

City of Toronto

Letter of Support Guidelines and Templates

February 2026

Overview

The City of Toronto's Human Services Integration Office will accept Letters of Support in lieu of income documents to reduce service access barriers experienced by residents of Toronto who do not have personal documents that verify their name, Toronto address, and net annual income. Applicable programs include:

- [Fair Pass Transit Discount Program](#)
- [Welcome Policy Recreation Fee Subsidy](#)
- [Air Conditioner Assistance Program](#)

The program's acceptance of Letters of Support aligns with the City of Toronto's [Access TO](#) (Access without Fear) policy as it enables organizations working with undocumented residents to provide attestation of an individual's / family's information as an entry point for accessing subsidized City programs and services.

The program defines a Letter of Support as a signed letter from a representative of a social service provider or religious institution that lists all household family members and verifies address and family income.

Letter of Support Requirements

An eligible organization may provide attestation of an individual's or family's eligibility information as an alternative identity and income document for the following programs:

- Fair Pass Transit Discount Program
- Welcome Policy Recreation Fee Subsidy
- Air Conditioner Assistance Program

Eligible organizations include social service providers, and religious organizations.

Social service provider examples include non-profit and non-governmental community organizations (with or without charitable status), homelessness service providers, newcomer and settlement agencies, and Indigenous support services agencies.

The Letter of Support must:

- be from an eligible organization
- be on the organization's letterhead
- be signed by a staff member of the organization
- include the date the letter was written
- include names and ages for the individual and/or family members
- include their total net annual family income (after tax)
- include their current address

City of Toronto staff will also verify that:

- the date of the letter is within the last year
- the individual's or family's address is within the City of Toronto (M postal code)

and matches the address provided on the program application form

- the first/last names and ages of the family members matches the information provided on the program application form
- the total family size matches the information provided on the program application form
- the annual net family income (even if it is zero dollars or an estimate) matches the income information provided on the program application form

Family Member Names and Ages

The program assesses eligibility based on age and family size.

The names and ages of the primary applicant and all family members must be listed in the Letter of Support to calculate the total family size. Applications received without this information may be delayed and will be subject to discretionary approval by the Human Services Integration staff.

Please note that the program uses the Statistic's Canada's [Census Family](#) definition which bases family size on a maximum of two generations of immediate family members who are living together. Families who have three generations living together should only provide the names and ages of two generations which includes the youngest children (if any).

Total Annual Net Family Income

The program assesses income eligibility based on the total annual net income for all family members. The Letter of Support only needs to confirm the total value of the annual net family income. A breakdown by family member is not required.

If annual incomes are not known, the organization should estimate annual income based on the individual's or family's most recent after-tax monthly income from employment or income assistance programs (if applicable) by multiplying the monthly amount by 12 months. If the individual or family has no income, the Letter of Support should indicate zero dollars.

The application form will direct the applicant to claim the full income amount and ascribe a \$0 value for all other family members 18 years or older. The same Letter of Support will be used for each family member 18 years or older.

Toronto Address

The program assesses eligibility based on residency and can only provide the discount/benefit to individuals residing within the City of Toronto. For individuals who have no fixed residential address or cannot safely disclose their address, the Letter of Support should provide an alternative address based on where they are currently accessing services in Toronto such as a local shelter, community space, hospital, or government office. For example, an undocumented Torontonian may use the address of the social service provider writing their Letter of Support.

Template Letter - Family

ON ORGANIZATION LETTERHEAD

Organization Representative's Name
Organization
Address

Re: Letter of Support for Accessing City of Toronto Programs and Services

Date

To Whom It May Concern,

My name is _____, currently working at ____[organization's name].

Our agency/organization is a ____ [social service provider, religious organization, academic organization]. [Insert organization description]

I confirm that, to my knowledge, the following individual(s) live together as a family:

1. [Insert First and Last Name and Age]
2. [Insert First and Last Name and Age]
- 3.

They reside in the City of Toronto and their current address is _____.

Their estimated total annual net family income is \$_____.

Please accept this document as a letter of support to be used in lieu of other documentation needed to assess the family's eligibility for City of Toronto programs and services.

Sincerely,

[SIGNATURE]

First and Last name [printed]

Template Letter - Individual

ON ORGANIZATION LETTERHEAD

Organization Representative's Name
Organization
Address

Re: Letter of Support for Accessing City of Toronto Programs and Services

Date

To Whom It May Concern,

My name is _____, currently working at ____ [organization's name].

Our agency/organization is a _____ [social service provider, religious organization, academic organization]. [Insert organization description]

I confirm that, to my knowledge, the following individual [Insert First and Last Name and Age] is currently residing in the City of Toronto and their current address is:

_____.

Their estimated total annual net income is \$_____.

Please accept this document as a letter of support to be used in lieu of other documentation needed to assess the individual's eligibility for City of Toronto programs and services.

Sincerely,

[SIGNATURE]

First and Last name [printed]