



City Guideline – 2023-2: Quarterly Social Housing Report

Date issued	Effective date
July 15, 2023	July 1, 2023

Applicability to Social Housing Programs

The City Guideline is applicable to the programs indicated in the table below.

Applicability Program

✓	Housing Services Act, Part VII Housing Projects, Market and Rent-Geared-to-Income, Section 78
✓	Housing Services Act, Part VII Housing Projects, 100% Rent-Geared-to-Income, Section 78
	Other alternative mandated units
	Rent Supplement Agreements with the City of Toronto
	Toronto Community Housing Corporation
	Toronto Seniors Housing Corporation

If your program is not checked in the Applicability column, this City Guideline does not apply.

About City Guidelines

Under the authority of the Housing Services Act, the City of Toronto, Housing Secretariat, City Guidelines and Rent-Geared-to-Income (RGI) Manual are the authority for housing administration and RGI administration for social housing providers in the City of Toronto.

City Guidelines are the City of Toronto's mandatory policies and procedures that social housing providers must follow. City Guidelines are most often issued when a Local Rule is established by the City of Toronto, the Rent-Geared-to-Income (RGI) manual is updated, or other relevant legislative changes or operational requirements occur. City Guidelines which impact RGI have been incorporated into the RGI Manual.

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

Background

The *Housing Services Act, 2011* (HSA), and its accompanying regulations, outlines the requirements that the City of Toronto as Service Manager for the Rent-Geared-to-

Income (RGI) program must follow. Please see the City of Toronto's [RGI Administration Manual](#) for more details.

Background

This City Guideline replaces 2021-9 which requires all housing providers to submit quarterly reports containing information about their units and RGI program compliance. The associated report template replaces the form published as 2021-9a.

The Quarterly Social Housing Report template has been revised and published online (2023-2a), the instructions are embedded in the template. All housing providers are required to start using the new report template for Q3 2023 reports, due October 16, 2023.

What you should know about quarterly reporting

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

- Property Managers with their administrative responsibilities by providing them with a tool for tracking and reporting vacancies, arrears, RGI income, staff training compliance and status of over-housed RGI households.
- Boards of Directors with their fiduciary responsibilities for management of the Corporation, by keeping them informed about turnover of vacant units, collections of rent arrears and RGI program compliance. This information must be reported to the Board at each regular meeting in this format, or at a comparable level of detail.
- The City of Toronto in its role as service manager, by providing up-to-date, accurate information about vacancies, arrears and RGI program compliance.

What has changed in the Quarterly Social Housing Report?

The **Vacancies and Unit Turnover tab** has been updated as follows:

Unit Filled section: Column L now asks how the tenant was selected. The following options are provided in the drop-down menu:

- Centralized Waiting List
- Internal transfer list
- Referral Agreement (according to approved Access Plan)
- Housing provider's own list (according to approved Access Plan)
- Coordinated access

A **Loss of Eligibility** tab has been added requiring the following information:

- Unique ID, Project ID, unit number and first and last name of **ALL households who were issued a Notice of Decision (NOD) – Loss of Eligibility (LOE) for RGI Assistance during the quarter**
- Date the NOD for LOE was issued
- Date the NOD for LOE is effective
- Reason for issuing the NOD for LOE (select from drop down list)

Actions required

Housing providers must take the following actions:

1. Complete an electronic copy of the Quarterly Social Housing Report, using the online 2023-2a template, for each calendar quarter.
2. Due to the potentially personal information contained in the reports, Quarterly Social Housing Reports must be submitted using the City's secure file transfer mechanism.
3. Housing providers must use the [2023-2a Social Housing Quarterly Report Template](#) posted on the City of Toronto's website and follow the embedded instructions.
4. Housing providers must provide backup documentation (such as accounting ledgers) to Housing Stability Services immediately upon request.

Helpful hints and reminders

Submission of complete, accurate reports within fifteen days of quarter end is a requirement for surplus sharing. Please see City Guideline 2013-3.

Questions

If you have any questions, please contact your Housing Consultant or HSS:

Housing Stability Services

Housing Secretariat

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Original Signed

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July 12, 2023