



2015 WAITING LISTS SURVEY

ONPHA'S REPORT ON WAITING LISTS STATISTICS FOR ONTARIO



ONPHA

Ontario
Non-Profit Housing
Association



ONPHA IS THE VOICE OF NON-PROFIT HOUSING IN ONTARIO

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.

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HOUSING - Who Does What?

In Ontario, 47 consolidated municipal service managers (“service managers”) across the province are responsible for delivering rent-geared-to-income housing and other programs, and managing housing waiting lists. In 2014, service managers pioneered new and innovative programs designed to reduce the number of households on their waiting lists and assist households while they wait.

The provincial government provides the policy framework for housing, and funds housing and homelessness services through the Investment in Affordable Housing (IAH) Program and the Community Homelessness Prevention Initiative.

The federal government provides time-limited funding for housing and homelessness services through IAH and the Homelessness Partnering Strategy. However, the federal government is increasingly withdrawing from social housing – dropping from funding contributions of approximately \$500 million per year to \$0 by the year 2033.

168,711

**Ontario families, seniors, single adults
and couples were on waiting lists for
rent-geared-to-income housing in 2014.**

BY THE NUMBERS



+3,642 more Ontario households were waiting for RGI housing in 2014 than in 2013.

↑ 2.2%

more seniors, families, singles and couples waiting for RGI housing in 2014 than in 2013.



3.2%

of Ontario households are waiting for RGI housing assistance.

3.83 years

Applicants who were housed in 2014 had waited an average of 3.83 years for RGI housing.

70%



more RGI units are needed in Ontario to house all of the applicants on waiting lists.

30% of households on waiting lists include seniors. In the last ten years, the proportion of seniors on waiting lists has gone up 8 per cent.

INTRODUCTION

» An affordable home is essential for success.

When Ontarians live in safe and affordable homes, children perform better in school, families are healthier, and employees are more productive. An affordable home is the foundation that each of us needs to reach our full potential.

But for too many Ontarians, an affordable home and the stability and security that it offers, is out of reach. More than 168,000 households are waiting for a home that's affordable enough to leave money for groceries and winter boots once the rent is paid. The majority of these households will never get the affordable home that they're waiting for – their application will be cancelled or they will give up, frustrated by the lengthy wait.

The Government of Ontario knows the importance of an affordable home. In their 2014 Poverty Reduction Strategy, the Province chose to take action on unaffordable housing because, in their words, “a person without a home is unable to get out of poverty.” While the Strategy's commitments are laudable, they are impossible to achieve without adequate levels of funding.

In Ontario, local governments are responsible for housing, and they're working hard to meet the growing demand [...] but they need more support from the provincial and federal governments to solve the province's housing crisis.

For nearly all Ontario families, housing is their single largest cost. Housing costs have risen quickly in recent years, and many Ontarians are living in homes they are struggling to afford.

Nearly half of all Ontario renters and close to a third of all homeowners are spending more than they can afford on housing, placing themselves and their families at risk of homelessness.

Low vacancy rates and rising rents in the private rental market mean that people living in rent-geared-to-income housing are staying there longer. There's simply nowhere else that they can afford to go. As a result, each year fewer households move into the homes they have been waiting for, and the wait time for new applicants gets even longer. In 2014, almost 1,000 fewer households moved into rent-geared-to-income housing than three years before.

Over the past decade, the federal and provincial governments have invested in housing¹, but this level of investment is insufficient. While the Poverty Reduction Strategy notes that the Province has committed over \$4 billion in funding for

1. See the Canada-Ontario-Affordable Housing Program (AHP) and the current Investment in Affordable Housing (IAH) Program.

affordable housing since 2003, Ontario waiting lists increased by over 40,000 households in the same time period².

In Ontario, local governments are responsible for housing, and they're working hard to meet the growing demand. Many of them have developed new and innovative ways of increasing the availability of affordable housing in their communities and helping housing applicants.

Their hard work is making a significant difference for some of the tens of thousands of households on Ontario's waiting lists, but they need more support from the provincial and federal governments to solve the province's housing crisis.

While the Poverty Reduction Strategy notes that the Province has committed over \$4 billion in funding for affordable housing since 2003, Ontario waiting lists increased by over 40,000 households in the same time period.

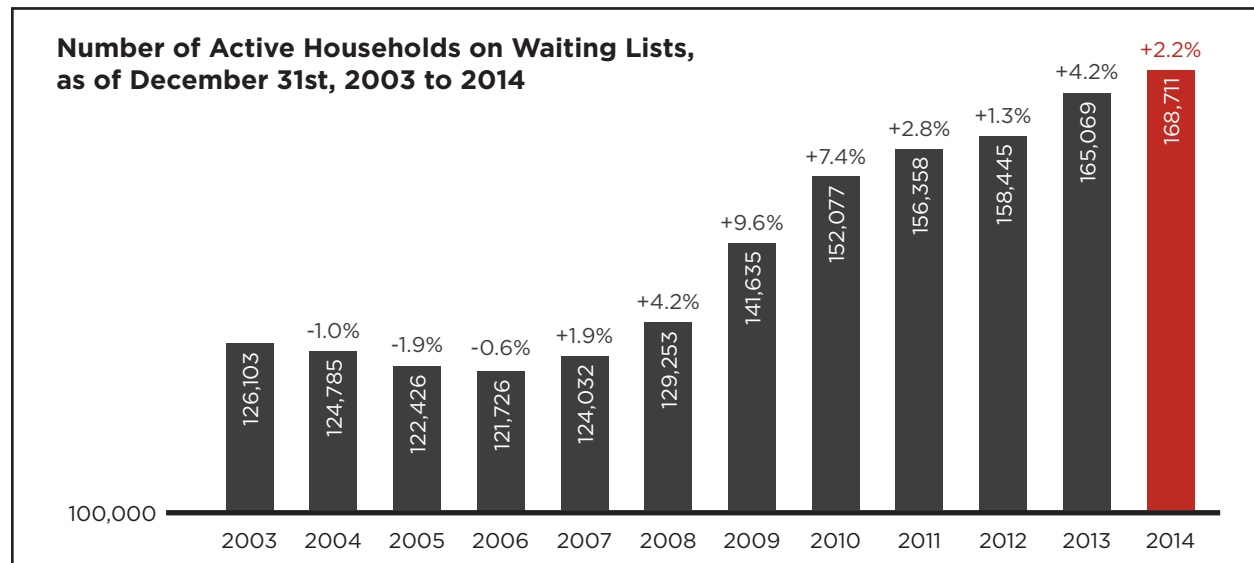
Investing in affordable housing is smart economic policy. In the Poverty Reduction Strategy, the Province acknowledges that housing investments yield long-term savings in healthcare and help people find, and keep, jobs³. The recent

