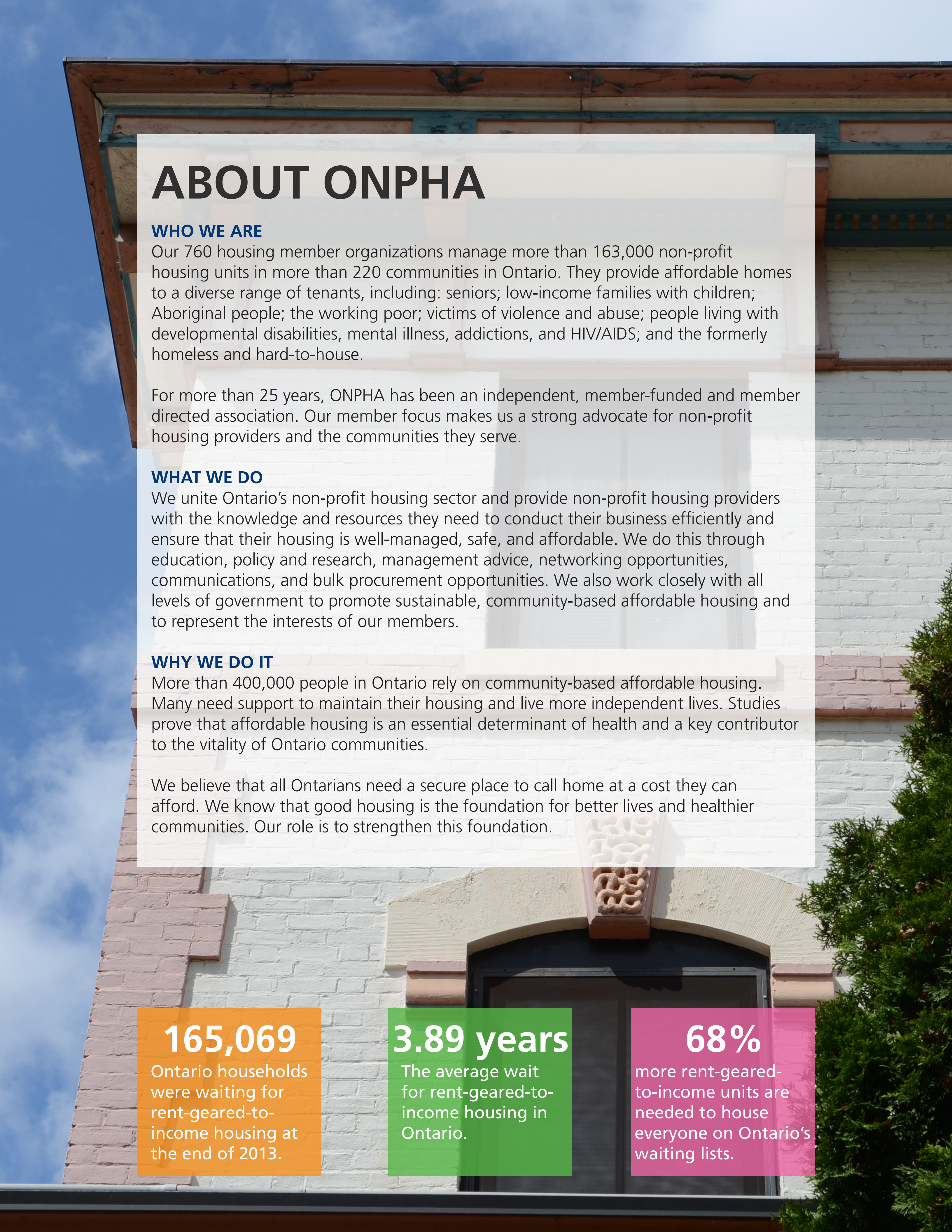
WAITING LISTS SURVEY 2014

ONPHA'S REPORT ON WAITING LISTS STATISTICS FOR ONTARIO

ONPHA
Ontario Non-Profit Housing Association



ABOUT ONPHA

WHO WE ARE

Our 760 housing member organizations manage more than 163,000 non-profit housing units in more than 220 communities in Ontario. They provide affordable homes to a diverse range of tenants, including: seniors; low-income families with children; Aboriginal people; the working poor; victims of violence and abuse; people living with developmental disabilities, mental illness, addictions, and HIV/AIDS; and the formerly homeless and hard-to-house.

For more than 25 years, ONPHA has been an independent, member-funded and member directed association. Our member focus makes us a strong advocate for non-profit housing providers and the communities they serve.

WHAT WE DO

We unite Ontario's non-profit housing sector and provide non-profit housing providers with the knowledge and resources they need to conduct their business efficiently and ensure that their housing is well-managed, safe, and affordable. We do this through education, policy and research, management advice, networking opportunities, communications, and bulk procurement opportunities. We also work closely with all levels of government to promote sustainable, community-based affordable housing and to represent the interests of our members.

WHY WE DO IT

More than 400,000 people in Ontario rely on community-based affordable housing. Many need support to maintain their housing and live more independent lives. Studies prove that affordable housing is an essential determinant of health and a key contributor to the vitality of Ontario communities.

We believe that all Ontarians need a secure place to call home at a cost they can afford. We know that good housing is the foundation for better lives and healthier communities. Our role is to strengthen this foundation.

165,069

Ontario households were waiting for rent-geared-to-income housing at the end of 2013.

3.89 years

The average wait for rent-geared-to-income housing in Ontario.

68%

more rent-geared-to-income units are needed to house everyone on Ontario's waiting lists.

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ACKNOWLEDGEMENTS

Thank you to the service manager staff who completed this year's survey and responded to follow-up inquiries. We sincerely appreciate your time and effort. This year's *Waiting Lists Survey* was conducted by SHS Consulting on behalf of ONPHA.

EXECUTIVE SUMMARY

More people are waiting for housing in Ontario than ever before. In 2013, 165,069 families, seniors, and individuals were on local waiting lists for rent-geared-to-income (RGI) housing. That means that 3.17 per cent of all households in the province were waiting for an affordable and secure home. The waiting list total rose by 4.2 per cent in 2013, the largest in year-over-year increase since 2010.

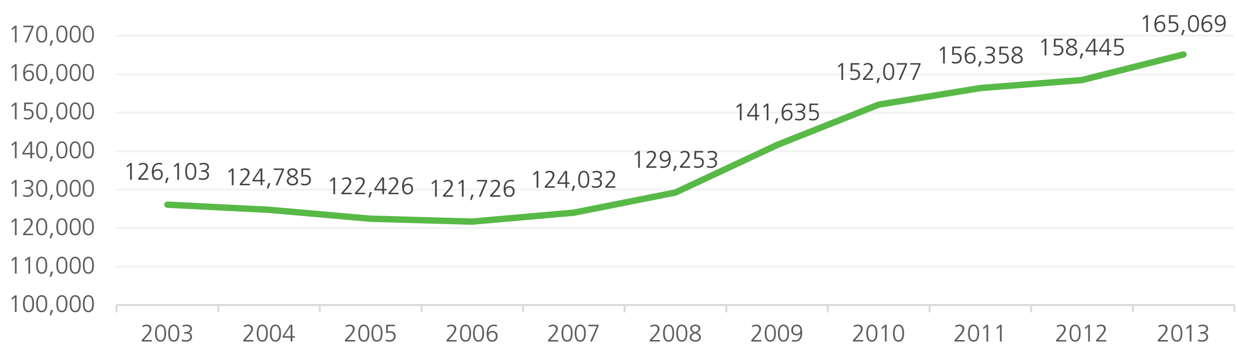
Local solutions have helped address the affordable housing crisis in our province. As service managers responsible for housing, municipalities, counties, and district services boards have developed innovative strategies to help residents in their community. From improving the way they operate their waiting list to building more affordable housing, service managers are alleviating pressure on the waiting lists. But, they cannot solve the problem alone.

In its tenth year, the Waiting Lists Survey Report reveals the reality of housing in Ontario. The Report tell us that:

- Affordability continues to be the largest challenge in securing and maintaining housing. As the price of homes rises faster than median income, people are priced out of their communities.
- The average wait for RGI housing in Ontario in 2013 was 3.89 years. In some areas, families spent almost 10 years on a waiting list before receiving an offer.
- People are staying in RGI housing for longer periods of time. Units turn over less quickly, meaning that less people can be housed from the waiting lists.
- Waiting lists across the province continue to reflect a 1:2:3 ratio. This means that for every household that secures housing from the waiting list, two applications are cancelled and three new applications are submitted.

An investment in housing is an investment in the future of Ontario. Sustained funding for affordable housing will not just reduce waiting list totals — it will also generate benefits to our economy, our workforce, our healthcare system, and our students' success. Service managers are working hard to improve local opportunities and outcomes. It is now up to the federal and provincial governments to provide dedicated, long-term funding that strengthens communities and ensures everyone has a safe place to call home.

Figure 1: Increasing demand for RGI housing in Ontario, 2003 to 2013



AT A GLANCE

The affordability challenge: Low-income families have to choose between housing and other basic needs

- Housing is considered affordable when the total cost (rent/mortgage + utilities) doesn't exceed 30% of a household's gross income.
- In 2011, 44 per cent of renters and 28 per cent of homeowners in Ontario spent more than they could afford on housing costs. About 1 in 5 renters spent more than 50 per cent of their gross income on housing costs.
- The rising cost of homeownership has outpaced growth in median incomes, especially in urban centres.
- Almost no new purpose-built rental housing is being created. Existing rental stock is aging and much of it is unsuitable for people with mobility restrictions.
- Most new rental housing comes from the condominium market. These units are more expensive, aren't subject to rental controls, and may only be available for limited periods of time, as owners may choose to re-occupy.

The queue is getting longer: Average waiting times are increasing

- The wait time between applying for RGI assistance and being offered housing rose from 3.2 years in 2012 to 3.89 years in 2013.
- The average wait time for all types of households has increased. Families experienced the most dramatic increase in average wait time and now wait the longest for housing.
  - The average waiting time for seniors increased from 2.5 years (2011) to 3.37 years (2012) to 3.72 years (2013).
  - The average waiting time for single adults and couples increased from 3.4 years (2011) to 3.54 years (2012) to 3.72 years (2013).
  - The average waiting time for families increased from 2.3 years (2011) to 2.89 years (2012) to 4.14 years (2013).

RGI tenants are staying longer: Fewer vacancies are available for new applicants

- The number of households housed from Ontario waiting lists has fallen for the last two years.
- This means that households that receive RGI subsidies are living in non-profit housing for longer periods.
- This results in fewer subsidized vacancies for households on waiting lists.

The 1:2:3 ratio: For every household housed, two cancel their applications and three more apply

- In Ontario, applicants on RGI housing waiting lists are twice as likely to cancel their application as to be housed.
  - 17,718 households were offered RGI housing in 2013.
  - 38,674 applications were cancelled – either by the service manager or by the household.
  - 59,759 new applications were received for RGI housing.
- In urban centres, the ratio between housed households and new applications is even higher.

WAITING LIST TOTALS HAVE INCREASED EACH YEAR SINCE 2006

2014 marks the 10th anniversary of the Ontario Non-Profit Housing Association's Waiting Lists Survey report. Each year, ONPHA collects data from the 47 consolidated municipal service managers (or "service managers") that are responsible for housing regarding the number of households waiting for rent-geared-to-income (RGI) housing[1].This report summarizes waiting list activity in 2013.

In 2013, 165,069 households were waiting for RGI housing in Ontario — a 4.2 per cent increase over 2012 and the largest annual increase since post-recession highs in 2009 and 2010[2]. The waiting list totals have grown consistently over the past five years, and since 2008 an additional 35,816 households have applied for RGI housing (see Figures 2 and 3).

The proportion of Ontario households on waiting lists for RGI housing has also increased over the past five years. In 2008, 2.6 per cent of all Ontario households were waiting for RGI housing (129,253 households). By 2013, 3.17 per cent of all Ontario households were on waiting lists.

In 2013, average wait times for RGI housing ranged from several months to almost 10 years, depending on the applicant category and community. The average provincial wait time for all household types was 3.89 years[3] — a notable increase from 3.2 years in 2012.

Families[4] faced the longest wait for RGI housing in 2013, with an average wait time of 4.14 years. Meanwhile, seniors[5] and single adults and couples[6] waited an average of 3.72 years for RGI housing.

