



City Guideline – 2024-4: RGI Local Priority Rule Households Exiting Supportive Housing (HESH)

Date issued	Effective date
October 31, 2024	Immediately

Applicability to 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

*In general, qualifying buildings:

- Have an alternative housing mandate as per the *Housing Services Act (HSA)*, or an alternative or/ supportive housing mandate as per the Contribution Agreement/Access Plan.
- Are administering RGI or rent supplement programs, under an agreement with the City of Toronto.
- Are required to provide on-site supports throughout the entire building.

City Guideline 2024-4 replaces City Guideline 2023-11. City Guideline 2024-4 provides updated procedures and instructions for housing providers to submit a HESH request for an RGI household requesting a priority designation on the Centralized Waitlist (CWL).

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 new local priority rules for households applying for RGI assistance on the Centralized Waiting List (CWL).

The 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, in a building where supports are provided to all units, 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](#) has been updated to include a list of housing providers who have eligible buildings under the HESH priority.

The Rent-Geared-to-Income Housing Administration Manual has been updated to reflect these changes.

Actions required

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

1. Confirm that the household lives in an eligible building address. Each eligible housing provider has received a list of approved addresses within their portfolio. A household living in an eligible building may choose to apply for a HESH priority on the CWL.

A list of housing providers with eligible buildings can be found on the [Rent-Geared-to-Income Priority Access](#) webpage. To obtain a copy of the approved building address list, housing providers can email HSS@toronto.ca.

2. Confirm that the household has an active RGI application on the CWL.

To initiate an RGI application, households can submit an online application in [MyAccessToHousingTO](#).

3. Download and complete the [Households Exiting Supportive Housing Priority Application Form](#) **with** the household.
4. Upload the **completed** Households Exiting Supportive Housing Priority Application Form, mentioned in step 3., to the Submission Form available [here](#).
5. When a household with a HESH priority vacates their current unit, the housing provider must fill the vacancy in accordance with their approved Access Plan/Contribution Agreement.
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

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ORIGINAL SIGNED

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