economic impact study of Toronto Community Housing demonstrated that federal and provincial government investment in the organization's aging stock would add \$18 million in GDP and generate \$4.5 billion in tax revenue, while creating 200,000 employment years⁴. With the federal government focusing on job creation as its number one priority⁵, it is time all senior levels of government commit to dedicated, long-term funding that builds up communities, enhances

competitiveness, and stimulates economic growth.

For the last four years, Ontario's waiting lists have maintained a 1:2:3 ratio: for every one household housed from the waiting list, two applications for housing are cancelled, and three new applications

are received. The result is thousands of families, seniors, and individuals who continue to struggle to keep a roof over their head, and who may never have the opportunity to realize their full potential.



- In 2014, ONPHA produced a report to assess how much it would cost for Ontario to address its most pressing housing challenges in the next decade. The *Big Problems Need Bold Solutions* Report found that a provincial commitment of \$1.3 billion per year – or \$13 billion over the 10-year period – is required to assist all households living in Persistent Core Housing Need (meaning living in housing that is too small, too expensive, or in need of significant repair for three consistent years) and homelessness, and to repair the existing social housing stock. It is important to note that this funding commitment would amount to roughly 1 per cent of the Province's annual budget (based on 2013-2014 expenditures).
- In the Poverty Reduction Strategy (2014), the Province notes: "Investments in housing can mean savings down the road because people are healthier, more ready for employment, and participating in the community."
- Over a 30-year time period. Canadian Centre for Economic Analysis, *Socio-Economic Analysis: Value of Toronto Community Housing's 10 Year Capital Investment Plan and Revitalization* (March 2015).
- Economic Action Plan 2014: Budget Speech, "The Road to Balance: Creating Jobs and Opportunities" (2014).

ONTARIO WAITING LISTS: EVEN LONGER IN 2014



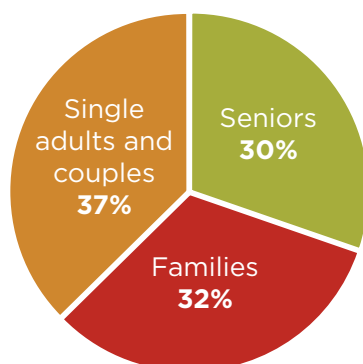
For the past 11 years, the Ontario Non-Profit Housing Association (ONPHA) has tracked the number of households waiting for rent-geared-to-income (RGI) housing⁶ in Ontario⁷. This report summarizes the activity that took place on Ontario's housing waiting lists in 2014⁸.

In this year's report, we also share the experiences of people who have waited, or are currently waiting for affordable housing. We spoke directly with Ontarians who shared their stories to help show the difference that an affordable home makes.

In 2014, 168,711 households were waiting for RGI housing in Ontario – a 2.2 per cent increase from 2013⁹. For the second year in a row, the average wait time for chronological (non-priority) households was just shy of four years¹⁰.

It is important to note that waiting lists for RGI housing are 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, and maintain 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 province¹¹.

Proportion (%) of Total Active Households by Household Type, 2014



Due to rounding, percentages don't add up to 100.

168,711 households were waiting for RGI housing in Ontario – a 2.2 per cent increase from 2013. For the second year in a row, the average wait time was just shy of four years.

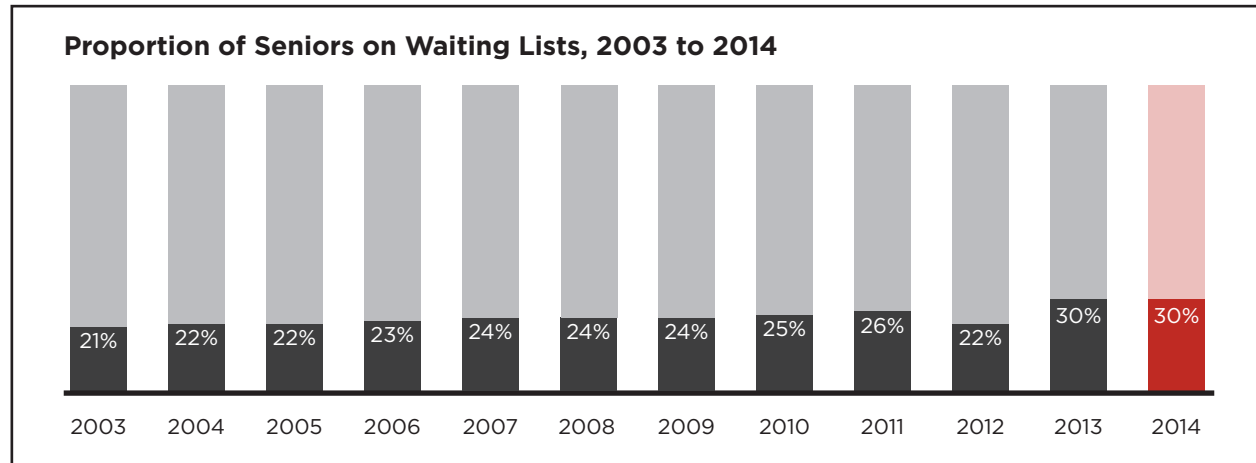
6. Rent-geared-to-income (RGI) housing assistance refers to the financial assistance received by households that enables them to pay rent based on 30 per cent of their gross income. RGI housing is provided by non-profit housing providers and co-operative housing corporations, and through rent supplements, which subsidize market rents in non-profit and co-operative housing corporations, and units in the private rental market.
7. This information is gathered from the 47 consolidated municipal service managers ("service managers") located across Ontario.
8. Waiting list data is extracted for the period beginning on January 1, 2014 and concluding on December 31, 2014.
9. This number represents applicants recorded in a service manager's database as "eligible," "active," or "on offer." 2014 data is based on responses from 43 of the 47 service managers, with substitutions used for the Kenora District Services Board, the District Municipality of Muskoka, the City of Ottawa, and the County of Oxford (their 2013 figures were inflated based on the province-wide rate of waiting list growth from 2013 to 2014, with the exception of the County of Oxford, whose 2014 figures were based on figures published by the County in November 2013).
10. The average wait time for all chronological households housed in 2014 was 3.83 years. This is a slight decrease from 3.89 years in 2013, and an increase from 3.2 years in 2012.