In two years, the average wait time for families has nearly doubled, while the average wait time for seniors has increased by more than a year.

Wait times for single adults and couples have also increased since 2011, but not as dramatically[7].

Over the past five years, the number of households waiting for RGI housing in Ontario has grown rapidly. In order to house the 165,069 households currently on waiting lists, the province would need to increase the number of RGI housing units by 68 per cent[8].

(1) Rent-geared-to-income (RGI) housing assistance refers to the financial assistance received by households that enables them to pay rent based on 30% of their gross income. RGI housing is provided by non-profit housing providers and co-operative housing corporations, and through rent supplements, which subsidize market rents in non-profit and co-operative housing corporations, and units in the private rental market.
(2) This number represents applicants recorded in a service manager's database as 'eligible,' 'active,' or 'on offer.' 2013 data is based on responses from 44 of the 47 service managers, with substitutions used for Algoma District Services Administration Board, Kenora District Services Board, and the County of Oxford (their 2012 figures were inflated based on the province-wide rate of waiting list growth from 2012 to 2013: 4.14%).Once the three service managers were included, the province-wide rate of waiting list growth rose to 4.2%. See the Appendix for further details and response rates by survey question.
(3) This wait time and those described below are weighted averages.
(4) RGI applicants are categorized by the size of the unit requested. "Families" is a proxy for households that have applied for units with multiple bedrooms, as unit size guidelines restrict adult singles and couples to bachelor and 1-bedroom units.
(5) "Seniors" is a proxy for applicants that have applied to seniors' only housing. The minimum age requirement for senior units ranges from 50 to 65 across different service areas, and between projects and buildings within a region. Because individual seniors may apply to housing that is not seniors' only, the number of "seniors" on the waiting list is likely an underestimation of the amount of actual seniors waiting for RGI housing.
(6) "Single adults and couples" refers to adults under the age of 65 whose household does not include children.
(7) In 2011, families faced an average wait time of 2.3 years in Ontario (compared to 4.14 years in 2013). Seniors faced an average wait time of 2.5 years (compared to 3.72 years in 2013). Single adults and couples faced an average wait time of 3.4 years (compared to 3.72 years in 2013). ONPHA. (2012). *Waiting Lists Survey 2012*. Page 13.
(8) There are currently 241,172 social housing units in Ontario (including market rent units) and 165,069 households on waiting lists. Data from SHS Consulting (2014), with figures from SMAIRS (2012).

It is important to note that waiting lists for RGI housing provide only one measure of the need for affordable housing in Ontario. They contain only the households that know RGI housing is available, have chosen to apply despite potentially long wait times, and have maintained an active application. As a result, the number of households on waiting lists for RGI housing significantly underestimates the need for affordable housing in the province.

Figure 2: Number of active households on waiting lists, as of December 31st, 2003-2013

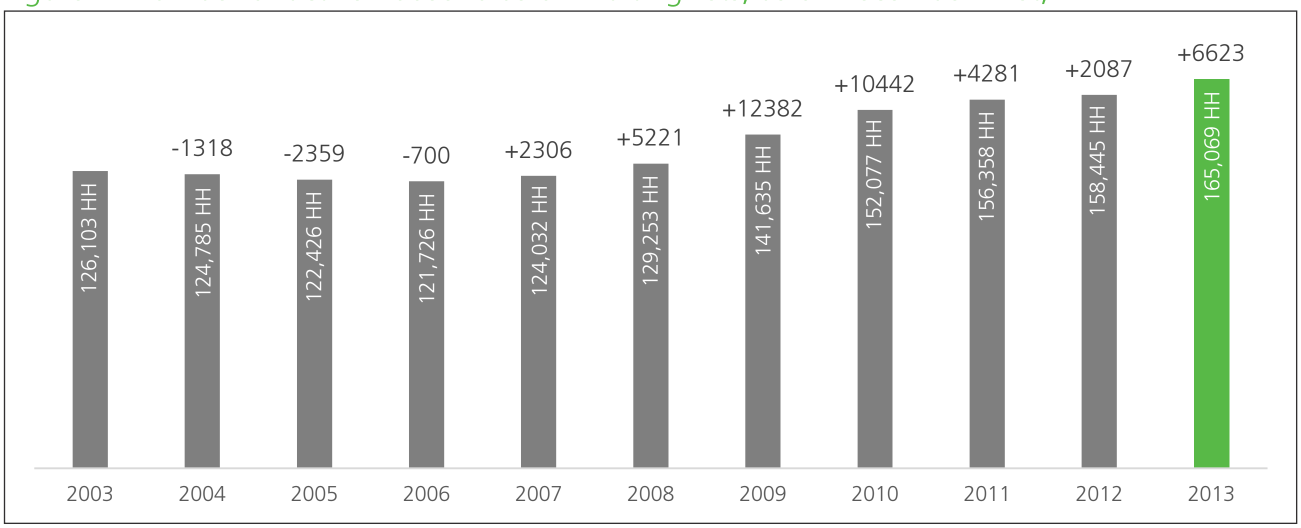
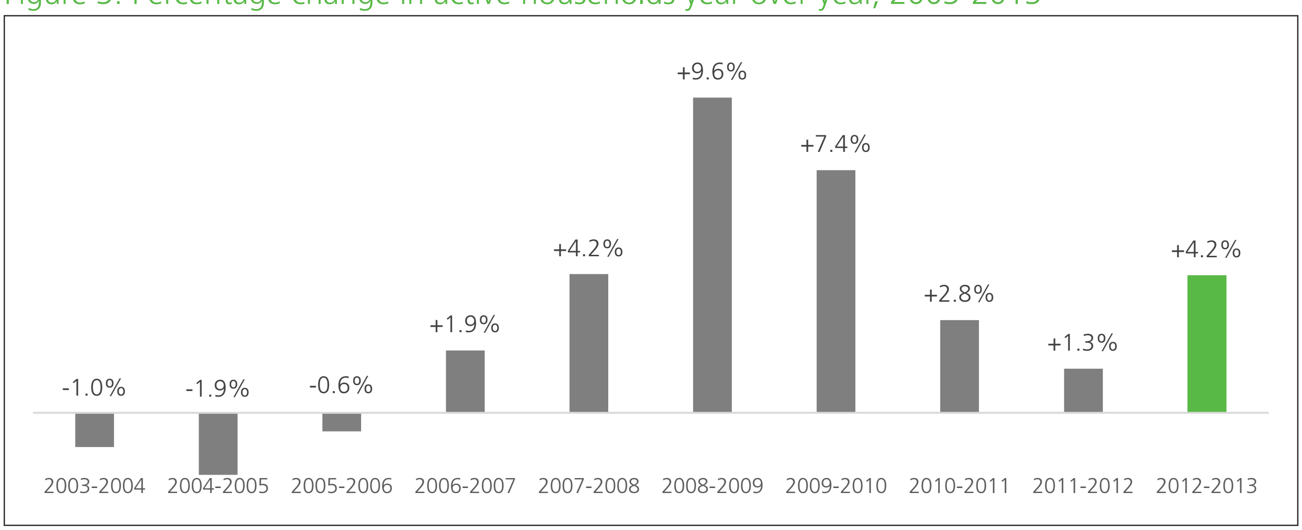


Figure 3: Percentage change in active households year over year, 2003-2013



WHO IS WAITING?

MORE SENIORS NEED HOUSING

In 2013, 49,529 seniors were waiting for RGI housing, an increase of more than 4,000 households in one year.

Seniors' share of waiting lists has steadily grown over the past decade. Thirty per cent of the households on waiting lists across Ontario are seniors (see Figure 4), up from 21 per cent in 2003. This increase reflects the limited supply of RGI seniors' housing for an aging population. The need for affordable housing for seniors is expected to increase[1] as the number of Ontarians age 65 and over will more than double by the year 2036[2].

WHAT ABOUT FAMILIES, SINGLE ADULTS, AND COUPLES?

In 2013, 53,278 families were on waiting lists for homes that have two or more bedrooms. At the same time, 60,458 single adults and couples were also waiting.

WHO GETS HOUSED FIRST?

Ontario's housing waiting lists operate chronologically, meaning that applicants are housed on a first-come, first-served basis. The number of chronological applicants on waiting lists increased by nearly 10,000 households in 2013, and chronological applicants now make up more than 95 per cent of all households on waiting lists.

Every service manager must include a priority category on their RGI housing application for people fleeing domestic violence[3]. These applications are classified as Special Priority Policy (SPP). In 2013, 4,130 SPP households were waiting for RGI housing in Ontario.

The *Housing Services Act* permits individual service managers to introduce their own priority categories in order to respond to local needs. In 2013, 27 service managers included additional local priorities in their waiting list management. The most common priority

(1) Incomes tend to decrease after age 65 for both men and women, and seniors are spending more on consumption and saving less than in previous decades. A report estimates that at least one-fifth of Canadians don't have adequate retirement savings to continue their consumption habits and cost expenses as seniors. Canada Mortgage and Housing Corporation. (2012). *Housing for Older Canadians: The Definitive Guide to the Over-55 Market*. Page 11
(2) In 2012, there were 2 million seniors aged 65 and over in Ontario. By 2036, the number of seniors is projected to reach 4.2 million, or 24% of the population. Ontario Ministry of Finance. (Spring 2013). *Ontario Population Projections Update*. http://www.fin.gov.on.ca/en/economy/demographics/projections/
(3) Ontario Regulation 367/11 of the *Housing Services Act, 2011*

categories were for applicants with serious health issues or who are homeless. 3,794 households were waiting under local priority categories in 2013. The inclusion of SPP and local priority categories on waiting lists can result in longer wait times for chronological applicants[1].

MORE HOUSING IS NEEDED FOR PEOPLE WITH DISABILITIES

1,709 households were waiting for modified housing units in Ontario in 2013. Modified housing units have been renovated or built to accommodate individuals with disabilities.

Figure 4: Proportion (%) of total active households on waiting lists by household type, 2013

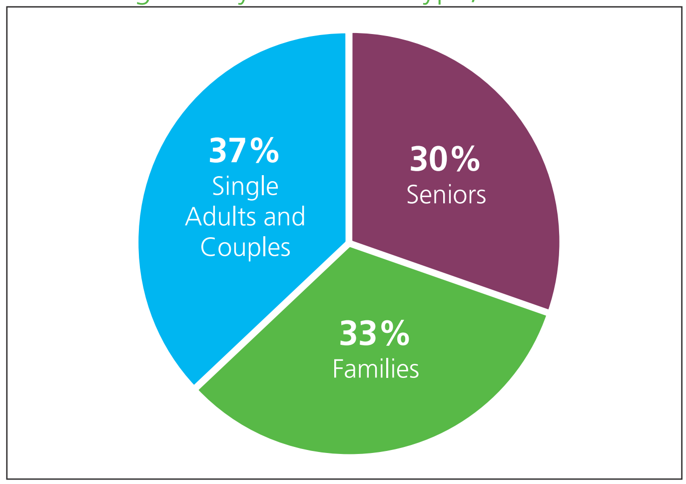


Figure 5: Increases in average waiting times for seniors, from 2011 to 2013

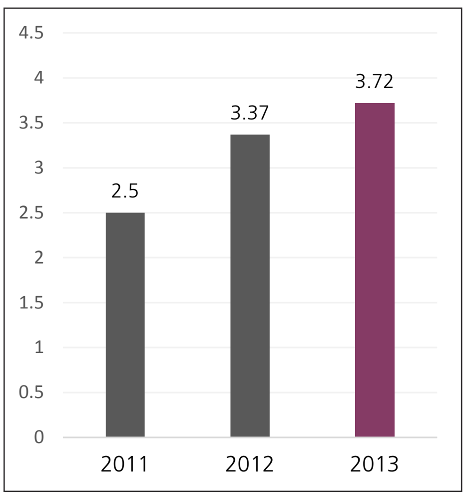


Figure 6: Increases in average waiting times for single adults and couples, from 2011 to 2013

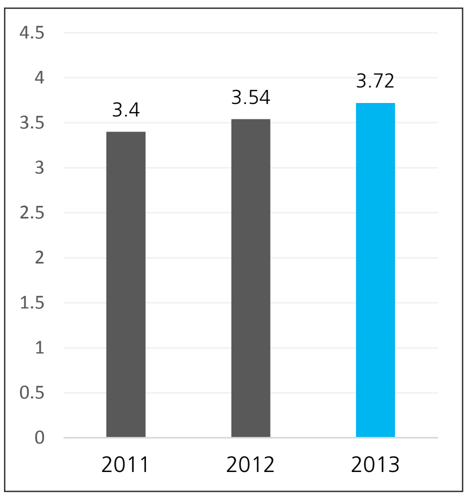
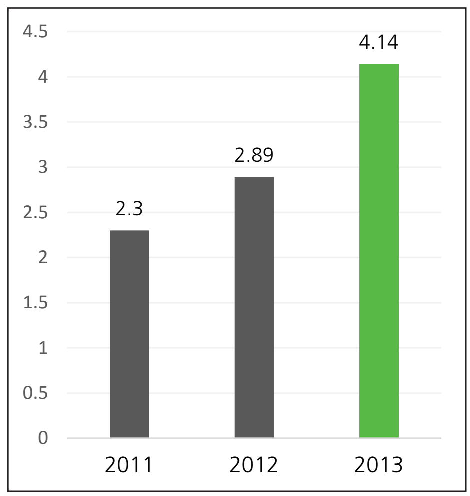


Figure 7: Increases in average waiting times for families, from 2011 to 2013



(1) A study of 33 service managers across Ontario found that while SPP applicants made up only 4% of waiting lists in 2009, they received 34% of the vacant RGI units that became available. While the average wait time for chronological applicants in the province was 3.5 years, local priority applicants were housed in an average of 2 years, while SPP applicants were housed in 1.1 years. Housing Services Corporation. (2012). *PHASE 1 – STEP 2 Impact review of the Special Priority Policy for victims of domestic abuse, applying for assisted housing*. Page 5; Housing Services Corporation. (2011). *PHASE 1 – STEP 1 Impact review of the Special Priority Policy for victims of domestic abuse, applying for assisted housing* – Outcomes Page 11.

