its long-term care homes remain safe for its residents and staff. The City has also partnered with community agencies to help connect seniors who live alone to services, programs, and other resources. In addition to the ongoing COVID-19 response work, progress has continued on implementing the HousingTO actions related to seniors-focused housing and services such as providing tax relief for low-income seniors, Adult Day and Homemakers and Nurses Services Programs.

## Progress made in 2021

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### Providing a range of support for low-income seniors

The following actions were taken to support seniors in 2021:

- In 2020, the City assisted 7,809 low-income seniors or those with disabilities through the **Property Tax Increase Cancellation program**. Property tax increases were deferred for an additional 1,274 low-income seniors and people with disabilities. To-date in 2021, the Property Tax Increase Cancellation program and Property Tax Increase Deferral Program have helped 2,572 and 285 low-income seniors and people with disabilities respectively.
- The Seniors Services and Long-Term Care (SSLTC) division also continues to serve seniors, particularly low-income seniors, in need of supports to age in place through its **Homemakers and Nurses Services Program** (approximately 2,300 clients) and **Supportive Housing Program** (over 450 clients).
- **Adult Day Programs**, which provided virtual supports following an 18-month COVID-19 closure, have now resumed in-person service. In addition, City owned long-term care homes prepare 1,000 weekly Meals on Wheels for delivery by community agencies.
- The City, through the **Toronto Renovates program**, has helped 24 and 26 low-income seniors in 2020 and 2021 respectively to make repairs and accessibility modifications in their homes that are critical to supporting them age in place.



## Launched a new service model for seniors housing and created a new Seniors Housing Corporation

The new Integrated Service Model (“ISM”) officially launched in 18 TCHC seniors buildings in December 2020. Currently, over 2,800 senior tenants in TCHC seniors’ buildings are benefiting from phase one of the implementation. It is estimated that over 14,000 tenants across all 83 seniors’ buildings will benefit from the ISM once fully implemented in 2022. SSLTC continues to oversee and monitor the implementation through collection of KPIs and close collaboration with TCHC to ensure new program is supporting seniors to safely age in place.

**In May 2021, City Council approved the establishment of a new Toronto Seniors**

**Housing Corporation which will be responsible for operating the 83 seniors-designated TCHC buildings and for delivering the ISM.**

Operating responsibilities for TCHC seniors buildings is expected to be transferred to newly created Toronto Seniors Housing Corporation in June 2022.

## Improving the City’s existing long-term care homes

The City directly owns and operates 10 long-term care homes that serve more than 2,600 residents with 24-hour resident focused care, including permanent, convalescent and short-stay admissions. 1,232 beds in 5 existing homes are scheduled to be redeveloped to meet new design standards and improve infection prevention and control, enhance home environments and enable best possible quality of care for residents. Council has also approved adding 978 new long-term care beds as part of the redevelopment of these sites, marking the first increase in the City’s long-term care portfolio in over 30 years.

Figure 4: Map of City-operated Long-term Care Homes





Since budget approval in 2020, staff have advanced the redevelopment of Carefree Lodge (one of the five long-term care homes being redeveloped) in collaboration with the local Councillor and the community, home family and residents' councils, the Local Health Integration Network and Ministry of Long-Term Care ("MLTC"). Work is underway in 2021 to obtain City and provincial approvals and to retain an architect to develop the design and construction services for the project. Construction is projected to begin in Q4 2022 with completion expected in Q4 2025.

## Facilitating the creation of new non-profit long-term care beds

Organizations building long-term care homes are required to raise their own capital funding and financing prior to receiving capital and operating per-diem funding from the Province of Ontario which comes into effect once the beds are completed and occupied.

**To support the creation of new long-term care beds, in February 2021, City Council authorized a deferral of payment of development charges for non-profit long-term care homes for as long as the non-profit use is maintained.**

Deferring the development charges would reduce up-front costs for the non-profit organizations and help support the creation of much-needed long-term care homes for Toronto's aging population.

This deferral program also implements the recommendation made by the Toronto Office of Recovery and Rebuild, and adopted by Council, to support the development of a long-term care home specifically for the Indigenous Community through financial support from the City and the provincial government.

## Looking forward to 2022

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### Advancing pilot programs for formerly homeless seniors as part of the George Street Revitalization Initiative

**The City will continue planning for two pilot programs as part of the George Street Revitalization (“GSR”) initiative to support formerly homeless seniors.**

The GSR initiative will include:

- A **64-bed specialized care unit** within the George Street Campus – this program will follow the same layout as other Residential Home Areas (“RHAs”) incorporating innovative ways to deliver the managed alcohol program and harm reduction strategies and programmatic elements. It is estimated that the GSR project will complete in 2026.
- A **16-bed pilot proposal** incorporating harm reduction strategies and a managed alcohol program in service delivery model – while the initial proposal at Fudger House was unsuccessful in receiving funding approval from MLTC. SSLTC and SSHA divisions have continued to discuss options for seniors with lived homeless experience, as a critical step in planning and preparing for the George Street Revitalization initiative.
- A working group established by SSHA and SSLTC divisions consisting of leads from Castlevue Wychwood Towers (“CWT”) and Seaton House that are working on the details of a **new pilot proposal at CWT**, including harm reduction strategies and a managed alcohol program. The City will also be requesting feedback before finalizing and submitting the proposal from MLTC and Home and Community Care and Support Services, especially regarding funding and regulatory changes needed in order to ensure the success of the pilot.





## Building new purpose-built affordable and market rental homes for seniors at 140 Merton Street

The 140 Merton Street site is owned by the City and included as part of the Housing Now Initiative. An RFP was issued to the non-profit sector and closed at the end of August 2021. Proposals are currently being evaluated and the successful proponent will be identified in early 2022.

**The 18-storey building to be developed at this site will include approximately**

**180 purpose-built rental homes for seniors, with approximately 90 of these homes**

**as affordable.**

The affordable homes will be accessible to seniors with a range of incomes, and deeper levels of affordability can be achieved through the layering of housing benefits. These homes are expected to be ready for occupancy in late 2023. Amenity spaces and programming for seniors will also be provided onsite in collaboration with SPRINT Senior Care.

# 07 Ensure Well-Maintained and Secure Homes for Renters

Almost half of Toronto's population live in a diverse range of rental homes in neighbourhoods across the city. As most residents will have their housing needs met through the city's existing rental supply over the next decade, it is critical that these homes are safe, secure, well-maintained, and preserved for future generations. Preservation of existing homes must also focus on advancing the City's environmental sustainability and climate change goals outlined in the [TransformTO Plan](#), while improving housing conditions for residents.

**Several recent reports have highlighted that some of the major challenges renters across the city face include unaffordable rents, poor quality housing and evictions.**

These pre-existing issues, which have been exacerbated by the pandemic, are disproportionately impacting low-income, racialized renters particularly those from Black and Indigenous communities. In fact, in 2020, Toronto [recorded](#) the highest share of rent arrears (0.92%) among Canadian census metropolitan areas ("CMAs"), with 10.68% of households living in rental units (34,858) reporting arrears in rent payments. With many renters continuing to face precarious employment as a result of the pandemic, these numbers may even be higher. It should also be noted that Black households may be at [higher risk of eviction](#) emphasising the link between access to affordable housing and racial equity.

Similar to housing affordability, climate change is one of the top concerns for Toronto residents. These two issues are deeply connected, and the retrofitting of the existing housing stock can help address housing needs and improve building conditions for renters, while at the same time, minimize future emissions. In Toronto, emissions from the single-family home and multi-unit residential building sectors represent [60% of all emissions](#) from buildings due to the sheer number of properties and their heavy dependence on natural gas for space and hot water heating.

Modernization of buildings to make them more energy-efficient will help reduce greenhouse gas emissions in our city while creating local green jobs and improving housing and health conditions for residents. Better insulated and airtight walls and windows, improvements to ventilation, and upgraded heating and cooling systems can improve comfort, air quality, and overall living conditions for residents. These upgrades can also contribute to better health outcomes for both residents and the environment. Additionally, a focus on retrofitting social housing, residential homes and rental buildings in low-income, racialized neighbourhoods can help residents most in need, and support the City's commitment to the progressive realization of the right to adequate housing, and addressing long-standing racial inequities.

# Progress Made in 2021

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## Protecting Existing Homes and Promoting Tenants' Rights

### Establishment of permanent Tenant Advisory Committee

Following an open public call for applicants in December 2020 to create a permanent Tenant Advisory Committee ("TAC"), the City received fifty applications from Torontonians who expressed an interest in providing insight and advice on tenant issues. Ten applicants representing people with lived experience, tenant associations and advocates, housing agencies, legal clinics, and other members of the housing sector were selected to be part of TAC. Selected committee members also include members from the previous Advisory Committee on the Protection of Affordable Rental Housing to ensure continuity of its work. The newly formed committee met for the first time in March 2021.

The TAC's key responsibilities will include developing annual work plans to advance the protection of affordable rental housing and tenancies. In addition, the Committee will provide advice on policy and program development with a view to preserving affordable housing in Toronto. All City divisions developing tenant-related services, policies, programs, or consultations will also engage with TAC for input before finalizing details. For 2021- 2022, TAC has chosen to focus its work on the following three priority areas:

- Preservation of affordable rental housing
- Tenant rights
- Ensuring well-maintained homes for tenants

### Promoting tenants' rights on eviction prevention

One way that affordable housing is lost is through unit turnover as part of a formal or informal eviction. In most buildings, when a tenant moves out, rents are often increased to then-current market rates, resulting in the loss of an affordable unit. A [report published by the Wellesley Institute](#) found that between 2010 and 2018, approximately 190,000 formal eviction applications were filed in the City of Toronto. Three quarters of the eviction applications filed over this period were for non-payment of rent.

**On average, Toronto tenants have received 17,000 eviction applications per year for non-payment of rent.**

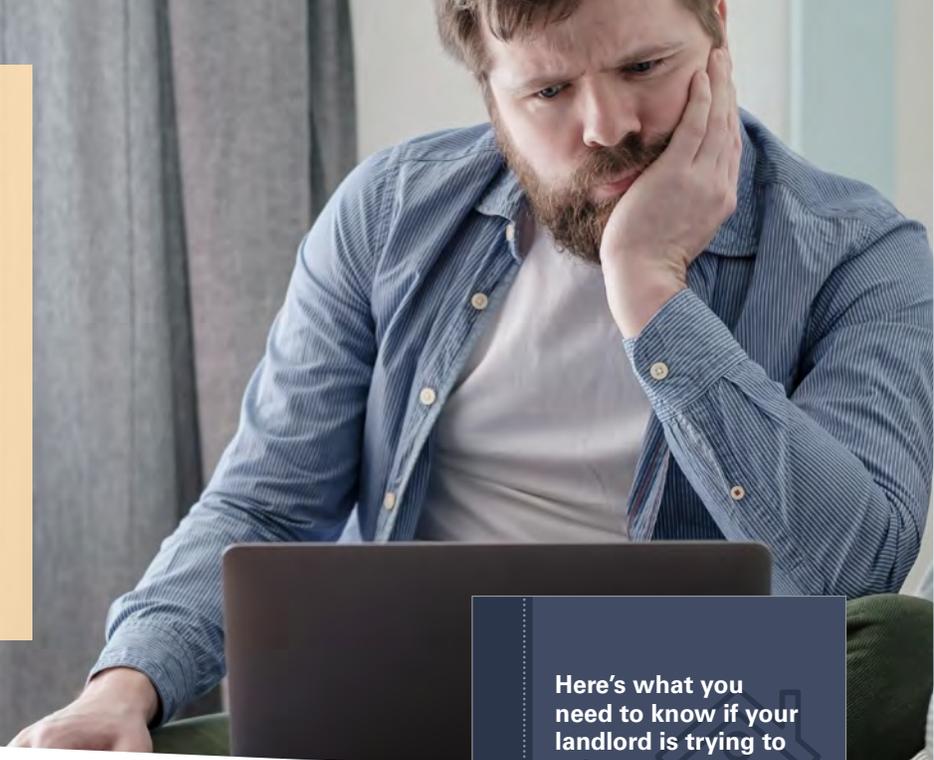
In 2018 alone, on a city-wide basis, there was one formal eviction application for every 20 tenant households.

Evictions disproportionately burden those with low incomes, Indigenous Peoples, Black and other racialized people, newcomers, women, 2SLGBTQ+ persons, and those with mental health and substance use challenges, many of whom have intersecting identities. As noted earlier, persons who self-identified as Black also have higher eviction filing rates.

To support tenants who are at risk of evictions, the City has ramped up its efforts in promoting tenant rights, building on work from the former Advisory Committee on the Protection of Affordable Rental housing (now TAC). The City launched a new renter

## Eviction Prevention Handbook

This handbook, available in multiple languages, is an overview intended to help tenants navigate the general eviction process including what to look out for, templates to use and what rights and responsibilities they have as defined in the Residential Tenancies Act (RTA). It also includes additional resources and list of government funded and operated rental help programs and organizations for tenants to refer to when they need help.



hub on the City's website ([www.toronto.ca/renterhelp](http://www.toronto.ca/renterhelp)), and has developed an Eviction Prevention Handbook that integrates input from tenants and stakeholders. The Handbook provides guidance on tenant rights, different types of evictions, and tenant support resources. The Handbook has been distributed to community agencies, City Councillors, Members of Provincial Parliament and Members of Parliament offices across the City.



## Taking steps to address illegitimate renovations

Over the past few years, there has been an increasing trend in 'renovictions' across the city where a tenant is evicted, without a right to return, so a landlord can undertake renovations. In some cases, these eviction efforts (mostly using N13 notices from the Landlord and Tenant Board) may have been pursued illegitimately to evict a tenant and then increase the rent for new tenants.

In 2021, preliminary steps have been taken, and efforts will continue to be made, to raise awareness of tenant rights through the newly developed Eviction Prevention Handbook. Additionally, the Tenant Defence Fund has been expanded to permit tenants to use the fund to challenge N13 applications. The City has also committed to develop a renovictions policy by the end of 2021, building on lessons learned from New Westminster, British Columbia, but within a local legislative context. As an interim measure and before a policy is in place, the City has engaged the Federation of Metro Tenants Association (FMTA) to work with tenants facing renovictions to help inform them of their rights, provide connections to legal supports and connect them with the City of Toronto staff to determine if additional interventions are required. Furthermore, a new interdivisional 'Housing at Risk Table' is being established to provide a multi-pronged approach to assessing evictions on a case-by-case basis, and deciding on when, and what type, of interventions are needed.

## Regulating short-term rentals

The prevalence of short-term rentals (“STR”) in Toronto and their impact on the rental housing market continues to be a concern to the City. The City’s ML&S division enforces Chapter 547 of the Municipal Code, Licensing and Registration of Short-term Rentals, which sets out requirements for both short-term rental operators and companies. As of January 1, 2021, ML&S has shifted away from an awareness and education phase with operators, to a compliance and enforcement phase. Since January 2021, ML&S has responded to 665 complaints and issued 50 charges for non-compliance with Chapter 547.

The City also commissioned a [research study on STR in Toronto](#) to examine trends and assess performance over time, results of which were considered by City Council in July 2021. The research conducted reveals that STRs are currently naturally transitioning to the longer-term rental market. However, asking rents for former STR units are as much as 11.6% more than average market rents, and these units are primarily located in the downtown core. The research also indicates that opportunities exist to bring more STR operators into compliance with the City’s new regulations, which could result in more units returning to the longer-term rental market.

## Permitting, protecting and preserving multi-tenant housing

Multi-tenant houses (also referred to as rooming houses) provide deeply affordable homes for some of the city’s lowest income households, many of whom are from equity-deserving groups. Over 2020 and 2021, through extensive consultations and working with a wide range of internal and external stakeholders, staff developed a comprehensive city-wide regulatory framework in response to calls to protect these deeply affordable homes, improve safety for current residents, and improve the safety of neighbourhoods. City Council considered the framework at its meeting on October 1 and 4, 2021, and voted to refer the [item](#) back to staff to undertake further work and report back to the Planning and Housing Committee in 2022.

The proposed framework uses a human rights lens and ensures regulatory oversight to protect tenant life safety and create liveable, well-maintained and affordable places to live that are part of complete communities. The proposed framework has five main pillars including:

1. **City-wide zoning standards** that permit the use consistently and enable equal access to multi-tenant houses across the City;
2. Enhanced **multi-tenant operator licensing requirements** to promote health and safety;
3. A strategic inter-divisional **enforcement and compliance program** that will ensure effective enforcement of non-compliant operators;
4. Initiatives to **support tenants and maintain affordability of housing**; and
5. A **phased implementation** to launch the new framework over a three-year period.

In addition to the development of this new framework, the City continues to resolve the appeals on the Dwelling Room Replacement policy. It also continues to advocate to secure tenant assistance and replacement housing through other policy and program tools for development applications proposing to demolish existing dwelling rooms.

## Protecting affordable housing through acquisitions

Over the past year, the City has taken a number of actions to help protect the supply of deeply affordable homes that are at risk of being lost due to sale and conversions as outlined below:

**Implementing New Multi-Unit Residential Acquisitions Program:** In November 2021, City Council approved staff recommendations to establish a new Multi-Unit Residential Acquisition Program (“MURA”). The program will help remove properties from the speculative market and create permanently affordable rental homes; improve housing stability for current and future tenants; improve the physical conditions of buildings; increase capacity in the non-profit sector; and ensure the long-term financial sustainability of the homes. The program will prioritize buildings at risk of sale or renovation, in disrepair or where tenants are facing harassment. The City will also be able to access this program to acquire housing to be operated by the non-profit and Indigenous sectors long term.

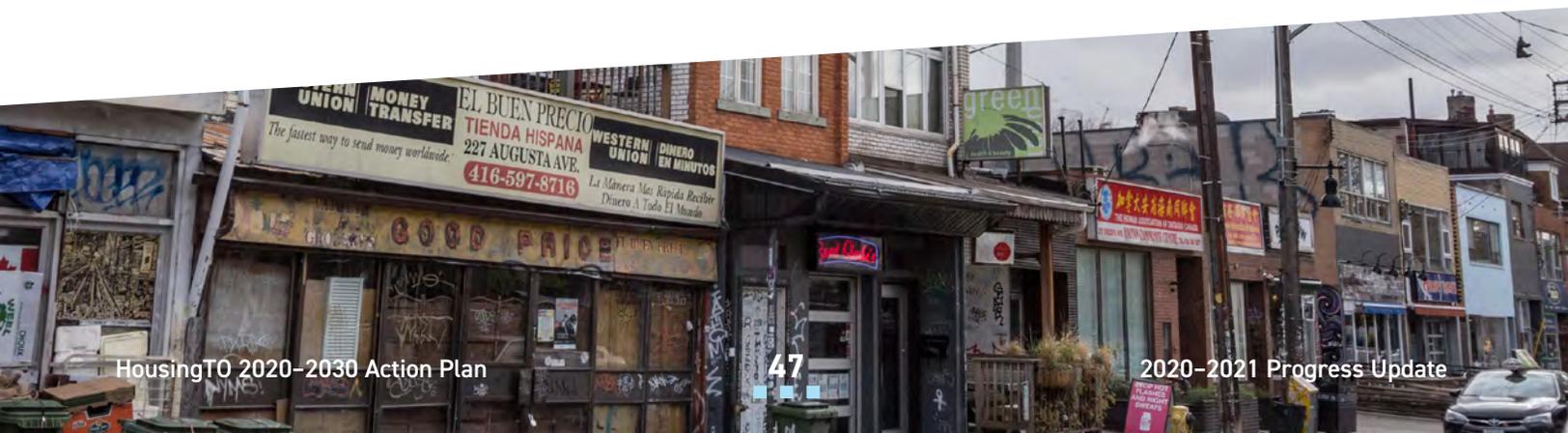
**The MURA Program addresses a gap in the federal Rapid Housing Initiative by making investments available to purchase existing, habitable rental buildings, including occupied buildings where tenants might be at risk of losing their homes.**

The MURA program was developed based on experience from previous City-supported non-profit acquisitions, as well as extensive input and advice from community organizations such as the Parkdale Neighbourhood Land Trust, the Parkdale Activity Recreation Centre, the Kensington Market Community Land Trust, City Councillors, and financial institutions.

The MURA Program supports following key strategic actions outlined in the HousingTO Plan:

- Prevent homelessness and improve pathways to housing stability;
- Ensure well-maintained and secure homes for tenants;
- Increase the supply of affordable housing 'For Indigenous, By Indigenous' with 20% of all annual funding allocations dedicated to supporting Indigenous acquisitions; and
- Maintain and increase access to affordable rents.

**Supporting Community Ownership of Affordable Housing:** In April 2021, the City provided \$3 million to the Kensington Market Community Land Trust, a community-based non-profit corporation, to support the acquisition, renovation and operation of 12 affordable rental units. This affordable rental building was at-risk of being lost due to sale and conversion, potentially leading to displacement of existing tenants. Through City support, the homes will now remain affordable for at least 99 years, helping to increase housing stability for existing and future tenants while protecting the affordable housing stock in the Kensington Market neighbourhood.



## Reviewing the City's Official Plan policies on rental demolition and replacement

Over the past year, staff have continued to review the City's rental replacement implementation practices. This work is being done with the aim of improving and standardizing tenant access requirements and aligning with how the City administers other affordable units, including ongoing monitoring compliance.

**This work is critical to ensure that landlords follow transparent and fair practices when marketing replacement rental units where they are no returning tenants. This work is also complemented by the proposed amendments to the City's Official Plan definitions of "affordable" and "mid-range" housing.**

To improve coordination between City Planning and Toronto Building, practices on applications involving rental housing demolition, housekeeping amendments to the demolition control requirements of Chapter 363 of the Toronto Municipal Code were considered and adopted by City Council in March 2021. The amendments will ensure conformity with applicable law requirements related to the issuance of residential demolition permits and streamline efforts between City Planning and Toronto Building in identifying building permit applications involving the demolition of rental housing.



## Ensuring Good Quality Homes

### Improvements to RentSafeTO building evaluation process

RentSafeTO works to ensure that owners and operators of rental apartment buildings meet building maintenance standards. The City's ML&S division is in the process of redesigning the RentSafeTO evaluation tool that informs a building's evaluation score. In accordance with Council direction, this includes new and updated evaluation categories, revised weighting of categories to prioritize issues that have greater impact on tenants, and a process to ensure responsiveness to ongoing violations and orders. ML&S has procured a third-party vendor to lead this work. The work will continue through Q4 2021 and Q1 2022, including engagement and testing with key stakeholder groups.

The new evaluation tool framework is expected to be developed in 2022. As part of this work, staff is engaging internal and external stakeholders through working groups (including tenants, landlords, by-law enforcement officers, divisional partners and subject matter experts). Staff are also working closely with the new Tenant Advisory Committee to inform the evaluation tool redesign.

**New Direction for the Apartment Building Rating System:** ML&S brought forward a [staff report to City Council in December 2020](#) (Item PH19.6) outlining a new colour-coded apartment building rating system based on previous Council direction and extensive research and consultation. The approach proposed was similar to the DineSafeTO model and included requirements for building owners to post a rating sign on their building. Council adopted the report with amendments, which included deleting recommendations related to the rating system signs. In response, staff began work in 2021 to develop an online web portal that will allow current and prospective tenants, landlords and the public to access information about a building, its evaluation score and details of the evaluation. ML&S launched an interactive web portal in October 2021 based on stakeholder feedback and upcoming changes to the evaluation approach.

**New RentSafeTO Standard Operating Procedures:** During 2021, ML&S updated its standard operating procedures for both evaluation and audit processes, as well as for the Toronto Community Housing Liaison Program, and have trained staff accordingly. These guidance documents assist dedicated by-law enforcement officers on the RentSafeTO team and ensure consistency and effectiveness. Staff are updating the RentSafeTO website to provide the public with clear information on how these processes work to ensure transparency and accountability.

**Ongoing RentSafeTO Education and Outreach for Tenants and Landlords:** ML&S has recently hired a dedicated RentSafeTO Stakeholder Engagement Lead to improve program awareness, open feedback channels and keep people informed. The new lead will engage key stakeholder groups on implementation of program changes including the proposed evaluation redesign. There are also several outreach and communications initiatives planned in 2021, including an annual public education campaign in Q3/Q4 2021 focused on tenant rights; annual reporting for the RentSafeTO program to share available data and updates; and ongoing improvements of the RentSafeTO website to share information on various aspects of the operational process.

## Investing in existing multi-unit residential buildings to reduce greenhouse gas emissions

In 2019, in recognition of the increasing need for accelerated climate actions outlined in TransformTO, City Council declared a climate emergency and increased Toronto's city-wide greenhouse gas emissions reduction goal to net zero emissions by 2050 or sooner. The single-family home and multi-unit residential building sectors represent [60% of all emissions from buildings in Toronto](#).

In July 2021 City Council adopted the Net Zero Existing Buildings Strategy, which charts a path to net zero emissions building sector. The residential sector, and apartment buildings in particular, offer significant emissions reduction potential, and the greatest co-benefit opportunities including positive impacts on local economic development, improvements to housing quality, better health, and improved resilience overall, showing that there is alignment between positive emissions outcomes and positive equity outcomes.

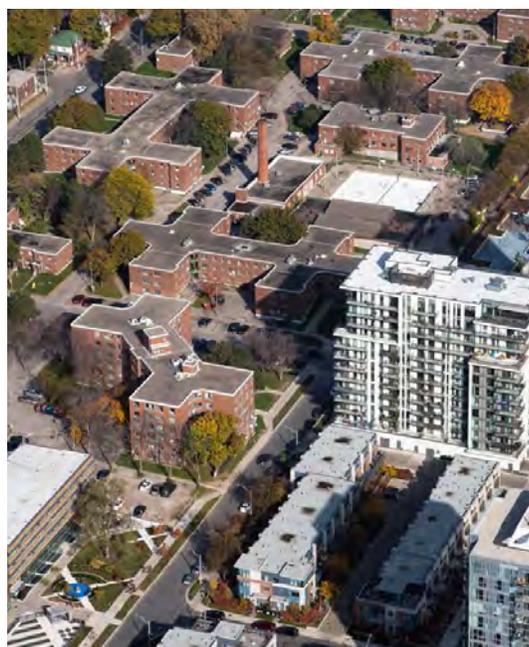
However, the cost of the needed retrofits represents a significant net investment for building owners. These financial and capacity limitations are particularly present in rental apartment buildings, where owners have few resources to rely on when considering major upgrades. This is especially the case in older rental buildings with naturally occurring affordable rents, where there is a risk of the cost of upgrades being passed on to tenants.

To assist, in the near-term, incentives to building owners will be delivered by leveraging existing City programs. As of 2021, the City has two programs supporting retrofit financing for multi-residential buildings: the [High-rise Retrofit Improvement Support \("Hi-RIS"\) Program](#), which provides low-interest financing, and a new program called [Taking Action on Tower Renewal](#).

**Through the new Taking Action of Tower Renewal program, \$13 million is available through a combination of financing and grants for retrofitting older apartment buildings.**

Taking Action on Tower Renewal also specifically targets building areas with a higher prevalence of residents with low-income including the City's Neighbourhood Improvement Areas Good Quality and low-income census tracts. Implementation of these programs will decrease greenhouse gas emissions and improve climate resilience for participating buildings in Toronto. The City is also enabling the long-term investment required to maintain this critical housing for residents.

Enhanced investments from the federal and provincial governments are also necessary to support these urgent emissions reduction measures. This includes new financial incentive programs specifically for the low-income homeowners and owners of multi-unit residential buildings. These investments will not only support the sustainability goals of all orders of government, but also help to protect the existing housing and improve living conditions for residents.



## Launch of Green Will Initiative

Working with public and private sector building owners, the City launched the [Green Will Initiative](#) in 2019 to accelerate the reduction of greenhouse gas emissions from buildings which are the largest source of greenhouse gas emissions in Toronto. The program brings together the City and property owners to make major strides in driving energy efficiency towards net-zero greenhouse gas emissions and improving resiliency of buildings across the city. Participating building owners will be supported in their efforts to reduce their building's greenhouse gas emissions to net-zero. Recognizing that the path to net-zero will be unique for each portfolio and building, City staff will support building owners in achieving targets and creating a plan to accelerate emissions reductions.

**To-date the program has expanded to 22 building portfolios across Toronto representing over 4,500 buildings and 320 million square feet to improve building performance including occupant comfort.**

These building portfolios make up a significant number of the multi-residential buildings in Toronto including Concert Properties, First Capital REIT, Greenrock Property Management, KingSett Capital, Menkes Property Management Services, Minto Properties, Oxford Properties, Parkdale Activity Recreation Centre, TCHC, YMCA of Greater Toronto and Dream Unlimited.