» Seniors face longer wait times

In 2014, 50,295 senior households¹² were waiting for RGI housing in Ontario. This is 766 more households than in 2013. Seniors also faced the second-longest wait time of all household groups – an average of 3.55 years¹³.

While the eligible age for seniors’ only housing varies by area, it is clear that demand for housing

for aging Ontarians is high, and rising. Ten years ago, senior households were 22 per cent of all households on waiting lists; they now account for approximately 30 per cent. As the number of adults age 65 and over in Ontario is projected to more than double over the next few decades¹⁴, the housing needs of this aging population are increasingly critical.



Jim’s Story

After 15 years spent living in a rooming house above a bar in North Bay, Jim¹⁵ learned about the housing waiting list. He was in his sixties. With the help of a community agency, he applied for a unit in a seniors’ building, and spent two years on the waiting list. In May of 2014, Jim moved into his new home at Golden Age Towers, a community operated by Nipissing District Housing Corporation.



Jim previously struggled with alcoholism and mental health challenges, but since moving into his own apartment has quit drinking and lost 50 pounds. He is happy and grateful to all the people who have assisted him along the way. “Living here is fantastic,” Jim says. “I have independence. I go to bed at 9 o’clock every night, and I have a clean bill of health. Everything is going good.”

11. The Canada Mortgage and Housing Corporation (CMHC) reported that the number of households in core housing need in Ontario in 2011 – meaning living in housing that was too small for their family size, too expensive, or in need of major repair – was 616,935 households, amounting to 13.4 per cent of all households in the province. CMHC, “Households in Core Housing Need, Canada, Provinces, Territories, and Metropolitan Areas, 1991-2011” Canadian Housing Observer (2014).
12. While service managers have different age requirements for seniors’ only housing that ranges from 50 to 65 years of age depending on the area, in this year’s Survey they were asked to define senior applicants as those who applied for housing and were 65 years of age or older.
13. This wait time and those described below are weighted averages. The 2014 waiting times are based on responses from 43 of 47 service managers, with substitutions (based on 2013 figures) used for the City of Ottawa. The wait times do not include information from the Kenora District Services Board, the County of Oxford and the District Municipality of Muskoka due to incomplete information.
14. In 2013 the number of seniors age 65 and over in Ontario was 2.1 million; by 2041 it is estimated to be over 4.5 million, or 25.5 per cent of the provincial population. Ontario Ministry of Finance, *Ontario Population Projections* (Fall 2014).
15. All the names that appear in this report have been changed to protect the identity of the interviewees. [Interviews were conducted by ONPHA staff in February and March 2015.]

» More families have joined the list

The number of families¹⁶ waiting for RGI housing increased by two per cent in 2014. As a result, 1,024 more families were waiting in 2014, for a total of 54,302. Meanwhile, the average wait time for families dropped, from 4.14 years in 2013 to 3.51 years in 2014.

Much of the decrease in wait times for families can be attributed to one service manager: the Regional Municipality of Peel. In

2013, families in Peel faced an average wait time of 9.7 years – the longest in Ontario. Through their Choice-Based Rental Options Program, Peel created additional rent subsidies for households on the waiting list that can be used in the private rental market¹⁷. In 2014, average wait times for families in Peel dropped by four years, to an average of 5.7 years.

In 2014, 32 per cent of all households on waiting lists were families. While more families were housed in 2014 than any other household type¹⁸,

families comprise 36 per cent of all new waiting list applicants in Ontario.

When children grow up without access to a safe and secure home, it has a strong effect on their health and cognitive development. The Regional Municipality of Waterloo has responded to the rising number of families using emergency shelters by developing a new program: Families in Transition (FIT).

In the FIT program, when families contact a shelter, they are directed to a centralized intake system where their needs are assessed. FIT staff work with the family to help them retain their housing or find new housing quickly. Through the Rapid Rehousing and Prevention Fund, FIT staff provide families with financial help to meet basic needs or to pay for last month's rent deposits, late utility payments, or pest control treatment. FIT staff offer other types of help as well, such as negotiating with landlords, budgeting assistance, and helping families find new homes.



Poonam's Story

Poonam* is a young single mother living in Windsor-Essex. Poonam had been living with her toddler and her mother in a 2-bedroom apartment, but when she learned she was expecting a second child she realized she would have to move. Poonam's only source of income is the Ontario Disability Support Program (ODSP). After looking for a place to live in the private market, Poonam realized that she could not afford both food and rent, and would have to rely on food banks and other emergency services for her family's basic needs.