WAITING LIST CHANGES

THE QUEUE IS GETTING LONGER

In 2013, 59,759 new households joined waiting lists across the province. This total is a 3.8 per cent decrease from 2012. Despite the decrease, seniors made up a larger proportion of new applicants. In 2013, 14,475 senior households applied for RGI housing, compared to 12,792 in 2012.

The decrease in new applications for RGI housing runs counter to other data that suggests that housing affordability in Ontario is eroding while the income gap between homeowners and renters is increasing. In 1990, homeowners earned 1.9 times the median income of renters and by 2010 it had increased to 2.2 times.

Housing is becoming increasing unaffordable for many renters in Ontario. In 1990, a two-bedroom apartment cost 26 per cent of the median tenant income — by 2010, it had risen to 33 per cent. From 1991 to 2006, the number of households in Core Housing Need, meaning living in housing that is too small, too expensive, or badly in need of repair, rose by 100,000[1].

It is possible that potential applicants are discouraged from applying for RGI housing by the long wait times in many communities. Housing wait times are widely publicized and are prominently posted in some waiting list administrators' offices. The unresponsiveness of the RGI housing system to Ontarians' immediate housing needs may deter households from applying[2]. Several regions in Ontario that experience longer-than-average wait times saw a drop in applicants in 2013, potentially due to a discouragement effect[3].

Figure 8: Breakdown of new applications by household type, 2013[4]

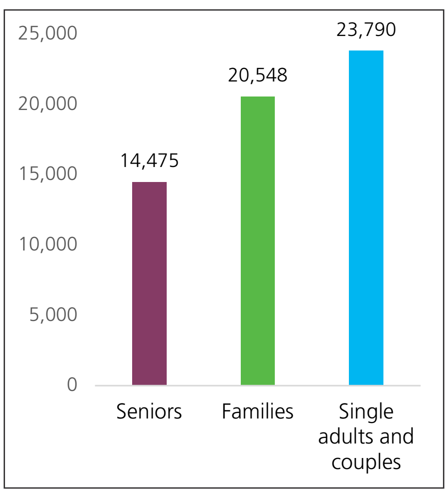


Figure 9: Breakdown of housed applicants by household type, 2013[4]

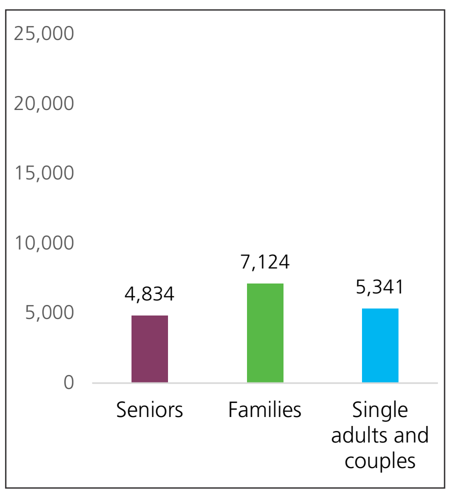
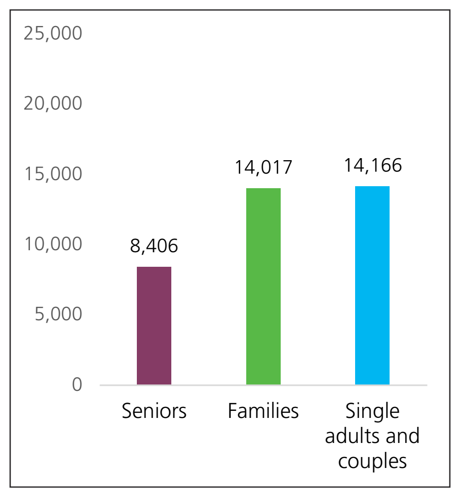


Figure 10: Breakdown of cancelled applications by household type, 2013[4]



(1) ONPHA. (2013). *Where's Home 2013: Looking Back and Looking Forward at the Need for Affordable Housing in Ontario*. Page 43

(2) A respondent for the County of Lanark remarked, "As we are a small community, this information [housing wait list times] is well known and many are [too] discouraged to even apply."

(3) This includes the Regional Municipality of Peel (8.39 years), City of Toronto (6.67 years) and City of Ottawa (4.96 years).

(4) Figures 8, 9, 10: This breakdown does not include household category level data for the Kenora District Services Board and the County of Oxford due to incomplete information. In Figure 8, minor inconsistencies exist between the total number of new applicants and the breakdown by household category for the City of Greater Sudbury and the Region of York. Respondents attributed the discrepancy to rounding.

The increase in new senior applicants reflects demographic trends. In 2011, nearly 15 per cent of Ontarians were 65 years of age or older, up from 12 per cent in 1996[1]. Housing costs are not affordable for many seniors living on fixed incomes, which increases demand for RGI housing. Seniors may also require modified housing units in order to continue to live independently as they age.

FEWER VACANCIES ARE AVAILABLE

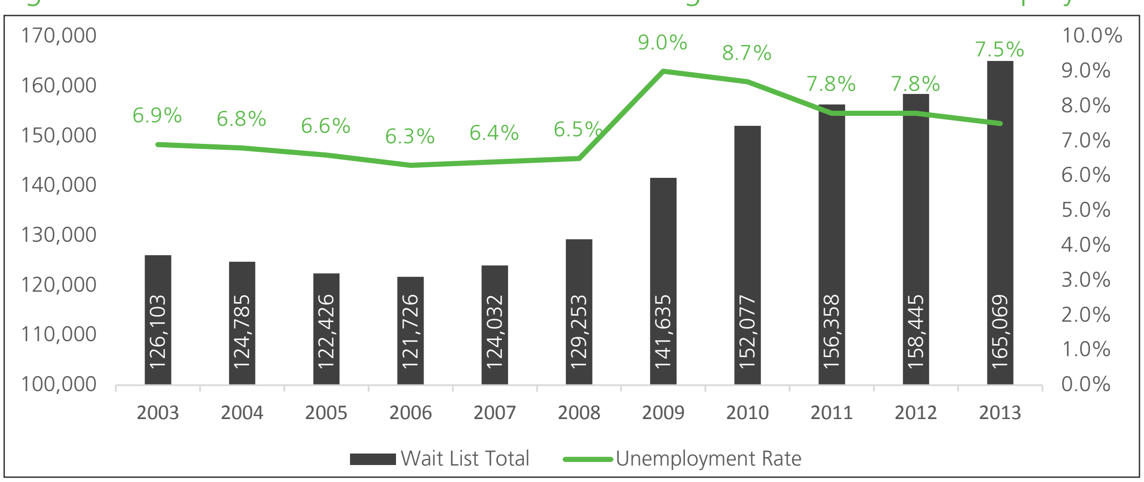
In 2013, 17,718 Ontario households moved into RGI housing — a 3.6 per cent decrease from 2012.

The drop in households housed from waiting lists highlights that low and moderate-income households now remain in RGI housing for longer periods of time, resulting in lower unit turnover. People stay in social housing (either in RGI or market rent units) when their income is not high enough to afford housing in the private market.

Service managers partially explained the low rate of turnover in RGI housing as a result of the increase in part-time and precarious work in many communities. While the Ontario unemployment rate has steadily declined from a high of 9 per cent in 2009, waiting list numbers have continued to rise (see Figure 11). One explanation is that while more Ontarians have found employment, the nature of that employment means that they remain unable to afford housing in the private market or are not confident enough in the security of their employment to give up an RGI home (see Figure 12)[2]. At the same time unemployment rates, which only count the number of people actively looking for work, can be an inaccurate measurement of need. Also, while the provincial unemployment rate has declined, many areas continue to struggle with unique economic challenges.

The lack of affordable rental housing in many communities also makes it difficult for households to move out of RGI housing. In the decade between

Figure 11: Number of active households on waiting lists and Ontario unemployment rate, 2003-2013



(1) Ontario Ministry of Finance. *2011 Census Highlights: Fact Sheet 3*. Office of Economic Policy Labour and Demographic Analysis Branch: http://www.fin.gov.on.ca/en/economy/demographics/census/cenhi11-3.pdf

(2) In a 2013 analysis of the Greater Toronto Area and Hamilton, United Way Toronto found that precarious employment – employment that does not include job security or benefits – has increased by 50% in the last 20 years. Only 50.3% of those working have secure, permanent full-time jobs, while 40% have part-time or precarious employment. Those who are precariously employed have lower salaries and face longer periods without work. United Way Toronto. (2013). *It's More than Poverty: Employment Precarity and Household Wellbeing* – Summary. Page 4-7.

1996 and 2006, 717,000 new homeownership units were constructed in Ontario, while the number of rental units decreased by 86,000[1].

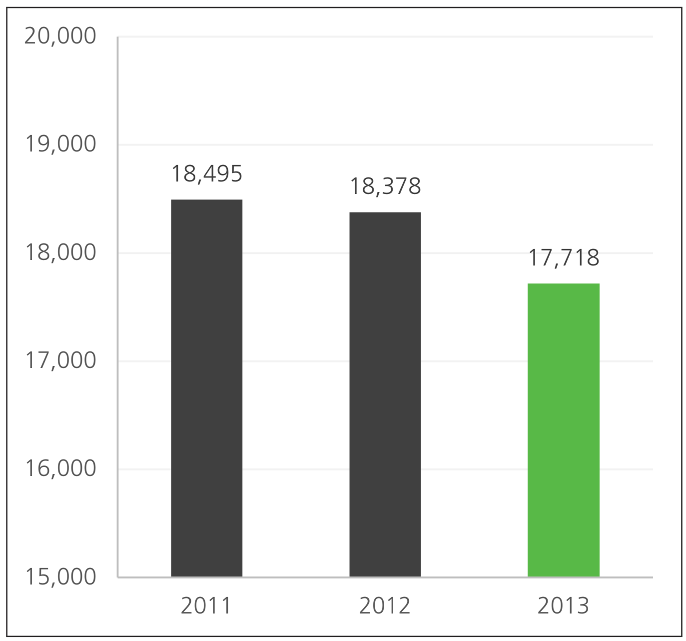
An area's vacancy rate refers to the number of rental units that are vacant at a particular time. When vacancy rates fall below 3 per cent, rents often increase due to the shortage of units, making those units less accessible to low and moderate-income households[2]. Low vacancy rates can prevent tenants currently living in RGI units from moving into private sector housing. Areas with long wait times for RGI housing often have low amounts of affordable rental housing and low vacancy rates. As a result, tenants in RGI housing now have longer tenancies, limiting vacancies for new applicants[3].