## Looking Forward to 2022

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**In 2022 and beyond, the City will continue to focus on supporting renters and protecting our existing affordable rental housing stock.**

A key objective will be to better understand how the housing, health and socio-economic needs of renter households have changed due to the ongoing COVID-19 pandemic, and what additional actions the City needs to take to support residents. In addition, the City will continue to work with federal and provincial partners and request enhanced and expedited investments to help renters in these challenging times.

City initiatives and actions planned for 2022 to assist tenants include:

- Developing **proactive tenant and landlord communications materials** related to relocation and right of return, rights of tenants with accessibility needs, supporting student renters, and good practices on tenant engagement;
- Exploring the **development of a network of tenant associations and tenant hubs** city-wide to support tenants' rights; and
- Continuing the review and revision of rental replacement agreements and implementation practices to **improve and standardize tenant assistance**; tenant access requirements for replacement units; and ongoing monitoring and oversight.



### **Better assist renter households through establishing a centralized team**

The ongoing transformation of the Housing Secretariat division is focused on streamlining the planning and delivery of housing policies and program across the City government to optimize limited resources while improving service delivery for residents. This people-centred approach also presents an opportunity to improve supports and services provided to renters, especially those facing evictions and at-risk of homelessness.

**Over the coming year, emphasis will be placed on interdivisional collaboration to improve outcomes for renters, protect existing affordable rental housing, and address building disrepair and property standards.**

Staff will also continue to actively engage people with lived experience as well as community and private sector housing partners.

## Creation of Housing at Risk Table

Through the HousingTO Plan consultations, feedback from members of the public, and ongoing input and advice from the TAC, it has become clear that there are many complex housing issues facing tenants that require triaging and targeted interdivisional City responses. In an effort to help address some of these issues, the Housing Secretariat will build on the success of the Specialized Program for Inter-divisional Enhanced Response to Vulnerability (“Spider”) and Furthering Our Community by Uniting Services (“FOCUS”) incident response tables that bring together City divisions and community partners to address specific cases of people facing complex vulnerabilities to focus on complex housing issues.

Key items to be considered and addressed through the Housing at Risk Table (“HART”) include, but are not limited to:

- Site-specific renovictions;
- Coordinating emergency relocations and tenant supports;
- Preventing potential loss of affordable rental housing (e.g., multi-tenant homes); and
- Ensuring safe and well-maintained homes for tenants.

## Progress on the City’s Net Zero Existing Buildings Strategy

The [Net Zero Existing Buildings Strategy](#) recommended nine key policy actions that the City can implement to enable and accelerate the uptake of retrofits by building owners, while maximizing potential co-benefits and minimizing potential harms to owners and renters. Voluntary measures to assess home and building emissions performance and create a path to net zero are recommended to be implemented on a voluntary basis in the near-term (2022–2024), followed by a transition to mandatory requirements in the medium-term (2025–2029) to long-term (2030+).



**Partnership with other orders of government is critical to the implementation of the City’s TransformTO and Net Zero Existing Buildings Strategies.**

The City will continue to work with the federal and provincial governments to explore and opportunities for collaboration and secure new investments to advance the shared climate resilience goals of all orders of government. The City is also in a unique position to act as an aggregator of available building retrofit funding from other levels of government to flow into a one-window incentive program for Toronto residents.

# 08 Support Toronto Community Housing Corporation and its Residents

As part of the HousingTO Plan, the City has committed to supporting TCHC's 10-year capital repair plan. This capital repair plan is delivering repairs and upgrades, including accessibility upgrades and energy retrofits, which will improve and enhance the quality of life for the tenants. By the end of 2027, the capital repair plan is expected to deliver an estimated \$3.07 billion to repair TCHC buildings, including \$1.34 billion in federal funding and financing and funding from the City through implementation of the permanent capital funding model, which started in 2019. In addition to building repairs, TCHC, the City and CreateTO will continue with revitalization of identified communities.

Throughout 2020 and 2021, the City and TCHC together worked to advance delivery of the HousingTO Plan targets, including continued implementation of the capital repair plan to improve the living conditions and tenant experience for TCHC residents. Recent progress includes investing record-level amounts in building renewals and development in 2020 and 2021 to address the backlog of capital repairs. In 2021, as a result of a comprehensive budget process, TCHC also now has a fully funded 10-year capital repair plan for the first time in the organization's history.

In addition to repairing and modernizing existing buildings, an integral part of TCHC's capital plan is the revitalization of various TCHC communities across the city by CreateTO and TCHC. This includes 8 TCHC communities with in-flight revitalizations and future phases of the Lawrence Heights revitalization, where new TCHC replacement buildings are being constructed. TCHC, the City and CreateTO staff have made progress in 2021 to advance planning and building approvals for TCHC revitalization projects with a focus on replacing aging infrastructure, increasing the supply of affordable housing and creating more mixed-income, inclusive and livable communities.

An important part of the overall strategy to improve the condition of TCHC properties, enhance service delivery of residents and increase financial sustainability of the organization includes the transfer of TCHC's scattered housing portfolio to the non-profit sector. The City and TCHC have completed the procurement process to select future operators and will work to complete the transfer of this portfolio, which includes over 600 properties, to the non-profit housing sector in 2022. The transfer will ensure that the properties are in a good state of repair, and tenants are connected to appropriate services and active participants in their communities. The transfer of these properties to non-profit operators will also help build capacity in the non-profit housing sector.

# Progress Made in 2021

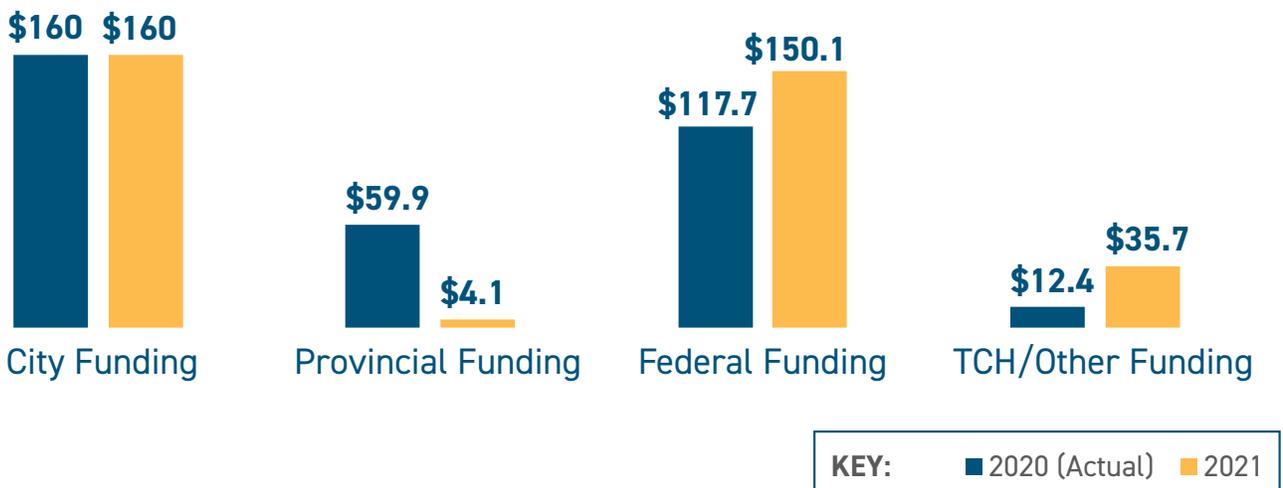
## Securing funding for TCHC capital repair plan

**TCHC manages and maintains an infrastructure portfolio of 2,100 buildings worth over \$10 billion.**

The organization invests approximately \$350 million in capital repairs and improvements per year towards restoring and maintaining this valuable publicly-owned social housing portfolio in a state of good repair. In 2021, for the first time in its history, TCHC was able to achieve a fully funded 10-year capital repair plan comprised of federal and municipal investments in conjunction with TCHC's own reserve funds.

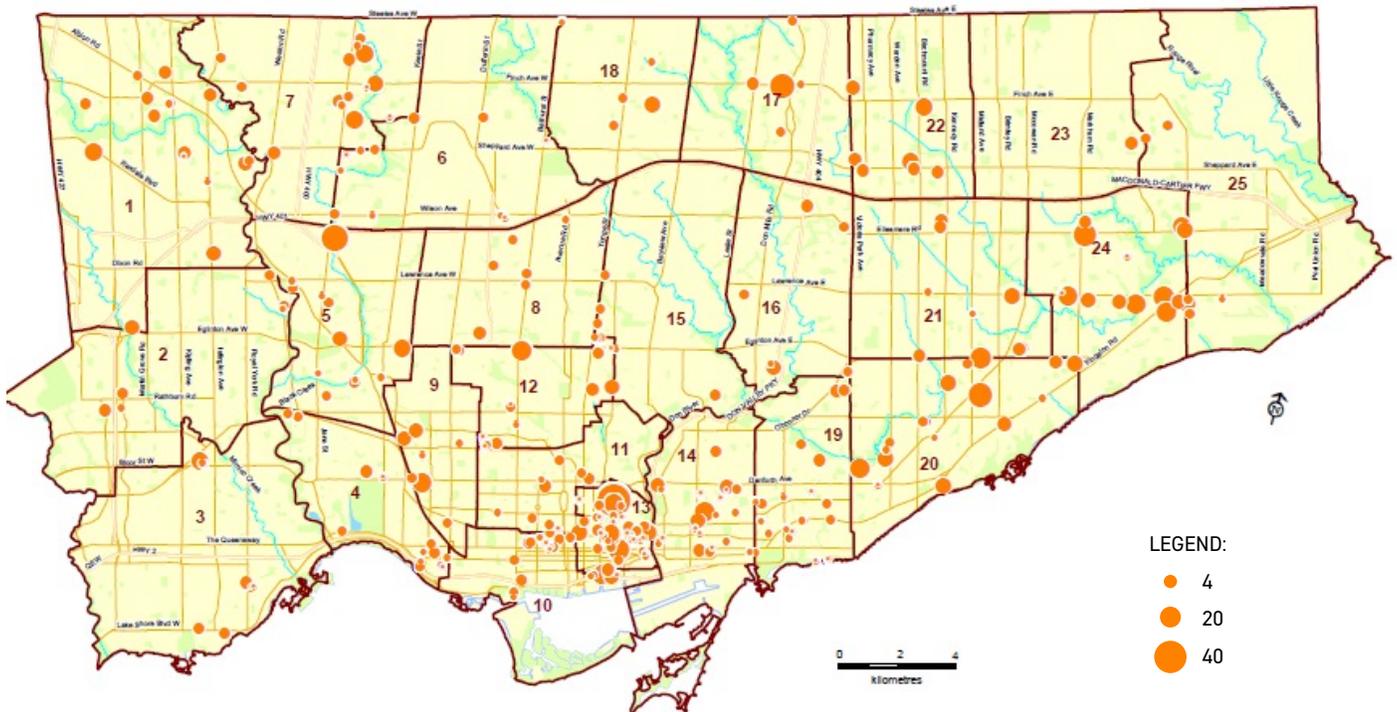
In both 2020 and 2021, TCHC budgeted \$350 million each year for building and capital renewal. The organization's capital repair plan for 2021 includes over 1,600 large capital repair projects now in flight across the portfolio, and the capital funding secured enabled TCHC to deliver building repairs and upgrades that improve and enhance the quality of life for tenants.

Figure 5: TCHC Capital Repair Plan Funding Sources (\$million)



Source: <https://www.toronto.ca/legdocs/mmis/2021/bu/bgrd/backgroundfile-159940.pdf>

**Figure 6: Number of TCHC Capital Repair Projects by Ward - 2021**



Source: Toronto Community Housing Corporation

These record-level investments enabled TCHC to undertake necessary demand and planned capital improvements to prevent permanent unit closures. The improvements kept the portfolio of an estimated 58,500 homes available for generations to come.

In 2020, TCHC initiated ten comprehensive common area accessibility renovations. These projects included modifications to shared spaces such as entrances, exits, lobbies, service areas, laundry facilities, parking, community rooms and exterior amenities. Additionally, TCHC made accessibility modifications in 84 units in 2020 alone, bringing the total number of units that are fully or partially accessible to 14,079.

TCHC continues to execute its capital repair plan and remains on schedule to bring its building portfolio into a state of good repair by the end of 2027 by investing funds from multiple levels of government to repair its capital assets. These investments have kept TCHC on track to meet its target of a portfolio wide average of 10% facilities condition index (FCI), energy reduction and accessibility.

## Transfer of TCHC's scattered housing portfolio to non-profit organizations

A key component of the City's Tenants First strategy includes a renewed focus on TCHC's role as a social housing landlord, where buildings are kept in a good state of repair and tenants are connected to appropriate services as active participants in their communities. As part of this strategy, TCHC has moved forward with a transfer of its scattered housing portfolio to non-profit housing providers and community land trusts that are qualified to engage with tenants, improve the condition of the properties and retain the properties as affordable housing in perpetuity.

In 2019, the City of Toronto issued an RFP to initiate the transfer of TCHC's scattered housing portfolio to non-profit housing providers and community land trusts. The RFP covered 643 properties owned by TCHC, which collectively contain 761 units. Most of the properties are single-family houses that are well integrated in their local communities.

As a result of the RFP, two successful proponents were selected. The Neighbourhood Land Trust will assume the role of landlord for the homes predominately located in the west end of the former City of Toronto, with YWCA Toronto as operating partner. Circle Community Land Trust will assume the role of landlord for the homes in the east end, Scarborough, and in other neighbourhoods across the city. Both successful proponents are committed to providing and expanding affordable housing options to low-income tenants.

Tenants of the single-family homes and select small buildings will not lose their housing or their RGI subsidy, if they currently receive one, and will not be required to move due to the transfer of ownership from TCHC to The Neighbourhood Land Trust and Circle Community Land Trust.

Given the large number of transfers from the scattered portfolio, it will take some time for the transfers to be completed. The property transfers are expected to begin in Q1 2022 and be completed by the end of 2022.

## Continue revitalization of identified TCHC communities

There are currently eight TCHC communities undergoing revitalization with a goal of replacing aging and deteriorating social housing stock to create complete communities with a range of housing opportunities, improved access to transit, amenities and services.

Since 2020, as part of its revitalization projects, TCHC and the City constructed over 300 RGI rental replacement units. Advanced plans include creating over 300 net new affordable homes and over 3,000 market rental and ownership homes.

**Table 2: Current TCHC Communities undergoing Revitalization (2021)**

Project	Rental Replacement Units	Estimated New Affordable Rental Homes	Estimated New Market Homes
Firgrove	–	107	600
Don Summerville	–	100	550
250 Davenport	13	–	–
Allenbury Gardens	97	–	–
Lawrence Heights	78	130	2,488
Leslie Nymark	121	–	–
<b>TOTAL</b>	<b>309</b>	<b>337</b>	<b>3,638</b>

Source: Toronto Community Housing

**In 2021, TCHC invested a total of \$103 million in capital funding to support the revitalization of its communities.**

In June 2021, City Council authorized the purchase of 32 units (out of the total 100 new affordable rentals) at Don Summerville in the Leslieville/Beach neighbourhood. This followed the approval in 2020 of the development application, which included replacement of 120 RGI units, plus 288 net new purpose-built rental units, 100 of which will be affordable. The City's 32 rental units will be leased to and operated by a non-profit co-operative housing provider. As the remaining affordable rental units will be integrated within the various mixed-tenure buildings onsite, some will be owned and managed by TCHC and the balance will be owned and managed by the developer partner.

In Alexandra Park, an affordable rental and ownership housing program has been developed through in-depth engagement with community members on the design of the program. Habitat for Humanity GTA will partner with TCHC to deliver the ownership portion of the program and net new affordable rental units will be constructed in TCHC rental replacement buildings, to be operated by Atkinson Housing Co-operative.

In 2021, updates on the budgets for phases two and three of the Lawrence Heights Revitalization is expected to be brought forward to Council for consideration. This will allow TCHC to issue an RFO in early 2022 to identify a development partner for these phases of the project.

Planning approvals are also expected to be obtained for the Firgrove-Grassways Revitalization in late 2021–early 2022.

## Project in Focus: Lawrence Heights

**Phase one of the Lawrence Heights Revitalization is targeted for completion in 2023. This phase of construction began in 2016 and includes 255 rent-g geared-to-income rental replacement units and 845 market units as well as the creation of new parks, streets, retail, and water and wastewater systems.**

**Two TCHC rental replacement buildings have been completed thus far, with the newest building opening at the beginning of 2021. The last sub-phases of construction are underway and completion is expected in late 2022 along with remaining new roads and infrastructure in 2023.**

**Paired with this construction work is the delivery on \$3.5 million in funds for community economic development, of which approximately \$3.0 million has been spent to-date as well as \$500,000 in scholarship funds that have been awarded yearly to tenants since 2014.**



## Leveraging TCHC's land and vacant units to create supportive housing opportunities

As a result of shifting priorities due to the ongoing COVID-19 pandemic, the City took urgent action to increase the supply of supportive housing for people experiencing homelessness. TCHC played an important role in supporting these actions.

Building upon the success of the Rapid Re-housing Initiative launched in April 2021—which in phase one assisted 459 people to move into 300 permanent and fully furnished homes—the City and TCHC committed to making an additional 450 units available in 2021. Through this program, vacancies within the TCHC portfolio are made available immediately to people experiencing homelessness in Toronto. Residents connected with units are supported in all aspects of the move-in process, including unit viewings, reviewing leases, furnishing apartments, and establishing connections with on-going follow up supports.

Additionally, three TCHC sites were identified in 2021 for the purpose of creating modular supportive housing for people experiencing homelessness including 75 Tandridge Crescent, 7 Glamorgan Avenue, and 175 Cummer Avenue. The approach to leverage TCHC land through long-term leases is an efficient and cost-effective way for the City to increase the supply of supportive housing through modular construction. With the City acting as the applicant for these new modular homes, considerations can be made to ensure sensitivity to existing site conditions including the buildings' visual appearance, surrounding landscape design and ability to provide privacy between adjacent properties.

While the project at 75 Tandridge Crescent will not proceed in 2021, the remaining two projects will create approximately 110 new supportive homes for people experiencing homelessness on TCHC land. These homes will be operated by non-profit housing organizations to be selected through an RFP process led by the City in consultation with TCHC.

7 Glamorgan Avenue rendering (final design subject to approval)



175 Cummer Avenue rendering (final design subject to approval)



## Looking Forward to 2022

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### Advancing the TCHC capital repair plan

TCHC is continuing its multi-year planning for major building capital renewal projects. In 2020, the Board of Directors [approved a 2021-2024 building capital renewal plan](#) designed to minimize tenant disruption, improve project delivery and reduce costs.

**The multi-year plan includes commitments of \$110.2 million in 2022, \$46.9 million in 2023 and \$20.7 million in 2024.**

### Continuing to move the revitalization of in-flight TCHC communities forward

In Regent Park, planning applications to amend the approved master plan for phases four and five of the revitalization are expected to be submitted in 2022.

Building and infrastructure construction is expected to continue at Don Summerville and the second phase of Alexandra Park, Construction of the TCHC rental replacement buildings in both projects expected to be complete in 2024.

### Work with other levels of government

The HousingTO Plan highlighted the importance of securing federal and provincial investments to support TCHC revitalization projects. This includes ongoing discussions with federal and provincial government to secure \$530 million in capital funding to support the target of creating 14,000 new homes (in addition to the replacement of 5,000 RGI homes) in TCHC's communities.

The City and TCHC will continue to work with the federal and provincial governments, and request new investments to support the TCHC revitalization program, including investments to add new affordable rental homes. As TCHC revitalization projects play a pivotal role in helping to improve the housing, health and socio-economic outcomes from some of the city's most marginalized residents, they also provide an opportunity for all orders of government to advance their shared objectives. These shared objectives include helping to improve access to good quality and affordable homes, improving housing stability for residents and creating more vibrant communities where people have equal opportunity to succeed.

Further, TCHC and the City will continue to advocate for the provincial government to contribute its outstanding share of capital funding towards TCHC's capital repair plan. These requirement investments are critical to helping preserve and maintain the TCHC portfolio, which is the largest social housing portfolio in Ontario, in a state of good repair long term.

# 09 Continue the Revitalization of Neighbourhoods

Toronto needs to add a range of housing options across the housing continuum while also maintaining the vitality of existing neighbourhoods in order to meet the diverse needs of current and future residents. The revitalization and intensification of neighbourhoods provides an opportunity to achieve these objectives and create more inclusive, mixed-income, mixed-tenure, complete communities, where everyone can afford to live, work and play. Neighbourhood revitalization projects also support better housing and health outcomes for residents, economic growth, social cohesion and environmental sustainability.

**Adding more integrated housing around transit is a key component to creating more livable, sustainable and thriving communities.**

Expanding housing options in transit-oriented communities near employment opportunities will reduce traffic congestion and air pollution while helping to improve residents' quality of life and productivity. New transit-oriented communities also attract new investments and help increase residents' access to education, jobs, health care and social activities. As such, it is vital that new housing development projects also deliver other key city-building objectives to create complete communities.



# Progress Made in 2021

## Advancing the Expanding Housing Options in Neighbourhoods initiative

The City is working to expand opportunities for “missing middle” housing forms in Toronto, ranging from duplexes to low-rise apartments. All of these housing types can be found in many parts of Toronto today, but they are also limited in where they can be newly built.

**Expanding Housing Options in Neighbourhoods (“EHON”) is one solution among a range of City initiatives to increase housing choice and access, and create a more equitable and sustainable city.**

A number of actions were taken in 2021 to advance this initiative including:

- In June 2021, staff presented draft garden suite regulations to the Planning and Housing Committee for community and stakeholder consultation and are undertaking additional consultation to finalize these regulations in fall 2021;
- Staff are currently consulting on allowing more residential units in forms compatible with existing houses, such as duplexes and triplexes, where they are currently not permitted, and undertaking a research into Neighbourhood change trends. Staff reports on this work will be considered by the Planning and Housing Committee and Council before end of 2021;
- Additionally, staff have advanced a pilot project in the Beaches-East York neighbourhood to assess the feasibility of building missing middle type buildings on City-owned sites; and
- A variety of consultation events are scheduled through the end of the year to discuss specific EHON initiatives and general themes around neighbourhood changes.

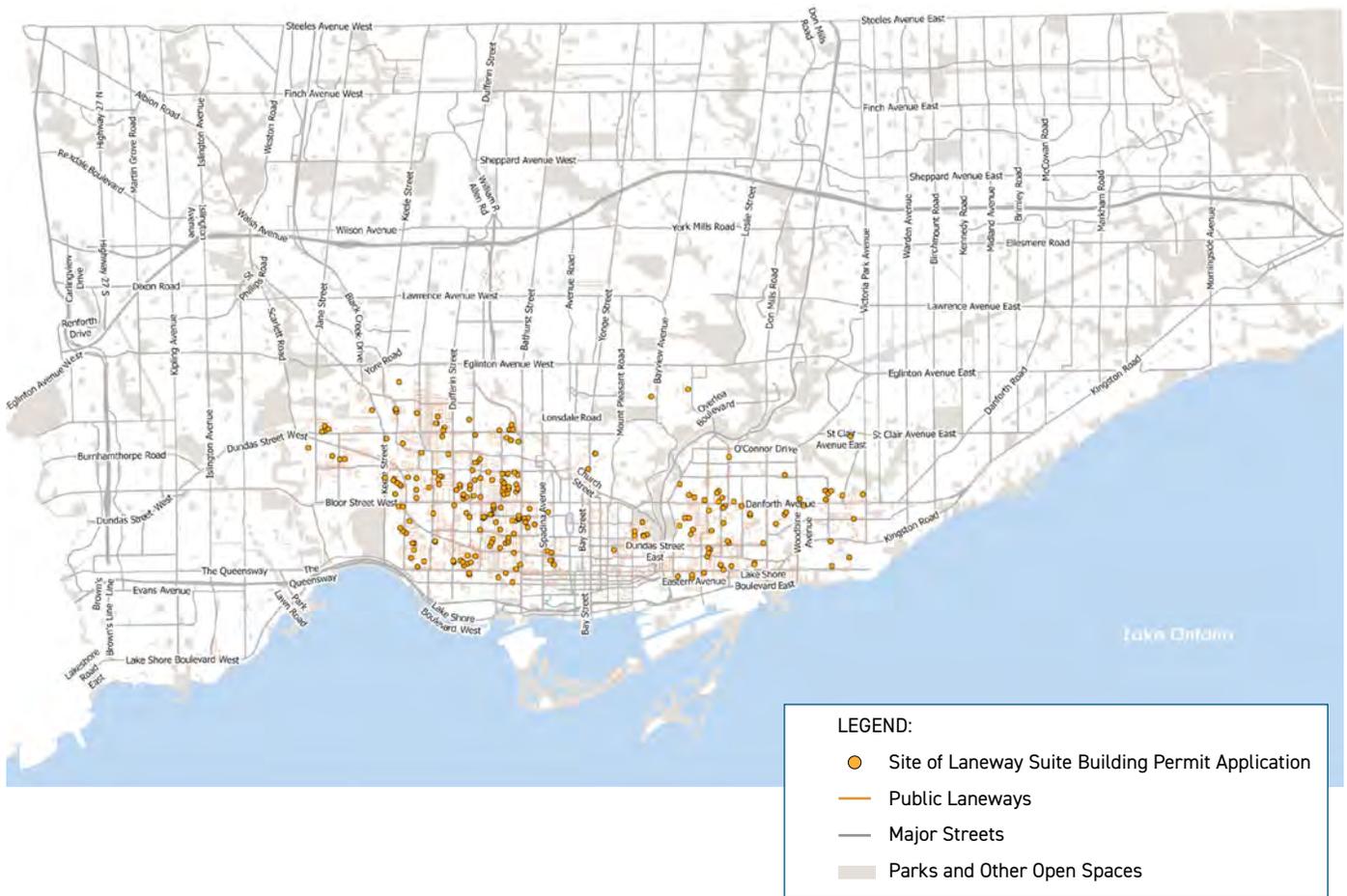
## Progress on creating new laneway suites

A laneway suite is a self-contained residential dwelling unit with a private kitchen, bathroom facilities and sleeping areas located on the same lot as a detached house, semi-detached house, townhouse, or other low-rise house. Laneway suites provide a new and diverse housing option in many neighbourhoods across the city for residents who would otherwise be limited to living in high-rise buildings or forced out of the city.

Since August 2018, when the by-law to allow the construction of laneway suites was passed by City Council, 239 Building permit applications for laneway suites have been submitted to the City. Of these 239 applications for laneway suites, 50 laneway suites have been built, 131 have had permits issued for laneway suites to be built and are at some stage of construction, and the balance of this number are permit applications that are under various stages of review. To-date nine affordable laneway homes have also been approved and funded using federal and provincial housing program funds.

Staff have been monitoring the implementation of laneway suites and will be reporting to Committee and Council in early 2022.

**Figure 7: Locations of Laneway Suite Building Permit Applications Submitted Between June 2018 and May 2021**



## Contributing to mixed-income and mixed-use communities through Housing Now

In 2019 and 2020, 17 City-owned, transit-oriented sites have been added to Housing Now to create a range of housing within complete communities. In addition to new housing, through this program number of other city-building objectives are being delivered including new or improved community facilities such as new child care centres, community facilities, schools, parks and public realm enhancements.

These 17 sites are currently in various stages of development. In 2021 alone, City Council approved zoning by-law amendments for three Housing Now sites at Bloor-Kipling, 405 Sherbourne Street and 150 Queens Wharf Road, to deliver 1,778 new homes including up to 683 affordable rental homes. These projects also contribute to making of complete communities through adding new retail space, community space, parkland improvements, child care and early learning programs. For instance, at 150 Queens Wharf Road, over \$2.2 million has been allocated to build a new EarlyON Child and Family Centre. The Bloor-Kipling site will form a new urban hub in Etobicoke and will be created centred around the new Etobicoke Civic Centre and featuring public spaces, parks and a dynamic mix of amenities and diverse housing options, with over \$1.4 million allocated for parkland improvements.