At the same time, Poonam learned about the waiting list for RGI housing. After nearly a year of waiting, Poonam moved into an affordable home with her two children. For the first time since her children were born, Poonam has her own bedroom, and the children have a yard in which to play.

16. "Families" is a proxy for households that have applied for units with multiple bedrooms, as unit size guidelines restrict adult single and couples to bachelor and 1-bedroom units.
17. This year, the Region of Peel expanded their Rent Supplement program to include a "mini rent up bidding" pilot. Peel partnered with private sector landlords who have a large number of affordable units available, and then established a "mini rent-up day" wherein households on the waiting list can tour the units if interested. Peel staff arrived on-site and take responsibility for showing the vacant units, processing income verification forms, and managing the bidding process. Households from the waiting list rated the units based on their preferences, and the units were allocated based on interested households' application date.
18. Families accounted for 43 per cent of households housed in 2014, compared to 23 per cent (seniors) and 31 per cent (single adults and couples).

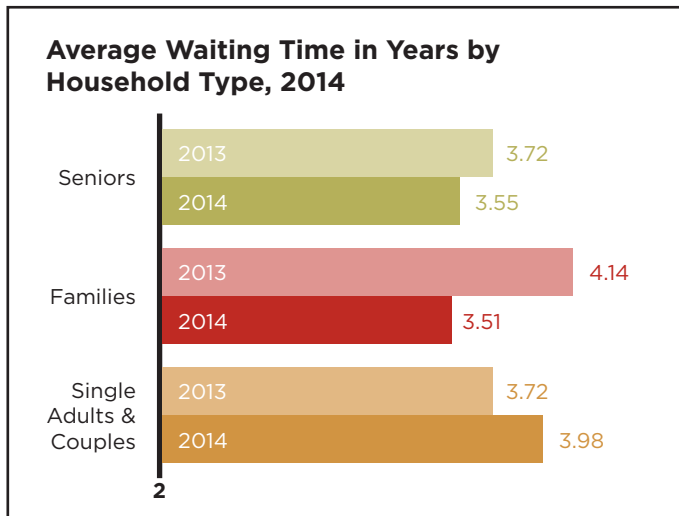
In its pilot, 70 per cent of the families that participated in FIT avoided a shelter stay all together¹⁹. For those that did use an emergency shelter, the majority found new, permanent housing within two weeks. The FIT program also helped to save the Region of Waterloo money – costing an average of \$1,200 per family instead of \$4,150 for a family shelter stay.

» Single adults and couples wait longest

In 2014, more than 2,000 single adults and couples²⁰ joined the waiting list, bringing the total to 62,533. At an over three per cent increase, more single adults and couples joined waiting lists in 2014 than any other household type.

Single adults and couples also waited the longest for housing – an average of 3.98 years. In five regions, average wait times for single adults and couples were more than five years²¹ and, in the Regional Municipality of Niagara, as long as nine years.

In 2014, single adults and couples accounted for 41 per cent of all new applicants, but only 31 per cent of the households that moved into RGI housing.



Trevor's Story

Trevor* is a 34-year-old youth worker living in Toronto. He has been on the waiting list for RGI housing for more than 8 years. As a single adult with no children, he is part of the largest group of applicants on waiting lists in Ontario – and faces the longest wait.

Although Trevor has a good job, he has struggled to afford private market rents and is currently living with his mother in a small apartment. Though Trevor is frustrated by his situation, he recognizes that it's not unique. "I know plenty of people who have been on the waiting list, and they've been on it for the longest time," he says.

"I'm a single man, and I work – if it's this hard for me, I can only imagine how hard it is for everyone else."

19. Lutherwood Housing Services, "Families in Transition Pilot 2013/2014: Evaluation Report," Prepared for: Region of Waterloo, Housing Services (2014).
 20. "Single adults and couples" refers to non-senior single adults and couples whose households do not include children.
 21. The Regional Municipality of Durham, the County of Hastings, the Regional Municipality of Peel, the City of Toronto, the Regional Municipality of York. The City of Ottawa did not provide this data for the 2014 year.

» Unit shortage means longer waits for people with disabilities

Some senior, family, and single adult and couple households are waiting for homes that have been modified for people living with disabilities. These units, called “modified units,” are in short supply and, as a result, applicants for them face longer-than-average wait times in many communities. In 2014, 1,741 applicant households were waiting for a modified unit — up from 1,709 in 2013.

The longer wait for modified units is frequently attributed to the limited number of units and a lack of funding for service managers to renovate other homes that are available. In other cases, the modified units that become available may not meet the specific needs of applicants waiting for housing.



Hyun's Story

Hyun* and his wife have been waiting for RGI housing in Toronto for nearly four years. Because of a disability, Hyun's wife needs assistance with daily tasks. But since they couldn't afford full-time care, Hyun, who is a drywaller by trade, had to stop working to take care of her.

Hyun is currently struggling to afford the monthly rent of \$1,000 for their Scarborough apartment on disability benefits alone. Moreover, their current apartment cannot accommodate his wife's medical needs; the bathroom, for example, is too small to accommodate her walker.

When asked about his wait for housing, Hyun is not optimistic. “We could be waiting for 15 years by the time we get in,” he says. “I'm up against a brick wall: I'm doing everything I can think of, and that's not enough. Do you have to be dying to get affordable housing in this city?”