TWICE AS MANY APPLICATIONS ARE CANCELLED AS ARE HOUSED

In 2013, 38,674 applications for RGI housing were cancelled, a 3.5 per cent decrease from 2012 (40,074)[4]. Applications can be cancelled at the applicant's request, or by a service manager if the application is incomplete, is not updated by the applicant, or if the applicant is deemed ineligible for RGI housing assistance.

As part of the maintenance of their waiting lists, service managers routinely ask applicants to update their eligibility information and to indicate their ongoing interest in RGI housing. Many service managers update their lists annually, but seven service managers review applications on a biannual basis. This results in a larger number of cancelled applications in years when the waiting list is updated than in the alternate years. Two of the seven service managers indicated that 2013 was an update year and noted a significant increase in their cancelled applications[5], while the overall decrease in cancelled applications may be connected to the five service managers who did not report updating their lists this year. Other service managers, such as the County of Huron, reported a reduced number of cancelled applications in 2013 due to a purge of cancelled files in 2012.

Figure 12: Number of households housed from Ontario waiting lists, 2011 to 2013



(1) ONPHA. (2013). *Where's Home 2013: Looking Back and Looking Forward at the Need for Affordable Housing in Ontario*. Page 20
(2) Federation of Canadian Municipalities. (2013). *No Vacancy: Trends in Rental Housing in Canada*. Page 9, 11
(3) In 2013, the Regional Municipality of York had an average wait time of 7.57 years, a 0.8% vacancy rate (2011), and a social housing turnover rate of 6% — the third lowest rate in Ontario. The service manager reported that people are remaining in RGI units longer.
(4) In requesting 2013 waiting list data from service managers, SHS Consulting updated the definition of a "cancelled" application to mean only applications that cannot be reactivated (rather than applications that are stalled but may be reactivated if more information is provided). A number of service managers reported that the narrower definition accounted for their decrease in the number of canceled applications that they reported.
(5) The District Municipality of Muskoka and the Manitoulin-Sudbury District Services Board saw a significant increase in their cancelled applications due to 2013 being an update year.

LOCAL INITIATIVES TO IMPROVE ACCESS TO AFFORDABLE HOUSING

In 2011, provincial legislation granted service managers greater autonomy, discretion, and responsibility to address homelessness and the need for affordable housing in their service areas. Through the development of provincially-mandated, multi-year housing and homelessness plans, service managers demonstrated their leadership role in creating affordable housing. However, at present, the programs and funding tools needed to meet local demand for RGI housing are largely unavailable.

Rather than being idle, service managers are exploring different and creative opportunities to improve access to RGI and affordable housing and to build new housing units.

INNOVATIVE WAITING LIST ADMINISTRATION

Two service managers have implemented innovative strategies for better managing their RGI housing waiting lists and increasing applicant choice. In 2013 the City of Toronto introduced the My Choice Rental pilot program for applicants on its RGI housing waiting list, while the Region of Peel continued their Choice-Based Rental Options program that began in 2012. While the names are similar, the Toronto and Peel programs operate differently.

My Choice Rental (City of Toronto)

Typically, an applicant household at the top of the chronological waiting list or with the highest priority is offered an appropriate unit when one becomes available. Applicant households are allowed to decline three units before they are removed from the waiting list. When an applicant household is offered a unit and refuses it, the unit goes to the next eligible household on the list. Staff at the City of Toronto noted that this process results in delays in filling vacant units, as multiple applicant households are usually contacted before a unit is accepted.

In 2014, the City of Toronto introduced My Choice Rental, a pilot program that allowed roughly 1,000 waiting list applicants to select units of interest in 12 Toronto Community Housing properties located across the city. The unit is then offered to the household on the waiting list with the highest priority that expressed interest. This proactive approach means that applicants can search available units, which are posted online and in handouts, and choose the units they are interested in before offers are made.

The pilot program rapidly increased the speed at which applicants from the RGI waiting list were housed. It also reduced the period of time that units were empty between tenants, from 45 days to 22 days. The burden on administrative staff has also declined: while they previously had to contact nine households before a match was made, under the pilot staff averaged 1.5 contacts before a successful offer. Based on the pilot's success, City of Toronto staff have asked Toronto City Council to make the My Choice Rental program permanent and to expand it to include the entire RGI housing waiting list.

Choice-Based Rental Options (The Regional Municipality of Peel)

Introduced in 2012, Peel's Choice-Based Rental Options program permits applicants from Peel's waiting list to search for rental vacancies and choose where in the Region of Peel they wish to live and receive their rent subsidy. The rent subsidy does not have to be applied to a social housing unit. There are two options:

Choice Based Option #1: an applicant may choose to receive their rent subsidy where they currently live (private or social housing).

Choice Based Option #2: an applicant may choose to find a landlord of their own choice (private or public landlord).

In order to receive the subsidy, a rental apartment or townhouse must meet the approved bedroom size and be below a maximum rental amount. With the rent supplement, the unit then operates like a social housing unit, with the tenant paying rent geared to their income and Peel supplying the difference.

To inform households on the waiting list of these new options, Peel distributed flyers and held housing information sessions. More than 30 sessions were held in a single year. Applicants were given tips on how to search for units online and where to get booklets listing available units. Peel created a dedicated telephone extension where staff were available to assist each applicant. Peel also sent introductory letters to landlords in the area describing the initiative, and has pursued partnerships with a number of landlords.

Peel's Choice-Based Rental Options program has had a significant impact on Peel's waiting list, as more applicants can receive RGI subsidies than there are RGI units in the area. While the City of Toronto's My Choice Rental pilot is too recent to have had an impact on 2013's waiting list statistics, Peel housed 1,112 households in 2013 — a 28 per cent increase over the previous year's amount.

The City of Brantford, the Regional Municipality of Durham, the City of Peterborough, and the Regional Municipality of York have all expressed interest in testing a choice-based model for waiting list administration in the future.

HOUSING DEVELOPMENT CORPORATIONS

Both the District of Cochrane Social Services Administration Board and the City of London have explored the creation of housing development corporations (HDCs). HDCs are independent bodies that act in concert with the municipality to increase the availability of affordable housing. Independence from the municipality makes it easier for HDCs to generate and use profits to build affordable housing and to partner with private sector stakeholders.

While London's HDC is currently in the planning stages, the Cochrane District Local Housing Corporation already has one development underway in the City of Timmins. This development will provide transitional housing and support to victims of domestic violence to help them exit the shelter system and move towards permanent housing.

HOUSING FIRST

Since the City of Toronto implemented the Streets to Homes program in 2005, service managers across Ontario have increasingly explored their own housing first initiatives. Introduced by Pathways to Housing in New York City in the 1990s, "housing first" is a process where homeless individuals are provided immediately with housing and then with additional support services as required. Ontario's Long-Term Affordable Housing Strategy now mandates that service managers' 10-Year Housing and Homelessness Plans reflect a commitment to housing first principles[1].

Early adopters of the housing first model have been the City of Brantford and the Regional Municipality of Niagara.

In 2013, Brantford released its housing first program, which gives participants access to stable housing as well as intensive case management supports and limited "wellness funds" to assist with their individual goals. In a year, the program has secured housing for 20 households. Niagara pioneered their housing first pilot project in 2012, where individuals experiencing homelessness are provided with a rent supplement and a support worker. Since its inception, Niagara's program has provided housing to 117 families and individuals.

(1) Ontario Housing Policy Statement, Section 2.2.

HELPING HOUSEHOLDS ACHIEVE STABILITY

A number of service managers have developed new and innovative ways to assist vulnerable households obtain housing and remain housed.

In 2013, the District of Timiskaming Social Services Administration Board created an Outreach Services Worker staff position. The individual in this position refers clients to support agencies, mediates settlements with utility companies for clients that have arrears, and locates private landlords with vacant units.

In the City of Brantford, the Housing Resource Centre provides outreach and housing help services that address barriers to securing and maintaining housing. The Centre offers help for tenants who are looking for housing, landlords looking to fill vacant units, and individuals experiencing homelessness that require case management and referral services.

Some of the services regularly delivered by Centre staff include:

- assistance with housing searches and landlord relations;
- referrals to income support programs and legal aid clinics;
- attendance at housing tribunal hearings to assist with mediation and address barriers to prevent eviction; and,
- limited financial assistance to help with transportation for housing searches and fees for replacing identification.

The Centre also offers the Brant-Brantford Homelessness Prevention Assistance program, which provides loans or grants to households at risk of losing their home due to rent or utility arrears.

NEW AFFORDABLE HOUSING REQUIRES GOVERNMENT INVESTMENT

Many of the initiatives that service managers implemented in 2013 were dependent on funding from the federal and provincial governments through the Investment in Affordable Housing for Ontario Program (IAH) and the Community Homelessness Prevention Initiative (CHPI).

Service managers used IAH funds to support the development of new affordable housing stock, create affordable homeownership opportunities, distribute funding for renovations and repairs, and deliver rent supplements and housing allowances.

CHPI funding was distributed through programs that assist low-income households with rent payments and utility arrears, as well as portable housing allowances and relocation funding. These initiatives have successfully reduced the number of households waiting for affordable housing and prevented eviction, demonstrating the value of dedicated program funding for housing.

INVESTING IN NEW HOUSING STOCK

The most direct way to reduce the size of waiting lists for RGI housing is to build more affordable housing.

Some service managers, such as the Regional Municipality of Niagara, have pursued opportunities to do just that. Niagara has invested in two communities that include market rent units, affordable rent units, and RGI units. The rental structure of the units has been designed so that the rent revenue covers all operating and capital costs, making the housing financially sustainable without a subsidy. In 2013, Niagara experienced both a decrease in the number of new RGI housing applicants (when compared to 2012) and an increase in the number of applicants housed from the waiting list.

Over the past eight years, the City of London has helped create 1,288 new units of affordable rental housing[1]. Construction of these units was made possible through contributions by the City of London that offset development charges[2]. London has also expanded the amount of affordable rental stock through the conversion of three commercial properties into affordable residential units in 2012-2013.

Similarly, the County of Simcoe helped develop 528 new affordable rental units since 2004, with 86 new units currently in development. Simcoe has also allocated an annual budget of $100,000 for forgivable loans and grants to offset development charges for affordable housing developers.

RENT SUPPLEMENTS AND HOUSING ALLOWANCES

Many service managers offer a rent supplement or housing allowance to residents in need[3]. The supplements or allowances range in amounts and duration in different areas. Some regions developed supplement and allowance programs to specifically assist certain groups, including people living with mental illness and developmental or physical disabilities, the homeless (Norfolk County), youth (City of Peterborough), or vulnerable seniors (City of Toronto).

Some service managers used the supplements and allowances to assist households that are currently registered on the RGI waiting list while they wait for RGI housing to become available. Others used these measures to assist low-income households in the hopes of preventing waiting list increases.

(1) Under the current federal-provincial Investment in Affordable Housing for Ontario program, a housing project is considered "affordable" when the units on average offer rents at or below 80 per cent of Average Market Rent as measured in the CMHC Rental Market Survey. This is a departure from the social housing programs of 1949 to 1995, when the government funded the creation of RGI units.
(2) At a rate of $15,000 per unit.
(3) Seventeen of the 26 service managers who responded to ONPHA's request for information about current initiatives reported operating a rent supplement or housing allowance program.

CONCLUSION

Demand for RGI housing in Ontario is growing. Since 1995, government investment in new housing has shifted from building RGI housing to providing limited assistance for the creation of affordable rental housing by non-profit organizations and private developers. While the units developed through the Canada-Ontario Affordable Housing Program (AHP) agreement and the Investment in Affordable Housing for Ontario Program (IAH) have helped create homes for many, the rents are set at 80 per cent of average market rent levels rather than being geared to a household's income. This means that many of the "affordable" units created in the past two decades remain out of reach for thousands of families, seniors, and individuals across the province.

The recent provincial commitment to extend the IAH program and add an extra $801 million contribution will make a significant difference in the lives of many Ontarians. In its first three years, the IAH program assisted more than 17,000 households[1]. While IAH funding for new housing will not increase the amount of RGI housing in Ontario, it will help create more affordable rental opportunities, which can in turn ease the pressure on RGI waiting lists.

Still, IAH funding alone cannot satisfy the increasing demand for safe, secure, and affordable housing. Demand for rental units in Ontario is predicted to increase by more than 15,000 units each year[2], while IAH funding has contributed roughly 1,500 units annually[3]. At the same time, the private sector has failed to fill this gap. Despite rising demand, Ontario lost 86,000 rental units between 1996 and 2006[4]. As affordable rental housing becomes harder to find, we anticipate that the number of renters paying more than half of their pre-tax income on housing — currently one in every five households — will increase.