In 2021, the City also finalized agreements with the development partners selected for the 50 Wilson Heights Boulevard, 705 Warden Avenue and 777 Victoria Park Avenue sites representing a total of 2,600 new homes of which over 1,000 will be affordable rental homes. Each site also includes a new 62 space child care centre, parkland and public realm improvements, and new retail space. 50 Wilson Heights Boulevard will form the central piece of the new Wilson-Tippett Community, turning a TTC commuter parking lot into parkland, community space and a range of housing options. It also advances the broader Tippett Road Area Regeneration Study adopted by Council in 2015. Construction on the three sites is estimated to begin by mid-2022.



## Looking Forward to 2022

### Continue to implement the EHON initiative

The City will continue its work in advancing the EHON initiative in 2022 by:

- Recommending Official Plan policies and zoning regulations for garden suites;
- Further consulting on and recommending Official Plan policies and zoning regulations for multiple housing;
- Consulting and reporting on zoning to allow more missing middle housing options on neighbourhood major streets;
- Further consulting on and recommending Official Plan policies and zoning regulations for neighbourhood commercial uses; and
- Further consulting on and securing a development partner to construct a missing middle demonstration project in Beaches-East York.

Advancing these reports provides the City with a suite of tools and options to promote and facilitate a variety of missing middle housing forms across Toronto neighbourhoods.

### Continue to advance Housing Now sites

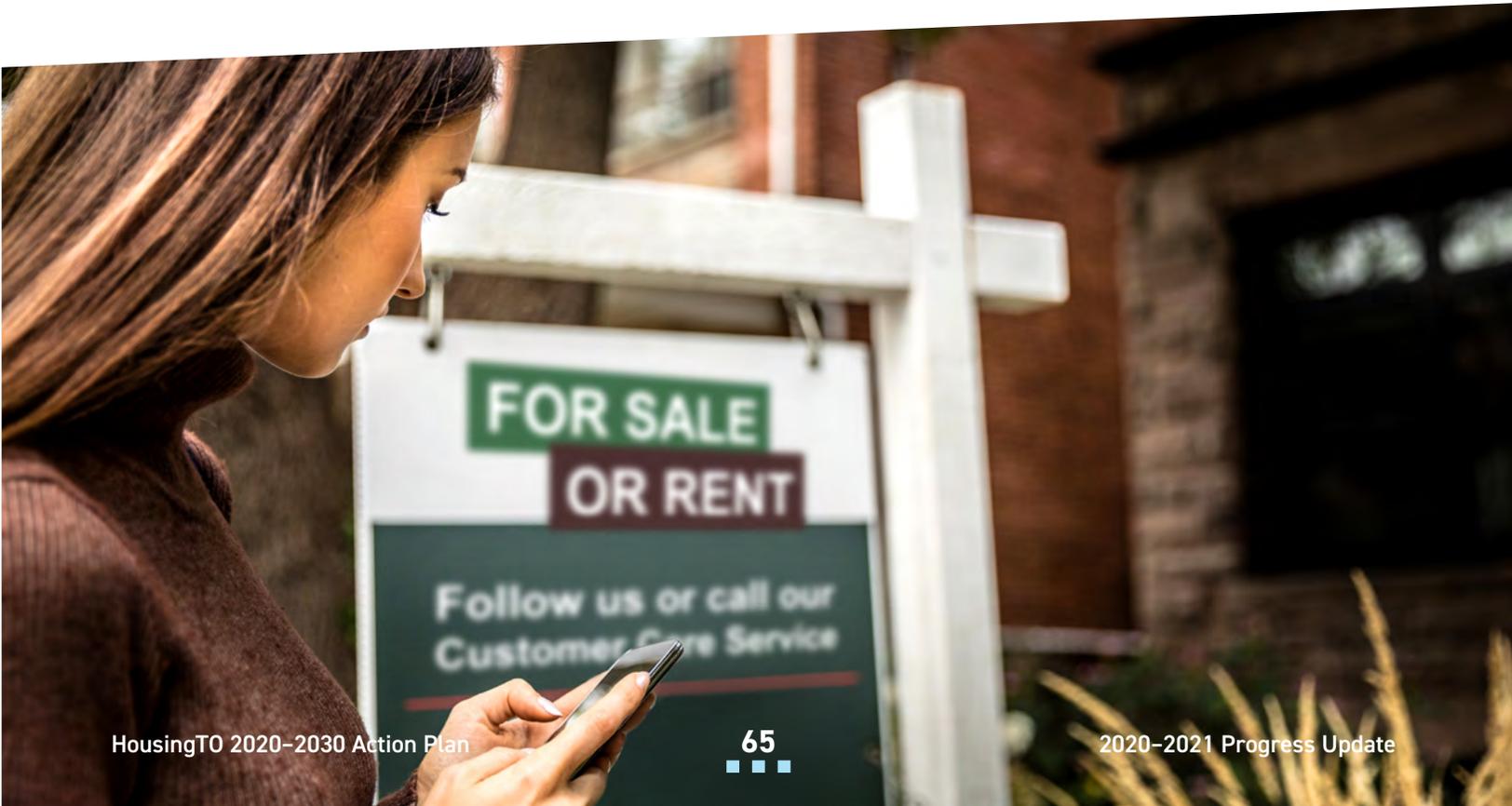
In 2022, Housing Now sites will continue to be advanced through the due diligence and planning approvals processes with a focus on adding a range of new housing opportunities along with new or enhanced community facilities, commercial spaces and building amenities to improve existing neighbourhoods. Additional details on actions for 2022 are provided in the next chapter.

# 10 Create New Rental Housing Responsive to Residents' Needs

Toronto is [currently home to approximately 3 million people](#) and the population is expected to reach 3.6 million by 2041. While Toronto has consistently ranked as one of the most livable and competitive cities in the world, its steady success has also led to many low-and moderate-income households being priced out of the housing market. This includes essential workers such as nurses, grocery store workers, restaurant workers, cashiers, transit operators and front-line emergency shelter staff who are unable to find adequate, affordable housing options in the city.

During the pandemic, the rental market experienced some temporary 'cooling' both in terms of price and available inventory. This was due to a number of factors including new City rules regulating short-term rentals, decreased immigration levels as a result of the borders being closed, migration of people out of the city and region due to more flexible telecommuting options and reduced demand for post-secondary student housing. However, as we move closer towards recovery and full re-opening, the demand for rental housing in Toronto and across the region is again surpassing available supply.

While housing affordability issues continue to pose a challenge for low-and-moderate income households, it also poses a threat to the economic viability of Toronto and surrounding regions. A recent report by Toronto Region Board of Trade and WoodGreen Community Services, entitled [The Cost of Inaction](#), conservatively estimates that the housing affordability crisis is costing the GTA between \$5.88 and \$7.98 billion per year. Over a ten-year period, that amounts to a staggering \$58.8 to \$79.8 billion.



**In order for the GTA to maintain its global competitiveness and quality of life for residents, an immediate and coordinated systems-level response is needed to address the current affordable housing challenges. Solutions must be developed and delivered through partnerships with all orders government, broader public sector institutions, non-profit sector and the business community working hand-in-hand.**

While there has been an upward trend in new rental housing completions in Toronto, primarily due to government investments offered through programs such as the City of Toronto's Open Door Affordable Housing Program and Housing Now, plus the federal government's Rental Construction Financing Initiative ("RCFI") under the National Housing Strategy, new and enhanced investments are needed to further stimulate this growth. This includes capital and operating funding, low-cost financing, making surplus land available for affordable housing development and other financial incentives that help offset the cost of developing affordable housing.

**Table 3: Completions by Submarket and by Intended Market**

Toronto City	Freehold	Condo	Rental	Total	Condo %
2007	1,524	4,690	572	6,786	69%
2008	2,071	10,058	1,321	13,450	75%
2009	2,231	9,322	920	12,473	75%
2010	1,286	10,923	879	13,088	83%
2011	1,449	14,568	804	16,850	86%
2012	1,528	9,961	1,985	13,474	74%
2013	1,735	11,126	1,681	14,542	77%
2014	1,573	7,777	201	9,551	81%
2015	1,368	28,017	1,364	30,749	91%
2016	1,505	13,428	1,090	16,027	84%
2017	1,849	11,507	815	14,171	81%
2018	1,798	11,816	2,472	16,086	73%
2019	1,559	9,724	3,310	14,593	67%
2020	1,247	13,315	2,714	17,276	77%
<b>Average 10 years</b>	<b>1,561</b>	<b>13,124</b>	<b>1,644</b>	<b>16,322</b>	<b>80%</b>
<b>Percentage</b>	<b>10%</b>	<b>80%</b>	<b>10%</b>	<b>100%</b>	

Source: <https://www.toronto.ca/wp-content/uploads/2021/06/963e-Development-Pipeline-2021.pdf>

Investments in affordable housing will not only provide much-needed homes for low-and-moderate-income households, including marginalized people and essential workers, it will also help stimulate economic recovery by creating jobs and helping employers to attract and retain the talent need to support their businesses. Investments in affordable housing will also help address many of the long-standing systemic inequities which became even more glaring throughout the pandemic.



## Progress Made in 2021

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### Facilitating the creation of purpose-built rental housing

With the gradual reopening of the economy and border, during the second quarter of 2021, the demand for rental housing continued to grow. A recent survey of purpose-built rental apartment projects in the GTA, conducted by [Urbanation](#), showed that a total of 1,242 new purpose-built rental units were completed and began occupancy during Q2-2021 in Toronto. The new supply was met with high demand, as quarterly net absorptions within the rental stock built since 2005 rose to 716 units—four times higher than the level from a year ago (179 units). The demand also remained strong despite the fact that average rents for available units (across unit types) completed since 2005 were \$2,359 per month, making these homes affordable to households earning approximately \$94,000 or more a year—almost double the average household income.

In 2021, the City continued to take bold action and make substantial investments in affordable housing through programs such as Housing Now and Open Door Affordable Housing Program, as further outlined on the following pages.

**As of November 2021, there are a total of 109 City-led or City-supported active affordable rental development projects which will deliver an estimated 19,000 new affordable and supportive homes across the city over the next five to seven years.**

These housing development projects will also create over 47,000 jobs in various construction-related industries.

# Progress toward 40,000 affordable rental and supportive homes approvals

## Creating More Supportive Housing for People Experiencing Homelessness

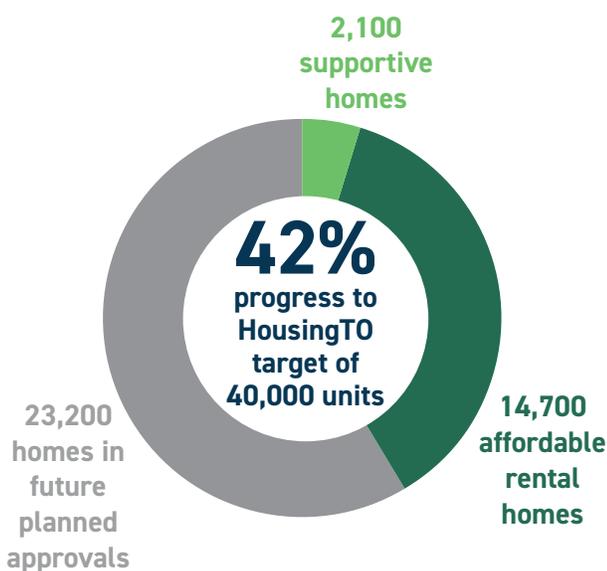
Emergency responses like shelters and low barrier 24-hour respite services are essential to respond to the immediate needs of people experiencing homelessness. However, permanent supportive housing is the long-term solution to ending chronic homelessness. The HousingTO Plan, rooted in a human-rights based approach to housing, sets the foundation for a shift from providing costly emergency services towards sustainable housing solutions for people experiencing homelessness.

Supportive housing, which has traditionally been a provincial responsibility, provides a combination of deeply affordable housing and wraparound support services onsite that enable people to live as independently as possible. It can help people stabilize their lives, improve their housing, health and socio-economic outcomes, and positively contributes towards creating more equitable, inclusive communities.

Supportive housing is not only a more dignified way of assisting our most marginalized residents, it also makes economic sense and reduces costs to the public sector (including reducing emergency shelter, justice system and healthcare costs). The business case is further highlighted by the pandemic, which has resulted in the doubling of shelter costs as a result of physical distance and other public health measures.

As a direct response to the COVID-19 pandemic, in December 2020, City Council approved a staff report titled [Emergency Housing Action](#), which outlined a plan for the City to deliver a minimum of 1,248 supportive housing opportunities on an urgent basis to assist people experiencing homelessness. To implement this plan, the City has been using innovative modular technology to building new homes on City-owned land. Additionally, the City has moved expeditiously to acquire existing buildings (such as hotels and motels) and renovate/convert to create permanent affordable rental housing.

**Figure 8: Affordable Rental and Supportive Homes Approvals (Progress To-date)**



Approximately 16,800 affordable rental and supportive homes have been approved by Toronto City Council since the start of the HousingTO Plan. This represents approximately 42% progress towards the City's ten-year target of 40,000 affordable rental and supportive homes approvals by 2030. The City has committed land and Open Door incentives to support the development of these new homes. However, for these new homes to be built, continued and enhanced investments from federal and provincial governments through programs such as the National Housing Co-Investment Fund, the Rental Construction Financing Initiative, the Rapid Housing Initiative, Home For Good, and others, are essential.

In addition, while the majority of approvals to-date are for affordable rental homes, with a commitment for ongoing operating funding from the provincial government, supports can be layered on to some of these homes to create new supportive housing opportunities. A long-term commitment for ongoing operating funding is needed from the province in order to scale up the supply of supportive housing and help the City meet its 18,000 supportive housing approvals target by 2030.



The first two modular housing development projects at 11 Macey Avenue and 321 Dovercourt Road (formerly 150 Harrison Street) were completed in December 2020 and January 2021, respectively. Through an open proposal call process, the Neighbourhood Group and COTA Health (“COTA”) were selected to operate the buildings and provide support services to help 100 people successfully exit homelessness. Tenants of these new homes pay either 30% of their income or the shelter allowance portion of the Ontario Works or Ontario Disability Support Program. In addition, coordinated support services are provided onsite on a 24/7 basis to assist with housing stability and eviction prevention; food security; personal recovery relating to mental health and substance use challenges; and connections to primary care.

Building upon the success of the first two modular projects, over 2021 the City has taken a number of steps to advance the development of five new modular projects at 150 Dunn Avenue, 175 Cummer Avenue, 7 Glamorgan Avenue, 4626 Kingston Road (portion of site) and a former parking lot at the corner of Trenton and Cedarvale Avenues.

Additionally, the City purchased four buildings located at 877 Yonge Street, 292 -296 Parliament Street, 222 Spadina Avenue and 4626 Kingston Road (portion of site) which are being renovated and converted to create permanent supportive housing. These projects follow the successful modernization model at 389 Church Street which opened its doors to new residents in February of 2021 following an extensive modernization of the building that created 120 self-contained affordable homes with support services for women and gender diverse individuals.

## **Scaling up Affordable Housing Delivery through the Open Door Affordable Rental Housing Program**

The City's 2020 Open Door call for affordable rental housing applications resulted in the approval of 15 developments representing a total of 971 new affordable homes. 11 of the 15 affordable housing developments are led by non-profit housing providers, and of these, three are led by Indigenous organizations.

As part of the 2020 call for applications, City Council allocated \$10.9 million in City funding and financial incentives comprising of approximately \$10.8 million in capital grants; \$100,000 in grant funding for pre-development assistance to create a pipeline of projects that are 'almost ready' for approvals; and approximately \$64.8 million in financial incentives to support the creation of the 971 new homes.

In addition to addressing Council's previous request to ensure that at least half of approved Open Door projects be from the non-profit sector, a number of additional program enhancements were made in 2020, including:

- The minimum affordability period was increased to 40 years from 30 years;
- The requirement for affordable gross floor area was increased from 20% to 50%; and
- Affordability details, including depth and length of affordability, and opportunities to serve priority equity-deserving populations identified in the HousingTO Plan, were given more weight in the evaluation.

The Open Door program call for applications has taken place annually since 2017, making 2020 the fourth year the program has existed in its current form. Between 2017 and 2019, 1,273 affordable rental homes have been approved and are either completed or in the approval and development pipeline.

In order to continue to build on the success of the Open Door program and meet the increased annual targets set out in the HousingTO Plan, a number of program changes are being implemented in 2021 to: increase the number of affordable homes approved; provide greater support to the non-profit housing sector and Indigenous organizations; and align the Open Door program with CMHC's programs so that projects are better positioned to secure federal investments. These changes include:

- Planning fee relief for non-profit housing providers will be provided on a simplified, continuous application basis;
- A new streamlined and continuous application process will be made available to non-profit and private sector applicants to receive Open Door incentives support (also available via City Planning approvals reports when Section 37 contributions provide for affordable housing);
- The annual Call for Applications for developments will continue for groups requesting capital funding in addition to other financial incentives;
- The target for affordable gross floor area will be 30% of the overall development, reflecting industry feedback; and
- Approved projects must begin construction within 3 years of the date of approval in order to maintain access to the capital grant funding and/or incentives.

## **Significant Progress on Advancing Housing Now**

Housing Now was approved by City Council in January 2019 to activate City-owned lands to stimulate the development of affordable rental housing within transit-oriented, mixed-income, mixed-use, complete communities. This signature program is a key component of the HousingTO Plan and is vital to enabling the City to meet its target of approving 40,000 new affordable rental homes, including 18,000 supportive homes, by 2030. Of the overall 40,000 new affordable rental homes, the City has committed to delivering 10,000 using its own land and financial incentives.

As part of phase one of Housing Now, 11 properties were approved by City Council to create an estimated 10,000 new homes, including 3,700 affordable rental homes. In May, 2020, City Council approved six additional sites to be added to the initiative as part of phase two, with the potential to create up to 1,700 additional homes, including up to 620 affordable rental homes.

These total 17 sites across phases one and two are currently in various stages of development. In 2021 alone, the City approved zoning by-law amendments for three Housing Now sites, selected development partners at three further sites, and brought three sites to market to select non-profit and private development partners, as outlined below:

- City Council adopted zoning by-law amendments for Bloor-Kipling, 405 Sherbourne Street, and 150 Queens Wharf Road, which will deliver 1,778 new homes including up to 683 affordable rental homes;
- Development partners were selected for three phase one sites at 50 Wilson Heights Boulevard, 705 Warden Avenue, and 777 Victoria Park Avenue, which will deliver a total of 2,600 new homes of which over 1,000 will be affordable rental homes; and
- The sites located at 140 Merton Street, Bloor-Kipling (Block 1), and 2444 Eglinton Avenue East have all been offered on the market to identify qualified non-profit and private sector developers.

**To-date the City has dedicated over \$1.3 billion in land value, financial incentives, and staffing resources to expedite the delivery of Housing Now and as a result, has achieved over 50% of its ten-year 10,000 affordable homes approval target in less than three years.**

Housing Now will deliver a range affordable housing options for households earning between \$21,000 and \$68,000 per year, and deeper levels of affordability may be achieved for eligible households through the layering of housing benefits. This means that it will deliver a range of new workforce housing affordable for low-and-moderate-income essential workers needed to keep Toronto’s economic engine moving.

**Figure 9: Estimated Number of Market Ownership, Market Rental and Affordable Rental Homes to be Created in the First Three Phases of Housing Now**



The exact number of homes will be determined based on the planning approval and market offering processes for each of the 21 sites.

## Expediting planning approvals for affordable and supportive housing projects

In addition to providing land and financial incentives to stimulate the development of new purpose-built rental housing, the City is also utilizing a range of non-financial tools to help meet its targets under the HousingTO Plan. This includes the new Concept 2 Keys (“C2K”) program which was introduced in late 2020 and aims to transform the development review process by improving organizational structures, processes and technology.

The C2K’s Priority Application Stream, which launched on January 1, 2021, is focused on affordable housing development applications city-wide. The C2K team works to expedite the affordable housing approval process as an effective approach to bring new affordable homes to the Toronto housing market sooner, as well as reduce project timelines, costs and risks related to delays.

Since the launch of the program, review teams have received 24 applications for 18 development projects. This includes 15 priority affordable housing developments and three private purpose-built rental projects. The 15 affordable housing developments are Open Door and Modular Housing Program sites, which in total represent a proposed 1,211 new affordable and supportive rental homes. Additional development projects earmarked for priority review are in the current pre-application stage and will be reported when applications have been received. A first set of applications are now approaching key approval milestones and an evaluation of improvements in approval timelines will be conducted. Within the affordable housing review stream, the overall average time for staff to review and comment has been five weeks per round of reviews. This compares to an average duration of eight to nine weeks per review round for all development applications across the City. The City’s Modular Housing Program applications have been given the greatest urgency and have averaged three weeks per review.

## Reviewing options for a revised definition of affordable housing based on income

To better respond to the needs of low-and-moderate-income households, a priority action in the HousingTO Plan is for the City to implement new definitions of affordable rental and affordable ownership housing that are aligned with incomes instead of solely on market rents/prices.

Proposed new definitions were brought forward to Council in 2020 and throughout 2021, staff consulted extensively with a wide range of stakeholders including members of the public and housing developers and operators.

In November 2021, City Council approved new definitions of affordable rental housing and affordable ownership which reflects the advice and feedback received through the consultations.

## Approving a new Inclusionary Zoning policy framework

Inclusionary Zoning is one of the policy tools that will help the City achieve the HousingTO Plan target of approving 40,000 affordable rental homes and 4,000 new affordable ownership homes by 2030. Inclusionary Zoning will also help create more affordable housing for low and moderate income households, resulting in mixed-income housing across the city.

In 2021, significant progress was made to develop and implement an Inclusionary Zoning policy to ensure that new affordable housing opportunities are included in market developments. The City finalized updated background analysis, including a Financial Impact Analysis, third-party review of the analysis and Housing Need and Demand Analysis that form the required assessment report package. The City also

undertook extensive public and stakeholder consultation on draft inclusionary zoning policies, zoning and implementation guidelines. In November 2021, City Council approved an Inclusionary Zoning Official Plan Amendment, Zoning By-law and Implementation Guidelines based on this work.

Toronto's Inclusionary Zoning framework includes foundational requirements for affordable housing in new development that will ensure affordability is maintained for 99 years. The amount of affordable housing required would vary depending on the area of the city, taking into consideration housing market analysis and applicable densities.

The City has also advanced two Protected Major Transit Station Areas ("PMTSAs") to the Minister for approval as part of Keele Finch Plus initiative, and has undertaken consultation on proposed draft delineations for 16 PMTSAs within the Downtown Secondary Plan. Approval of PMTSAs will allow for inclusionary zoning to be implemented within those PMTSA areas.

## Looking Forward to 2022

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### Advancing a revised definition of affordable housing based on income

Updates to the City's Municipal Housing Facility by-law will be made after the Official Plan definitions of affordable rental housing and affordable ownership housing are in effect in order to bring the by-law in line with the Official Plan definition. Timing for this change will depend on whether the definitions are appealed to Ontario Land Tribunal.

In 2022, the Housing Secretariat will complete detailed financial impact analyses of the new definition on City programs such as Housing Now and Open Door, and report back to Council with recommended program changes and/or other mitigation strategies to address the impacts. Staff will also engage CMHC and the Province of Ontario on how current or future funding and financing programs from each order of government could support implementation of the proposed new definition.

### Implementing Inclusionary Zoning

Inclusionary Zoning is expected to be applicable to new developments in Minister-approved PMSTA areas after September 18, 2022. The Downtown Secondary Plan PMTSAs are expected to be forwarded to the Minister for approval in early 2022.

Subject to required approvals by the Minister of Municipal Affairs and Housing, Inclusionary Zoning will secure 5–10% of condominium developments as affordable housing, increasing to 8–22% by 2030. Rents and ownership prices would be based on the new income-based definitions of affordable housing, targeting households with an annual income of between \$32,486 and \$91,611, which includes individuals such as early childhood educators, dental assistants and bank clerks.

## Advancing phase three of Housing Now, and preparing a pipeline of future sites

In November 2021 City Council approved four additional sites to be added to the Housing Now Initiative. Six additional sites were added to create a 'pipeline', which, subject to satisfactory feasibility assessments, can be added to future phases of the Housing Now Initiative. The creation of a pipeline of sites will enable staff to undertake early due diligence work, including identify risks and mitigation strategies, to ensure that sites can more rapidly move through planning approval and development stages. Creating a pipeline of sites will also enable the City to take advantage of any future federal and provincial funding opportunities, should they become available, to support the development of new housing.

In 2022, in addition to advancing work on all 21 sites approved in the first three phases, staff will work to plan for implementation of the City's new affordable housing definition future Housing Now sites. Staff also continue working with internal and external stakeholders to implement Council's directions related to enhancing non-profit and Indigenous participation in the program; adding new affordable homeownership opportunities; reviewing current accessibility standards; and attracting partnership and funding opportunities to boost the current sustainability targets.



# Creating more supportive housing opportunities for people experiencing homelessness

**In 2022, the City will continue to work with selected non-profit and Indigenous housing providers to move more people experiencing homelessness into permanent affordable housing with support services.**

Leveraging additional funding received in 2021 from the Government of Canada through the Major Cities stream of the RHI, the City will be able to build even more new supportive homes in 2022. The \$132 million received in new funding will support the creation of at least 233 new affordable and supportive homes to help people exit homelessness.

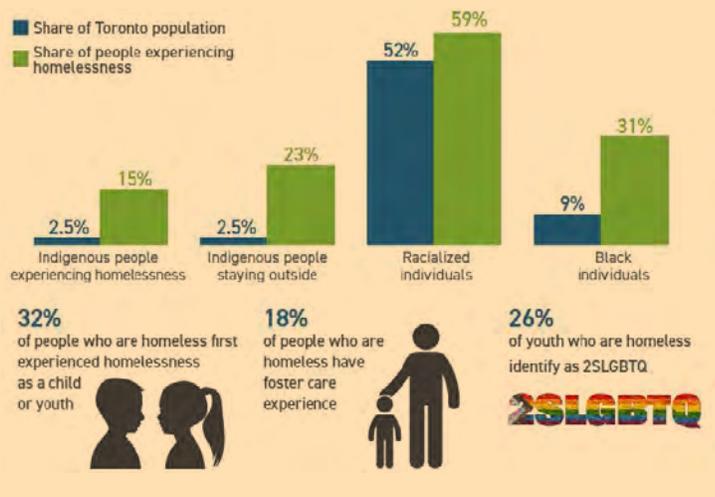
In 2021, City also worked closely with Indigenous and non-profit housing partners to submit additional projects for funding under the RHI Projects stream, where projects compete nationally for funding. In total, the City and its partners submitted almost 1,000 potential new affordable and supportive homes for funding under phase two of RHI. Announcements of successful projects are expected in December 2021. Following the announcement of successful projects under both the Major Cities and the Project streams, staff will quickly undertake the due-diligence, planning review and approval and engagement activities in 2022 to ensure these new homes are completed within the 12-month time frame as set by the federal government.

In 2022, the City will also continue to work with the federal and province governments to secure new capital and operating investments to further increase the supply of supportive housing in response to the urgent and growing need.

## Focus on Equity and Inclusion

Indigenous Peoples, Black people and other racialized groups are overrepresented in the city's homeless population due to long-standing structural and systemic inequities rooted in racism and discrimination. As supportive housing is essential to helping people successfully exit homelessness and improve their health and socio-economic outcomes, it is also a key tool in advancing the City's equity and anti-racism objectives.

In 2022, as the City continues to focus on recovery from the pandemic, helping marginalized people, especially people experiencing homelessness, will remain a priority focus area. As such, the City will work to enhance partnerships with orders of government, the health care sector, non-profit partners, Indigenous organizations and the private sector to increase the supply of supportive housing.



# 11

## Help People Buy, Stay in and Improve Their Homes

Affordable homeownership is an important part of the housing spectrum. When people are unable to move into homeownership, they keep renting which leads to increased demand for rental homes, reduces availability, and results in increased cost of rents. In addition, when the cost of rents is too high, the demand for more affordable housing increases beyond available supply resulting in people being 'stuck' along the housing continuum. As a result, more people end up living in core housing need due to lack of adequate affordable housing options. Lack of access to safe, adequate, affordable housing also leads to higher rates of homelessness.

**In order to ensure that Toronto has a diverse range of housing opportunities, homeownership needs to remain achievable for renter households.**

Homeowners also need to be able to stay in well-maintained, energy efficient homes and affordable homes that respond to their needs over time. With average home prices in Toronto (including condos, townhouses, semis and detached) [hovering around \\$1 million](#) in the second quarter of 2021, it is becoming increasingly difficult for young adults and those from equity-deserving groups such as Indigenous Peoples and Black people to enter the homeownership market.