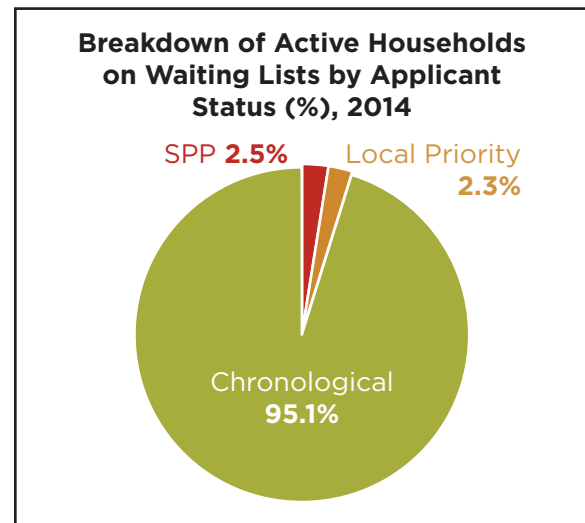
» Even “priority” applicants face delays

In 2014, more than 95 per cent of housing applicants were waiting on a first-come, first-served basis. The rest of the applicants have priority status, which prioritizes their application over the applications of chronological applicants. The provincial government requires the prioritization of applications from households that are fleeing domestic violence. In 2014, there were 3,932 such applicants on housing waiting lists, down from 4,130 households in 2013.

Other prioritized categories for applicants are also possible. In the *Ontario Housing Policy Statement*, the provincial government required that service managers create 10-year housing and homelessness plans based on a “housing first” approach²². In response, 12 service managers reported prioritizing homeless applicants in 2014 and four more²³ are considering doing so as well.

In the end, applicants with priority and chronological applicants are waiting for the same housing units. The prioritization of applicants can result in longer wait times for those without priority. In 2014, less than five per cent of households on the waiting list had priority. But, priority households received more than 30 per cent of the housing units that become available.

It is important to note that even with priority status, applicants face long wait times. The average wait time in Ontario for an applicant fleeing domestic violence was more than eight months, and, in some communities, more than 18 months. Other priority households, such as people experiencing homelessness, waited an average of one year before securing a unit. Considering that these applicants are given priority because they are vulnerable and at-risk, it is safe to say that the current waiting list system is not effectively responding to their immediate need for safe and affordable housing.



Tomas' Story

Tomas,* who recently celebrated his 44th birthday, has been on the waiting list in Toronto for over 4 years. Tomas learned about the waiting list for RGI housing through his mental health caseworker. He is currently homeless. He's able to sleep in shelters occasionally, and spends the rest of the time on the street.

Tomas has been told that his application for housing will be reviewed again in a year, but there's no promises that anything will be available. When asked what he'd like to see change about the waiting list system, his answer is simple: "There needs to be more funding, so that they can make more places."



22. Under the *Housing Services Act*, service managers are allowed to create local priority categories to address pressing needs in their communities.

23. The City of Kawartha Lakes, the District of Sault Ste. Marie Social Services Administration Board, the City of Stratford, and the District of Timiskaming Social Services Administration Board reported considering adding a homeless priority category to their RGI applications.

» Waiting list movement has stalled

In 2014, 17,505 applicant households received housing – a 1.2 per cent decrease from 2013. 2014 is the fourth year in a row that the number of applicant households housed from the waiting list has declined.

A household that joined the waiting list in 2014 will face an average wait of five years for housing, but depending on the area may wait as long as 13 years.

At the same time, approximately three per cent fewer applications were cancelled²⁴ and 6.4 per cent fewer households applied in 2014 than in 2013. While the number of new applications is dropping to pre-recession levels, any celebration is premature.

In 2014, only about six per cent of Ontario's RGI housing units were vacated. Given the low rate of turnover, a chronological applicant who joined the waiting list last year will wait longer than the households who were housed that year.

A household that joined the waiting list in 2014 will face an average wait of five years for housing, but depending on the area may wait as long as 13 years²⁵.

» Service managers are working to help residents in their communities

As waiting lists increase, service managers have implemented innovative new programs to assist households while they wait and improve housing stability for residents in their communities. In [last year's Waiting List Report](#) we profiled the initiatives of a number of service managers, all of which have continued to benefit households in 2014²⁶.

In 2014, 22 service managers confirmed that they had provided financial assistance to low-income households that are at the top of the housing waiting list or are expected to have a long wait for housing. Generally, this assistance was made possible because of federal-provincial housing programs, like the Investment in Affordable Housing (IAH) Program.

Regional Municipality of Halton

The municipality has emerged as a leader in addressing residents' affordability challenges, and reducing the number of households that

remain on the waiting list. In 2014, the Halton In-situ Program was created, which provides a permanent, portable housing allowance to households on the waiting list. Halton partnered with the Province to administer the program, which provides families with greater flexibility by allowing them to remain in their current housing or find another unit in the private market. Households must meet certain criteria to be eligible, and the monthly allowance is based on household income level and rent amount. Because households can receive the allowance for as long as they continue to meet the criteria, these residents are considered "housed" and are therefore removed from Halton's RGI waiting list.

The Halton In-situ Program has transformed waiting list management and has provided clients on Halton Region's waiting list with an element of choice in their housing tenure. It also meets the needs of Halton residents in a more cost effective

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24. Since 2013, ONPHA has defined "cancelled" applications as only those applications that cannot be reactivated (rather than applications that are stalled but may be reactivated if more information is provided).
 25. Waiting times for chronological households applying in 2014 were estimated by calculating how many years it would take for these households to be housed by considering how many chronological households would be housed each year into the future, and how many applications from chronological households with earlier application dates than those applying in 2014 would be cancelled each year. The above was calculated based on the following assumptions: 1. the figures for each of the following are assumed to be consistent with 2014 figures into the future: number of chronological households housed; number of cancelled chronological applications; number of priority applications. 2. Cancelled applications are assumed to be equally distributed by application date.
 26. Service managers that were highlighted included the City of Toronto, the Regional Municipality of Peel, the District of Cochrane Social Services Administration Board, the City of London, the City of Brantford, the Regional Municipality of Niagara, the County of Simcoe and the District of Timiskaming Social Services Administration Board.

manner than traditional waiting list placement.