The number of households waiting for RGI housing since ONPHA began collecting waiting list data in 2003 has increased by nearly 40,000. This year's waiting list total of 165,069 represents thousands of our neighbours, families, and friends who are struggling to afford housing in their community.

Service managers continue to find innovative solutions to tackle the affordable housing crises in their regions. However, they cannot solve the problem by relying on their property tax base alone. The provincial and federal governments need to be a part of the solution by committing to a sustained investment in programs that increase housing affordability while meeting the needs of vulnerable Ontarians. Now is the time for communities and governments to work together to ensure that all Ontarians have a safe and secure place to call home.

(1) Ministry of Municipal Affairs and Housing. (August 2014). *Bulletin: Governments of Canada and Ontario Announce Funding for Housing*. http://news.ontario.ca/mah/en/2014/08/governments-of-canada-and-ontario-announce-funding-for-housing-1.html
(2) ONPHA. (2013). *Where's Home 2013: Looking Back and Looking Forward at the Need for Affordable Housing in Ontario*. Page 4
(3) Ibid. Page 3
(4) Ibid.

APPENDIX A: METHODOLOGY

ABOUT THE 2014 ONPHA WAITING LISTS SURVEY

The *ONPHA Waiting Lists Survey 2014* ("the survey") was distributed to centralized waiting list administrators in Ontario's 47 consolidated municipal service manager ("service manager") areas. SHS Consulting conducted the survey and analyzed the results on behalf of ONPHA. The surveys were distributed in May 2014.

Respondents were asked questions about the administration of their rent-geared-to-income (RGI) housing waiting list and about the applicants on that list as of December 31, 2013. Areas of interest included the:

- number of active applicants waiting for RGI housing;
- types of households waiting for RGI housing;
- status of eligible applicants;
- number of new applications received and household type;
- number of households housed and household type; and,
- number of applications cancelled in 2013 and household type.

Respondents were also asked:

- how often applicants were contacted to update their information and status;
- what local priority categories, if any, they offer and how they are treated; and,
- whether or not their organization is considering implementing a choice-based letting model for administering their waiting list.

Instructions were provided to assist respondents to extract the survey data using Microsoft Excel from YARDI and other software. The purpose of these guidelines is to ensure data consistency.

In June 2014, ONPHA distributed a second survey ("the addendum") to each service manager. The purpose of the addendum was to identify housing-based initiatives that:

- move households off the centralized waiting list more quickly;
- prevent new households from joining the centralized waiting list; and,
- assist households that do not qualify for RGI subsidies but require income or other supports to secure and maintain housing.

RESPONSES

Completed surveys were received from 44 of 47 service manager areas. The Algoma District Services Administration Board provided some figures regarding their waiting list, but were unable to complete the entire survey due to staff turnover. The Kenora District Services Board was also unable to complete the survey this year due to changes in their waiting list management system. ONPHA did not receive a response from the County of Oxford, which also did not complete the survey last year.

Twenty-six service managers responded to the addendum.

DATA

The Appendix contains service manager-level information that is not contained in the body of this report.

To compensate for the absence of data from the Algoma District Services Administration Board, the Kenora District Services Board, and the County of Oxford, SHS Consulting adjusted their totals from the previous year (from 2011 for Oxford) for eligible applicants, new applicants, housed applicants, and cancelled applications based on each category's overall change provincially from 2012 to 2013.

A few service managers provided a range for some wait times this year; for the purpose of aggregating the data SHS Consulting calculated the midpoint of the range for these areas.

This year, service managers were also asked to verify any data set that showed a significant change from the previous year. The purpose of this process was to ensure that no mistakes were made in data collection, as well as to gain insight into changes in the waiting list and the effect the data collection guidelines had.

Finally, two service managers were unable to extract data as of December 31, 2013. As a result, the total number of eligible applicants reported for their area includes waiting list activity into 2014[1].

LIMITATIONS

Waiting list numbers as a proxy for need for affordable housing

RGI housing waiting lists are an imperfect measure of the need for affordable housing in Ontario. Waiting lists do not capture every Ontario household that would qualify for RGI housing assistance, only those who are aware that RGI housing is available, have chosen to apply, and have kept their application up-to-date.

RGI housing waiting lists also do not include applicants for other forms of housing assistance, such as supportive housing, affordable rental housing built under the Investment in Affordable Housing for Ontario Program, or homeownership assistance available under the same program.

Given these limitations, survey results should be viewed as only one indicator of the need for affordable housing in Ontario. Others, such as Core Housing Need and Persistent Core Housing Need, are also available.

Variability

Waiting list management practices and technology vary widely between Ontario's 47 service managers. There is also variability within and between some service managers' portfolios, particularly as it pertains to the age criterion for seniors' housing[2].

This variability, coupled with the absence of a shared database system and differences in human resource, financial, and technical capacity between service managers, makes it difficult to ensure direct comparability between areas[3].

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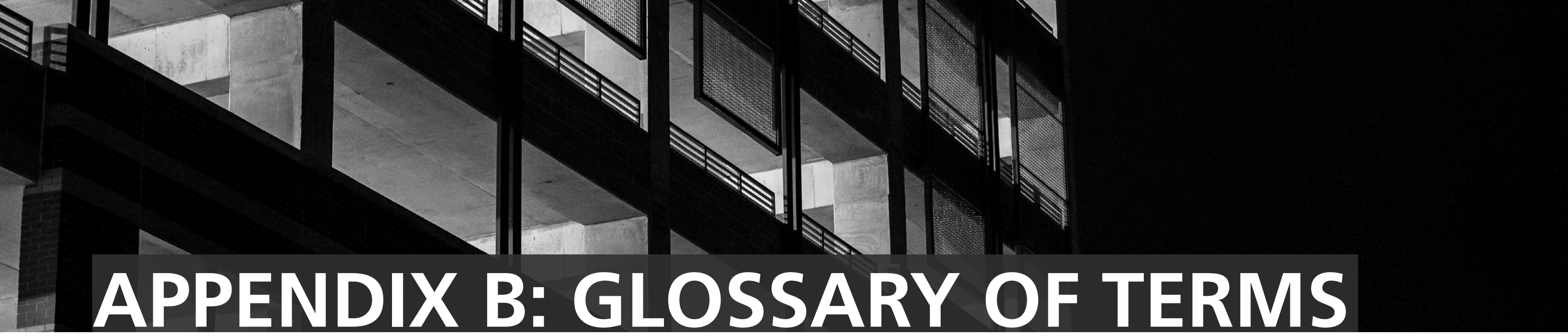
(1) Affected CMSMs included the City of Kawartha Lakes and the District Municipality of Muskoka.
(2) In some CMSM areas, a household is categorized as "senior" if it applies for a seniors'-only building. Some service managers also employ a cascading age policy or use different age criteria for different buildings within their area.
(3) The definitions of applicant statuses such as "transfer", "pending", "cancelled", "housed", or "household" may vary between CMSMs and can impact comparison. Similarly, CMSMs may define "modified units" differently. CMSMs categorization of applicants by household composition or size of unit can impact their ability to accurately report by household type. For example, if a CMSMs categorizes applicants by the size of the unit requested (and not the composition of the household), some respondents may be unable to separate couples without children from single adults because both household types are eligible for the same size of units. In other instances, CMSMs may categorize childless couples in the family category, inflating the number of families reported.



APPENDIX B: GLOSSARY OF TERMS

Active Households: Households on waiting lists that have been deemed eligible for rent-geared-to-income (RGI) housing, including those currently "on offer" for a unit. Active households include households that have submitted new applications between January 1 and December 31, 2013, and households that have maintained their application by responding to any service manager requests for information.

Applicant: A household, consisting of one individual living alone or two or more individuals living together, that has applied for RGI housing.

Applicant Category/Status: : Applicant status refers to categories used to rank applicants on centralized waiting lists. There are three main categories:

Special Priority Policy (SPP) – Legislated first under the *Social Housing Reform Act* and now under the *Housing Services Act*, the SPP gives priority status to households with a member who has been a victim of domestic violence.

Local Priority – Service managers are allowed to create Local Priority categories for RGI housing. These priority categories are based on local households that are in high need, such as households that are homeless, newcomers, or youth, or require a medical transfer, as well as other needs. Applicants with Local Priority status are housed after SPP applicants, but before chronological applicants. In some cases, service managers may create additional rules, reserving every one in 10 RGI vacancies for households with Local Priority.

Chronological – Applicants who are ranked on the centralized waiting list based on their date of application.

Average Wait Times: For the purposes of this survey, wait times are calculated as the average length of time between the date of application and the date applicants received housing in 2013.

Cancelled Applications: For the purposes of this survey, household applications that have been cancelled in 2013 and cannot be reactivated. Applications may be cancelled by the applicant, or may be cancelled or made inactive by the service manager.

Consolidated Municipal Service Manager / District Social Services Administration Board (DSSAB): A Consolidated Municipal Service Manager, generally referred to as a service manager, is a designated municipality that is the service delivery agent for affordable and social housing and certain other programs within its area. CMSMs may be upper-tier governments (regional or county) or may be cities. In the North (other than Greater Sudbury), District Social Services Administration Boards (DSSABs), bodies created through Provincial legislation, carry out service manager duties. Both are referred to in this report as "service managers."

Core Housing Need: A household is in Core Housing Need if:

- its current housing does not meet criteria of affordability, suitability and/or adequacy, and
- if it is under the income level at which it could afford the average market rent of a suitable unit.

Eligible Applicants: Those applicants that are recorded in a service manager's database as "eligible," "active" or "on offer."

Household: An individual who lives alone or two or more persons who live together.

Household Type: Households are grouped into three types:

Senior – The criterion for senior households varies by service manager area and, in some cases, may also vary depending on the mandate of local seniors' housing providers. While some areas or providers define seniors as 55 and over, most areas define senior households as 60 or 65 years

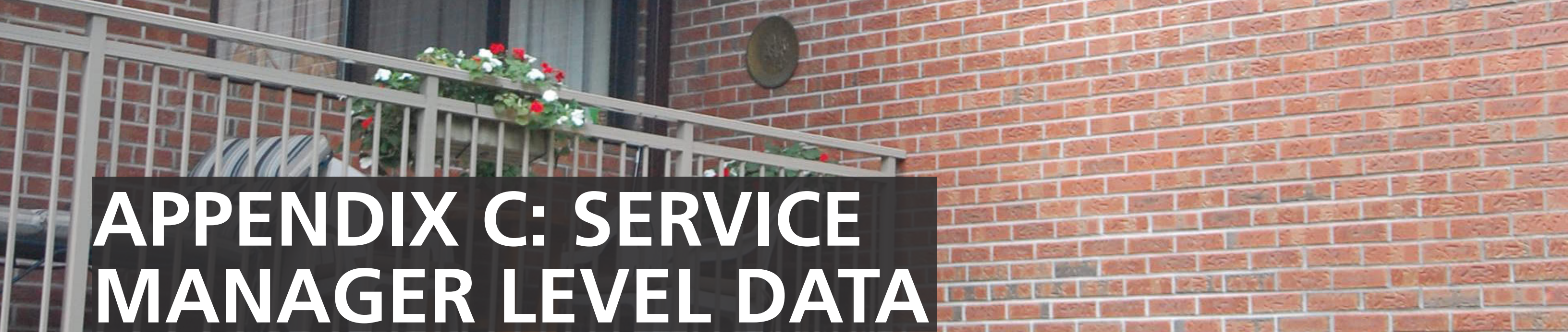
of age and over. Households may be allowed to apply earlier (e.g. in their 59th year where criterion is 60) given wait times of over one year.
Adult Single and Couple – Households consisting of an individual or a couple eligible for a bachelor or one-bedroom unit that do not yet meet the criterion for seniors' housing.
Families - A household with at last one child living in the same dwelling. Families are eligible for units with multiple bedrooms.

Housed Households: Households that were housed in RGI housing in 2013.

New Applications: New applications received in 2013, which are deemed eligible.

Persistent Housing Need: A household that spends three consistent years in Core Housing Need is said to be in Persistent Core Housing Need.

Rent-Geared-to-Income (RGI) Housing: RGI assistance refers to the financial assistance received by households which allows them to pay rent based on 30 per cent of their gross income. RGI housing is provided by non-profit housing providers, local housing corporations and co-operative housing corporations, and through rent supplements which subsidize market rents in nonprofits, co-ops, and private rentals.