The historical inequities in home ownership levels within low-income racialized communities and other equity-deserving groups also means that these groups have not been provided the benefits that typically accompany home ownership. Key among these benefits is the ability to generate equity that can be passed on as intergenerational wealth and provide lasting economic uplift to the household and wider community. Stable housing also contributes to improved access to education and well-paying jobs, greater connections to community, and improved health outcomes and status.



Prior to the pandemic, over 27% low-and-moderate-income households who own their homes in Toronto were [paying more than 30% of their income on housing](#). It is expected that this number has grown due to the economic impacts of the pandemic. With the rise in housing unaffordability levels, more households need financial assistance to repair and retrofit their homes. The pandemic has also underscored the health vulnerabilities faced by seniors age and the importance of helping them aged in place and delay their entry into care through accessible, good quality, affordable housing with appropriate supports.

Stimulating affordable ownership opportunities has been a long-standing City commitment. Since 2007, the City has dedicated a portion of its funding allocation under federal/provincial housing programs to support affordable home ownership in Toronto through partnerships with both non-profit and private sector developers. Through these programs, the City provides down payment assistance loans to eligible households. It also helps reduce of the cost of building the homes through relief from development charges for developers, with the savings passed on to the purchasers through lower purchase prices.

While the HousingTO Plan sets a target of delivering 4,000 new homeownership opportunities for low-and-moderate-income households by 2030, the [continued spike in home prices in Toronto](#), despite the economic fallout from the COVID-19 pandemic, has added even greater urgency to expediting delivery of these homeownership opportunities.

## Progress Made in 2021

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### Continue assisting renters buy their first home

The City's First-Time Home Buyer Land Transfer Rebate Program continues to help a large number of households, including renter households, purchase their first home and move into homeownership. In 2020, the City assisted over 17,500 households by providing a total exemption value of \$71.4 million in land transfer tax rebates.

**To-date in 2021, the City has assisted 18,351 more households to purchase their first home by investing \$76.1 million in the value of rebates under this program.**



## Enhancing the Home Energy Loan program

In 2021, City of Toronto was successful in securing a loan of up to \$9,712,000 (with favourable terms for repayment and an interest rate as low zero percent) and a grant of up to \$4,856,000 through the Federation of Canadian Municipalities Community Efficiency Financing (“CEF”) Program.

This funding and financing will be used to enhance and sustain the existing Home Energy Loan Program (“HELP”). Through HELP, Toronto homeowners can now get a low-interest loan of up to \$125,000 to cover the cost of home energy improvements. Other recent program changes include allowing tax-exempt property owners to participate in the program, thereby further expanding eligibility to additional property owners and housing providers. This programs makes it easy and affordable for homeowners to pay for these home improvements over time and access rebates offered by utility companies. Additional future enhancements will include a planned energy coaching service, the development of training materials and other resources to support homeowners in improving their homes.

The City has also developed additional resources through the BetterHomesTO initiative to provide information on existing city programs and facilitate connections between neighbourhood based groups focused on residential retrofitting. Through BetterHomesTO and HELP, efforts are focused on reducing residential emissions, enhancing program accessibility, enhancing the knowledge of programs and financial supports to support retrofitting and decarbonisation.

## Advancing the design and implementation of a Vacant Home Tax

By levying this tax, the City aims to improve the availability and affordability of housing supply as it will help to make these vacant homes available in the housing market either by renting or selling. This is a strong signal by Toronto City Council that creating housing options for Toronto residents is the priority.

In December 2020, City Council approved an implementation plan for a new tax on vacant homes in Toronto. In July 2021, City Council approved certain tax design principles and directed staff to conduct public consultations and refine a final tax design for Council consideration prior to the end of 2021 with a by-law supporting this tax to come into effect in January 2022.

**The tax on vacant homes would become payable for the first time in early 2023, based on the occupancy status during the prior year.**

The tax on vacant homes will apply to residential properties that are not the principal residence of the owner (or their permitted occupants) and have been unoccupied for more than six months during the previous calendar year. Some exemptions, including death of the owner, homes under renovations, snowbirds or if the owner is in medical care are being proposed as part of a tax by-law.

This new policy tool will help the City address the housing market disparities between the lack of rental housing supply on one hand and readily available empty homes on the other, by encouraging the conversion of units that are vacant into ones that are occupied. A final report and tax by-law will be prepared for Council’s review by the end of 2021.

## Looking Forward to 2022

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### Independent review of the affordable homeownership assistance program

During 2020, the Auditor General reviewed the City's affordable ownership housing program and made a number of recommendations to strengthen program outcomes and accountability. This included recommendations that support enhanced measurement of program effectiveness and impact, improved program design to ensure funding is prioritized for households in most need of assistance, and stronger oversight and monitoring of City-funded organizations.

To implement the Auditor General's recommendations, the Housing Secretariat is in the process of retaining an external consultant to conduct a review of the City's affordable home ownership policy framework and program delivery model. The review will include an inter-jurisdictional scan of other affordable home ownership programs and policies, an equity and impact assessment, financial modelling, and analysis of program delivery models. The consultant will make recommendations to the City based on their findings, including how best to address and implement the recommendations made by the Auditor General.

### Increasing affordable homeownership opportunities

The housing development sector continues to express strong interest in delivering new affordable homeownership opportunities for residents. Some affordable housing organizations are particularly interested in providing homeownership opportunities for racialized, equity-deserving communities such as Indigenous Peoples and Black people, as a way to address long-standing inequities. Over the next year, the City will explore partnerships with these organizations.

The City will also continue to seek federal and provincial investments to deliver new affordable homeownership opportunities. Such investments will be allocated through an annual Request for Proposals process and will support the HousingTO Plan target of approving 4,000 affordable ownership homes by 2030. In addition to these actions, it anticipated that the number of affordable homeownership opportunities across the city will increase through implementation of the City's proposed Inclusionary Zoning policy.



# 12 Improve Accountability and Transparency in Delivery of Housing Services to Residents

How can we better understand the health of Toronto's housing system and other macro environmental forces in order to increase housing opportunities for low-and-moderate-income residents, including people experiencing homelessness? How can we strengthen accountability from Council, staff and the public in order to ensure the City of Toronto's portfolio of housing services and housing investments addresses the evolving social, economic and health needs of residents? How can we translate and evaluate housing program performance so that members of the public, City Council, and staff understand how programs are performing and where they can be improved?

Answers to these fundamental but very important questions are key to driving the way housing policy, programs and services are developed and delivered across the city. It also determines how their success is monitored and reported on publicly.

**Accountability and transparency for housing services depends in part on how divisions are organized to deliver housing services and how data is used to track progress against housing outcomes.**

This chapter will describe the two programs of work that the City is pursuing to improve accountability and transparency in delivery of housing services to residents:

1. **Housing delivery framework** is changing how the City will deliver housing services to help more residents live in safe, well-maintained, and affordable housing with respect, dignity, and equal opportunities to succeed.
2. **Framework for a Housing Data Strategy** will help the City, Council, and the public better understand the needs of Torontonians and the performance of housing programs to improve evidence-informed decision-making and accelerate HousingTO Plan implementation.

# Progress Made in 2021

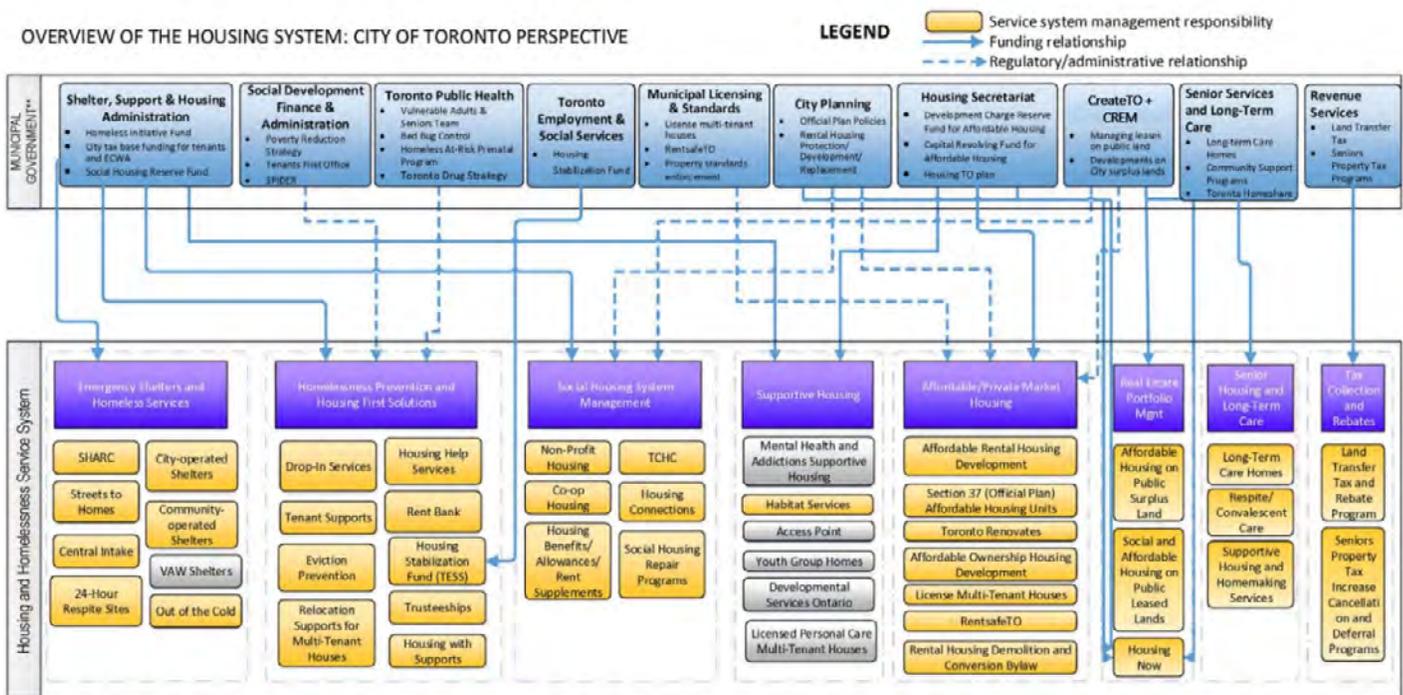
## Housing delivery framework

In the past year, the City's Senior Leadership Team confirmed the Housing Secretariat as the City's housing lead, and also re-affirmed the Housing Secretariat's primary mandate of overseeing delivery of the HousingTO Plan.

This decision acts to consolidate all housing accountabilities, responsibilities, and functions within the Housing Secretariat, including social housing; affordable rental housing, including supportive housing; market rental housing; and affordable home ownership. The Housing Secretariat's enhanced mandate also includes developing systems-wide policy for the entire housing continuum ranging from homelessness all the way to home ownership. This consolidation of housing functions is a strategic shift in how the City of Toronto plans and delivers housing and homelessness services and solutions.

The decision to streamline and consolidate all housing policy, planning and delivery functions was based on direction from Council through adoption of the HousingTO Plan in December 2019. This direction was further investigated and validated through a comprehensive review of the City's internal housing system led by the Senior Leadership Team, impacted division heads, and with the support of MNP LLP ("MNP"), a third-party Canadian consulting firm.

Figure 10: Overview of the Internal Housing System – City of Toronto Perspective



With these changes, the City will be better positioned to address housing and homelessness issues at a systems level, with the aim of improving housing, health and socio-economic outcomes for low-and-moderate-income households across the city. A key focus of a systems-level approach is also to identify and remove some of the barriers that impact access to housing for historically disadvantaged groups, including Indigenous Peoples and Black residents.

## Framework for a Housing Data Strategy

Housing continuum-wide<sup>1</sup> system reporting and outcome tracking based on data is one gap<sup>2</sup> that the framework for a Housing Data Strategy will work to address.

The purpose of this section is to share a framework for a Housing Data Strategy which includes the measures that need to be taken in order to respond to Council's direction in [Item PH 16.5](#).

### *Purpose of the Housing Data Strategy*

The purpose of the housing data strategy is to:

1. **Better understand the health<sup>3</sup> of Toronto's housing market and the housing needs of Toronto residents;**
2. **Improve HousingTO Plan reporting and outcome tracking; and**
3. **Support the needs of residents over the housing lifecycle with consistent and reliable data .**

### **Better understanding Toronto's housing market and the needs of Toronto's residents**

Toronto housing market Indicators can answer important questions about the health of Toronto's housing market, such as, but not limited to:

- How well are the housing needs being met by the housing market?
- How is the cost of housing and an individual's ability to find housing changing?
- How have private market rents and prices changed over time?
- What does Toronto's mix of existing housing stock<sup>4</sup> look like?

### *Understanding the housing needs of equity deserving groups<sup>5</sup>*

To support equitable housing outcomes, the HousingTO Plan has targets for equity deserving groups such as Indigenous residents, low-income seniors, women and girls and people experiencing homelessness. Recognizing the importance of socio-demographic data to both inform equitable service planning and deliver the data strategy will, at a minimum:

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1 Continuum-wide refers to the full housing spectrum - from homelessness to rental and ownership housing to long-term care for seniors as articulated in the HousingTO 2020-2030 Action Plan.

2 The gap was identified in the review of the greater internal housing system and the organizational review of the Housing Secretariat performed by MNP.

3 The housing data strategy will layout the indicators that help identify the health of the Toronto housing market based on the HousingTO Plan. The "purpose built-apartment vacancy rate" could be one indicator that describes the health of the residential rental market.

4 Including type (rental/ownership; high-rise/low-rise; accessible ;), size (2- and 3 bedrooms), price (rent and purchase) compared to incomes; and location (geographic spread across the city)" of housing - so that we can have better insight when creating public, social or private market housing that meets the needs of City residents.

5 Equity-deserving groups refer to communities that face significant collective challenges in participating in society because of barriers to equal access, opportunities and resources due to disadvantage and discrimination, and actively seek social justice and reparation.

- Seek to better understand the needs and experiences across different equity-deserving groups, how they intersect and how they are changing;
- How those needs are being addressed by Toronto’s housing market; and
- How effective current and planned housing initiatives are at meeting the needs identified by equity-deserving groups.

Any data collection activities, which include socio-demographic data and the use of disaggregated data,<sup>6</sup> will follow Guiding Principles: The City’s Responsibilities as outlined in the City’s [Data for Equity Strategy](#).

## Improving HousingTO Plan reporting and outcome tracking

The HousingTO Plan was informed by a [Housing Market Analysis](#) report undertaken in 2019. The Housing Market Analysis included 24 indicators to provide a snapshot of Toronto’s housing market and included projections for 2031 and 2041. Data and information related to housing policies, programs and services can help the City understand its contribution to housing outcomes and answer important questions for decision makers, such as:

- To what degree is the City of Toronto and its partners addressing and solving housing challenges faced by current and future residents? How can we do better?
- Where should we focus our effort and investments?
- What do we continue to do and what do we do differently?
- How is the City and its partners addressing the evolving needs of the public?

Measuring outcomes and performance related the HousingTO Plan will follow the City’s Corporate Performance Management System. This is articulated in the City’s [Corporate Strategic Plan](#), which includes Performance Measurement and Accountability and uses Results Based Accountability as a performance management and accountability framework.

## Supporting the needs of residents over the housing lifecycle<sup>7</sup> with consistent and reliable data

The process of developing and providing housing to residents in the City is complex. To better understand the process, a “housing lifecycle” has been developed with residents’ needs at the centre. The lifecycle categorizes the stages of this process, related to the development of the City’s housing strategy, policy, programs, services and stock; in addition to the ongoing operations related to housing, including the delivery of housing programs, services and units to residents as groupings of functions. Functions are a set of activities and each activity is made up of a number of tasks. The lifecycle is comprised of five functional groupings:

- Housing strategy, system-level (big “P”) housing policy and system oversight:** includes the development of the City’s overarching housing strategy and the housing system (big “P”) policies required to support the strategy;

<sup>6</sup> Disaggregated data refers to large data sets that are broken down into smaller units. In the Data for Equity Strategy, disaggregated data refers to data that is broken down and examined by socio-demographic groups such as Indigenous communities, gender identities, racialized groups and neighbourhoods.

<sup>7</sup> This term was developed by City Leadership through the MNP report.

- b. **Stock development/revitalization/improvement:** includes the development and ongoing maintenance of housing stock;
- c. **Program policy, design and coordination:** includes the development of housing related programs and services to meet residents' needs;
- d. **Program administration, management and monitoring (ongoing operations):** includes the internal tracking and management of residents and stock within the housing system; and
- e. **Resident service and program delivery (ongoing operations):** includes the public-facing activities related to providing housing programs and services to residents and outcome measurement.

Supporting the housing lifecycle with consistent and reliable data is important because the system is managed by people who make decisions and act on behalf of residents each and every day, each of whom have unique data requirements which will need to be identified and addressed by the Housing Data Strategy.

### *Housing Data Strategy outcomes*

Through the Housing Data Strategy, the City will seek to achieve the following outcomes:

- Continuum-wide housing system reporting and outcome tracking is available, actionable, and easy to understand;
- Continuum-wide housing system-level policy, housing development and renewal decisions are data driven;
- Continuum-wide housing data captures the health<sup>8</sup> of the Toronto's housing market;
- The City has a thorough understanding of the housing needs and experiences of residents, particularly people experiencing or at risk of homelessness and those from equity-deserving groups; and,
- Data, information, knowledge, and the insights are mutually-shared across jurisdictions, including between other orders of government.

### *Housing Data Strategy activities*

The key activities, listed below, will serve each of the functions within the housing lifecycle with timely, reliable, and consistent data to help accelerate the delivery of housing solutions to the public. A new HousingTO program management office, as part of its mandate, will perform four sets of key activities to implement the Housing Data Strategy, including:

- Measuring outcomes and performance related the HousingTO Plan;
- Facilitating data needs identification, data collection, storage, access and retrieval;
- Building, coordinating and sharing information, knowledge and insight amongst partners; and,
- Informing advocacy, decision making, and public reporting.

<sup>8</sup> The housing data strategy will layout the indicators that help identify the health of the Toronto housing market. The "purpose built apartment vacancy rate" could be one indicator that describes the health of the residential rental market.

## *Housing Data Strategy enablers*

For the activities to be effective they require investment and thoughtful consideration to several organizational enablers. The following enablers will support the above key activities and help the City to achieve its housing data strategy outcomes.

- a. **Capacities and competencies:** The breadth and depth of skills necessary to provide sustainable quality data products is often underestimated. Coordinating data across jurisdictions and systems, performing and interpreting analysis, as well as sharing and publishing insight gained requires a wide breadth and depth of skill. This can include understanding of statistics, business metrics and analytics, information services, data integration, data management, data quality, and business intelligence technology, to name a few.

These competencies exist across the housing development functions, but not at the depth necessary to provide timely business information to support strategic planning, decision support, and easy to understand information on housing to the public. The Housing Data Strategy will outline a multi-phased resource plan to ensure adequate capacities and competencies are available to achieve housing data strategy outcomes.

- b. **Data management and infrastructure:** There is a vast amount of data available that is used to generate information and insight on Toronto's housing market and the housing lifecycle. To manage and use this vast amount of data, the Housing Secretariat will use the City's approved guiding frameworks,<sup>9</sup> tools, and underlying infrastructure to ensure data is high quality, protected and accessible.

In terms of data management, infrastructure and tools, the City has a depth of expertise in data governance, data security, data warehousing, and business intelligence that the Housing Secretariat can leverage for support. However, given the expanded mandate of the Housing Secretariat, additional internal infrastructure will need be developed to support resident services, program delivery, program administration, management and monitoring functions. Future needs could include data architecture, data modeling and design, data integration and interoperability.

- c. **Diverse partnerships and collaborative governance:** Housing indicators and program-specific data and information are compiled by other orders of governments, external organizations, City of Toronto divisions, Agencies and Corporations.

While some of this data is available to the public, some critical data are not coordinated, integrated or mutually shared across jurisdictions, which can inhibit efficient and effective responses to housing issues faced by residents.

In the same way that many partners within and outside the City are needed to achieve our housing delivery targets, many organizations and partners will need to come together to develop a shared and comprehensive understanding of the health of Toronto's housing market, the needs of Toronto's residents, and how we can improve collaboration. Academia, other municipalities, other orders of government and non-profit organizations are just some examples of partners that can come together to build up the capacity and the competencies necessary to use data for evidence in-formed decision making.

In 2021, the City has joined the Regional Prosperity Alliance, which includes a focus on housing. To-date work includes a statement of work that will be used to develop a regional data plan.

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<sup>9</sup> Guiding frameworks include the [Digital Infrastructure Plan](#) working principles

The City has also initiated work with the Federation of Canadian Municipalities and Statistics Canada partnership to enhance our understanding of the housing profile. The City is also working on developing a regional housing data book in collaboration with regions and municipalities in the GTA.

## Approach to developing the Housing Data Strategy

The Housing Data Strategy will be developed in iterations to serve the public and decision makers in the short-term while supporting the organizational development of the Housing Secretariat in the long term.

Each of the following measures, in addition to the key activities delivered by the HousingTO program management office will work to deliver on [PH 16.5 City Council recommendation 3](#). See Table 4 for a mapping of projects against Council's direction, and estimated completion dates. Each of the projects will commence in 2022.

- **Housing Data Project 1: eviction data and trends.** In support of the Subcommittee on the Protection of Affordable Rental Housing, execute a research project that will help the City gain a more fulsome understanding of eviction trends in Toronto, including exploring the following questions:
  - What is the extent of the problem with formal evictions?
  - How can the City collect and maintain evictions data?
  - What data gaps can be solved with data collection and sharing?
  - How can informal evictions be captured?
- **Housing Data Project 2: City of Toronto Data Book.** Develop a scalable City of Toronto Data book, which will include key housing indicators that can be monitored and analyzed on a regular basis. The purpose of the City of Toronto Data Book will be to provide a high-level assessment of the health of Toronto Housing System based on the HousingTO Plan outcomes. Indicators will be selected in order to support an assessment of the collective action taken by the City, other orders of government, and partners to address housing challenges faced by residents.<sup>10</sup>
- **Housing Data Project 3: Housing Data Strategy.** This iterative project will act to support the organizational development of the Housing Secretariat. It includes:
  - Identifying processes, channels, forums, and platforms for sharing knowledge and insight amongst housing partners within the City and externally;
  - Prioritizing and taking inventory of the population and program outcome, as well as the data needed to support each of the housing life cycle functions;
  - Performing a gap analysis across the housing lifecycle for each of the housing data strategy enablers in order to ensure that each of the housing data activities are adequately supported;
  - Identifying business, functional and technical requirements needed to store, access, and display, integrate, and share data across the housing lifecycle;

<sup>10</sup> This is an example of a [Data Book: Housing Vancouver annual progress report and data book 2019](#)

- Identifying and activating MOUs where helpful to share data, information, and insight with City Divisions, agencies and corporations, including SSHA; City Planning; Toronto Employment Social Services; ML&S; Toronto Public Health; and TCHC;
  - Outlining a multi-phased resource plan to ensure adequate capacities and competencies are available to achieve housing data strategy outcomes;
  - Activating channels, forums, and decision-making tables to close data gaps and use available data to inform decision making; and,
  - Instituting a performance accountability framework (Results Based Accountability).
- **Housing Data Project 4: Affordable and supportive housing development tracking and reporting.**  
The City must improve tracking and reporting on the progress of these projects with site-by-site data for projects that contribute to affordable housing and supportive housing performance targets. The public deserves to know where affordable and supportive housing projects are starting, how they're progressing, and when they'll be complete. This multi-phased agile project will assess, identify, recommend and implement actions to improve the affordable housing and supportive housing project tracking and reporting process.

## Looking Forward to 2022

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### Housing delivery framework

A focus in 2022 will be to address identified system-level gaps in the Housing Secretariat's current organizational structure, including:

- Addition of a strong program management function to accelerate the HousingTO Plan progress. The HousingTO program management office that will institute a performance accountability framework (Results Based Accountability) and a housing data strategy in order to provide housing program oversight, develop housing continuum-wide system-level strategy and oversee the implementation of the HousingTO Plan. This includes the overall tracking of the recommendations of the HousingTO Plan;
- Heightened focus on system data, reporting and outcome tracking;
- Enhanced capacity to expand housing development, revitalization and improvement work;
- Enhanced system and program-level housing policy functions as well as partnership/engagement functions; and,
- Addition of a finance, budget support, and issues management functions.

The Housing Secretariat division's organizational structure will also be enhanced through the centralization of additional housing functions within the division, to be done through:

- Transition of the Housing Stability Services team (currently within SSHA) to the Housing Secretariat;
- Transition of the Tower Renewal team (currently within SDFA) to the Housing Secretariat; and,
- Developing a new housing access and tenant support team to address the growing challenges experienced by tenants across the City.

## Housing Data Strategy

With the addition of the program management team to the Housing Secretariat, implementation of the Housing Data Projects will be accelerated to address [Council requests](#).

**Table 4: Addressing Council Requests using Proposed Housing Data projects**

<b>PH16.5 - Decision 3</b>	<b>Eviction data and trends</b>	<b>City of Toronto Data Book</b>	<b>Housing Data Strategy</b>	<b>Affordable housing development data</b>
a. HousingTO Plan performance targets and progress to be reported cumulatively, annually and tracked geographically by wards;			<b>X</b>	
b. Measures needed to improve reporting of city-wide, site-by-site data for projects contributing to affordable housing performance targets in the HousingTO Implementation Plan;			<b>X</b>	<b>X</b>
c. Measures to ensure the City of Toronto has integrated data, across divisions and agencies, for housing and homelessness indicators across the housing continuum;			<b>X</b>	
d. Options for hosting these performance targets and key indicators in a public and accessible format, such as the City's Open Data portal; and	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
e. A clear outline of the resources and data-sharing permissions needed to develop and implement a housing data strategy for the City of Toronto.	<b>X</b>		<b>X</b>	
<b>Estimated Completion</b>	<b>2022</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>

# 13 Enhance Partnerships and Intergovernmental Strategy

The housing system is dynamic and complex with interdependencies across many areas including housing availability, homelessness, economic development and wealth inequality. Innovative solutions, based on collaboration and strong partnerships across sectors and systems, are needed to create a healthy housing system and to address the multi-faceted challenges within the system. This includes partnerships with other orders of government, broader public sector institutions, health care partners, non-profit and Indigenous organizations and the private sector.

Over the past year, the City has actively worked with all orders of government and community partners to respond to the COVID-19 pandemic while planning for recovery. These efforts have focused on supporting our most marginalized residents, including opening more than 25 temporary response sites to provide additional space for physical distancing and isolation and moving over 7,000 residents from the shelter system and encampments into permanent housing in 2020 and 2021.

## Progress Made in 2021

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### Advancing the MOU with University Health Network and United Way of Greater Toronto

In 2019, the City of Toronto entered into a MOU with the University Health Network (UHN) and the United Way of Greater Toronto (UWGT) to establish the Social Medicine Initiative.

Recognizing the complex link between poverty, health and social outcomes, the Social Medicine Initiative involves a collaborative and systems integration approach that integrates health care, housing and social services. The partnership is focused on addressing systemic and structural barriers faced by equity-deserving groups, with increasing access to affordable and supportive housing being a key priority area.

As a first and significant step, UHN is making its land at 150 Dunn Avenue available to develop a new supportive housing modular building with 51 homes for people experiencing or at risk of homelessness.

The partnership with UHN and UWGT will support the coordination of resources to help establish a campus of care on-site, providing people experiencing homelessness with improved access to services such as primary care, mental health, and harm reduction, while addressing the social



determinants such as poverty, food insecurity, income insecurity and social isolation. UHN will also help connect people with a broad range of health care and health-related supports, including culturally appropriate supports.

In 2022, the City, UHN and UWGT will work together to ensure the successful opening and operating of the new modular supportive housing building at 150 Dunn Avenue, scheduled to open in the summer of 2022. The partners will also work together to advance plans for the longer term redevelopment/intensification of adjacent UHN residential properties in Parkdale to create even more supportive housing opportunities.

## **Partnership to advance the City's Land Bank Initiative**

Securing land, appropriate for the development of housing, is an essential component of delivering new affordable housing supply. The City has initiated a public-private-non-profit land bank initiative to engage governments, non-profit, charitable and private sector organizations to identify suitable properties to contribute to creating an affordable rental housing development pipeline.

In 2020, the City entered a MOU with the United Property Resource Corporation (UPRC) to create up to 500 affordable rental homes at seven of their sites in Toronto over the next five to seven years. In 2021, UPRC, in collaboration with City staff, has advanced pre-development work on a number of these sites.