Halton also developed Halton Housing Help, an integrated program that provides information and supports to local residents and landlords. The program includes free rental listings, a dedicated telephone support service, and one-on-one support for vulnerable clients to assist them in overcoming traditional impediments to successful tenancies in the private market. Moreover, in an effort to proactively keep Halton residents housed, the Housing Stability Team was created, which responds to clients facing housing challenges within 48 hours.

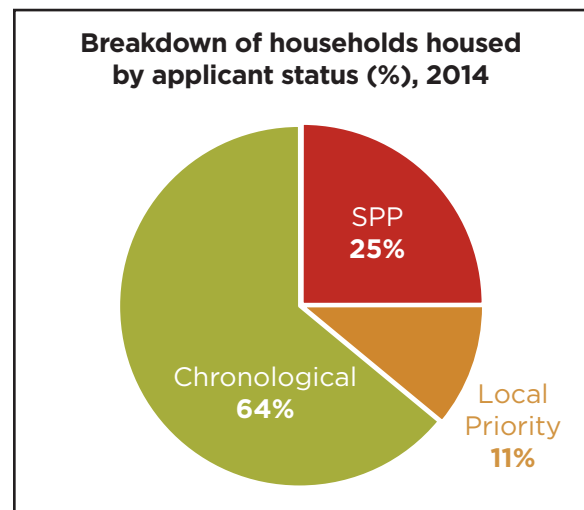
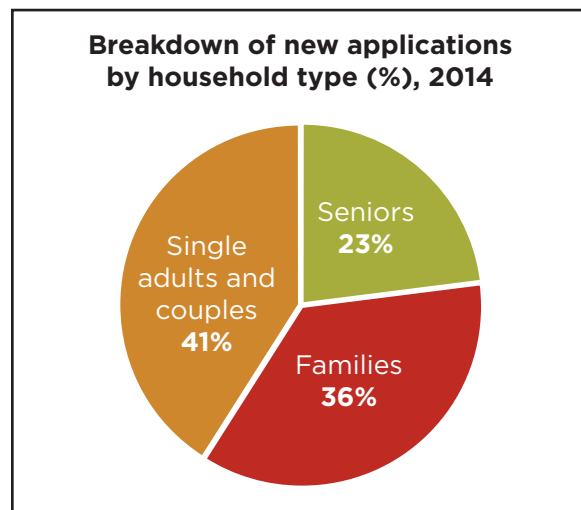
City of Kingston

In Kingston, applicants at the top of the waiting list are offered a rent supplement that will allow them to afford their current home in the private

market. The rent supplement is offered for a period of up to eight years. As a condition of receiving the subsidy the household is removed from the waiting list, but once they have secured the subsidy they can register for the waiting list again, and if they still qualify receive a new chronological date.

Thunder Bay and Manitoulin-Sudbury DSSABs

Similarly, Thunder Bay has created a Housing Security Fund, which offers households financial assistance to remain in their current homes or to secure new private market housing so that they will not have to join the waiting list. Meanwhile, the Manitoulin-Sudbury District Social Services Administration Board has implemented a Direct Shelter Subsidy program, which provides Ontario Works (OW) recipients with up to \$200 per month in additional income to enable them to find housing.



Sarah's Story

Sarah* came to Canada over 20 years ago from Israel to start a family. For two decades, she was caught in an abusive marriage. When she was finally able to leave, she found that she could not afford average rents in Toronto, despite working multiple jobs. At the time, Sarah did not know about shelters for victims of domestic violence, or about the waiting list for RGI housing. She finally found a bachelor apartment in her price range, but was forced to move again when her landlord raised the rent.

After several years, Sarah learned about the waiting list through a community agency. Just last November, Sarah secured an RGI unit in a quiet rental community. She describes her new home as a "sanctuary": "It's only three months I've been living here, but I feel free. Life was very bitter for a long time, but it is sweet now."

CONCLUSION

Since ONPHA began reporting waiting list data in 2004, the number of people waiting for affordable housing in Ontario has grown by more than 40,000 households. If current trends continue, waiting lists will increase at an even faster rate over the next decade.

In this report we profiled households that have secured affordable housing from the waiting list and the powerful impact it has had on their lives. We also shared the stories of people who are stuck on waiting lists and continue to struggle to meet their most basic needs. With the average food bank visitor in Ontario spending 71 per cent of their income on housing costs²⁷, it is clear that investing in affordable housing is the key to helping households lead healthy, happy and productive lives.

For the Ontario government, reducing child and youth poverty, supporting victims of domestic violence and ending homelessness are top priorities²⁸. At the federal level, job growth and infrastructure development have dominated the policy agenda²⁹. According to recent evidence, affordable housing is an important government investment that makes economic sense³⁰. Senior levels of government will not be able to meet the above goals unless Ontarians have stable and affordable homes in which to grow and thrive.

The upcoming federal election provides an opportunity to deliver this message straight to Ottawa. Sustainable funding for affordable housing from all levels of government is necessary in order to build a strong economy, vibrant communities and a prosperous nation of which we can all be proud.

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27. Ontario Association of Food Banks, *Going Hungry to Pay the Bills: The Root Causes behind the Pervasive Cycle of Poverty in Ontario*, Hunger Report (2014).
 28. See *Realizing Our Potential: Ontario's Poverty Reduction Strategy 2014-2019* (2014); *It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment* (2015); "News Release: Ontario Allocated \$587 Million to Help End Homelessness," Newsroom (30 March 2015).
 29. Government of Canada, "Seizing Canada's Moment: Prosperity and Opportunity in an Uncertain World," Speech from the Throne (2013); "PM Announces New Infrastructure Investments across Canada," News Release (24 November 2014).
 30. The recently-released Economic Impact Study of Toronto Community Housing stock revealed that federal and provincial investment in capital repairs would generate 14,000 jobs each year for the first 10 years of TCH's revitalization plan, as well as attracting \$5 billion in private investment "multiplier" effects for communities. Governments will also save \$3.8 billion in avoided healthcare costs and experience a 15 per cent decrease in neighbourhood crime. By contrast, if no investments in affordable housing are made in Toronto, homelessness will double by the year 2024. See: Canadian Centre for Economic Analysis, *Socio-Economic Analysis: Value of Toronto Community Housing's 10 Year Capital Investment Plan and Revitalization* (March 2015); Notes for remarks by Greg Spearn, Toronto Community Housing, "The Business Case for Investing in Social Housing," at the Toronto Region Board of Trade (March 31, 2015).