APPENDIX C: SERVICE MANAGER LEVEL DATA

Service manager level data reported in this appendix includes information not reported in the body of this report.

Table 1: Active households on RGI waiting lists as of December 31, 2013

Service Manager	Active HH 2013	Active HH 2012	Active HH 2011	Active HH 2010	Active HH 2009	Active HH 2008	Active HH 2007	Active HH 2006	Active HH 2005	Active HH 2004	Active HH 2003	
Algoma	724	695	700	310	291	247	255	209	240	248	260	*
Brantford	1,147	947	899	877	907	1,233	1,257	1,022	1,232	971	1,415	
Bruce	200	264	311	203	180	140	166	189	137	119	137	
Chatham Kent	263	304	371	321	305	308	235	277	216	150	228	
Cochrane	1,586	1,458	1,720	1,944	1,772	1,840	1,615	1,717	1,225	1,020	727	
Cornwall	783	871	860	792	764	792	755	667	588	519	472	
Dufferin	433	462	427	511	387	433	467	516	470	440	454	
Durham	5,237	4,751	4,348	4,260	3,926	3,922	3,650	3,644	4,543	4,188	3,775	
Grey County	490	653	795	679	741	713	630	652	652	656	588	
Halton	4,179	3,398	3,153	2,140	1,931	1,888	1,906	2,054	1,606	1,702	2,333	
Hamilton	5,635	4,762	6,062	5,364	5,045	4,166	3,904	3,817	4,375	4,863	4,362	
Hastings	1,486	1,315	1,359	1,519	1,366	1,235	946	855	855	1,065	855	
Huron	210	214	342	226	237	172	183	309	190	143	145	
Kawartha Lakes	556	579	531	531	444	546	498	600	683	560	604	
Kenora	373	358	451	382	546	452	621	494	499	640	712	*
Kingston	1,110	1,176	1,156	1,169	1,070	1,090	1,012	1,062	956	952	1,001	
Lambton	342	466	537	508	529	453	483	434	403	378	265	
Lanark	424	414	237	472	411	510	345	276	304	319	302	
Leeds and Grenville	329	461	527	483	424	679	480	435	468	464	469	
Lennox and Addington	418	373	304	407	224	427	572	731	644	489	439	
London	2,341	2,172	3,090	4,037	4,265	3,852	3,377	3,440	3,963	3,735	4,451	
Manitoulin-Sudbury	350	619	274	310	214	180	226	174	161	142	91	
Muskoka	650	620	599	523	463	430	361	313	281	263	248	
Niagara	6,016	5,831	5,567	5,543	4,611	4,247	4,264	4,743	4,201	4,049	3,870	
Nipissing	1,068	1,032	1,028	980	1,057	987	923	900	1,114	1,088	992	
Norfolk	282	266	271	280	277	279	186	297	272	304	405	
Northumberland	273	353	285	202	212	230	251	279	238	248	277	
Ottawa	10,089	9,717	10,097	10,502	10,235	9,692	9,370	10,055	9,922	10,516	11,461	
Oxford	707	679	670	297	241	160	171	140	215	237	197	*
Parry Sound	413	387	374	374	430	382	417	385	331	341	335	
Peel	12,630	12,850	12,853	15,341	14,436	13,328	13,564	12,389	14,101	14,361	13,457	
Peterborough	1,501	1,550	1,697	1,589	1,468	1,142	1,495	1,488	1,502	1,502	1,539	
Prescott and Russell	543	511	1,055	430	388	407	324	403	365	244	318	
Rainy River	79	113	110	29	37	24	44	52	52	76	71	
Renfrew	811	911	877	699	680	560	552	619	569	551	620	
Sault Ste. Marie	1,125	1,168	1,103	1,049	1,063	983	597	473	459	374	374	
Simcoe	2,800	2,725	2,482	2,665	3,245	3,224	3,317	3,048	2,479	2,160	2,489	
Stratford	188	149	123	147	182	155	133	188	185	189	267	
St. Thomas	302	218	300	267	272	245	222	185	254	287	231	
Sudbury	1,021	1,476	1,885	1,941	1,396	2,154	1,878	1,634	1,357	1,312	1,230	
Thunder Bay	1,185	1,790	1,420	1,226	1,127	610	446	640	620	813	441	
Timiskaming	529	526	459	565	314	457	266	276	310	182	170	
Toronto	77,109	72,696	69,342	66,460	60,197	52,257	49,468	47,930	48,041	49,329	50,218	
Waterloo	2,719	3,162	3,280	2,737	3,015	3,100	3,235	3,448	2,529	3,238	3,454	
Wellington	1,333	1,147	1,320	1,261	1,531	1,280	1,370	896	989	1,584	2,018	
Windsor	2,500	2,360	2,019	1,899	2,094	1,809	2,031	2,031	2,168	2,007	1,747	
York	10,580	9,496	8,688	7,626	6,685	5,833	5,564	5,340	5,462	5,767	5,589	
Totals	**165,069**	**158,445**	**156,358**	**152,077**	**141,635**	**129,253**	**124,032**	**121,726**	**122,426**	**124,785**	**126,103**	
Change from Previous Year	***4.2%***	***1.3%***	***2.8%***	***7.4%***	***9.6%***	***4.2%***	***1.9%***	***-0.6%***	***-1.9%***	***-1.0%***		

* Service managers in these areas did not provide data. Figures used are estimates.

Table 2: Active households on RGI waiting lists as of December 31, proportion of total active households, and per cent change from previous year

Service Manager	Active HH 2013	% of Total Active HH	% Change 2012 to 2013	Active HH 2012	% of Total Active HH	% Change 2011 to 2012	Active HH 2011	% of Total Active HH	% Change 2010 to 2011	Active HH 2010	% Change 2009 to 2010	Active HH 2009	% Change 2008 to 2009
Algoma	724	0.4%	4.1%	695	0.4%	-0.7%	700	0.4%	125.8%	310	6.5%	291	17.8%
Brantford	1,147	0.7%	21.1%	947	0.6%	5.3%	899	0.6%	2.5%	877	-3.3%	907	-26.4%
Bruce	200	0.1%	-24.2%	264	0.2%	-15.1%	311	0.2%	53.2%	203	12.8%	180	28.6%
Chatham Kent	263	0.2%	-13.5%	304	0.2%	-18.1%	371	0.2%	15.6%	321	5.2%	305	-1.0%
Cochrane	1,586	1.0%	8.8%	1,458	0.9%	-15.2%	1,720	1.1%	-11.5%	1,944	9.7%	1,772	-3.7%
Cornwall	783	0.5%	-10.1%	871	0.5%	1.3%	860	0.6%	8.6%	792	3.7%	764	-3.5%
Dufferin	433	0.3%	-6.3%	462	0.3%	8.2%	427	0.3%	-16.4%	511	32.0%	387	-10.6%
Durham	5,237	3.2%	10.2%	4,751	3.0%	9.3%	4,348	2.8%	2.1%	4,260	8.5%	3,926	0.1%
Grey County	490	0.3%	-25.0%	653	0.4%	-17.9%	795	0.5%	17.1%	679	-8.4%	741	3.9%
Halton	4,179	2.5%	23.0%	3,398	2.1%	7.8%	3,153	2.0%	47.3%	2,140	10.8%	1,931	2.3%
Hamilton	5,635	3.4%	18.3%	4,762	3.0%	-21.4%	6,062	3.9%	13.0%	5,364	6.3%	5,045	21.1%
Hastings	1,486	0.9%	13.0%	1,315	0.8%	-3.2%	1,359	0.9%	-10.5%	1,519	11.2%	1,366	10.6%
Huron	210	0.1%	-1.9%	214	0.1%	-37.4%	342	0.2%	51.3%	226	-4.6%	237	37.8%
Kawartha Lakes	556	0.3%	-4.0%	579	0.4%	9.0%	531	0.3%	0.0%	531	19.6%	444	-18.7%
Kenora	373	0.2%	4.1%	358	0.2%	-20.6%	451	0.3%	18.1%	382	-30.0%	546	20.8%
Kingston	1,110	0.7%	-5.6%	1,176	0.7%	1.7%	1,156	0.7%	-1.1%	1,169	9.3%	1,070	-1.8%
Lambton	342	0.2%	-26.6%	466	0.3%	-13.2%	537	0.3%	5.7%	508	-4.0%	529	16.8%
Lanark	424	0.3%	2.4%	414	0.3%	74.7%	237	0.2%	-49.8%	472	14.8%	411	-19.4%
Leeds and Grenville	329	0.2%	-28.6%	461	0.3%	-12.5%	527	0.3%	9.1%	483	13.9%	424	-37.6%
Lennox and Addington	418	0.3%	12.1%	373	0.2%	22.7%	304	0.2%	-25.3%	407	81.7%	224	-47.5%
London	2,341	1.4%	7.8%	2,172	1.4%	-29.7%	3,090	2.0%	-23.5%	4,037	-5.3%	4,265	10.7%
Manitoulin-Sudbury	350	0.2%	-43.5%	619	0.4%	125.9%	274	0.2%	-11.6%	310	44.9%	214	18.9%
Muskoka	650	0.4%	4.8%	620	0.4%	3.5%	599	0.4%	14.5%	523	13.0%	463	7.7%
Niagara	6,016	3.6%	3.2%	5,831	3.7%	4.7%	5,567	3.6%	0.4%	5,543	20.2%	4,611	8.6%
Nipissing	1,068	0.6%	3.5%	1,032	0.7%	0.4%	1,028	0.7%	4.9%	980	-7.3%	1,057	7.1%
Norfolk	282	0.2%	6.0%	266	0.2%	-1.8%	271	0.2%	-3.2%	280	1.1%	277	-0.7%
Northumberland	273	0.2%	-22.7%	353	0.2%	23.9%	285	0.2%	41.1%	202	-4.7%	212	-7.8%
Ottawa	10,089	6.1%	3.8%	9,717	6.1%	-3.8%	10,097	6.5%	-3.9%	10,502	2.6%	10,235	5.6%
Oxford	707	0.4%	4.1%	679	0.4%	1.3%	670	0.4%	125.6%	297	23.2%	241	50.6%
Parry Sound	413	0.3%	6.7%	387	0.2%	3.5%	374	0.2%	0.0%	374	-13.0%	430	12.6%
Peel	12,630	7.7%	-1.7%	12,850	8.1%	0.0%	12,853	8.2%	-16.2%	15,341	6.3%	14,436	8.3%
Peterborough	1,501	0.9%	-3.2%	1,550	1.0%	-8.7%	1,697	1.1%	6.8%	1,589	8.2%	1,468	28.5%
Prescott and Russell	543	0.3%	6.3%	511	0.3%	-51.6%	1,055	0.7%	145.3%	430	10.8%	388	-4.7%
Rainy River	79	0.0%	-30.1%	113	0.1%	2.7%	110	0.1%	279.3%	29	-21.6%	37	54.2%
Renfrew	811	0.5%	-11.0%	911	0.6%	3.9%	877	0.6%	25.5%	699	2.8%	680	21.4%
Sault Ste. Marie	1,125	0.7%	-3.7%	1,168	0.7%	5.9%	1,103	0.7%	5.1%	1,049	-1.3%	1,063	8.1%
Simcoe	2,800	1.7%	2.8%	2,725	1.7%	9.8%	2,482	1.6%	-6.9%	2,665	-17.9%	3,245	0.7%
Stratford	188	0.1%	26.2%	149	0.1%	21.1%	123	0.1%	-16.3%	147	-19.2%	182	17.4%
St. Thomas	302	0.2%	38.5%	218	0.1%	-27.3%	300	0.2%	12.4%	267	-1.8%	272	11.0%
Sudbury	1,021	0.6%	-30.8%	1,476	0.9%	-21.7%	1,885	1.2%	-2.9%	1,941	39.0%	1,396	-35.2%
Thunder Bay	1,185	0.7%	-33.8%	1,790	1.1%	26.1%	1,420	0.9%	15.8%	1,226	8.8%	1,127	84.8%
Timiskaming	529	0.3%	0.6%	526	0.3%	14.6%	459	0.3%	-18.8%	565	79.9%	314	-31.3%
Toronto	77,109	46.7%	6.1%	72,696	45.9%	4.8%	69,342	44.3%	4.3%	66,460	10.4%	60,197	15.2%
Waterloo	2,719	1.6%	-14.0%	3,162	2.0%	-3.6%	3,280	2.1%	19.8%	2,737	-9.2%	3,015	-2.7%
Wellington	1,333	0.8%	16.2%	1,147	0.7%	-13.1%	1,320	0.8%	4.7%	1,261	-17.6%	1,531	19.6%
Windsor	2,500	1.5%	5.9%	2,360	1.5%	16.9%	2,019	1.3%	6.3%	1,899	-9.3%	2,094	15.8%
York	10,580	6.4%	11.4%	9,496	6.0%	9.3%	8,688	5.6%	13.9%	7,626	14.1%	6,685	14.6%
Totals	**165,069**	**100.0%**	**4.2%**	**158,445**	**100.0%**	**1.3%**	**156,358**	**100.0%**	**2.8%**	**152,077**	**7.4%**	**141,635**	**9.6%**

Table continues onto next page.