## **Regional affordable housing table**

In 2021, a Regional Affordable Housing Table ("Regional Housing Table") was established with representatives from Toronto, Hamilton, York, Peel, Brampton, Mississauga, Burlington, and Oakville focused on information sharing across jurisdictions and advocacy to other orders of government.

The Regional Housing Table members have underscored the need for wide-ranging and comprehensive data sets to provide the "full picture" with respect to the state of housing across the Greater Toronto and Hamilton Area ("GTHA"). The results of this work will inform and define the region's collective advocacy position for increased investment in housing and related support services, as essential measures to help boost the region's equitable economic and social recovery from the pandemic.

To-date, the Regional Housing Table has supported two applications for funding to CMHC's Housing Supply Challenge focusing on addressing pre-development challenges in the region, and developing housing need and land assessment tools that will strengthen the region's ability in creating effective and people-centered housing strategies. A decision on these applications is expected before the end of 2021.

## **Federal and provincial funding to advance the HousingTO Plan**

The City's 24-month COVID-19 Housing Plan and the COVID-19 Interim Shelter Recovery Strategy guided the City in its housing and homelessness efforts over the past year, resulting in significant progress in securing federal and provincial funding under the National Housing Strategy programs and other existing federal and provincial funding programs. This funding has been essential to maintain shelter and homelessness services for residents, and expedite the delivery of new permanent supportive housing.

## Emergency Support for Homelessness

The Ontario government has committed \$406 million through Social Services Relief Fund, Ontario Isolation Centres Initiative, and the Mental Health Site Programs over the past two years supporting the City's COVID-19 response to homelessness.

The City has also received \$82.3 million in emergency funding for the COVID-19 response for people experiencing homelessness through the Reaching Home Program. This is in addition to the City's base allocation of \$124.4 million provided through this program for the 2019-2024 period. City Council has requested that the national program be grown by an additional \$300 million/year (effectively doubled) to support the increasing number of people who are experiencing homelessness in our city.

## Improving Affordability for Low-income Residents

The main federal-provincial funding program which provides ongoing rental assistance to households burdened with housing affordability is the Canada-Ontario Housing Benefit. This jointly funded federal-provincial program under the National Housing Strategy program aims to invest \$4.4 billion nationally over 10 years, cost-matched by provinces and territories, to move people out of housing need.

The COHB program is currently the only housing benefit program that supports moving people off the social housing waitlist as the benefit amount is tied to recipients' income. Considering Toronto's costly housing market, each household receives an average of \$750 to \$800 per month to secure rent-geared to income housing. The City has received \$39.5 million for the 2020-2023 period through this program and is on track to assist over 3,000 households by 2023 including people experiencing or at risk of homelessness.

## Protecting the Existing Supply of Housing

To help sustain, repair and grow the community housing sector, the Ontario government introduced the Community Housing Renewal Strategy in 2019. The Canada-Ontario Community Housing Initiative is one of the main pillars of this strategy through which the City has received a three year allocation (2020-2023) of \$133.5 million.

The City has also initiated a number of innovative partnerships with the Federation of Canadian Municipalities on a range of energy efficiency and retrofit programs, which are funded by the government of Canada. Since 2020, the City has received:

- \$11.75 million low interest loan and almost \$1.76 million grant to support [retrofits in apartment towers](#); and
- A loan of up to \$9.71 million and a grant of up to \$4.86 million to support [retrofits in single family homes](#).

## Creating New Supply of Purpose-built Rental and Affordable Housing

While the federal government's National Housing Co-Investment Fund for delivery of new affordable housing has been slow to deploy in Toronto, the take up on the RCFI has been much greater. In 2021, the federal government invested \$256.5 million through RCFI in three rental housing development projects across the city which will create new purpose-built market and affordable rental homes.

## Creating New Supply of Supportive Housing

Through its 24-month COVID-19 Housing Plan approved by Council in October 2020, the City has requested federal and provincial governments to provide funding sufficient to create 2,000 supportive housing opportunities by end of 2022, for people experiencing homelessness in Toronto.

The federal government launched RHI in October 2020 to respond to the housing recovery needs of Toronto and other municipalities. The RHI is a federal capital funding program which aims to create new affordable rental housing within a 12-month timeframe for marginalized people experiencing or at risk of homelessness. Toronto was allocated a total of \$335 million in October 2020 and July 2021 to support the creation of a minimum of 773 supportive homes by the end of 2022.

To create new supportive housing opportunities, a commitment for ongoing operating funding is needed to provide services in the deeply affordable homes. In 2021, the provincial government dedicated \$15.4 million in one-time funding for 2021 to provide support services for residents in the new supportive homes opening as part of the City's 24-month COVID-19 Housing Plan. This critical funding will ensure people moving out of homelessness into permanent housing have access to a variety of support services aimed at helping them maintain their housing, improve their health and well-being and prevent a return to homelessness. However, a longer term commitment, starting in 2022, will be essential to ensure sustained services for current supportive housing tenants, plus create additional supportive housing opportunities through the new homes that will become available through RHI and other programs.

Other existing programs such the Provincial Home for Good Program continue to be implemented in Toronto providing approximately \$73.4 million (2020-2023) towards maintaining existing supportive housing opportunities.

## Looking Forward to 2022

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The City will continue to advocate to other orders of government for the additional investments required to fully fund the 24-month COVID-19 Housing Plan and the HousingTO Plan. These investments will help support all orders of governments' shared housing goals, as well as deliver on commitments that were recently made during the 2021 federal election.

In 2022, the City will also continue to work with a wide range of partners and across various sectors in the planning and delivery of a range housing solutions. This collaborative, systems-level approach is essential for Toronto to appropriately respond to current and future housing needs, and remain an inclusive, global city where everyone has equal opportunity.

## Partnership with the academic sector

The Housing Secretariat, in collaboration with the City's Office of Strategic Partnerships is in the process of establishing a housing working group with the academic sector partners to support delivery of the HousingTO Plan. The mandate of this table will be to explore opportunities to collaborate on research that will help inform City actions and policies, plus options to increase access to affordable housing for both students and faculty. This includes exploring opportunities to add affordable housing on land owned by universities and colleges; looking at ways to increase access to other affordable housing options; and undertaking research that will help inform the need for student and workforce housing, among other activities.

## Partnerships with the health sector

COVID-19 has accelerated collaborative relationships between the health and shelter systems, and shown that partners in both systems are able to work together to develop quick, creative responses to address the needs of people experiencing homelessness. SSHA has been collaborating with health partners on the Access to Health Services Steering Committee, which includes partners such as Ontario Health Toronto Region (formerly the Toronto Central LHIN) and Parkdale Queen West Community Health Centre, with representation from a range of health service providers, homelessness services and shelter operators.

The work relates to three streams of health services: primary care; mental health supports and case management; and harm reduction.

**The objective is to ensure all people accessing shelter supports are part of a well-coordinated and integrated system of health and homelessness services—both within the shelter, and as they transition to permanent housing.**

## Partnership with the VAW sector and other women- serving organizations

Leveraging SSHA's MOU with the VAW sector, the Housing Secretariat is in the process of establishing a working group with the sector representatives and those from other organizations serving women and girls to advance the HousingTO Plan recommendations related to increasing affordable housing opportunities for women and girls.

The key role of the working group is to provide advice to the Housing Secretariat on policy and program improvements in the area of access to affordable housing, including the following tasks:

- Support identification and analysis of additional stakeholders to be engaged;
- Identify barriers relating to accessing affordable housing by women and female-led households, and make recommendations on how issues could be prioritized;
- Identify relevant or emerging best practices related to facilitating access to safe and affordable housing for survivors of domestic violence;
- Assess available data in the area of housing needs of women, identify gaps, and make recommendation for inclusion in the city's housing data framework; and
- Identify opportunities to improve communication and outreach for housing opportunities for women and female-led households

The Terms of Reference for this working group will be finalized in consultation with members to ensure a mutually respectful, collaborative and cooperative working relationship between the parties.

## Enhance partnerships with the federal and provincial governments to support the City's affordable and supportive housing initiatives

The City's affordable and supportive housing approval targets are ambitious and support from all orders of government is needed to achieve real outcomes for Toronto residents. The HousingTO Plan was originally costed at \$23.4 billion to be cost shared by all orders of government. Since then the cost of delivery of plan has increased to an estimated \$27.7 billion, and requires approximately \$8.5 billion from the federal government, approximately \$7.6 billion from the provincial government and approximately \$11.5 billion in investments from the City. The cost escalations reflect inflation and the increased cost of building and operating housing, including increased land values.

### Implementation of the 24-month COVID-19 Housing Plan

While both federal and provincial governments have responded to some of the requests from the City through its 24-month COVID-19 Housing Plan, additional support is required in 2022 and on a go-forward basis. This includes:

- \$305 million in capital funding in 2022 to support the creation of 517 supportive homes; and
- \$48 million annually in operating funding, beginning in 2022, to ensure 2,000 homes created in 2021-2022 remain affordable and wrap-around support services are available to support people exiting homelessness.

### Providing Shelter Accommodation to Refugee Claimants

The City continues to request the federal government to provide \$60.7 million in 2021 (and \$77 million annually thereafter) for the City to continue to provide temporary shelter accommodations to refugee claimants. Due to the considerable efforts to respond to COVID-19 and existing pressures on the shelter system, there is no additional capacity in Toronto's shelter system. There is no new supply of shelter facilities and no staffing resources available to expand the system. The City is requesting intergovernmental collaboration prior to border re-opening including the need for federal and provincial governments to broadly:

- Undertake regional systems planning in partnership with the City;
- Create long-term intergovernmental approaches to manage refugee claimant arrivals; and
- Improve the asylum system including processing times and supports for community agencies.

### Support Delivery of New Affordable Rental Housing Supply

City Council has re-iterated its request that the federal government and CMHC support the City's efforts in delivering new affordable rental housing through a number of actions including allocating grant funding for eligible Housing Now projects, and approving a portfolio approach to the funding and financing for these sites. The City has also requested that National Housing Strategy programs such as the Co-Investment Fund and Rental Construction Financing Initiative take into account the high cost of building in Toronto, and also prioritize projects like Housing Now sites which deliver permanently affordable housing along with a broad range of social benefits.

The City of Toronto is uniquely positioned to help the federal government quickly deploy resources under National Housing Strategy programs, with 107 affordable rental projects currently in the City's affordable housing development pipeline that have already secured City funding. Additional grant funding through the Co-Investment Fund, at levels that reflect the cost of building in Toronto, will help increase the number of affordable homes that can be delivered within these existing 'shovel ready' projects and/or deepen affordability levels to ensure that more people in core housing are assisted.

The City also continues to request both federal and provincial governments to identify and allocate surplus government land to affordable housing.

## **Preserving the Existing Supply of Homes**

While the City is taking a leadership role in launching the MURA program to protect existing rental housing, it is critical that the federal and provincial governments also support these efforts. An acquisition and renovation/conversion program from other orders of government, focused on protecting existing rental housing, could be combined with the City's MURA Program to increase grant funding and/or provide low-cost financing to support acquisitions.

This would ultimately result in a greater number of properties being converted to non-profit, Indigenous and publicly-owned permanent affordable rental housing. Through the stacking of government programs, deeper levels of affordability can also be achieved for lower-income residents, including marginalized people experiencing or at-risk of homelessness.

## **Outstanding Investments**

While all orders of government continue to work together to support residents during this challenging time, new and enhanced investments are urgently needed to help people both find and maintain safe, adequate, affordable homes.

To achieve key HousingTO Plan targets that require federal and provincial funding by 2030, the City requires:

- \$1.4 billion in COHB to help reduce the city's social housing waitlist and help more people experiencing homelessness move to permanent housing;
- \$530 million in one-time capital funding to support revitalization of eight TCHC communities to create 14,000 net new market and affordable homes; and
- \$11 billion in capital and operating funding from both federal and provincial governments to support the creation and operation of 40,000 new affordable rental homes including 18,000 supportive homes.

# HousingTO Plan Action Progress Tracker

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
<b>01</b>	<b>Adopt and Implement a Revised “Toronto Housing Charter – Opportunity for All”</b>				
1	Adopt an updated Toronto Housing Charter – Opportunity for All.	Implement Toronto Housing Charter through a rights-based approach to all housing activities.			<ul style="list-style-type: none"> <li>Council adopted the “Toronto Housing Charter-Opportunity for All” in Dec. 2019.</li> </ul>
2	Review the establishment of a Housing Commissioner of Toronto to address, within the City’s jurisdiction, systemic discrimination and barriers to the progressive realization of the adequate right to housing recognized in international law which may exist in the development or administration of any current or future City policies or programs.	Implement the Council-approved actions to establish the Housing Commissioner role/function.			<ul style="list-style-type: none"> <li>Engaged Crean Consulting and Maytree to conduct a governance analysis and further engagement with key stakeholders to inform the establishment of a Housing Commissioner role/function.</li> <li>Continued engagement with the Office of the Federal Housing Advocate on potential alignment, while the appointment of an Advocate is still pending.</li> <li>Developed communications and engagement strategy related to the establishment of a Housing Commissioner.</li> </ul>
3	City Council direct City Divisions and Agencies, request the Toronto Police Services Board and the Toronto Library Board, and, acting as the Shareholder, direct City Corporations to review proposed City decisions, policies, services and programs that impact housing to ensure that the City’s Policy as stated in the Toronto Housing Charter is achieved and not negatively impacted.	Conduct training and build awareness of the revised Toronto Housing Charter across all City divisions involved in the delivery of housing services. This is to ensure that future policies and programs incorporate and reflect the City of Toronto’s commitments as outlined in the Charter.			<ul style="list-style-type: none"> <li>Future action to commence with the support of a Housing Commissioner role or function, once established.</li> </ul>
		Develop a work plan for all City divisions, agencies and corporations involved in the delivery of housing services. Review existing key housing policies and programs with a progressive realization of the right to adequate housing lens.			
		Update staff report templates to include an Equity Impact section outlining how recommendations in housing-related reports will contribute to the progressive realization of the right to adequate housing as outlined in the Toronto Housing Charter.			
		Complete a review of key housing policies and programs delivered by City of Toronto agencies, boards, and corporations with a progressive realization of the right to adequate housing lens.			

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
<b>02</b>	<b>Enhance Partnerships with Indigenous Community Partners</b>				
4	Support Indigenous community partners in their advocacy efforts to the federal government in developing an urban, rural and northern Indigenous Housing Strategy to raise housing standards for Indigenous Peoples to that of non-Indigenous populations within the next 10 years.	Advocacy strategy to be co-developed with Indigenous partners.			<ul style="list-style-type: none"> <li>The City and Indigenous housing partners continue to align their efforts in housing delivery and discussions with other orders of government as part of their work plan and monthly meetings.</li> <li>The City will continue to support advocacy efforts led by Indigenous organizations requesting increased housing investments from the federal and provincial governments to rapidly create permanent affordable and supportive homes 'for Indigenous by Indigenous'.</li> </ul>
		Continue supporting Indigenous partners in their advocacy efforts to the federal government to develop an Indigenous-led urban, rural and northern housing strategy.			
5	Continue to work with Indigenous community partners to implement the Meeting in the Middle Engagement Strategy and Action Plan, and co-develop new/updated Toronto-specific Indigenous housing strategies by:	Annual presentation of progress report for Meeting in the Middle Engagement Strategy and Action Plan.			<ul style="list-style-type: none"> <li>Continue to work on meeting the commitments in the Meeting in the Middle (MITM) Engagement Strategy and Action Plan. Annual gathering check-in on progress decided to be held every 6 months with the latest held in Jun. 2021.</li> <li>The Housing Secretariat, IAO and Indigenous housing partners, with the support of SSHA and an independent Indigenous consultant, are collaborating on the development of a partnership framework based on a mutual understanding of self-determination, respectful consultation and collaboration. This work will create and/or enhance commitments between Indigenous organizations and the Housing Secretariat, and ultimately increase access to safe, secure, adequate affordable housing opportunities for Indigenous Peoples.</li> </ul>
		Adopt the Meeting in the Middle Engagement Strategy in implementation of the HousingTO Plan.			
5a	Developing a dedicated Indigenous grants funding stream for housing and homelessness supports.	Incremental increase to the Indigenous investments funding stream for the Reaching Home program.			<ul style="list-style-type: none"> <li>In 2021, SSHA allocated an additional \$2 million to the Indigenous Funding Stream administered by the ALFDC for a total allocation of \$2.4 million.</li> <li>SSHA is projecting to increase the Indigenous Funding Stream by an additional \$5.6 million to coincide with the Open Funding Call and to demonstrate SSHA's commitment in the MITM Engagement Strategy and Action Plan to dedicate 20% of Grant Funding to Indigenous organizations.</li> </ul>
		Work with Indigenous partners to establish an allocation out of the overall City grants program funding, to be dedicated to an Indigenous investment funding stream.			

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
5b	Developing a dedicated allocation of the 40,000 new affordable rental and supportive homes approvals over the next 10 years to First Nations, Inuit and Métis Peoples through collaboration with housing providers and on sites suitable for developing culturally appropriate affordable rental and supportive housing.	Review the priority target groups for social housing and change as needed to reflect the increasing need among Indigenous communities for social and affordable housing.			<ul style="list-style-type: none"> <li>Monthly meetings with TICAB subcommittee to inform development of a Coordinated Access system, including a commitment to prioritize Indigenous Peoples for housing with support opportunities.</li> <li>MOU in place with ALFDC for staff member to support referrals to Indigenous housing providers.</li> </ul>
		Co-develop a Toronto Indigenous Affordable Housing Strategy and Action Plan with Indigenous partners that outline an acceptable minimum target (over 10 years) for new affordable housing.			<ul style="list-style-type: none"> <li>A target of 5,200 affordable and supportive homes approvals (out of the City's 40,000 affordable rental target) was co-developed with Indigenous housing partners and approved by Council in fall 2020.</li> <li>Monthly meetings are established with Indigenous housing providers to co-develop a workplan to achieve this target by 2030 along with other related actions and priorities identified by the group.</li> </ul>
		Advocate for sufficient funding for wrap-around services and supports as well as the delivery of such funding. Delivery should be through an Indigenous agency with experience in delivering housing development and support dollars within the City of Toronto.			<ul style="list-style-type: none"> <li>The Housing Secretariat and Miziwe Biik Development Corporation have entered into a partnership agreement which establishes MBDC as the main intermediary for flow of funds (from all orders of government) to Indigenous housing organizations for the purpose of developing affordable and supportive housing. The City and MBDC will jointly advocate to other orders of government to secure capital and operating to support the delivery of these homes.</li> </ul>
6	The federal government to work with Indigenous community partners to develop and implement a National Indigenous Housing Strategy and increase investments in Indigenous-led housing solutions.	Advocacy strategy to be co-developed with Indigenous partners.			<ul style="list-style-type: none"> <li>Through RHI, CMHC continues to request that municipalities work with Indigenous-led organizations to target 15% of funding for urban Indigenous Peoples. The City supports the federal government's commitment to improving housing outcomes for Indigenous communities and encourages CMHC to follow the City's commitment to allocating at least 20% of RHI units to Indigenous communities.</li> </ul>
7	The federal and provincial governments to provide a set-aside through the Canada Housing Benefit to improve rental affordability for Indigenous households.	Advocacy strategy to be co-developed with Indigenous partners.			<ul style="list-style-type: none"> <li>Over the course of the first two years of the program, 20% of all COHB applications were submitted through referrals from TICAB member agencies, resulting in over 300 households from the centralized waiting list now receiving the benefit from that referral stream.</li> </ul>
8	The provincial government to continue implementing the Ontario Urban Indigenous Action Plan and develop policies and programs with dedicated resources and funding that better respond to the unique needs and priorities of urban and rural Indigenous communities and the organizations that serve them.	Advocacy strategy to be co-developed with Indigenous partners.			<ul style="list-style-type: none"> <li>The City and Indigenous housing partners continue to align efforts in advocating to the provincial government for capital and operating funding to create permanent housing opportunities for Indigenous residents by Indigenous organizations.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
<b>03</b>	<b>Prevent Homelessness and Improve Pathways to Housing Stability</b>				
9	Focus on upstream interventions that prevent people from becoming homeless by:	-			See below
9a	Developing and implementing innovative new eviction prevention and shelter diversion services and strategies.	Complete program review and changes to the Tenant Defence Fund to better support eviction prevention and develop new tools (i.e. tenant rights webinars and videos) for tenants).			<ul style="list-style-type: none"> <li>In 2021, SSHA completed a program review of the Tenant Defence Fund (TDF) and consulted with the Tenant Advisory Committee to develop a new Toronto Tenant Support Program (TTSP) to launch in Q2 of 2022. The TTSP will replace the current TDF with the same goal of protecting affordable rental housing in Toronto. It will feature more accessible legal support for tenant groups, as well as expanded outreach and organizing services and information tools.</li> </ul>
9b	Building on successful prevention approaches through extending and expanding the Eviction Prevention in the Community (EPIC) program.	Continue implementing the EPIC program and refining program measures as needed.			<ul style="list-style-type: none"> <li>In 2021, a total of 1,700 households will be assisted through EPIC and Rent Bank programs which is an increase compared to 2020 when approximately 1,400 households were assisted.</li> <li>The City continues to work on increasing access to EPIC, through expanding designated referral sources, increased service coordination and outreach, and program evaluation.</li> </ul>
9c	Increasing coordination and integrated service approaches with federal and/or provincial child welfare, corrections social services, immigration and health systems to reduce discharges into homelessness.	Continue working with the community sector and provincial government to address the practice of discharging individuals directly from provincial health and corrections facilities into homelessness by ensuring all individuals have a housing plan in place, including referrals to support services.			<ul style="list-style-type: none"> <li>A regional roundtable with GTHA service managers and United Way of Greater Toronto was held in Feb. and May 2021. The meeting focused on collaborative discharge planning and joint advocacy for changes to discharges from provincial institutions, particularly corrections in an effort to better support people and divert their entry into homelessness</li> </ul>
9d	Increasing coordination and integrated service approaches with federal and/or provincial child welfare, corrections social services, immigration and health systems to reduce discharges into homelessness.	Continue mitigation strategies to prevent people from becoming homeless when leaving the federal and/or provincial child welfare, corrections social services, immigration and health systems. Continue to measure the rate at which it is occurring.			<ul style="list-style-type: none"> <li>The SSHA Service Plan outlines the work required with partners across the housing, health, income security, justice, youth, immigration and poverty reduction sectors to foster an integrated approach to addressing the needs of marginalized Torontonians experiencing homelessness.</li> <li>The City is working on developing protocols with regional partners and provincial systems (i.e. health and corrections) to reduce transitions from those systems into homelessness wherever possible and to improve coordination of transitions.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
10	Ensure an effective and housing-focused emergency response to homelessness by:				<i>See below</i>
10a	Continuing to provide street outreach and overnight accommodation that offers a safe, temperature controlled indoor space and connections to other supports to meet the immediate needs of people experiencing homelessness.	Continue providing street outreach and overnight accommodation to people experiencing homelessness.			<ul style="list-style-type: none"> <li>Streets to Homes continues to provide outreach 24/7, 365 days; S2H assists people experiencing homelessness and living outside. From Apr. 2020 to Aug. 5, 2020, S2H has made over 1800 referrals to safer indoor space. To date in 2021 S2H made over 470 referrals to safer indoor space and have housed over 170 people. The team continues to provide safe space inside for those staying outside, including in encampments.</li> </ul>
10b	Together with community partners, continuing to ensure that people experiencing homelessness are provided client-centred, high quality, housing focused services.	Continue providing housing-focused services to people experiencing homelessness.			<ul style="list-style-type: none"> <li>Over 459 people were moved into permanent and fully furnished housing with supports in phase one of the City's Rapid Re-housing Initiative. Phase two of the initiative continues in 2021, with 386 people moved into housing with wraparound supports as of mid-Sept.</li> </ul>
10c	Continuing to implement the new housing-focused service model at new shelter sites and explore opportunities to expand implementation to all shelters.	Continue to implement the new housing-focused service model at new shelter sites. The focus for 2020 was to leverage the processes and tools used, lessons learned, and client outcomes to inform further shelter system transformation			<ul style="list-style-type: none"> <li>Implementation of an updated intake and triage processes among select pilot sites with plans to implement across shelter system is ongoing. The development and testing of a housing module, which will be built into Shelter Management Information System, for use across entire shelter system also continues.</li> </ul>
		Expand the new housing-focused shelter service model across the existing shelter system.			<ul style="list-style-type: none"> <li>A common assessment working group to inform comprehensive assessment, ongoing operation of peer support model among pilot sites was also launched.</li> </ul>
10d	Increasing partnerships with health service providers and improve coordination and integration of health services within shelter, 24-hour respite and outreach services.	Implement the Shelter Health Services Framework in all new and existing shelter locations, in partnership with community health leads identified by Toronto Central Local Health Integration Network. This framework lays out how health services are provided to clients in shelters and respite sites.			<ul style="list-style-type: none"> <li>Implement the Shelter Health Services Framework in all new and existing shelter locations, in partnership with community health leads identified by Toronto Central Local Health Integration Network. This framework lays out how health services are provided to clients in shelters and respite sites.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
11	Better connect people experiencing homelessness to housing and supports by:				<i>See below</i>
11a	Implementing a coordinated access system that includes a by-name list of all people experiencing homelessness, a common assessment approach, and prioritization of populations with greatest needs.	Fully implement the Coordinated Access System by 2022 to meet federal Reaching Home funding requirements.			<ul style="list-style-type: none"> <li>In 2021 the City continued to implement a Priority Access to Housing and Supports (PATHS) direct matching process to effectively and efficiently identify, prioritize, locate, match, and refer people experiencing homelessness with city-funded housing and support opportunities. 346 people have been connected with housing with support opportunities in 2021, as of mid-Sept.</li> <li>The By-name List was implemented and includes all people experiencing homelessness who use the shelter system. Work with IT is currently underway to also add people sleeping exclusively outdoors to the list.</li> </ul>
11b	Developing a coordinated approach in partnership with the Greater Toronto Apartment Association to encourage private sector landlords to provide more supportive and affordable rental housing options and help people maintain their housing.	In collaboration with the private sector and community partners, implement the Landlord Engagement program, drawing on promising practices from the Landlord Engagement Toolkit.			<ul style="list-style-type: none"> <li>Staff were hired to engage with landlords and also work with key stakeholders in an effort to create more affordable and supportive housing options through the existing private rental housing stock.</li> </ul>
11c	Building an integrated service delivery system and establish data sharing protocols within the housing and homelessness sector to improve service planning and client-centred program delivery.	Develop work plan to advance building an integrated service delivery system and establish data sharing protocols within the housing and homelessness sector.			<ul style="list-style-type: none"> <li>The City launched the monthly Shelter System Flow data in 2021 and has made enhancements to the intake form to include demographic questions.</li> </ul>
11d	Developing and regularly reporting on specific performance indicators and targets that measure progress towards ensuring that when homelessness does occur, the experience is rare, brief and non-recurring.	Launch of reporting on data measures from the by-name list that capture the duration and recurrence of homelessness as part of the requirements for the Reaching Home program for mandatory annual public reporting. Continue to enhance the Shelter Management Information System to improve data tracking and reporting capabilities.			<ul style="list-style-type: none"> <li>The City is working with TAEH and TICAB on the community homelessness plan and Service Plan to identify and implement approaches to addressing homelessness and developing performance indicators to track progress toward achieving community-wide outcomes.</li> <li>Staff will continue to improve transparency of data and reporting through use of Open Data and engaging external stakeholders in analysis and recommendations regarding data improvements.</li> </ul>
		Implement the measures developed in partnership with TAEH and report the results publicly.			