APPENDIX A: METHODOLOGY

» About the 2015 ONPHA Waiting Lists Survey

The 2015 *ONPHA Waiting Lists Survey* (“the survey”) was distributed to centralized waiting list administrators in Ontario’s 47 Consolidated Municipal Service Manager (“service manager”) areas. Vink Consulting conducted the survey, and analyzed the results on behalf of ONPHA. The surveys were distributed in December 2014.

Respondents were asked questions about the administration of their rent-g geared-to-income (RGI) housing waiting list and about the applicants on that list as of December 31, 2014. 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 2014 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;
- whether or not their organization is considering implementing a choice-based letting model for administering their waiting list;
- if wait times vary significantly within their service manager area depending on the community;

- if their area lacks enough modified units for people with disabilities, or lacks the financial resources to modify existing available units;
- if there were any challenges that might have affected their 2014 data;
- if, as a service manager, they have undertaken any new housing-based initiatives that will:
 - » move households off the centralized waiting list more quickly;
 - » prevent new households from joining the centralized waiting list;
 - » provide households with a time-limited or fixed amount housing benefit or assistance while they wait; and,
 - » collect information about how applicants meet their basic needs while waiting.

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

» Responses

Complete waiting list data was received from 43 of 47 service manager areas. The Kenora District Services Board and the District Municipality of Muskoka were unable to complete the survey this year due to changes in staffing and with their waiting list management systems. ONPHA did not receive a response this year from the City of

Ottawa or from the County of Oxford, which also did not complete the survey last year.

Thirty-eight service managers completed the qualitative questions that were also included in the survey.

» 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 Kenora District Services Board, the District Municipality of Muskoka, the City of Ottawa and the County of Oxford, Vink Consulting adjusted their totals from the previous year (and from 2013 figures published by the County of Oxford) for eligible applicants, new applicants, housed

applicants, and cancelled applications based on each category's overall change provincially from 2013 to 2014.

This year, service managers were also asked by ONPHA staff to verify their data submissions in March 2015. The purpose of this process was to ensure that no mistakes were made in data collection, as well as to capture any revisions that service managers had made to their data sets after initial submission.

» Limitations

Waiting list numbers as a proxy for the 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 Program, or homeownership assistance available under the same program. It is also important to note that some households on RGI housing waiting lists are receiving a fixed-amount housing benefit assistance or time-limited RGI housing while they are on the waiting list.

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.

Wait times vary within service manager areas

A number of service managers noted that the overall average wait times for their service area may not be representative of the actual wait in certain parts of the region. For example, the City of Peterborough noted that wait times in the county are significantly lower than those in the city (an average wait of 2.33 years in the county, versus 11.66 years in the city). Similarly the County of Renfrew and the District of Parry Sound Social Services Administration Board noted that the average wait times for their regions can significantly underestimate the actual wait time in parts of their service area where demand is high and housing supply is limited.

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.

The number of new applications reported is likely an underestimate as the data on the number of new applications for some service managers does not include households who applied and were housed in the same year due to the technology limitations of their waiting list management systems.

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 areas³¹.

31. The definitions of applicant statuses such as "transfer", "pending", "cancelled", "housed", or "household" may vary between service managers and can impact comparison. Similarly, service managers may define "modified units" differently. Service manager categorization of applicants by household composition or size of unit can impact their ability to accurately report by household type. For example, if a service manager 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 unit. In other instances, service managers 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, 2014, 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 2014.

Cancelled Applications:

For the purposes of this survey, household applications that have been cancelled in 2014 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:

A Consolidated Municipal Service Manager, or “service manager”, is a designated municipality that is the service delivery agent for affordable and social housing and certain other programs within its area. Service managers 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:

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

Housed Households:

Households that were housed in social or RGI housing during 2014.

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 least one child living in the same dwelling. Families are eligible for units with multiple bedrooms.

New applications:

New applications received in 2014, which are deemed eligible.

Persistent Core Housing Need:

A household that spends three or more continual 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