Table 2: Active households on RGI waiting lists as of December 31, proportion of total active households, and per cent change from previous year (continued)

Service Manager	Active HH 2008	% Change 2007 to 2008	Active HH 2007	% Change 2006 to 2007	Active HH 2006	% Change 2005 to 2006	Active HH 2005	% Change 2004 to 2005	Active HH 2004	% Change 2003 to 2004	Active HH 2003
Algoma	247	-3.1%	255	22.0%	209	-12.9%	240	-3.2%	248	-4.6%	260
Brantford	1,233	-1.9%	1,257	23.0%	1,022	-17.0%	1,232	26.9%	971	-31.4%	1,415
Bruce	140	-15.7%	166	-12.2%	189	38.0%	137	15.1%	119	-13.1%	137
Chatham Kent	308	31.1%	235	-15.2%	277	28.2%	216	44.0%	150	-34.2%	228
Cochrane	1,840	13.9%	1,615	-5.9%	1,717	40.2%	1,225	20.1%	1,020	40.3%	727
Cornwall	792	4.9%	755	13.2%	667	13.4%	588	13.3%	519	10.0%	472
Dufferin	433	-7.3%	467	-9.5%	516	9.8%	470	6.8%	440	-3.1%	454
Durham	3,922	7.5%	3,650	0.2%	3,644	-19.8%	4,543	8.5%	4,188	10.9%	3,775
Grey County	713	13.2%	630	-3.4%	652	0.0%	652	-0.6%	656	11.6%	588
Halton	1,888	-0.9%	1,906	-7.2%	2,054	27.9%	1,606	-5.6%	1,702	-27.0%	2,333
Hamilton	4,166	6.7%	3,904	2.3%	3,817	-12.8%	4,375	-10.0%	4,863	11.5%	4,362
Hastings	1,235	30.5%	946	10.6%	855	0.0%	855	-19.7%	1,065	24.6%	855
Huron	172	-6.0%	183	-40.8%	309	62.6%	190	32.9%	143	-1.4%	145
Kawartha Lakes	546	9.6%	498	-17.0%	600	-12.2%	683	22.0%	560	-7.3%	604
Kenora	452	-27.2%	621	25.7%	494	-1.0%	499	-22.0%	640	-10.1%	712
Kingston	1,090	7.7%	1,012	-4.7%	1,062	11.1%	956	0.4%	952	-4.9%	1,001
Lambton	453	-6.2%	483	11.3%	434	7.7%	403	6.6%	378	42.6%	265
Lanark	510	47.8%	345	25.0%	276	-9.2%	304	-4.7%	319	5.6%	302
Leeds and Grenville	679	41.5%	480	10.3%	435	-7.1%	468	0.9%	464	-1.1%	469
Lennox and Addington	427	-25.3%	572	-21.8%	731	13.5%	644	31.7%	489	11.4%	439
London	3,852	14.1%	3,377	-1.8%	3,440	-13.2%	3,963	6.1%	3,735	-16.1%	4,451
Manitoulin-Sudbury	180	-20.4%	226	29.9%	174	8.1%	161	13.4%	142	56.0%	91
Muskoka	430	19.1%	361	15.3%	313	11.4%	281	6.8%	263	6.0%	248
Niagara	4,247	-0.4%	4,264	-10.1%	4,743	12.9%	4,201	3.8%	4,049	4.6%	3,870
Nipissing	987	6.9%	923	2.6%	900	-19.2%	1,114	2.4%	1,088	9.7%	992
Norfolk	279	50.0%	186	-37.4%	297	9.2%	272	-10.5%	304	-24.9%	405
Northumberland	230	-8.4%	251	-10.0%	279	17.2%	238	-4.0%	248	-10.5%	277
Ottawa	9,692	3.4%	9,370	-6.8%	10,055	1.3%	9,922	-5.6%	10,516	-8.2%	11,461
Oxford	160	-6.4%	171	22.1%	140	-34.9%	215	-9.3%	237	20.3%	197
Parry Sound	382	-8.4%	417	8.3%	385	16.3%	331	-2.9%	341	1.8%	335
Peel	13,328	-1.7%	13,564	9.5%	12,389	-12.1%	14,101	-1.8%	14,361	6.7%	13,457
Peterborough	1,142	-23.6%	1,495	0.5%	1,488	-0.9%	1,502	0.0%	1,502	-2.4%	1,539
Prescott and Russell	407	25.6%	324	-19.6%	403	10.4%	365	49.6%	244	-23.3%	318
Rainy River	24	-45.5%	44	-15.4%	52	0.0%	52	-31.6%	76	7.0%	71
Renfrew	560	1.4%	552	-10.8%	619	8.8%	569	3.3%	551	-11.1%	620
Sault Ste. Marie	983	64.7%	597	26.2%	473	3.1%	459	22.7%	374	0.0%	374
Simcoe	3,224	-2.8%	3,317	8.8%	3,048	23.0%	2,479	14.8%	2,160	-13.2%	2,489
Stratford	155	16.5%	133	-29.3%	188	1.6%	185	-2.1%	189	-29.2%	267
St. Thomas	245	10.4%	222	20.0%	185	-27.2%	254	-11.5%	287	24.2%	231
Sudbury	2,154	14.7%	1,878	14.9%	1,634	20.4%	1,357	3.4%	1,312	6.7%	1,230
Thunder Bay	610	36.8%	446	-30.3%	640	3.2%	620	-23.7%	813	84.4%	441
Timiskaming	457	71.8%	266	-3.6%	276	-11.0%	310	70.3%	182	7.1%	170
Toronto	52,257	5.6%	49,468	3.2%	47,930	-0.2%	48,041	-2.6%	49,329	-1.8%	50,218
Waterloo	3,100	-4.2%	3,235	-6.2%	3,448	36.3%	2,529	-21.9%	3,238	-6.3%	3,454
Wellington	1,280	-6.6%	1,370	52.9%	896	-9.4%	989	-37.6%	1,584	-21.5%	2,018
Windsor	1,809	-10.9%	2,031	0.0%	2,031	-6.3%	2,168	8.0%	2,007	14.9%	1,747
York	5,833	4.8%	5,564	4.2%	5,340	-2.2%	5,462	-5.3%	5,767	3.2%	5,589
Totals	**129,253**	**4.2%**	**124,032**	**1.9%**	**121,726**	**-0.6%**	**122,426**	**-1.9%**	**124,785**	**-1.0%**	**126,103**

Table 3: Applicant status of active households as of December 31, 2013

	Active Households by Applicant Status					Average Wait Time in Years	
Service Manager	Special Priority Policy (SPP)	Local Priority	Chronological	Modified	Offers a Local Priority	Special Priority Policy (SPP)	Local Priority
Algoma					Y	0.29	1.50
Brantford	50		1,097	37	Y	0.42	
Bruce	3		197		N	0.30	
Chatham Kent	9	19	235	8	Y	0.13	0.45
Cochrane	8	32	1,546		Y	0.87	1.79
Cornwall	21	0	762	18	N	0.30	
Dufferin	20		413	2	N	0.82	
Durham	328	5	4,904	57	Y	1.00	0.80
Grey County	8		481	0	N	0.29	
Halton	88		4,091	102	N	1.00	2.40
Hamilton	188	177	5,270	102	Y	0.75	1.10
Hastings	45	126	1,315		Y	0.40	1.12
Huron	4		206	5	N	0.80	
Kawartha Lakes	14	68	474	16	Y	0.33	1.28
Kenora							
Kingston	39	84	987	22	Y	0.97	1.15
Lambton	5		336	14	N	0.27	
Lanark	30		394	1	N	0.52	
Leeds and Grenville	8		321		N	0.50	
Lennox and Addington	34		384	3	N	0.31	
London	37	683	1,621	42	Y	0.54	1.00
Manitoulin-Sudbury	6	10	334	4	Y	1.26	1.92
Muskoka	15	114	521	3	Y	0.65	0.84
Niagara	139	137	5,740		Y	0.58	1.50
Nipissing	27	60	981		Y	0.49	1.34
Norfolk	18		264	6	N	0.25	
Northumberland	7	0	266	10	N	0.31	1.47
Ottawa	107	1,106	8,876	161	Y	0.30	1.10
Oxford							
Parry Sound	3		410	0	N	0.90	
Peel	742	124	11,764	130	Y	1.40	1.70
Peterborough	39		1,462	98	N	0.71	
Prescott and Russell	15	13	515	15	Y	0.53	1.19
Rainy River	13	0	66	1	N	0.35	0.00
Renfrew	29		782		N	0.12	
Sault Ste. Marie	9		1,116	59	Y	0.50	
Simcoe	185		2,615		N	0.45	
Stratford	18	4	166		Y	0.23	0.45
St. Thomas	21	6	275	12	Y	0.35	4.27
Sudbury	4	4	1,013	18	Y	0.08	0.04
Thunder Bay	11	114	1,060	26	Y	0.76	1.77
Timiskaming	2	0	527		N		0.00
Toronto	1,568	510	75,031	552	Y	0.70	0.70
Waterloo	18	128	2,573	45	Y	0.30	0.60
Wellington	46	9	1,278	17	Y	0.30	0.90
Windsor	58	235	2,207	21	Y	0.18	0.32
York	91	26	10,463	102	Y	1.28	1.79
Totals	4,130	3,794	155,339	1,709			

Table 4: Household type of active households as of December 31, 2013

	Active Households by Household Type			Average Wait Time in Years		
Service Manager	Seniors	Families	Single Adults and Couples	Seniors	Families	Single Adults and Couples
Algoma				1.50	1.50	2.00
Brantford	280	386	481	1.50	1.50	2.67
Bruce	89	34	77	1.20	0.60	1.50
Chatham Kent	117	62	84	1.25		
Cochrane	561	547	478	2.57	1.46	2.19
Cornwall	198	220	365	1	1	3
Dufferin	195	92	146	3.53	2.70	5.30
Durham	1,186	2,306	1,745	4.10	3.80	3.80
Grey County	125	104	261	2.39	1.75	
Halton	1,207	1,836	1,136	2.40	4.00	6.00
Hamilton	567	1,876	3,192	2.80	4.20	2.80
Hastings	681	423	382	0.98	1.90	
Huron	34	61	115	0.50	0.75	1.83
Kawartha Lakes	190	105	261	1.72	1.25	2.60
Kenora						
Kingston	130	338	642	1.70	1.53	3.31
Lambton	37	54	251	0.58	0.89	1.53
Lanark	75	129	220	2.16	1.31	
Leeds and Grenville	135	46	148	1.70	1.00	
Lennox and Addington	29	118	271	2.41	1.80	1.91
London	221	864	1,256	1.92	1.79	2.01
Manitoulin-Sudbury	134	88	128	2.55	1.82	
Muskoka	125	183	342	3.42	3.34	5.05
Niagara	2,240	2,011	1,765	3.90	4.75	
Nipissing	350	283	435	1.83	1.35	1.33
Norfolk	89	53	140	1.00	0.50	5.00
Northumberland	64	60	149	1.98	0.87	2.00
Ottawa	2,086	3,667	4,336	4.10	5.00	5.30
Oxford						
Parry Sound	134	72	207	3.00	3.00	3.00
Peel	3,178	6,064	3,388	6.20	9.70	8.00
Peterborough	438	360	703	3.78	2.18	
Prescott and Russell	218	174	151	1.62	0.47	1.11
Rainy River	13	42	24	0.83	3.80	0.00
Renfrew	210	225	376	2.14	1.87	3.02
Sault Ste. Marie	214	339	572	3.00	2.00	
Simcoe	1,091	755	954	4.60	2.70	
Stratford	5	65	118		0.19	
St. Thomas	42	166	94	0.96	0.95	1.39
Sudbury	232	152	637	1.99	0.59	1.72
Thunder Bay	292	349	544	1.25	1.10	0.88
Timiskaming	108	74	347	3.50	0.75	1.50
Toronto	24,777	23,420	28,912	5.90	8.39	6.14
Waterloo	563	1,009	1,147	2.50	3.50	5.90
Wellington	465	451	417	2.50	1.70	1.90
Windsor	665	892	943	1.13	1.18	1.39
York	5,739	2,723	2,118	6.87	7.64	8.81
Totals	49,529	53,278	60,458			