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
12	Increase availability of supportive housing by:				See below
12a	Completing Council's capital plan to provide an additional 1,000 shelter beds and shift all future investments toward developing permanent housing including supporting Council's target of 18,000 supportive homes approvals over 10 years.	Review existing plan and recommend any required to changes in light of current COVID-19 context.			<ul style="list-style-type: none"> <li>By 2024, approximately 785 additional shelter spaces will be completed with an enhanced housing and community focused service model.</li> <li>In 2020, City Council approved the transfer of approximately \$60 million from the shelter expansion budget to the Housing Secretariat for the purpose of creating permanent supportive housing opportunities on a go-forward basis.</li> </ul>
12b	Exploring opportunities to leverage existing shelter properties for development of supportive housing.	Conduct a portfolio review of existing shelter sites to identify options to convert current shelter sites to permanent housing infrastructure for long-term shelter users.			<ul style="list-style-type: none"> <li>Work is underway to identify an existing shelter site to be converted to supportive housing in collaboration with community shelter housing providers.</li> </ul>
		Evaluate the pilot project to convert current shelter sites to permanent housing infrastructure for long-term shelter users, considering client outcomes and cost-benefit analysis. Evaluate the use of rent payment and housing allowances to assist clients in covering their housing costs under this model.			<ul style="list-style-type: none"> <li>Future action to commence in 2022 following the selection of the pilot site.</li> </ul>
		Continue to explore opportunities to leverage existing shelter properties for the development of supportive housing.			<ul style="list-style-type: none"> <li>In 2020 and 2021, the City purchased one hotel site at 222 Spadina Ave. that was being used as a COVID response temporary shelter to convert to supportive housing. By the end of 2021, 84 permanent supportive homes will be created for people who are currently experiencing homelessness.</li> <li>The City will continue to leverage various sources of funds to convert shelter spaces to permanent supportive homes, where feasible.</li> </ul>
12c	Piloting innovative supportive housing opportunities with support from the federal, provincial governments and in partnership with the non-profit housing sector.	Enter a public-private partnership to add 15 supportive homes for clients with developmental disabilities in a new 50-unit project.			<ul style="list-style-type: none"> <li>Future action to commence in 2022</li> </ul>
		Construct a 22-unit addition to an existing building targeted to clients experiencing homelessness			<ul style="list-style-type: none"> <li>Through the Open Door Program, the City supported St. Clare's Multifaith Housing Society to open a three-storey, 22-unit building at 25 Leonard Ave. in Jul. 2020. The new rental building, which features durable and attractive construction materials, was built on a small strip of land which was formerly a parking lot next to St. Clare's existing 77-unit affordable housing building in the Kensington Market neighbourhood.</li> <li>The new rental units provide permanent homes that help people successfully exit homelessness. They are self-contained, studio apartments each with a washroom, kitchen and combined sleeping/living space. Tenants will also have access to shared facilities including laundry and other programing space.</li> </ul>

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		Advocate to the federal and provincial governments for funding to support additional phases of Modular Supportive Housing in Toronto.			<ul style="list-style-type: none"> <li>In 2021 and 2021, City received a combined \$335 million in capital funding through the federal RHI program (Major Cities Stream) that is being leveraged to create new affordable and supportive homes for marginalized residents through modular construction, as well as acquisition and renovation of existing non-residential buildings. The City continues to advocate for a sustained level of capital funding from the federal government over the next 9 years to assist in meeting the 18,000 supportive housing approvals target by 2030.</li> </ul>
		Implement a pilot project that would convert a vacant long-term care home to supportive housing, consistent with provincial policies.			<ul style="list-style-type: none"> <li>Future action to commence in 2025 and later</li> </ul>
13	Develop strategies and programs that meet the needs of specific populations by:				<i>See below</i>
13a	Developing specific interventions for equity-seeking and vulnerable groups with specific needs i.e. survivors of domestic violence, victims of human trafficking, LGBTQ2SAI+ people, youth, seniors, people with disabilities, refugees and newcomers.	Continue Accessibility Working Group and report to Council with recommendations to enhance accessibility in City-funded developments based on this work.			<ul style="list-style-type: none"> <li>New Shelter Design Guidelines have been created which lay out best practices in the design of new emergency shelters. The Guidelines include input from a wide range of stakeholders including Indigenous Peoples, Black and other people of colour, 2SLGBTQ+, those with accessibility needs and youth who experience homelessness. It is a living document which will continue to evolve based on continued feedback from stakeholders including those with lived experience.</li> </ul>
		Develop work plan with key stakeholders from equity-seeking and vulnerable groups including people with lived experience to advance interventions appropriate to their specific needs.			<ul style="list-style-type: none"> <li>Continued engagement with members of the TAEH, TICAB, Toronto Shelter Network, Violence Against Women sector, people with lived experience and other stakeholders with respect to addressing needs of specific groups through the City's homelessness programs. This engagement continues to inform the development of homelessness services and program delivery.</li> </ul>
13b	Working with the youth services sector to develop and test effective youth homelessness prevention strategies.	Continue advocacy and issue management for youth homelessness and eviction prevention			<ul style="list-style-type: none"> <li>Continued engagement with the youth sector through stakeholder meetings with Youth Shelter Interagency Network, as well as attending internal youth homelessness working group led by the PATHS Operations team. Challenges youth experiencing homelessness are facing continue to be considered and reflected in City approaches for addressing youth homelessness.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
14	The federal and provincial governments to develop a coordinated regional response and provide additional ongoing resources to respond to the sustained flow of refugees and asylum claimants requiring temporary shelter and housing, starting with \$76.9 million in 2020.	Continued intergovernmental advocacy.			<ul style="list-style-type: none"> <li>The City continues to request that federal and provincial governments lead and develop a regional response to find appropriate housing for refugees and asylum claimants.</li> <li>In 2020, the federal government allocated \$37.1 million (of the City's request for \$42.1 million) to cover the shelter costs for refugee claimants.</li> <li>City Council has also requested that federal and provincial governments continue to provide temporary accommodation for refugee claimant arrivals at the border or place of entry until they have a permanent housing plan in place.</li> </ul>
15	The federal and provincial governments to provide funding to community organizations and service agencies to provide in situ support for vulnerable residents.	Continued intergovernmental advocacy.			<ul style="list-style-type: none"> <li>Continued intergovernmental advocacy in partnership with the City Manager's Office to reiterate Council's previous requests for the federal and provincial governments to provide funding to help marginalized tenants maintain their housing and avoid entry into homelessness.</li> </ul>
16	The federal and provincial governments to provide capital and ongoing operating funding to support the creation and delivery of 18,000 supportive housing homes over the next 10-years, which are anticipated to cost a total of \$6.4 billion in capital costs and \$300 million in ongoing annual operating costs.	Supportive housing workplan in partnership with community partners and other orders of government.			<ul style="list-style-type: none"> <li>In Sept. 2020, Council approved the 24-month COVID-19 Housing Plan aimed at accelerating investments in the HousingTO Plan to urgently create 3,000 permanent, affordable and supportive homes before the end of 2022 dedicated to people experiencing homelessness.</li> <li>Through federal, provincial and City investments in 2020 and 2021, commitments have been secured to deliver 74% of the 24-Month Plan targets. More specifically, through these combined investments, 1,583 people will be able to move into permanent homes, including 1,483 supportive housing units.</li> <li>The City continues to advocate to other orders of government to fully fund the City's 24-month COVID-19 Housing Plan by the end of 2022, and the longer term HousingTO Plan by 2030.</li> </ul>
17	The federal and provincial governments to introduce reforms to child welfare, corrections and health services to reduce the number of households being discharged into homelessness.	Develop advocacy strategy with key stakeholders.			<ul style="list-style-type: none"> <li>A regional roundtable with GTHA service managers and United Way of Greater Toronto was held in Feb. and May 2021. The meeting focused on collaborative discharge planning and joint advocacy for changes to discharges from provincial institutions, particularly corrections in an effort to better support people and divert their entry into homelessness.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
<b>04</b>	<b>Provide Pathways to Support Women</b>				
18	Adopt a gender-based and equity lens and engage organizations that advocate to fight violence against women in implementing the HousingTO 2020-2030 Action Plan.	Use promising practices, data and research to better understand the experience of women's homelessness.			<ul style="list-style-type: none"> <li>SSHA staff meets quarterly with VAW sector and also hold regular working groups with small groups to inform homelessness services for women.</li> <li>This platform will be leveraged to advance HousingTO's goals of reducing homelessness among women and female-led households, particularly those who have experienced violence. The Housing Secretariat is currently formalizing terms of reference for a housing working group comprised on representatives from the VAW sector as well as other women serving organizations.</li> </ul>
		Work with the City's Anti-Black Racism Office, Indigenous Affairs Office and Equity and Diversity Office to engage partners to address additional inequities Indigenous women, Black women and women of colour face in accessing housing.			<ul style="list-style-type: none"> <li>Building on existing work with the City's Anti-Black Racism Office, Indigenous Affairs Office and Equity and Diversity Office, Housing Secretariat has established a number of working groups, including with people with lived experience, to help identify the unique systemic and structural barriers faced by racialized women. This work will be essential to improving access to affordable and supportive housing for Indigenous women, Black women and other women as the City continues to implement the HousingTO Plan.</li> </ul>
19	Establish a target of a minimum of 25% of the 40,000 new affordable rental and supportive homes approvals to women and girls including female-led households.	Develop an action plan to meet the target in consultation with the Violence Against Women (VAW) sector. Leverage the VAW network engaged through Shelter, Support & Housing Administration's existing Memorandum of Understanding as well as members of the HousingTO External Advisory Committee. Partnerships will focus on organizations that work with women and girls, and female survivors of domestic violence.			<ul style="list-style-type: none"> <li>The Housing Secretariat is in the process of establishing a working group with the VAW sector and other organizations that serve women and girls to advance the HousingTO Plan target of allocating a minimum of 10,000 (25%) of the overall 40,000 new affordable rental and supportive homes approvals to women and girls by 2030. The main focus of the working group will be to develop a plan to facilitate access to these new homes (as they become available) for clients of the VAW sector and other women-serving organizations, including those experiencing or at risk of homelessness and low-income, women-led households.</li> </ul>
		Develop tenant access plans for approved development projects, in coordination with the VAW sector and development partners, to facilitate access to new affordable and supportive homes for women and women-led households.			<ul style="list-style-type: none"> <li>Future action to commence in 2022.</li> </ul>
		Continue approving 1,000 affordable and supportive housing opportunities for women in partnership with private and non-profit housing providers.			<ul style="list-style-type: none"> <li>Approximately 20 out of the 100 tenants in the first two modular homes completed at 11 Macey Ave. and 321 Dovercourt Rd. are allocated to women experiencing homelessness.</li> </ul>
20	The federal government to support Toronto by investing capital and operating funding to support the development and future operation of 10,000 new affordable rental and supportive homes for women by 2030.	Advocating to the federal and provincial governments to secure funding for housing solutions for women and girls.			<ul style="list-style-type: none"> <li>Through the RHI program, CMHC continues to ask that municipalities allocate at least 25% of RHI funding to women-focused housing projects. The City supports the federal government's commitment to improving housing outcomes for women and will ensure 25% of the new supportive housing supply is dedicated to women and/or female-led households.</li> </ul>



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<b>05</b>	<b>Maintain and Increase Access to Affordable Rents</b>				
21	Protect affordability of existing non-profit and cooperative housing by:	-			See below
21a	Maintaining the affordability of non-profit housing by renegotiating new operating agreements.	Continue to work with non-profit partners to renegotiate leases as they expire.			<ul style="list-style-type: none"> <li>Continued engagement with former-federal housing providers with an expired operating agreement. A total of six housing providers have renewed their partnership with the City through the CHPR program, securing access to 597 affordable housing units. This includes three agreements comprising 330 affordable rental units secured in 2021.</li> </ul>
21b	Negotiating new long-term leases with non-profit and co-operative housing providers occupying land leased from the City and City-controlled bodies to preserve the existing affordable housing stock and provide opportunities to maximize the full potential of the sites to deliver additional affordable housing.	Work with the Ontario Non-Profit Housing Association and Co-operative Housing Federation of Toronto to identify non-profit and housing co-ops reaching end of their leases with the City and develop work plans to negotiate long-term leases.			<ul style="list-style-type: none"> <li>Future Action to commence in 2022.</li> </ul>
21c	Transferring over 600 single family homes from Toronto Community Housing Corporation to the non-profit housing sector while ensuring that they continue to remain part of the City's affordable housing stock in the long term.	Administrative and legal work in coordination with successful proponent and Toronto Community Housing to transfer properties.			<ul style="list-style-type: none"> <li>Through a Request for Proposals process, two successful proponents were selected to assume ownership and operation of the 600 properties. The Neighbourhood Land Trust will assume the role of landlord for the homes predominately located in the west end of the former City of Toronto, with YWCA Toronto as operating partner. Circle Community Land Trust will assume the role of landlord for the homes in the east end, Scarborough, and in other neighbourhoods across the city. Both successful proponents are committed to providing and expanding affordable housing options to low-income people across the city.</li> </ul>
22	Modernize and simplify access to social and affordable housing by:				See below
22a	Implementing a new choice-based service model for the centralized waiting list for social housing that will empower applicants to make informed housing choices and better connect them to available housing units that meet their needs.	Launch an upgraded social housing waitlist management system and a choice-based online platform for applicants.			<ul style="list-style-type: none"> <li>A new online portal, MyAccessToHousingTO, launched in Jul. 2021. Through the new portal, applicants have access to more detailed information about the building and vacancy information in support of more informed/empowered housing choices.</li> </ul>
22b	Developing and implementing a transparent access system for new affordable rental and supportive housing opportunities and housing benefits which strategically aligns new housing opportunities with population specific needs and targets.	Continue to develop and implement the Coordinated Access System to match shelter users with new affordable housing opportunities.			<ul style="list-style-type: none"> <li>In 2021, staff began engagement to inform the design of a new system, including consultation with key stakeholders such as affordable housing applicants, housing providers, developers and City staff across divisions. This work will be used to inform recommendations to Council in 2022.</li> </ul>
		Implement a streamlined access system to new affordable housing that creates a one-window approach for prospective renters to apply for new affordable housing opportunities.			

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23	Deliver housing benefits that improve affordability for vulnerable households by:				See below
23a	Delivering portable housing benefits, including the housing allowance program and the Canada-Ontario Housing Benefit program, in partnership with other orders of government, to improve housing stability and increase access to affordable housing.	Continue to provide housing benefits to households burdened with affordability.			<ul style="list-style-type: none"> <li>The City started to implement COHB and administer funds to eligible residents in 2020, with an average annual monthly benefit of about \$750 to go towards the cost of rent. In Year 1 of the program (Apr. 2020 to Mar. 2021), 1,162 households received monthly COHB benefits. In Year 2 of the program (Apr. 2021 to Mar. 22), over 250 additional households have begun receiving the COHB benefit.</li> </ul>
		Continue to advocate to the federal and provincial governments to expand and increase flexibility of the COHB program to support 31,000 households in Toronto, as previously requested under the HousingTO Plan requests to both governments.			<ul style="list-style-type: none"> <li>The Ontario government allocated an additional \$12.25 million to the City for 2022-23, estimated to assist an additional 1,500 households.</li> </ul>
23b	Continuing the implementation of Human Services Integration to provide streamlined access to a range of benefits and services, including housing subsidies.	Continue to implement and refine the Human Services Integration model.			<ul style="list-style-type: none"> <li>Since 2020, the Human Services Integration's Application Support Centre team has supported the implementation of new programs, and transformation of existing processes disrupted by COVID-19 pandemic response. This includes, but is not limited to COHB, Welcome Policy and Fair Pass Transit Discount Program, and responding to client concerns to abrupt changes with child care subsidies and facilities. The ASC has played a key role in supporting SSHA to enroll households eligible for COHB starting Q3 of 2020. In partnership with SSHA, new business processes were developed for ASC staff to assist clients to submit COHB applications for consideration of the Ministry of Finance. Almost half of ASC front line staff were trained to support access to this service, successfully distributed all COHB funding for Toronto residents as of Nov. 2020.</li> <li>In 2021, HSI team supported SSHA transition to a new on-line application platform for the RGI program, through providing business, technical and AODA support to residents. Households are now registering through the online portal to apply for RGI assistance, renew eligibility annually, and manage their application and building preferences. HSI and SSHA will roll-out the Choice Based Housing Module pilot in 2021 with full roll-out early in 2022. HSI will continue to provide phone support with residents initiating or updating their MyAccessstoHousingTO applications including support with navigating Choice Based Module, and AODA support.</li> </ul>

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24	The federal and provincial governments to implement the Canada-Ontario Housing Benefit and provide flexibility to help address local needs, including increasing per household allocation to \$4,800 annually (\$400 per month).	Continued advocacy with federal and provincial governments to enhance program and make it more flexible to serve a wider range of needs.			<ul style="list-style-type: none"> <li>The City continues to advocate to the federal and provincial governments to increase Toronto's allocation through the COHB program and to provide additional funding in recognition of Toronto's high housing costs. This is increasingly important in light of the socio-economic impacts of the COVID-19 pandemic which has increased housing precarity for many households, with an estimated 35,000 households in Toronto CMA at risk of evictions.</li> </ul>
25	The provincial government to eliminate the RGI rent scales for social assistance recipients, or at a minimum, set the rents scales to the newly established minimum rent level and similarly index them annually by the rent control guideline.	Continue advocacy, as needed.			<ul style="list-style-type: none"> <li>The City will continue to advocate to the provincial government to advance this request.</li> </ul>
26	The provincial government to provide increased benefits to households receiving social assistance (i.e. Ontario Works/ Ontario Disability Support Program) at rates that recognize the higher rental costs in major cities.	Develop advocacy strategy with key stakeholders.			<ul style="list-style-type: none"> <li>The City will continue to advocate to the provincial government to advance this request. Increases to the current rates are urgently need to help people maintain their existing homes in light of the increasing cost of housing and overall cost of living.</li> </ul>
<b>06</b>	<b>Meet the Diverse Housing Needs of Seniors</b>				
27	Continue providing property tax relief to low-income senior homeowners.	Continue action over duration of the HousingTO 2020-2030 Plan.			<ul style="list-style-type: none"> <li>In 2020, the City assisted 7,809 low-income seniors or those with disabilities through the Property Tax Increase Cancellation program. Property tax increases were deferred for an additional 1,274 low-income seniors and people with disabilities. To-date in 2021, the Property Tax Increase Cancellation program and Property Tax Increase Deferral Program have helped 2,572 and 285 low-income seniors and people with disabilities respectively.</li> </ul>
28	Develop a policy consistent with the provincial More Homes, More Choice Act to provide development charges deferrals to non-profit long-term care providers creating new long-term care beds.	Explore the development of a City program to enable deferral of development charges to support the development of new long-term care facilities.			<ul style="list-style-type: none"> <li>City Council adopted deferral of the payment of development charges for non-profit long-term care homes for as long as they remain a non-profit long-term care use. This will help support the development of much-needed new long-term care beds for the city's current and growing seniors population.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
29	Create opportunities for additional affordable and supportive housing for seniors through the redevelopment of long-term care homes and:	Explore the development of a new seniors' affordable rental building on City-owned land, including through Toronto Community Housing Corporation revitalization projects.			<ul style="list-style-type: none"> <li>In 2021, the Housing Secretariat and CreateTO, issued a RFP for the lease and development of 140 Merton St. by a non-profit led organization with a focus on affordable rental housing for Seniors. This property is part of the Housing Now Initiative and is expected to create a mix of market and affordable rental housing for seniors. The building will also include a distinct community space for SPRINT, a support services provider for seniors. Proposals are currently being evaluated and the successful proponent will be identified in early 2022. These homes are expected to be ready for occupancy in late 2023.</li> <li>Through RHI, a number of new homes for seniors experiencing homelessness have been created and opened over the past year. Additional homes are on track to open in 2022.</li> <li>The Open Door program is also supporting the development of a number of new affordable rental development projects which will have dedicated units for seniors. This includes new homes in the West Don Lands which will open in 2022.</li> </ul>
29a	Work with the Province and long-term care providers who are required to redevelop their homes to determine the feasibility of converting some of these facilities to affordable and supportive housing.	Activate existing non-profit and private long-term care sites and create new affordable and supportive housing for seniors.			<ul style="list-style-type: none"> <li>Future action to commence in 2022.</li> </ul>



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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
30	Create opportunities for formerly homeless seniors to access long-term care that better meets their care needs and:				See below
30a	Create a 16-bed pilot program to test models of service for formerly homeless seniors.	Develop work plan to advance the pilot program/ Implement and test model.			<ul style="list-style-type: none"> <li>The initial 16 bed proposal at Fudger House did not receive funding approval from the Ministry of Long-Term Care however SSLTC and SSHA have continued to discuss options as both firmly believe that the pilot is important in planning and preparing for GSR. Both divisions recently established a working group consisting of leads from Castlevue Wychwood Towers (CWT) and Seaton House that are working on the details of a new pilot proposal at CWT. The program will look at including harm reduction strategies and a managed alcohol program. Staff will also be requesting feedback before finalizing and submitting the proposal from the Ministry of Long-Term Care and Home and Community Care and Support Services, especially regarding funding and regulatory changes needed in order to ensure the success of the pilot.</li> </ul>
30b	Develop a 64-bed specialized care unit within the George Street campus for formerly homeless seniors with complex needs.	Continue the implementation of the George Street Revitalization project.			<ul style="list-style-type: none"> <li>Work on pilot paused due to COVID-19 response by both partnering divisions (SSLTC/SSHA). The GSR Project Specification documents are in final review and include the 64-bed specialized care unit. This unit will follow the same layout as other Residential Home Areas (RHAs) and will explore innovative ways in collaboration with SSHA to deliver the managed alcohol program and harm reduction strategies and programmatic elements. Estimated completion of GSR project is 2026.</li> </ul>
		Completion of the George Street Revitalization project in 2025			
31	Work with seniors' service providers and the Province to address data gaps which will improve co-ordination of services to seniors.	Finalize review of services for seniors and provide recommendations to improve seniors' access to coordinate services.			<ul style="list-style-type: none"> <li>Although this review was paused due to COVID-19 and resource reallocation, progress continues on improving access to services through the new Directory of Services for seniors, refresh to toronto.ca/seniors webpage, oversight of the new Integrated Service Model in TCHC Seniors buildings, and ongoing progress on the Toronto Seniors Strategy.</li> </ul>
		Maintain and continuously improve seniors' services delivery model. Address gaps in data, coordination, and access.			
32	The Province to provide the City, seniors serving organizations and support agencies with the necessary resources and programs to assist low-income seniors in rental and ownership housing through support services and home modifications.	Continue to deliver, review, and improve Homemakers & Nurses Services, Supportive Housing and Adult Day programs.			<ul style="list-style-type: none"> <li>SSLTC continues to serve low-income seniors in need of supports to age in place through its Homemakers and Nurses Services Program (2,283 clients), Supportive Housing Program (456 clients) and Adult Day Programs (approx. 100 clients virtually and in person), in addition to preparing Meals on Wheels in our LTC kitchens for delivery by community agencies to seniors.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
		Monitor and evaluate the Integrated Service Model.			<ul style="list-style-type: none"> <li>The Integrated Service Model (ISM) officially launched in 18 TCHC seniors buildings in Dec. 2020. Over 2,800 senior tenants in TCHC seniors buildings are benefiting from the new Integrated Service Model phase one implementation (eventually, over 14,000 tenants across all 83 buildings will benefit from the ISM). Seniors Services continues to oversee and monitor the implementation through collection of key performance indicators and close collaboration with TCHC, to ensure new program is supporting seniors to age in place. In May 2021, City Council officially moved ahead with the establishment of a new Toronto Seniors Housing Corporation which will be responsible for operating the 83 seniors designated TCHC buildings and delivering the Integrated Service Model.</li> </ul>
33	The Province to work with the City and long-term care providers to expedite the replacement of existing long-term care homes.	Advance the redevelopment of 1,232 existing City of Toronto long-term care beds.			<ul style="list-style-type: none"> <li>Progress continues on the Carefree Lodge redevelopment project including collaboration with local councillors and community, home family and residents councils, Local Health Integration Networks and MLTC, as well as planning and building permits, site plan application and MLTC approval. By End of Summer 2021, an architect will be retained to develop the design and construction services for the project, and construction is projected to begin Q4 2022 (completion expected Q4 2025).</li> </ul>
34	The Province to change the current long-term care funding formula, including the per-diem allocation, so that it covers the full capital cost of building new long-term care homes.	Continue working with the provincial government to secure funding for the redevelopment of the remaining City of Toronto long-term care beds, including the addition of new beds.			<ul style="list-style-type: none"> <li>The City continues to advocate to the provincial government to allocate sufficient funding for the redevelopment of long-term care homes.</li> </ul>
	The Province to change the current long-term care funding formula, including the per-diem allocation, so that it covers the full capital cost of building new long-term care homes.	Continue to advocate for the provincial government to provide increased long-term care funding.			<ul style="list-style-type: none"> <li>SSLTC will continue to partner with the MLTC to support enhancements to funding and encourage redevelopment of LTC beds.</li> </ul>
<b>07</b>	<b>Ensure Well-maintained and Secure Homes for Renters</b>				
35	Continue, enhance and integrate inspection, repair and energy efficiency programs to maximize impact for residents of aging rental buildings by:	Further develop work plan to implement relevant recommendations related to tower retrofits in Toronto			<ul style="list-style-type: none"> <li>In Jul. 2021 City Council adopted the Net Zero Existing Buildings Strategy, which charts a path to net zero emissions building sector.</li> <li>Staff will be presenting their TransformTO Net Zero Strategy to Council in Dec. 2021 highlighting the critical relationship between climate resilience and climate action.</li> <li>Implementation of the City's climate strategies and plans will consider how climate impacts, environmental racism, and structural determinants of health intersect to shape health and well-being, especially in Indigenous, Black, and other racialized and marginalized communities.</li> </ul>

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35a	Developing action plans to protect tenants and address non-compliance by landlords as they are identified through the RentSafeTO program.	Improve the RentSafeTO building evaluation process, including greater alignment with by-law compliance, the updated weighting of categories, and exploring the potential for new inputs and categories.			<ul style="list-style-type: none"> <li>Staff are in the process of redesigning the RentSafeTO evaluation approach. As per Council direction, this will include new and updated evaluation categories, revised weighting of categories to prioritize issues that have greater impact on tenants, and a process to ensure responsiveness to ongoing violations and orders. ML&amp;S has procured a third party vendor to lead this work.</li> </ul>
		Launch a colour-coded apartment building rating system, similar to the City's DineSafe program for eating establishments, based on Council direction and extensive public consultation.			<ul style="list-style-type: none"> <li>Following council direction in Dec. 2020, staff began work to develop an online web portal that will allow current and prospective tenants, landlords and the public to access information about a building, its evaluation score and details of the evaluation. The interactive webpage to view apartment building evaluation results was launched in Oct. 2021 based on stakeholder feedback and upcoming changes to the evaluation approach.</li> </ul>
		Revise and/or develop new RentSafeTO standard operating procedures and staff training on various compliance tools (e.g. evaluations, audits, remedial action).			<ul style="list-style-type: none"> <li>ML&amp;S has updated its standard operating procedures for both evaluation and audit processes, as well as for the Toronto Community Housing Liaison Program, and have trained staff accordingly. These guidance documents assist dedicated By-law Enforcement Officers on the RentSafeTO team and ensure consistency and effectiveness.</li> </ul>
		Ongoing RentSafeTO education and outreach for tenants and landlords.			<ul style="list-style-type: none"> <li>ML&amp;S has recently hired a dedicated RentSafeTO Stakeholder Engagement Lead to improve program awareness, open feedback channels and keep people informed. The new lead will engage key stakeholder groups on implementation of program changes including the proposed evaluation redesign. There are also several outreach and communications initiatives planned for the year, including an annual public education campaign in Q3/Q4 2021 focused on tenant rights; annual reporting for the RentSafeTO program to share available data and updates; and ongoing improvements of the RentSafeTO website to share information on various aspects of the operational process.</li> </ul>
		Explore the development of a RentSafeTO pilot project to align enforcement, compliance, and programs to bring buildings to a state of good repair.			<ul style="list-style-type: none"> <li>Future action to commence in 2022.</li> </ul>
		Continue refining the RentSafeTO program.			<ul style="list-style-type: none"> <li>ML&amp;S continues to monitor data trends, engage key stakeholders and work with divisional partners on improving the program. Staff are focused on developing and implementing the evaluation redesign and interactive web portal in the coming year as significant projects to enhance the program.</li> </ul>

