

Instructions for Submitting a Household Exiting Supportive Housing Priority (HESH) Application

If there is a household currently living in a rent-geared-to-income (RGI) unit and receiving on-site supports at one of the eligible addresses and expresses interest in applying to the HESH local priority, the RGI Administrator must complete the following steps:

Step 1: Confirm the household lives in an eligible building address.

Households requesting the HESH priority must be living at an approved address. A list of eligible housing providers can be found on the [Rent-Geared-to-Income Priority Access](#) webpage.

Each eligible housing provider has received a list of approved addresses. To obtain a copy of the approved address list, housing providers can email HSS@toronto.ca.

Step 2: Confirm that the household has an application on the Centralized Waiting List (CWL).

The household must have an active application on the CWL or initiate an online application to the CWL in [MyAccessstoHousingTO](#).

Step 3: Complete the Households Exiting Supportive Housing Priority Application Form.

Download the [Households Exiting Supportive Housing Priority Application Form](#) and complete the form **with** the household.

Step 4: Upload the Households Exiting Supportive Housing Priority Application Form.

- Click the [online Households Exiting Supportive Housing Priority \(HESH\) Submission Form](#) on your computer or mobile device.
- Respond to all mandatory questions (with a red asterisk).
- If you do not see your organization's name and address in the drop-down menu, this indicates that your organization does not have any eligible addresses and the household is not eligible for the HESH priority.
- Upload the completed [Households Exiting Supportive Housing Priority Application Form](#).
- Incomplete applications could result in processing time delays or finding that the household is ineligible for the HESH priority.



Step 5: Access to Housing to review the HESH Application

- The submission will be sent to Access to Housing (City of Toronto) for review to determine the eligibility of the household for the HESH priority.
- The household will receive the outcome of their HESH Application in their MyAccesstoHousingTO (MATHTO) account.

Questions/Concerns: Contact Access to Housing at helpdesk_myaccesstohousing@toronto.ca