Table 5: Households housed, new and cancelled applications January 1 – December 31, 2013

Service Manager	Number of Households: Housed	Number of Households: New Applications	Number of Households: Cancelled Applications	
Algoma	103	358	180	*
Brantford	203	496	705	
Bruce	147	400	270	
Chatham Kent	237	561	281	
Cochrane	240	510	624	
Cornwall	171	576	235	
Dufferin	56	171	129	
Durham	307	1,613	1,041	
Grey County	188	544	733	
Halton	394	1,603	1,902	
Hamilton	989	3,048	283	
Hastings	318	604	459	
Huron	55	224	34	
Kawartha Lakes	139	367	191	
Kenora	161	183	222	*
Kingston	273	568	225	
Lambton	267	254	84	
Lanark	63	150	95	
Leeds and Grenville	130	323	243	
Lennox and Addington	95	134	55	
London	747	966	845	
Manitoulin-Sudbury	59	174	195	
Muskoka	67	210	198	
Niagara	626	2,212	1,452	
Nipissing	153	666	576	
Norfolk	165	313	154	
Northumberland	88	108	84	
Ottawa	1,849	4,238	2,987	
Oxford	154	756	232	*
Parry Sound	39	124	120	
Peel	1,112	5,081	4,175	
Peterborough	202	503	610	
Prescott and Russell	167	395	273	
Rainy River	84	39	104	
Renfrew	145	225	233	
Sault Ste. Marie	384	927	582	
Simcoe	272	1,561	1,173	
Stratford	177	398	61	
St. Thomas	156	329	103	
Sudbury	452	917	496	
Thunder Bay	359	572	406	
Timiskaming	112	102	71	
Toronto	3,698	18,243	10,726	
Waterloo	561	1,677	1,247	
Wellington	302	1,005	758	
Windsor	679	2,246	1,138	
York	372	3,085	1,685	
Totals	**17,718**	**59,759**	**38,674**	

* Service managers in these areas did not provide data. Figures used are estimates.

Table 6: Weighted overall waiting times, as of December 31, 2013

Service Manager	Weighted Overall Wait Time (years)
Algoma	n/a
Brantford	1.68
Bruce	1.14
Chatham Kent	1.25*
Cochrane	1.95
Cornwall	1.30
Dufferin	3.44
Durham	3.93
Grey County	1.99*
Halton	3.48
Hamilton	3.26
Hastings	1.34*
Huron	1.25
Kawartha Lakes	1.94
Kenora	n/a
Kingston	2.11
Lambton	1.24
Lanark	1.48*
Leeds and Grenville	1.26*
Lennox and Addington	2.05
London	1.88
Manitoulin-Sudbury	2.28*
Muskoka	4.17
Niagara	4.40*
Nipissing	1.49
Norfolk	2.16
Northumberland	1.48
Ottawa	4.96
Oxford	n/a
Parry Sound	3.00
Peel	8.39
Peterborough	2.67*
Prescott and Russell	0.96
Rainy River	1.73*
Renfrew	2.47
Sault Ste. Marie	2.29*
Simcoe	3.29*
Stratford	0.19*
St. Thomas	1.08
Sudbury	1.14
Thunder Bay	1.13
Timiskaming	1.54
Toronto	6.67
Waterloo	3.73
Wellington	2.00
Windsor	1.22
York	7.57

*The Municipality of Chatham-Kent did not provide wait times for family households or single adult and couple households. As a result the weighted overall wait time may not be reflective of actual wait times.

*The County of Grey, the County of Hastings, the County of Lanark, the United Counites of Leeds & Grenville, the Manitoulin-Sudbury District Services Board, the Regional Municipality of Niagara, the City of Peterborough, the Rainy River District Services Administration Board, the District of Sault Ste. Marie Social Services Administration Board, and the County of Simcoe did not provide separate wait times for single adult and couple households. As a result the weighted overall wait time may not be reflective of actual wait times.

*The City of Stratford did not provide wait times for single adult and couple households or senior households. As a result the weighted overall wait time may not be reflective of actual wait times.

Weighted overall weight times are not available for Algoma, Kenora, and Oxford due to a lack of data.

Table 7: Responses

Question	Number of Responses in 2013	Number of Responses in 2012	Number of Responses in 2011
Presence of Local Priorities	27	32	26
Active Households			
Total Eligible Active Households	44	45	47
Senior Active Households	44	45	47
Family Active Households	44	n/a	
Childless Couples and Non-Senior Single Active Households	44	n/a	
Non-Senior Active Households for 1 Bedroom Units	n/a	45	n/a
Non-Senior Active Households for 2-3 Bedroom Units	n/a	45	n/a
Non-Senior Active Households for 4+ Bedroom Units	n/a	45	n/a
SPP Active Households	44	45	44
Local Priority Active Households	24	27	23
Modified Active Households	34	29	n/a
Chronological Active Households	44	41	44
New Applicants			
Total New Applicants	45	45	44
New Senior Applicants	45	41	41
New Family Applicants	45	n/a	
New Childless Couples and Non-Senior Single Applicants	45	n/a	
New Non-Senior Applicantsfor 1 Bedroom Units	n/a	38	n/a
New Non-Senior Applicants for 2-3 Bedroom Units	n/a	39	n/a
New Non-Senior Applicants for 4+ Bedroom Units	n/a	37	n/a
New SPP Applicants	43	43	41
New Local Priority Applicants	23	26	20
New Modified Applicants	33	24	n/a
New Chronological Applicants	43	37	38

*8 SMs identified rotational priorities in 2013.

*inflated numbers added for Algoma, Kenora, and Oxford to reach 47 in 2013.

*Inflated numbers added for Algoma, Kenora, and Oxford to reach 47 in 2013.

Table continues onto next page.

Table 7: Responses (continued)

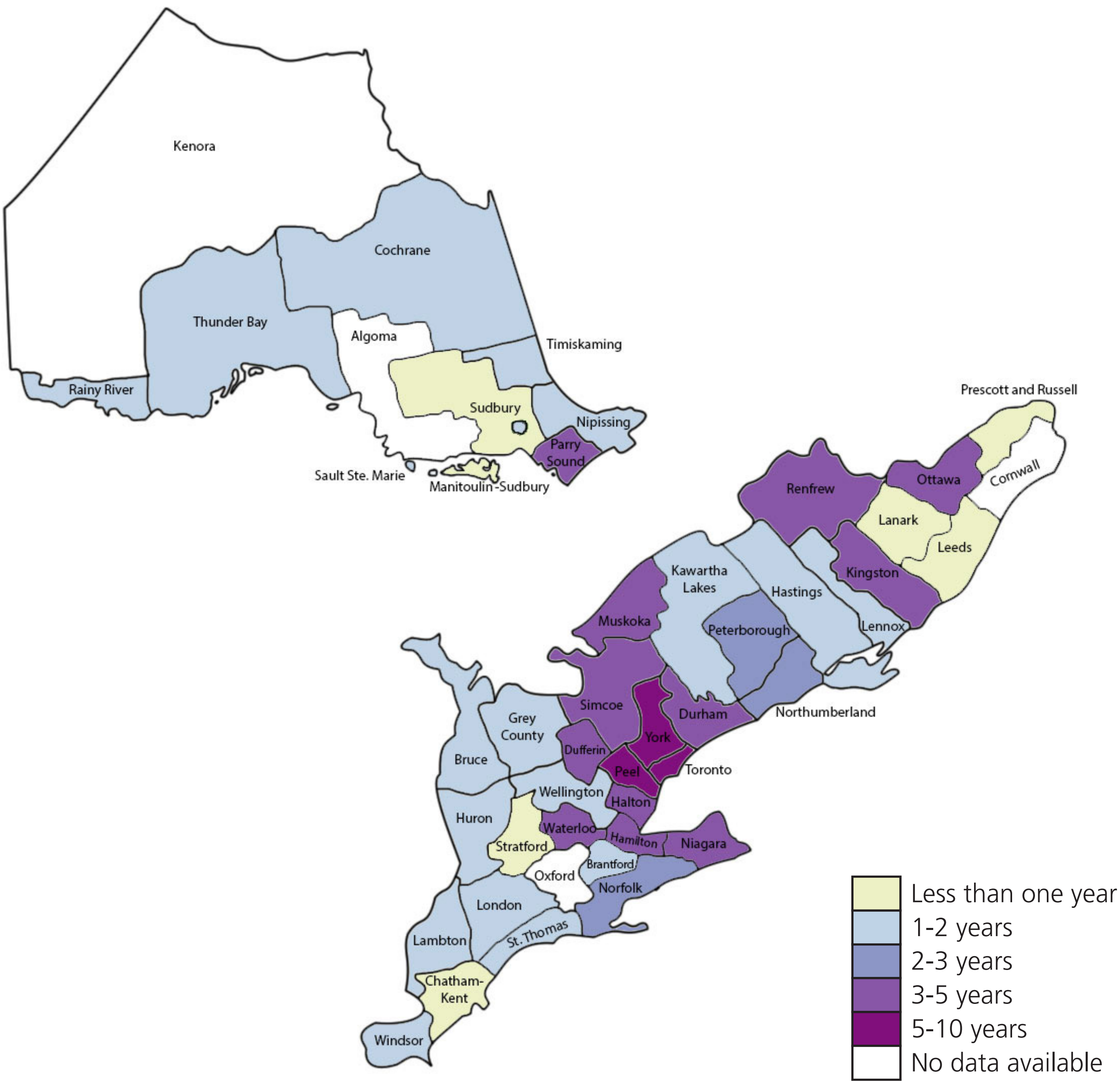
Question	Number of Responses in 2013	Number of Responses in 2012	Number of Responses in 2011
Presence of Local Priorities	27	32	26
Applicants Housed			
Total Applicants Housed	44	45	46
Housed Senior Applicants	44	45	44
Housed Family Applicants	44	n/a	
Housed Childless Couples and Non-Senior Single Applicants	44	n/a	
Housed Non-Senior Applicantsfor 1 Bedroom Units	n/a	44	n/a
Housed Non-Senior Applicants for 2-3 Bedroom Units	n/a	44	n/a
Housed Non-Senior Applicants for 4+ Bedroom Units	n/a	39	n/a
Housed SPP Applicants	44	45	45
Housed Local Priority Applicants	25	28	25
Housed Modified Applicants	33	24	n/a
Housed Chronological Applicants	44	40	44
Cancelled Applications			
Total Cancelled Applications	44	45	46
Cancelled Senior Applications	43	41	38
Housed Family Applicants	43	n/a	
Housed Childless Couples and Non-Senior Single Applicants	43	n/a	
Cancelled Non-Senior Applications for 1 Bedroom Units	n/a	40	n/a
Cancelled Non-Senior Applications for 2-3 Bedroom Units	n/a	40	n/a
Cancelled Non-Senior Applications for 4+ Bedroom Units	n/a	38	n/a
Cancelled SPP Applications	40	36	36
Cancelled Local Priority Applications	24	22	20
Cancelled Modified Applications	32	18	n/a
Cancelled Chronological Applications	40	35	36
Wait Times			
All Housed Applicants	42	36	45
SPP	43	44	40
Local Priority		28	22

*8 SMs identified rotational priorities in 2013.

*Inflated numbers added for Algoma, Kenora, and Oxford to reach 47 in 2013.

*Inflated numbers added for Algoma, Kenora, and Oxford to reach 47 in 2013.

Figure 13: Average wait time for RGI housing, by service manager



ONPHA
Ontario
Non-Profit Housing
Association

400-489 College St., Toronto, ON M6G 1A5
1-800-297-6660 | 416-927-9144 | mail@onpha.org
www.onpha.on.ca