Short-Term

Medium-Term

Long-Term

Ongoing

Complete

In Progress

Upcoming

# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
35b	Continuing to invest \$2.5 million in low-cost financing through the Tower Renewal Program annually to provide low-cost financing to apartment building operators to revitalize aging towers.	Support improvement in six buildings (approximately 800 units) through the Tower Renewal Program, including financing offerings.			<ul style="list-style-type: none"> <li>The Tower Renewal Program currently manages the High-rise Retrofit Improvement Support (Hi-RIS) Program that provides low-interest loans, but not grants to property owners of rental apartment towers to complete retrofits. In 2020, the City supported 74 households through the retrofit of their homes within multi-unit residential buildings.</li> <li>The COVID-19 pandemic has slowed down the program in 2021 and no new buildings have received funding through the program this year.</li> <li>The Tower Renewal Green Champions program is a resident engagement conservation awareness program established through support with Enbridge Gas using a “train the trainer” model. Since 2019, in 25 buildings in seven Neighbourhood Improvement Areas, over 50 Green Champion resident volunteers have attended 35 workshop sessions on energy, water, and waste. Green Champions have organized local activities and engaged close to 3,000 building residents. In 2020, the Green Champions program pivoted to an all virtual format and continued to provide a valuable opportunity for neighbourhood focused conservation education and capacity building.</li> </ul>
		Support improvements in nine buildings (approximately 1,300 units) through the Tower Renewal Program, including financing offerings.			<ul style="list-style-type: none"> <li>Future action to commence in 2023.</li> </ul>
		Support improvements in 15 buildings (approximately 2,000 units) through the Tower Renewal Program, including financing offerings.			<ul style="list-style-type: none"> <li>Future action to commence in 2025.</li> </ul>
35c	Working with public and private sector building owners to implement Toronto’s newly launched Green Will Initiative to drive energy efficiency towards net-zero greenhouse gas emissions and improve resilience in buildings across the city.	Work with key stakeholders to advance the implementation of the Green Will Initiative			<ul style="list-style-type: none"> <li>To date, the program has expanded to 22 building portfolios across Toronto representing over 4,500 buildings and 320 million sq. ft. to support improve building performance like occupant comfort.</li> <li>The Green Will Initiative will be open for additional enrollment in near future.</li> <li>Planning underway to develop Strategic Energy Managements to support smaller/medium sized building portfolios to develop organizational measures to reducing GHG emissions and improve building performance.</li> <li>Planning underway to expand training offerings to increase the capacity for emission reduction the marketplace.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
35d	Encouraging application of City's back-up power guidelines for existing and new multi-unit residential buildings.	Develop ideas and actions to encourage the application of City's back-up power guidelines for existing and new multi-unit residential buildings in collaboration with key stakeholders.			<ul style="list-style-type: none"> <li>The back-up power guidelines for existing and new multi-unit residential buildings was published in 2016, largely motivated by the 2013 ice storm and summer flooding of large power outages.</li> <li>The Guidelines are currently being updated taking into consideration the financial feasibility of the guidelines given significant construction inflation in the last 5 years.</li> <li>Staff will continue to work with building owners, residents, condo-boards, engineers, ESA, CSA, and others towards implementation.</li> </ul>
36	Protect tenants in private rental buildings by:				See below
36a	Establishing a Tenant Advisory Council to provide advice and guidance to the City on proactive actions to support residents living in vulnerable circumstances and make recommendations on measures to provide tenant supports.	Transition the Advisory Committee on the Protection of Affordable Housing into a Tenant Advisory Council.			<ul style="list-style-type: none"> <li>New permanent committee established through formal application process administered through City Clerks. Committee established in Mar. 2021 and met bi-weekly between Mar. and Jun., and monthly from Jun. onwards.</li> <li>Work plan was presented to the Subcommittee on the Protection of Affordable Rental Housing on Jun. 14, 2021. Work plan themes include: protection of existing rental housing, tenant rights and awareness, and ensuring well-maintained homes for renters. Work plan bridges 2021-22 Eviction prevention toolkit produced and distributed to community-based agencies.</li> </ul>
		Revise mandate in 2021 and extend the term for members			
		Development and implement work plan.			
36b	Undertaking a review of the City's rental demolition and replacement Official Plan policy, including implementation approaches and practices including a review of affordability periods and eligibility criteria for new tenants.	No short term actions identified.			<ul style="list-style-type: none"> <li>Work is underway on the review of agreements for rental replacement and implementation practices to improve and standardize tenant assistance, tenant access requirements for replacement units, and monitoring.</li> <li>Housekeeping amendments to Toronto Municipal Code Chapter 363 to improve coordination with Chapter 667 residential rental demolition and conversion control adopted by Council in Mar. 2021.</li> <li>A new income-based definition of affordable rental and ownership housing, and mid-range rental housing approve by Council in Nov. 2021.</li> </ul>
36c	Continuing to measure, protect and preserve multi-tenant dwelling homes including security of tenure for their tenants.	Zoning By-law Amendment for multi-tenant housing considered by Council			<ul style="list-style-type: none"> <li>New regulatory framework for multi-tenant housing (including a zoning by-law amendment, an enhanced licensing framework, compliance and enforcement program and implementation plan) was considered by Council in Oct. 2021 and referred back to staff to undertake further work and report back to the Planning and Housing Committee in 2022.</li> </ul>

Short-Term  
 Medium-Term  
 Long-Term  
 Ongoing  
 Complete  
 In Progress  
 Upcoming  
 # City Recommendations  
 # Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
		Advance and resolve appeals before the Local Planning Appeal Tribunal (LPAT) on the Dwelling Room Replacement policy.			<ul style="list-style-type: none"> <li>• Appeals underway at Ontario Lands Tribunal.</li> <li>• Continuing to secure tenant assistance and replacement housing through other policy and program tools for development applications proposing to demolish existing dwelling rooms.</li> </ul>
		Enforce property standards and health and safety standards for multi-tenant houses.			<ul style="list-style-type: none"> <li>• Future action to commence following Council re-consideration of this item in 2022.</li> </ul>
		Develop an acquisition strategy for multi-unit dwellings and low-rise apartments as part of the City's affordable housing portfolio.			<ul style="list-style-type: none"> <li>• The MURA Program was approved by Council in Nov. 2022 and would help remove properties from the speculative market and create permanently affordable rental homes; improve housing stability for current and future tenants; improve the physical conditions of buildings; increase capacity in the non-profit sector; and ensure the long-term financial sustainability of the homes. The program would prioritize buildings at risk of sale or renovation, in disrepair or where tenants are facing harassment. The City would also be able to access this program to acquire housing.</li> </ul>
		Consider a right-of-first-refusal policy to support the protection of multi-tenant houses and security of tenure.			<ul style="list-style-type: none"> <li>• Future action to commence in 2022. Staff to assess feasibility based on Ontario's legislative context and legal framework.</li> </ul>
		Develop a database that collects data on such factors as above-guideline rent increases, evictions, and asking rent prices for rental housing.			<ul style="list-style-type: none"> <li>• The City is aware of increasing trends in "renovictions" or the illegitimate use of N13 notices to evict tenants for renovations. The City currently does not have a good baseline of data on this and other eviction trends to be able to proactively plan and support tenants and consequently preserve existing affordable housing. The Housing Secretariat is working to retain a consultant to help the City gain a more fulsome understanding of eviction trends in Toronto and identify how the City can improve its evidence base and data collection going forward to inform policy and program development.</li> </ul>
37	The federal and provincial governments to establish a capital repair program dedicated to helping non-profit and co-operative housing providers purchase and address repair issues and building upgrades including making their existing portfolios more accessible and energy-efficient	<p>Advocacy and collaboration with the federal and provincial governments and other stakeholders for establishment of capital repair programs.</p> <p>Protecting affordable rental housing owned by non-profit and co-operative housing providers essentially to ensuring deeply affordable homes in perpetuity.</p>	 	 	<ul style="list-style-type: none"> <li>• In Oct. 2020, the City of Toronto issued a RFP to make approximately \$5 million in capital funding available for the repair and renovation of Social Housing in Toronto from the capital component of the Canada-Ontario Community Housing Initiative (COCHI). The COCHI funding covers repairs and renovation costs that address the health and safety of residents and staff; install accessibility modifications; upgrade or replace core building systems such as heating and cooling; increase the building's quality and long term durability.</li> </ul>

Short-Term  
 Medium-Term  
 Long-Term  
 Ongoing  
 Complete  
 In Progress  
 Upcoming  
 # City Recommendations  
 # Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
38	The federal and provincial governments to establish a supportive housing building and operating program dedicated to helping non-profit housing and co-operative housing providers acquire or re-purpose existing homes for use as supportive housing for individuals with support needs.	Continue to advocate and work with both orders of government to increase and protect the supply of affordable rental housing through acquisitions.			<ul style="list-style-type: none"> <li>The federal government's RHI includes a Projects stream available to non-profit and Indigenous housing organizations to use capital funding to purchase non-residential buildings and convert and/or renovate them to affordable housing. The federal government allocated \$500 million in 2020 and an additional \$1 billion in 2021 under this stream. The City welcomes the two year funding commitment and encourages CMHC to establish a long-term sustained level of funding for the non-profit and Indigenous housing sectors to benefit from. RHI timelines and the current realities of Toronto's housing market create many challenges and barriers for the non-profit sector to develop competitive proposals to CMHC particularly when the need for non-profit and Indigenous-led housing solutions is the greatest. The City will also continue to advocate to the provincial government to allocate operating funding (in forms of housing benefit and support services funding) to these new homes created through RHI.</li> </ul>
39	The federal government to support the City's goal of retrofitting and making affordable multi-residential housing more resilient by:	Advocacy strategy to be developed in consultation with key stakeholders to ensure the City's requests for making multi-residential units more resilient are considered as part of federal recovery plans.			<ul style="list-style-type: none"> <li>The City continues its advocacy to the federal government in support of its TransformTO and Housing TO Plans. The federal government's election platform in 2021 included a number of actions related to Resilience and Climate that will support the City's efforts, including but not limited to: <ul style="list-style-type: none"> <li>Launching community-led net zero home initiative that supports multiple concurrent retrofits in a community or neighbourhood to reduce costs; and</li> <li>Expanding the eligibility requirements of the CMHC deep home retrofit program and Canada Greener Home Grants to include more climate resilience measures.</li> </ul> </li> </ul>
39a	Including retrofits which benefit resilience within class 43.2 (Capital Cost Allowances) in the Income Tax Act.	Advocacy strategy to be developed in consultation with key stakeholders and request to be made to the federal government.			<ul style="list-style-type: none"> <li>Future action to commence in 2023.</li> </ul>
39b	Making grants available to fund at least 15% of the capital cost of retrofits that benefit resilience.	Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.			<ul style="list-style-type: none"> <li>City's Tower Renewal Team developed a successful application to the Federation of Canadian Municipalities for \$11.7 million low interest loan and almost \$1.8 million grant to create a new program to drive retrofits in apartment towers that reduce emissions while maintaining affordability and improving the overall quality of life for residents.</li> </ul>
39c	Allocating funding to pilot demonstration projects to advance industry capacity for retrofits that benefit resilience.	Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.			<ul style="list-style-type: none"> <li>City staff will continue to work with the federal government to explore and advance actions under the TransformTO and the HousingTO Plan that will require federal support.</li> </ul>
39d	Allocating funding to portfolio-scale agreements for retrofits that benefit resilience and support the needs of groups of buildings.	Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.			



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
39e	Developing a funding approach for retrofits that benefit resilience in a way that meets the needs of large cities, including Toronto.	Work with the federal government to secure funding and co-develop programs to support retrofitting of buildings to support the federal environmental and climate change objectives.			
40	The Provincial government to support the City's goal of retrofitting and making its affordable multi-residential housing more resilient and:	Advocacy strategy to be developed in consultation with key stakeholders to ensure the City's requests for making multi-residential units are more resilient are considered as part provincial recovery plans.			<ul style="list-style-type: none"> <li>Over the past 2 years, internal and external stakeholders were engaged to support the development of the Net Zero Existing Buildings Strategy adopted at Council in Jul. 2021.</li> <li>City staff will continue to work with the provincial government to explore and advance potential changes that may be required to implement this strategy and other actions under the TransformTO and the HousingTO Plan that will require provincial support.</li> </ul>
		Implement plan with provincial support.			
40a	Make a minimum of 15% of the costs of retrofits that benefit resilience eligible for grants from the planned emission reduction fund using the planned Ontario Carbon Trust or other mechanisms.	Advocacy strategy to be developed in consultation with key stakeholders to request provincial support.			
		Assist province with initiative.			
40b	Exempt or delay retrofits that benefit resilience from being subject to property tax increases	Advocacy strategy to be developed in consultation with key stakeholders to request provincial support			
		Assist province with initiative.			
40c	Update the Building Code to address resilience in apartment buildings as part of the planned modernization of the Building Code described in the Made in Ontario Environmental Plan.	Advocacy strategy to be developed in consultation with key stakeholders to request provincial support.			
		Assist province with initiative.			
<b>08</b>	<b>Support Toronto Community Housing Corporation and its Residents</b>				
41	Advance the Toronto Community Housing state of good repair plan to improve the tenant experience and living conditions for TCHC residents	Bring its building portfolio into a state of good repair by 2027 by investing funds from multiple levels of government to repair its capital assets.			<ul style="list-style-type: none"> <li>Achieved a fully funded 10-year capital repair plan for the first time in its history.</li> <li>Board-approved a multi-year capital plan (2021-2024) designed to minimize tenant disruption, improve project delivery and reduce costs.</li> </ul>
41a	Implement the capital plan to invest \$1.34 billion in Federal funding and financing to repair TCHC buildings by 2027.	TCHC will continue to implement its 10-Year Capital Plan which requires support from all orders of government.			<ul style="list-style-type: none"> <li>On track to meet its target of a portfolio wide average of 10% facilities condition index (FCI) by the end of 2026.</li> <li>2021 capital plan includes multi-year commitments of \$110.2 million in 2022, \$46.9 million in 2023 and \$20.7 million in 2024.</li> </ul>
41b	Commit to a permanent capital and operating funding model for TCHC starting in 2020.	TCHC will continue to implement its 10-Year Capital Plan which requires support from all orders of government.			<ul style="list-style-type: none"> <li>The capital repair plan for 2021 includes over 1,600 large capital repair projects now in flight across the portfolio.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
42	Continue revitalization of identified TCHC communities in partnership with TCHC and CreateTO.	Continue implementation of the Social Development Plans in Regent Park, Alexandra Park, and Lawrence Heights.			<ul style="list-style-type: none"> <li>Continued with \$500,000 in scholarship funds awarded yearly to tenants since 2014.</li> <li>Since 2020, as part of its revitalizations projects, TCHC and the City constructed over 300 RGI rental replacement units and have advanced plans to create over 300 net new affordable homes, and over 3,000 market rental and ownership homes.</li> <li>Project status and budget updates for Phases 2 and 3 of the Lawrence Heights Revitalization and the Firgrove-Grassways Revitalization to be brought to Council for consideration Q4 2021 and Q1 2022 respectively.</li> </ul>
		Advance the transfer of over 700 TCHC scattered units to non-profit housing providers.			<ul style="list-style-type: none"> <li>Two successful proponents were selected with property transfers expected to begin starting Q1 2022 and will be completed by the end of 2022.</li> </ul>
		Explore public and private investment opportunities for the revitalization of TCHC communities.			<ul style="list-style-type: none"> <li>Made progress in developing a strategy to secure financial support required to add new affordable rental homes as part of TCHC revitalization projects, including with CMHC.</li> </ul>
		Monitor and evaluate the Social Development Plans for the revitalization of Regent Park, Lawrence Heights, Alex Park, and 250 Davenport communities.			<ul style="list-style-type: none"> <li>Work underway to advance social development plans and assess impacts, in collaboration with TCHC.</li> </ul>
43	The provincial government to contribute a one-third share or \$1.34 billion in capital funding to address TCHC's capital repair backlog.	Advocate for the provincial government to contribute a one-third share of \$1.34 Billion in capital funding to address TCHC's capital repair backlog.			<ul style="list-style-type: none"> <li>Continue to advocate for the provincial government to contribute to its one-third share towards TCHC's 10-year capital repair plan.</li> </ul>
44	The federal and provincial governments to partner in the revitalization of TCHC communities by providing financial support for the addition of new affordable rental homes in projects where land value is not sufficient to cover development costs.	Advocacy strategy to be developed in consultation with key stakeholders to secure financial support required to add new affordable and market rental homes as part of TCHC revitalization projects.			<ul style="list-style-type: none"> <li>The City and TCHC have been working together to explore third-party funding sources, such as the CMHC National Housing Co-Investment Fund, to fund the inclusion of additional affordable rental housing in the revitalization projects.</li> </ul>
		Work to continue with TCHC, the City, and the federal and provincial governments to support TCHC revitalization program and improve the lives of low-income resident across the city			<ul style="list-style-type: none"> <li>Three TCHC sites were identified in 2021 for the purpose of creating modular supportive housing for people experiencing homelessness with two sites moving forward.</li> </ul>
<b>09</b>	<b>Continue the Revitalization of Neighbourhoods</b>				
45	Facilitate a range of housing opportunities in complete communities across the city through developing neighbourhood housing initiatives in consultation with local communities.	Advance analysis and public engagement on increasing permissions for additional residential dwelling units within existing buildings, increasing permissions for other forms of low-rise housing in areas designated as Neighbourhoods, along major streets, and allowing garden suites, coach houses, through-lot suites, and other forms of additional units in accessory buildings.			<ul style="list-style-type: none"> <li>Draft garden suite regulations presented to Planning and Housing Committee in Jun. 2021 for approval prior to community and stakeholder consultation.</li> <li>A final report on the Garden Suites zoning by-law amendments and Official Plan policies is anticipated to be brought to Council in Q4 2021.</li> <li>A report on Multiplex Housing and a report on Neighbourhood Change research are targeted for Q4 2021 and a report on the Major Street Rezoning is targeted for 2022.</li> <li>The Laneway Suites monitoring report, which is related to the EHON initiative, is targeted for early 2022.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
	Facilitate a range of housing opportunities in complete communities across the city through developing neighbourhood housing initiatives in consultation with local communities.	Continue to roll out and expand the Housing Now Initiative to create mixed-income, mixed-use, complete communities on City-owned sites.			<ul style="list-style-type: none"> <li>Completed market offering and selected development partners for the first three Housing Now sites at 50 Wilson Heights Blvd., 705 Warden Ave., and 777 Victoria Park Ave. New market and affordable rental housing plus 3 new child care centres, parkland, and new amenity and commercial spaces close to transit will be added at these sites.</li> <li>Adopted zoning by-law amendments for 3 Housing Now sites at Bloor-Kipling (Blocks 1, 2, and 5), 405 Sherbourne St., and 150 Queens Wharf Rd., to support the creation of new market rental and affordable housing, new retail space, community space, parkland improvements, child care and early learning programs.</li> </ul>
		Continue the TCHC Revitalization program.			<ul style="list-style-type: none"> <li>Since 2020, as part of its revitalizations projects, TCHC has constructed 309 RGI rental replacement units and have advanced plans to create approximately 337 net new affordable homes, and approximately 3,638 market rental and ownership homes.</li> <li>Project status and budget updates for phases two and three of the Lawrence Heights Revitalization and the Firgrove-Grassways Revitalization to be brought to Council for consideration Q4 2021 and Q1 2022 respectively.</li> </ul>
		Continue with planning studies with integrated community development and inclusive economic development components in Jane-Finch, Dundas and Sherbourne and Golden Mile projects.			<ul style="list-style-type: none"> <li>The City-initiated Christie's Secondary Plan was adopted by Council in May 2021, including minimum requirements for affordable housing.</li> </ul>
		Complete studies needed to advance permissions or facilitate development and advance Official Plan and Zoning By-law amendments.			<ul style="list-style-type: none"> <li>Current and future EHON initiatives, including the Garden Suites, Major Street Rezoning, Multiplexing, and other work, will inform the development of recommended amendments to the Official Plan and zoning by-law to facilitate a variety of missing middle housing forms across the city.</li> </ul>
		Test the new permission in small-scale pilot and demonstration projects.			<ul style="list-style-type: none"> <li>Advanced a pilot in the Beaches East York neighbourhood to test the feasibility of building missing middle type buildings on City-owned sites.</li> </ul>
46	The federal and provincial governments to provide financial support to create additional affordable rental homes in new developments.	Advocacy strategy to be developed in consultation with key stakeholders to secure financial support required to increase the supply of purpose-built rental housing.			<ul style="list-style-type: none"> <li>In 2021, the federal government, through RCFI, has invested approx. \$221 million in two Open Door affordable housing projects at 2346 Weston Rd. and 23 Thunder Grove Rd. helping to improve their financial viability. These two projects represent 312 affordable rental homes in total.</li> </ul>
		Work with the federal and provincial governments to help plan and deliver programs to increase the supply of purpose-built rental housing in all neighbourhoods across the city.			<ul style="list-style-type: none"> <li>The City has received \$335 million in capital funding through RHI in 2020 and 2021 to support the creation of 773 affordable and supportive homes.</li> <li>In 2021, the Province of Ontario confirmed \$15.4 million in one-time operating funding dedicated to supportive housing in Toronto. The City is working with the Province to extend and secure additional and ongoing funding beyond 2021.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
<b>10</b>	<b>Create New Rental Housing Responsive to Residents' Needs</b>				
47	Support purpose-built rental housing development and:	Continue to implement City programs such as Housing Now and Open Door.			<ul style="list-style-type: none"> <li>As part of Housing Now, to-date approximately over 11,000 purpose-built market and affordable rental homes have been approved (across 21 sites in the first three phases).</li> <li>The City also continues to support projects that include a mix of market and affordable rental homes through the Open Door Program.</li> </ul>
		Explore new City program to incentivize development of purpose-built rental housing in all areas across the city.			<ul style="list-style-type: none"> <li>Future action to commence in 2022</li> </ul>
47a	Review and establish a purpose-built rental housing target and delivery timelines in alignment with federal and provincial initiatives and programs.	Work with key stakeholders to explore ways for the City to set a target and review necessary policies to encourage purpose-built rental housing.			<ul style="list-style-type: none"> <li>Future action to commence in 2022</li> </ul>
47b	Continue actions to support creation of laneways and secondary suites.	Consider the development of template building plans for laneway and/or prefabricated homes to expedite City approvals and reduce costs for homeowners.			<ul style="list-style-type: none"> <li>Since Aug. 2018, when the by-law to allow the construction of laneway suites was adopted by City Council, 239 Building permit applications for new laneway suites have been submitted to the City. Of these, 50 laneway suites have been built, 131 have had building permits issued and are at some stage of construction, and the balance of this number are permit applications that are under various stages of review.</li> <li>Staff will continue to explore ways to further encourage the construction of laneway suites.</li> </ul>
47c	Continue to ensure all new housing is built to be resilient to climate change and energy efficient through the Toronto Green Standard.	Work with key stakeholders to ensure compliance with Toronto Green Standard in all new housing built.			<ul style="list-style-type: none"> <li>Toronto Green Standard Version 4 was adopted by City Council in Jun. 2022 and will be applied to new development applications commencing May 1, 2022.</li> <li>Since 2010, over 2,100 developments have been required to meet Tier 1 standards; 150 have demonstrated they will achieve Tier 2+ levels and 60 of those have been certified as Tier 2.</li> </ul>
		Continue to implement the Toronto Green Standard through Housing Now, Open Door and other City programs.			<ul style="list-style-type: none"> <li>Modular buildings developed in 2020 met Tier 1 of the Toronto Green Standards and the 2021 projects are being built to Tier 2 of the Toronto Green Standard. Components of the building design, including requirements for reduced greenhouse gas intensity, exceed Tier 2 and are close to Tier 4 (Passive House) design levels.</li> <li>Projects developed under phase two of Housing Now follow Toronto Green Standard Tier 2 Core performance measures.</li> </ul>
48	Establish a 40,000 Land Banking Partnership Initiative and:				<ul style="list-style-type: none"> <li>Within the first two years of the HousingTO Plan, the City has achieved just over 42% of the 10-year target with approximately 16,800 affordable rental and supportive homes approved.</li> </ul>

Short-Term  
 Medium-Term  
 Long-Term  
 Ongoing  
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 In Progress  
 Upcoming  
 # City Recommendations  
 # Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
48a	Work with other orders of government, private and non-profit partners to identify and set aside lands appropriate for approving 40,000 affordable rental homes.	Develop partnerships with faith-based, hospitals and non-profit organizations for development of their land.			<ul style="list-style-type: none"> <li>Formalized a partnership with United Property Resource Corporation to help unlock the value of the United Church's real estate assets and create 500 affordable homes for communities of faith of all denominations over the next five to seven years.</li> <li>Activated a portion of the site owned by University Health Network at 150 Dunn Ave. to deliver 51 modular supportive homes which will be ready for occupancy by mid-2022.</li> <li>Approved the Tyndale Green development proposal on the Tyndale University lands at 3377 Bayview Ave. for incentives through the open Door program which is expected to create approximately 1,500 new rental homes including 750 affordable rental homes.</li> </ul>
		Develop City acquisitions strategy to purchase land for future development.			<ul style="list-style-type: none"> <li>In Nov. 2021, City Council approved <a href="#">EX27.4</a> which provided Council with an update on the next phase of implementation of the City-wide Real Estate Transformation model. This report also included a new Strategic Acquisition Policy which outlined principles and criteria for the strategic acquisition of properties, including land, to enable city building and support program service delivery.</li> <li>City Council approved the MURA program in Nov. 2021 which will support the purchase of private rental properties as well as land by the non-profit sector to create permanently affordable rental homes.</li> </ul>
		Work with City agencies and corporations to plan future redevelopment of City-owned land to include affordable rental housing.			<ul style="list-style-type: none"> <li>Activated two TCHC-owned sites, located 175 Cummer Ave. and 7 Glamorgan Ave., for modular supportive housing developments.</li> </ul>
		Activate sites to increase affordable rental housing opportunities.			<ul style="list-style-type: none"> <li>One of the sites identified under phase three of Housing Now is currently owned by Toronto Parking Authority.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
48b	Continue and expand the Housing Now Initiative to identify additional City-owned sites to create mixed-income communities.	Identify supportive housing opportunities including small sites, in collaboration with CreateTO.			<ul style="list-style-type: none"> <li>In 2021, CreateTO supported efforts to identify and assess feasibility of four City-owned sites for development of modular supportive housing development.</li> </ul>
		Add new City-owned sites to Housing Now pipelines.			<ul style="list-style-type: none"> <li>In 2021, the third phase of Housing Now was launched adding four more sites to this initiative, as well as six sites as part of a pipeline for future phases. In total, Housing Now includes 21 City-owned and controlled sites which will deliver over 5,600 new affordable rental homes.</li> </ul>
		Implement plan to create mixed-income, mixed-use, complete communities across the city.			<ul style="list-style-type: none"> <li>In 2021, the market offering process for 50 Wilson Heights Blvd., 777 Victoria Park Ave., and 705 Warden Ave. was completed with development partners selected for all three sites. Construction of these sites will begin in early to mid-2022, and will deliver 2,600 new homes, including 2,100 rental homes of which over 1,000 will be affordable.</li> <li>By Fall 2021, planning approvals were secured at three sites (Bloor-Kipling, 405 Sherbourne St., and 150 Queens Wharf Rd., with a further five targeted for 2022. In total, over 4,400 new rental units were approved, of which 33%-50% will be affordable.</li> <li>The City has also demonstrated continuous improvement to Housing Now through the annual progress update report to Council which was adopted in Nov. 2021. This report laid out lessons learned in prior phases and recommended new enhancements to the program. These changes will help further improve project delivery and increase participation of Indigenous and non-profit housing organizations.</li> </ul>
48c	Continue implementing Toronto Community Housing Corporation revitalizations and new infill development opportunities to create mixed-income communities including net new purpose-built rental and affordable rental housing.	Work to continue with TCHC, the City, and the federal and provincial governments to support TCHC revitalization program and improve the lives of low-income resident across the city.			<ul style="list-style-type: none"> <li>Since 2020, as part of its revitalizations projects, TCHC has constructed 309 RGI rental replacement units and have advanced plans to create approximately 337 net new affordable homes, and approximately 3,638 market rental and ownership homes.</li> <li>Project status and budget updates for phases two and three of the Lawrence Heights Revitalization and the Firgrove-Grassways Revitalization to be brought to Council for consideration Q4 2021 and Q1 2022 respectively.</li> </ul>

