



City Guideline – 2023-11: RGI Local Priority Rule Households Exiting Supportive Housing

Date issued	Effective date
November 14, 2023	Immediately

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 and New Affordable Housing Providers*
	Toronto Community Housing Corporation
	Toronto Seniors Housing Corporation

*This City Guideline ONLY applies to the following qualified buildings:

- Buildings with a supportive housing mandate.
- Buildings administering rent supplement programs, under agreement with the City of Toronto and required to provide on-site supports throughout the entire building.
- New Affordable Housing Providers with buildings that fill RGI units using the City’s Coordinated Access System, as per the Contribution Agreement.

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) Administration 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) Administration Manual is updated, or other relevant legislative changes or operational requirements occur. City Guidelines which impact RGI have been incorporated into the RGI Administration Manual.

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

Background

The *Housing Services Act, 2011* (HSA), and its accompanying regulations, outline the requirements that the City of Toronto as Service Manager for the Rent-Geared-to-Income (RGI) program must follow.

In July 2022, City Council adopted the addition of several new local priority rules for households applying for RGI assistance on the Centralized Waiting List (CWL):

The new Households Exiting Supportive Housing (HESH) priority was created to allow a household to proceed through the housing continuum, based on their evolving support and housing needs. By qualifying for a HESH priority, a household can receive a priority designation on the City's CWL for RGI assistance.

Under HESH, households currently living in an RGI unit, with on-site supports (provided to all units in the building), who no longer require these on-site supports to maintain their housing, may choose to apply to the CWL using the HESH priority to move to a new unit without onsite supports.

The City's [RGI Priority Access webpage](#) will be updated to include a list of buildings whose tenants can qualify for this priority.

The Rent-Geared-to-Income Housing Administration Manual will be updated to reflect these changes.

Actions required

Housing providers are responsible for completing the following steps if a household currently living in your building indicates to you that they would like to move to a unit without supports and apply for the HESH priority:

1. Email helpdesk_myaccesstohousingTO@toronto.ca indicating that you would like to be registered in the next upcoming training to receive system access.
2. Confirm that the household has an application on the CWL. To apply for RGI housing through the CWL, households must initiate an online application in [MyAccesstoHousingTO](#).
3. Complete the [Households Exiting Supportive Housing Priority Form](#) **with** the household.

4. Upload the Households Exiting Supportive Housing Priority Form to the applicant's file. Refer to the [RentCafé Vacancy Management Process Guide](#) for instructions on how to upload a document to an application.
5. When a household with a HESH priority vacates their current unit, the housing provider must fill the vacancy in accordance with the approved Access Plan.
6. Housing providers must ensure that their relevant processes, documents and policies continue to be updated with current rules and guidelines.

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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