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
48d	Facilitate and plan for co-location opportunities with other City facilities such as new libraries and civic centres.	Continue to explore co-location opportunities to include affordable housing in the redevelopment of City facilities			<ul style="list-style-type: none"> <li>In 2021, Council approved a plan to relocate the fire station at 260 Adelaide St. to Metro Hall. The City will then be able to sell the land that the fire station sits on as part of a joint development agreement that will collectively result in significant city-building, including affordable housing, new local parkland, as well as fund a new and improved fire station, childcare facility, and much needed community space. The proposed development site will include a target of 30% affordable housing based on the average market rent, which will be guaranteed for a minimum of 99 years in the resulting residential redevelopment, a new Toronto Paramedic Services post and a new indoor community space.</li> </ul>
		Implement development plans and add new affordable housing supply			
48e	Establish and implement a framework for the strategic acquisition of land for city building purposes including for affordable housing.	Work with key stakeholders to establish a framework for the strategic acquisition of land for city-building purposes including for affordable housing.			<ul style="list-style-type: none"> <li>In Nov. 2021, City Council approved <a href="#">EX27.4</a> which provided Council with an update on the next phase of implementation of the City-wide Real Estate Transformation model. This report also included a new Strategic Acquisition Policy which outlined principles and criteria for the strategic acquisition of properties to enable city building (including affordable housing) and support program service delivery.</li> </ul>
48f	Enter into a Memorandum of Understanding with faith-based groups to identify surplus land for affordable housing.	Explore a Memorandum of Understanding with faith-based organizations to activate their surplus land for affordable rental and supportive housing development with St. Luke's United Church as a pilot project.			<ul style="list-style-type: none"> <li>In 2021, the City entered a MOU with the United Property Resource Centre to support the creation of up to 500 affordable rental homes at seven sites in Toronto over the next five to seven years.</li> </ul>
48g	Work with the Toronto Alliance to End Homelessness and other partners to identify sites suitable for intensification for supportive and affordable housing.	Support the Toronto Alliance to End Homelessness (TAEH) in their asset mapping project to identify opportunities to increase the supply of affordable and supportive housing.			<ul style="list-style-type: none"> <li>The City provided input into the development of the Toronto Supportive Housing Growth Plan which is being developed by the TAEH and non-profit sector partners following the completion of their asset inventory efforts. This Toronto Supportive Housing Growth Plan is expected to be released before the end of 2021 and actions will complement the HousingTO Plan.</li> <li>The development of an Indigenous Supportive Housing Growth Plan is being considered for 2022 and will be a joint initiative by the TAEH, the Canadian Mental Health Association Toronto Branch (CMHA), and the Wellesley Institute.</li> </ul>
48h	Facilitate partnerships with Toronto Developmental Services Alliance to create appropriate housing opportunities for people with developmental disabilities.	Develop a work plan in partnership with Toronto Developmental Services Alliance to facilitate access to new affordable and supportive homes			<ul style="list-style-type: none"> <li>Two non-profit led projects which were identified as part of the 2020 Open Door Call for Applications, and approved by Council in Mar. 2021, will create approximately 89 new affordable homes for people with developmental disabilities.</li> </ul>
49	Support non-profit and private organizations to create new affordable rental and supportive homes and:	Work with the non-profit and co-op sector to identify further opportunities for intensification in response to the expiry of operating agreements and leases.			<ul style="list-style-type: none"> <li>The City will continue to explore intensification opportunities with non-profit and co-op housing sector reaching expiry of operating agreements.</li> </ul>
49a	Extend the Open Door Affordable Housing Program to 2030 to provide for waiver of fees, charges and property tax exemptions for 20,000 approved affordable rental and supportive housing projects.	Continue to implement the Open Door Affordable Housing Program to support new affordable rental housing being developed by both the private and non-profit sectors.			<ul style="list-style-type: none"> <li>The 2020 Open Door Call for Applications, which resulted in 15 projects being approved by Council in Mar. 2021, will support for 971 new affordable homes through capital funding investment of \$10.9 million and financial incentives valued at approximately \$64.77 million.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
49b	Create a new approvals stream through the Open Door Affordable Housing Program that prioritizes suitable applications from and incentives to non-profit and co-op housing providers, including faith-based organizations, to deliver increased affordable and supportive housing outcomes.	Update program measures in consultation with key stakeholders to prioritize Open Door applications by non-profit, co-ops, and multi-faith organization.			<p>A number of program changes were implemented in 2021, including:</p> <ul style="list-style-type: none"> <li>• Planning fee relief for non-profit housing providers will be provided on a simplified, continuous application basis;</li> <li>• A new streamlined and continuous application process will be made available to non-profit and private sector applicants to receive incentives-only support (also available via City Planning approvals reports when Section 37 contributions provide for affordable housing);</li> <li>• The annual Call for Applications for developments will be continued for those requesting capital funding and will be available to all applicants;</li> <li>• The target for affordable gross floor area will be 30% of the overall development reflecting industry feedback; and</li> <li>• Approved projects must begin construction within 3 years of the date of approval in order to maintain access to the capital grant and/or incentives.</li> </ul>
50	Create 1,000 modular supportive housing opportunities for homeless individuals and chronic shelter users by 2030.	Continued advocacy with the federal and provincial governments to support the HousingTO targets for modular housing.			<ul style="list-style-type: none"> <li>• The City advanced phase two of the Modular Housing Initiative in 2021 which leverages federal funding through the Affordable Housing Innovation Fund and City funding and Open Door financial incentives. The funding and financial incentives will help to create new modular housing at 7 Glamorgan Ave., 175 Cummer Ave., and Trenton and Cedarvale Aves.</li> <li>• The City also received capital funding from the federal government through RHI which will help develop two more modular buildings at 150 Dunn Ave. and 4626 Kingston Rd.</li> <li>• In total, to-date the City has secured funding for 390 modular supportive homes, representing significant progress toward the 1,000 modular supportive homes approvals target in the HousingTO Plan.</li> </ul>
		Work with the Toronto Alliance to End Homelessness and other partners to develop implementation plan.			<ul style="list-style-type: none"> <li>• The City continues to work closely with TAEH to implement its supportive housing projects. In 2021, through joint collaboration, new funding and operating capacity were identified to support the City's new supportive housing projects. However, as the City continues to increase the supply of new supportive housing, additional capacity is urgently needed in the sector.</li> <li>• In 2022, the Housing Secretariat and TAEH will continue to work together on identifying ways to help the non-profit housing sector strengthen capacity. This includes, but is not limited to, exploring new funding opportunities, joint advocacy to other orders of government for supportive housing funding, and partnerships with academic partners to support training &amp; development initiatives.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
51	Commission a study in 2020 to develop options for third-party housing funds to supplement existing government funding programs.	Commission a study to develop options for third-party housing funds to supplement existing government funding programs.			<ul style="list-style-type: none"> <li>In 2021, staff engaged with a number of financial institutions, including non-profit lenders, to explore possible low-cost financing options to complement existing government programs. Additional work will continue into 2022.</li> </ul>
52	Review options for a revised definition of affordable housing based on 30% of household gross income, consistent with the federal definition of affordable housing, in the delivery of new affordable housing.	Obtain Council approval on the revised definition of affordable housing.			<ul style="list-style-type: none"> <li>City Council approved a new income-based definition of affordable housing following a comprehensive public and stakeholder consultation. In 2022, the Housing Secretariat will complete detailed financial impact analyses of the new definition on City programs such as Housing Now and Open Door, and report back to Council with recommended program changes and/or other mitigation strategies to address the impacts.</li> </ul>
53	Implement Inclusionary Zoning to ensure new housing opportunities are targeted to low and moderate-income households, and affordability is provided long-term.	Implement Inclusionary Zoning in Protected Major Transit Station Areas.			<ul style="list-style-type: none"> <li>City Council approved a new Inclusionary Zoning policy framework in 2021 following finalization of additional background studies and analyses including a Financial Impact Analysis, third-party review of the analysis and Housing Need and Demand Analysis that form the required assessment report package. The City also undertook extensive public and stakeholder consultation on draft inclusionary zoning policies, zoning and implementation guidelines.</li> <li>Advanced two Protected Major Transit Station Areas (PMTSAs) to the Minister for approval as part of Keele Finch Plus initiative.</li> <li>Proposed draft delineations for 16 PMTSAs within the Downtown Secondary Plan for consultation.</li> </ul>
54	The federal and provincial governments to provide preferential tax incentives for market and affordable rental housing development.	Continued advocacy to the federal and provincial governments.			<ul style="list-style-type: none"> <li>The federal government, through RCFI, provides low-cost financing to support the creation of purpose-built rental including affordable rental housing.</li> <li>Advocacy continues to both federal and provincial governments to enhance financial support (through funding, financing and tax incentives) in support of market and affordable rental and supportive housing projects in Toronto.</li> </ul>
55	The federal and provincial governments to publicly identify and dedicate surplus lands in Toronto for the development of affordable and supportive housing.	Continue to advocate for and work with the federal and provincial governments to allocate and development surplus lands to increase the supply of new affordable and support housing across the city.			<ul style="list-style-type: none"> <li>Advocacy continues to both federal and provincial governments to allocate surplus lands in Toronto for affordable housing development. The Federation of Canadian Municipalities has also supported this request, asking the federal government to enhance the Federal Land Initiative.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
56	The federal and provincial governments to commit to a multi-year capital and operating investment plan that supports the City and non-profit, and private housing providers in achieving 20,000 new affordable rental and supportive housing approvals.	Continue to advocate to the federal and provincial governments for Toronto to receive a share of investments under the National Housing Strategy that is reflective of and proportionate to the specific needs of residents in the city.			<ul style="list-style-type: none"> <li>The City has received \$335 million in capital funding through RHI in 2020 and 2021 to support the creation of 773 affordable and supportive homes. The City requires approximately \$11 billion in capital and operating funding from federal and provincial governments to meet its affordable rental and supportive housing targets by 2030.</li> <li>In 2021, the Province of Ontario confirmed \$15.4 million in one-time operating funding dedicated to supportive housing in Toronto. The City is working with the Province to extend and secure additional and ongoing funding beyond 2021.</li> </ul>
<b>11 Help People Buy, Stay in and Improve Their Homes</b>					
57	Continue to assist qualified first-time home buyers through maintaining the Municipal Land Transfer Tax Rebate Program.	-			<ul style="list-style-type: none"> <li>In 2020, the City assisted over 17,500 households by providing a total exemption value of \$71.4 million in land transfer tax rebates.</li> <li>To-date in 2021, the City has assisted 18,351 more households to purchase their first home by investing \$76.1 million in the value of rebates under this program.</li> </ul>
58	Create 4,000 new non-profit affordable ownership opportunities for residents through supporting non-profit housing organizations in building new affordable homes, which includes continuing the non-profit home ownership Development Charge Deferral Program.	An anticipated 244 program-funded affordable ownership homes, approved in prior years, will be ready for occupancy.			<ul style="list-style-type: none"> <li>The Housing Secretariat is commissioning an independent review of affordable ownership programs and results are anticipated in 2022.</li> <li>The Housing Secretariat will issue a request for proposals to the non-profit sector under the Home Ownership Assistance Program for development charge deferrals in 2022.</li> </ul>
59	Encourage and support homeowners in making secondary suites and empty bedrooms available as rental housing.	Continue to explore ways to incentivize homeowners to create and rent secondary suites in their homes to increase the supply of rental housing opportunities in the city.			<ul style="list-style-type: none"> <li>Developed research report on Right-Sizing Housing and Generational Turnover.</li> <li>Current and future EHON initiatives, including the Garden Suites, Major Street Rezoning, Multiplexing, and future work will help facilitate the construction of a variety of missing middle housing forms across the City that can be undertaken by homeowners to create rental housing opportunities.</li> </ul>
60	Report on the feasibility of establishing a new Vacant Home Tax in 2020 with the revenues from that program being directed to support the City's housing programs and initiatives.	Subject to Council approval, design program, implement, administer and report on results.			<ul style="list-style-type: none"> <li>City Council approved an implementation plan in Dec. 2020 to introduce a new tax on vacant Toronto homes. In Jul. 2021, City Council approved certain tax design principles and directed staff to conduct public consultations and refine a final tax design for Council consideration prior to the end of 2021 with a by-law supporting this tax to come into effect in Jan. 2022. The tax on vacant homes would become payable for the first time in early 2023, based on the occupancy status during the prior year.</li> <li>The federal government, through Budget 2021, also announced the government's intention to implement a national, annual one per cent tax on the value of non-resident, non-Canadian owned residential real estate that is considered to be vacant or underused, effective Jan.y 1, 2022. Stakeholder consultations concluded in Sept. 2021.</li> </ul>



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
61	Continue to support low-income seniors and persons with disabilities through providing property tax relief for qualifying residents.	Continue to implement program over term of plan to help vulnerable residents maintain housing stability.			<ul style="list-style-type: none"> <li>In 2020, the City assisted 7,809 low-income senior homeowners or those with disabilities through the Property Tax Increase Cancellation program. Property tax increases were deferred for an additional 1,274 low-income senior homeowners and people with disabilities.</li> <li>As of Sept 2021, 5,602 low-income senior homeowners or those with disabilities were assisted through the Property Tax Increase Cancellation and 729 low-income senior homeowners and people with disabilities received deferrals on their property tax increases.</li> </ul>
62	Continue and expand existing programs to support residents to make improvements to their homes such as the HELP program and Basement Flooding Subsidy program.	Refine the Home Energy Loan Program to support deeper retrofit projects and organizations that home vulnerable, low-income residents.			<ul style="list-style-type: none"> <li>In 2020, City secured a loan of up to \$9.7 million (that would carry favourable terms for repayment and an interest rate as low as zero percent) and grant funding of up to \$4.85 million under the Federation of Canadian Community Efficiency Fund Program to support HELP program enhancements. Staff also developed additional resources through the BetterHomesTO initiative and are facilitating connections between neighbourhood based groups focused on residential retrofitting. In this capacity, staff provide information on existing city programs.</li> <li>Owners of a single-family, duplex or triplex residential homes can apply to the City for a subsidy of up to \$3,400 (per property) for the installation of flood protection devices. From Jun. 2019 to 2020, the Basement Flooding Subsidy program has issued subsidy payments of \$6.6 million to approximately 3,470 homes that installed flood protection devices and, from June 2020 to June 2021, the BFPSP issued subsidy payments of \$5.7 million to approximately 3,110 homes that installed flood protection devices.</li> <li>In 2021, new flood prevention educational videos were developed and are available on the website as part of the City's comprehensive basement flooding prevention public education campaign running for the past decade.</li> </ul>
		Continue providing a range of financial assistance and incentives to homeowners to make improvements to their homes, including high quality retrofits.			
63	The federal and provincial governments to extend the financial incentives that help low-income households to make required life safety repairs, accessibility modifications and energy retrofits.	Develop advocacy strategy with key stakeholders to encourage federal and provincial governments to extend the financial incentives for low-income households to make improvements to their homes.			<ul style="list-style-type: none"> <li>Future action to commence in 2022.</li> <li>Funding through the Ontario Priorities Housing Initiative will help a small number of homeowners in 2021. Additional investments are needed from the federal and provincial governments in 2022 and beyond to help low-and-moderate-income homeowners, particularly seniors and people with disabilities.</li> </ul>
		Continue to implement program over duration of HousingTO plan.			

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Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
64	The federal and provincial governments to provide financial incentives to homeowners to maintain, create and make their secondary suites code-compliant (where required) for use as long-term rental homes.	Develop advocacy strategy with key stakeholders to encourage federal and provincial governments to provide financial incentives to homeowners to maintain, create and make their secondary suites code-compliant (where required) for use as long-term rental homes.			• Future action to commence in 2022.
65	The federal government to address barriers that prevent take up of municipal energy loan programs for those with default-insured mortgages, including by directing Canada Mortgage and Housing Corporation to provide guarantees for Local Improvement Charge financing programs	Develop advocacy strategy with key stakeholders to encourage the federal government to address barriers that prevent take up of municipal energy loan programs for those with default-insured mortgages.			• Substantial progress has been focused this year on advancing the Local Improvement Charge (LIC) program – HELP. Staff will continue to advance this action in 2022.
66	The provincial government to provide tax policy options to support homeowners in adopting measures to protect their homes against extreme weather events, such as ice and wind storms and home flooding as outlined in the Made in Ontario Environment Plan.	Develop advocacy strategy with key stakeholders to encourage the provincial government to provide tax policy options to support homeowners in adopting measures to protect their homes against extreme weather events, such as ice and wind storms and home flooding as outlined in the Made in Ontario Environment Plan.			• Future action to commence in 2022.
<b>12</b>	<b>Improve Accountability and Transparency in Delivery of Housing Services to Residents</b>				
67	Maintain the HousingTO External Advisory Committee through 2030 to:	Continue the HousingTO External Advisory Committee, with an updated structure and mandate, to monitor delivery of the HousingTO Plan and ensure that it responds to evolving needs of residents.			• To advance the HousingTO Plan's actions, the City continues to consult with and engage external stakeholders, including housing experts and people with lived experiences. This is done through various tables, working groups, and committees including the Tenant Advisory Committee on the Protection of Affordable Housing, Accessible Housing Working Group, Poverty Reduction Strategy's Lived Experience Advisory Group, Seniors Strategy Accountability Table and others.
67a	Provide input and guidance on implementation of the Plan.	Ongoing- Committee to meet on a regular basis over the duration of the HousingTO Plan to monitor progress, identify barriers and recommend solutions.			
67b	Partner with the City, Indigenous housing providers and Toronto's academic institutions in hosting an annual Community Housing Summit to discuss innovative practices in other jurisdictions and promote partnership-based solutions.	Work with Indigenous housing providers, academic institutions and other key stakeholders to explore opportunities for holding annual Community Housing Summits.			• Future action to commence in 2022.
67b	Partner with the City, Indigenous housing providers and Toronto's academic institutions in hosting an annual Community Housing Summit to discuss innovative practices in other jurisdictions and promote partnership-based solutions.	Hold annual summits, with virtual summits to be considered if necessary in light of current COVID-19 context.			• The Housing Secretariat has organized a panel discussion as part of the 2021 CivicLabTO Academic Summit with academic and community partners to discuss how the pandemic has exacerbated pre-existing challenges in Toronto's housing and homeless systems. This panel will offer insights and possible solutions for more equitable and sustainable recovery, particularly for marginalized people.



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
67c	Support and consider innovative housing and homelessness practices.	Continue to advocate to the federal and provincial governments to support the delivery and operation of supportive housing.			<ul style="list-style-type: none"> <li>Through federal, provincial and City investments in 2020 and 2021, commitments have been secured to create 1,583 permanent supportive housing opportunities by the end of 2022.</li> <li>The City continues to advocate to the federal and provincial governments to commit investments to support the delivery and operation of 18,000 new supportive homes by 2030.</li> </ul>
68	Report to Council and the public annually on the progress toward targets and:	Annual reporting on the progress made to-date; funding secured from federal and provincial governments, and any proposed changes to the implementation plan reflecting macro-environmental factors, as well as changing priorities and available resources.			<ul style="list-style-type: none"> <li>The 2021 annual update report will be considered by the Planning and Housing committee in Nov. 2021.</li> </ul>
68a	Provide an interim report in 2025 outlining 5-year progress in implementing the plan, an evaluation of actions and priority setting for 2025-2030.	Implementation of HousingTO will continue to be monitored and assessed to improve 5-year review and recommendations to Council.			<ul style="list-style-type: none"> <li>Future action to commence in 2024.</li> </ul>
68b	Provide a final report in 2030 along with a new 10-year housing plan.	Implementation of HousingTO will continue to be monitored and assessed over duration of the Plan, with annual interim report to Council.			<ul style="list-style-type: none"> <li>Future action to commence in 2029.</li> </ul>
<b>13</b>	<b>Enhance Partnerships and Intergovernmental Strategy</b>				
69	The federal and provincial governments continue to measure the results of their investments in Toronto and monitor and report regularly on the state of Toronto's housing market.	The City will continue to advocate to the federal and provincial governments to support implementation of HousingTO Plan.			<ul style="list-style-type: none"> <li>The City has <a href="#">initiated work</a> with the Federation of Canadian Municipalities and Statistics Canada partnership to enhance our understanding of the housing profile.</li> </ul>
		The City will continue to share information with both orders of government and highlight the impact of their investments in Toronto.			
70	Collaborate with regional partners in advocacy and to improve housing services across the GTHA and:	Formal tables to reconvene to ensure collaboration and information sharing to support share housing goals.			<ul style="list-style-type: none"> <li>A regional roundtable with GTHA service managers and United Way of Greater Toronto was held in Feb. and May 2021. The meeting focused on collaborative discharge planning and joint advocacy for changes to discharges from provincial institutions, particularly corrections in an effort to better support people and divert their entry into homelessness.</li> </ul>
70a	Host a bi-annual meeting of municipal regional housing partners to address regional housing challenges.	Hold biannual meetings with municipal regional housing partners and federal and provincial officials to address regional housing challenges, starting in 2021.			<ul style="list-style-type: none"> <li>The City Manager and senior leadership teams across the GTHA have initiated a table to identify and collaborate on areas of shared interest to enable the recovery of the region and rebuild from the COVID-19 pandemic, with housing being a key priority. Toronto chairs the housing working group aimed at advancing information sharing across jurisdictions and developing joint advocacy strategies to engage other orders of government.</li> </ul>
70b	Invite federal and provincial officials to an annual meeting of the municipal regional housing partners.	Federal and provincial partners to be invited to annual meetings in an effort to discuss priorities and shared objectives, as well as to highlight achievements and risk.			



# City Recommendations

# Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
70c	Retain a consultant to develop a regional data sharing platform for service planning purposes and to improve housing and homelessness program delivery across the region.	Work with regional partners to develop scope of work for a consultant to develop a regional data sharing platform.			<ul style="list-style-type: none"> <li>The GTHA Housing Table is in the process of procuring a consultant to create a regional housing data book to provide an overview of existing housing system and current &amp; future housing need across the whole housing continuum (snapshot) and to identify trends based on forecast for growth.</li> </ul>
70d	Develop a regional housing strategy that facilitates the mobility of people and their housing benefits across the region; addresses housing affordability in the Greater Toronto and Hamilton Area (GTHA); and addresses the shortage of supportive housing, long-term care and other housing types in the region.	Work with key stakeholders to develop a work plan for a regional housing strategy.			<ul style="list-style-type: none"> <li>Future action to start in 2023 following the development of the regional housing data book which aims to enable data-driven decision making, action and advocacy, and help track government housing investments across the GTHA.</li> </ul>
70e	Enter into a Memorandum of understanding (MOU) with the Toronto Region Board of Trade to share housing data and collaborate on housing issues.	Finalize the MOU with the Toronto Region Board of Trade.			<ul style="list-style-type: none"> <li>Future action to start in 2022.</li> </ul>
71	Support marginalized groups to develop their own appropriate response to their housing needs and challenges and:	Work with marginalize groups to develop housing solutions appropriate for specific housing needs.			<ul style="list-style-type: none"> <li>The City continues to work with and engage people with lived experiences of homelessness, physical disability, poverty, discrimination through multiple channels including through the Advisory Committee on the Protection of Affordable Housing, Accessible Housing Working Group, Poverty Reduction Strategy's Lived Experience Advisory Group, Seniors Strategy Accountability Table and others.</li> <li>Engagement with these groups will also inform the City's new Housing Data Strategy which will focus better understanding the diverse needs of residents, including those from equity-seeking groups. This information will be vital to informing the development of new City policies and programs, and enhancing existing programs.</li> </ul>
71a	Include and engage persons with lived experience in developing the HousingTO implementation plan.	Continue to engage persons with lived experience in the implementation of the HousingTO Plan throughout duration of the plan.			
72	Engage the business and non-profit community in identifying innovative solutions to challenges across the housing spectrum.	Continue to engage the non-profit community and seek their input and advice in the implementation of the HousingTO Plan.			<ul style="list-style-type: none"> <li>This City continues to engage with the non-profit sector on an ongoing basis. This strong partnership has supported various City initiatives in 2021, including the opening and occupancy of 100 new modular supportive homes for people experiencing homelessness.</li> </ul>

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 # Federal/Provincial Requests

Rec #	Housing TO Plan Recommendation	Current and Future Planned Actions	Time Horizon	Status	2021 Progress on HousingTO Recommendations
73	The federal and provincial governments to establish a housing policy and program coordination group to ensure effective delivery of current and future government investments and interventions.	Advocate for expanding the urgent delivery of the Canada Housing Benefit.			<ul style="list-style-type: none"> <li>The federal and provincial governments committed to providing an additional 1,000 portable housing benefits in 2022 which was requested by the City as part of the 24-month COVID-19 Housing Plan.</li> <li>Additional funding allocations to the City are needed through the COHB in recognition of higher rents in Toronto and to meet the HousingTO targets of assisting 31,000 households through this program.</li> </ul>
		Advocate for establishing dedicated funding for a Modular Rental Housing Program.			<ul style="list-style-type: none"> <li>The City has a target of approving 1,000 modular supportive homes by 2030 dedicated to people experiencing homelessness. The City's funding allocation from the federal government through the Affordable Housing Innovation fund and RHI in 2020 and 2021 has supported the creation of 390 modular homes to-date. The City continues to advocate to the federal and provincial government to allocate capital and operating funding to create additional modular supportive homes in Toronto as a rapid and dignified response to homelessness.</li> </ul>
		Advocate for establishing an Acquisitions and Renovations/ Conversions Fund.			<ul style="list-style-type: none"> <li>Council approved the MURA program in Nov. 2021. An acquisition and renovation/conversion program from other orders of government, focused on protecting existing rental housing, could be combined with the City's MURA Program to increase grant funding and/or provide low-cost financing to support acquisitions.</li> <li>Alternatively, other orders of government could allocate funding to the City, to support the expansion/enhancement of MURA and quickly deploy funding in Toronto.</li> </ul>
		Advocate for considering Right of First Refusal Authority/Approach for Strategic Acquisitions.			<ul style="list-style-type: none"> <li>Future action to start in 2022. Staff to assess feasibility based on Ontario's legislative context and legal framework.</li> </ul>
74	The federal government to commit funding a National Housing Strategy beyond March 2027, which provides long-term sustainable funding for affordable housing development, supportive housing and housing repair and retrofits.	Continue advocating for accelerated and expanded funding for new affordable Homes under the National Housing Strategy including housing for Indigenous peoples by Indigenous Peoples.			<ul style="list-style-type: none"> <li>The federal government provided funding allocations to City under phases one and two of RHI (approximately \$203 million in 2020 and \$132.2 million in 2021). The City committed to allocating 20% of the units created through RHI to Indigenous communities, in addition to allocating \$27 million in capital funding in 2021 to support Indigenous-led housing projects.</li> <li>\$305 million in one-time capital funding is still outstanding for 2022 to complete the delivery of 2,000 new supportive homes in 2021 and 2022, outlined in the City's 24-month COVID-19 Housing Plan.</li> </ul>
		Continue advocating for operating funding to create supportive housing.			<ul style="list-style-type: none"> <li>The City continues to advocate to the federal government to allocate operating funding, together with the capital funding being provided through RHI, in order for new supportive housing to be created. The operating funding will help deliver a range of wraparound supports needed to help people successfully exit homelessness.</li> </ul>

Short-Term  
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		Continue advocating for increased investments in housing retrofit programs.			<ul style="list-style-type: none"> <li>The City has received \$11.7 million low interest loan and almost \$1.8 million grant from the federal government to support retrofits in apartment towers; and a loan of up to \$9.7 million and a grant of up to \$4.8 million to support retrofits in single family homes.</li> <li>The federal government has introduced retrofit programs such as Canada Greener Homes Grant which helps homeowners make their homes more energy-efficient, while creating new jobs for energy advisors, and fighting climate change.</li> </ul>
75	The provincial government to make long-term sustainable investments in affordable and supportive housing, long-term care and support services.	<p>Continue advocating for:</p> <ul style="list-style-type: none"> <li>Accelerated and expanded funding for new affordable Homes under the National Housing Strategy including housing for Indigenous peoples by Indigenous Peoples;</li> <li>Operating Funding to Create Supportive Housing; and</li> <li>Increased investments in housing retrofit programs</li> </ul>			<ul style="list-style-type: none"> <li>In 2021, the provincial government allocated \$15.4 million in one-time funding for new supportive housing units coming online in 2021 and 2022. \$48 million in annual ongoing operating funding is required beginning in 2022 to support the ongoing operations, including delivering support services at 2,000 new supportive homes.</li> <li>To help sustain, repair and grow the community housing sector, the Ontario government introduced the Community Housing Renewal Strategy in 2019. The Canada-Ontario Community Housing Initiative is one of the main pillars of this strategy through which the City has received \$133.5 million for 2020-23 period.</li> </ul>
76	The federal and provincial governments to work with the City of Toronto and its regional partners to address housing availability and affordability challenges faced by residents in the GTHA.	All orders of government to continue to take measures and direct investments towards increasing the supply of new affordable housing and addressing housing instability challenges faced by residents.			<ul style="list-style-type: none"> <li>The City, in collaboration with the GTHA Housing Table members, will continue to advocate to other orders of government to ensure that the region receives its fair share of national and provincial investments in housing and homelessness services, reflective of the current population and housing needs.</li> </ul>

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