Table 1: Active households on RGI waiting lists as of December 31, 2014

Service Manager	Active HH 2014	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	308	724	695	700	310	291	247	255	209	240	248	260
Brantford	1,104	1,147	947	899	877	907	1,233	1,257	1,022	1,232	971	1,415
Bruce	295	200	264	311	203	180	140	166	189	137	119	137
Chatham Kent	479	263	304	371	321	305	308	235	277	216	150	228
Cochrane	1,583	1,586	1,458	1,720	1,944	1,772	1,840	1,615	1,717	1,225	1,020	727
Cornwall	754	783	871	860	792	764	792	755	667	588	519	472
Dufferin	461	433	462	427	511	387	433	467	516	470	440	454
Durham	5,458	5,237	4,751	4,348	4,260	3,926	3,922	3,650	3,644	4,543	4,188	3,775
Grey County	406	490	653	795	679	741	713	630	652	652	656	588
Halton	3,906	4,179	3,398	3,153	2,140	1,931	1,888	1,906	2,054	1,606	1,702	2,333
Hamilton	5,654	5,635	4,762	6,062	5,364	5,045	4,166	3,904	3,817	4,375	4,863	4,362
Hastings	1,451	1,486	1,315	1,359	1,519	1,366	1,235	946	855	855	1,065	855
Huron	219	210	214	342	226	237	172	183	309	190	143	145
Kawartha Lakes	777	556	579	531	531	444	546	498	600	683	560	604
Kenora	381	373	358	451	382	546	452	621	494	499	640	712
Kingston	1,213	1,110	1,176	1,156	1,169	1,070	1,090	1,012	1,062	956	952	1,001
Lambton	324	342	466	537	508	529	453	483	434	403	378	265
Lanark	375	424	414	237	472	411	510	345	276	304	319	302
Leeds and Grenville	302	329	461	527	483	424	679	480	435	468	464	469
Lennox and Addington	426	418	373	304	407	224	427	572	731	644	489	439
London	2,807	2,341	2,172	3,090	4,037	4,265	3,852	3,377	3,440	3,963	3,735	4,451
Manitoulin- Sudbury	437	350	619	274	310	214	180	226	174	161	142	91
Muskoka	664	650	620	599	523	463	430	361	313	281	263	248
Niagara	5,772	6,016	5,831	5,567	5,543	4,611	4,247	4,264	4,743	4,201	4,049	3,870
Nipissing	1,185	1,068	1,032	1,028	980	1,057	987	923	900	1,114	1,088	992
Norfolk	361	282	266	271	280	277	279	186	297	272	304	405
Northumberland	325	273	353	285	202	212	230	251	279	238	248	277
Ottawa	10,312	10,089	9,717	10,097	10,502	10,235	9,692	9,370	10,055	9,922	10,516	11,461
Oxford	1,200	707	679	670	297	241	160	171	140	215	237	197
Parry Sound	350	413	387	374	374	430	382	417	385	331	341	335
Peel	11,998	12,630	12,850	12,853	15,341	14,436	13,328	13,564	12,389	14,101	14,361	13,457
Peterborough	1,503	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	537	543	511	1,055	430	388	407	324	403	365	244	318
Rainy River	244	79	113	110	29	37	24	44	52	52	76	71
Renfrew	814	811	911	877	699	680	560	552	619	569	551	620
Sault Ste. Marie	1,274	1,125	1,168	1,103	1,049	1,063	983	597	473	459	374	374
Simcoe	2,921	2,800	2,725	2,482	2,665	3,245	3,224	3,317	3,048	2,479	2,160	2,489
Stratford	175	188	149	123	147	182	155	133	188	185	189	267
St. Thomas	312	302	218	300	267	272	245	222	185	254	287	231
Sudbury	1,068	1,021	1,476	1,885	1,941	1,396	2,154	1,878	1,634	1,357	1,312	1,230
Thunder Bay	1,340	1,185	1,790	1,420	1,226	1,127	610	446	640	620	813	441
Timiskaming	410	529	526	459	565	314	457	266	276	310	182	170
Toronto	78,392	77,109	72,696	69,342	66,460	60,197	52,257	49,468	47,930	48,041	49,329	50,218
Waterloo	2,962	2,719	3,162	3,280	2,737	3,015	3,100	3,235	3,448	2,529	3,238	3,454
Wellington	1,242	1,333	1,147	1,320	1,261	1,531	1,280	1,370	896	989	1,584	2,018
Windsor	2,775	2,500	2,360	2,019	1,899	2,094	1,809	2,031	2,031	2,168	2,007	1,747
York	11,455	10,580	9,496	8,688	7,626	6,685	5,833	5,564	5,340	5,462	5,767	5,589
Totals	168,711	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	2.2%	4.2%	1.3%	2.8%	7.4%	9.6%	4.2%	1.9%	-0.6%	-1.9%	-1.0%	n/a

* In this and following tables, data is based on responses from 43 of 47 Service Managers, with substitutions calculated for Kenora, Muskoka, Ottawa, whose 2013 figures were inflated based on the province-wide rate of waiting list growth from 2013 to 2014. The County of Oxford's 2014 figures were based on figures published by the County in November 2013.

Table 2: Proportion of total active households on Ontario RGI waiting lists, and per cent change from previous year

Service Manager	% of Total Active HH	% Change 2013 to 2014	% of Total Active HH	% Change 2012 to 2013	% of Total Active HH	% Change 2011 to 2012	% of Total Active HH	% Change 2010 to 2011	% Change 2009 to 2010
Algoma	0.2%	-59.8%	0.4%		0.4%	-0.7%	0.4%	125.8%	6.5%
Brantford	0.7%	-4.5%	0.7%	21.1%	0.6%	5.3%	0.6%	2.5%	-3.3%
Bruce	0.2%	36.0%	0.1%	-24.2%	0.2%	-15.1%	0.2%	53.2%	12.8%
Chatham Kent	0.3%	71.1%	0.2%	-13.5%	0.2%	-18.1%	0.2%	15.6%	5.2%
Cochrane	0.9%	-0.2%	1.0%	8.8%	0.9%	-15.2%	1.1%	-11.5%	9.7%
Cornwall	0.4%	-3.3%	0.5%	-10.1%	0.5%	1.3%	0.6%	8.6%	3.7%
Dufferin	0.3%	6.1%	0.3%	-6.3%	0.3%	8.2%	0.3%	-16.4%	32.0%
Durham	3.2%	4.7%	3.2%	10.2%	3.0%	9.3%	2.8%	2.1%	8.5%
Grey County	0.2%	-12.9%	0.3%	-25.0%	0.4%	-17.9%	0.5%	17.1%	-8.4%
Halton	2.3%	-8.0%	2.5%	23.0%	2.1%	7.8%	2.0%	47.3%	10.8%
Hamilton	3.4%	0.4%	3.4%	18.3%	3.0%	-21.4%	3.9%	13.0%	6.3%
Hastings	0.9%	-2.7%	0.9%	13.0%	0.8%	-3.2%	0.9%	-10.5%	11.2%
Huron	0.1%	4.2%	0.1%	-1.9%	0.1%	-37.4%	0.2%	51.3%	-4.6%
Kawartha Lakes	0.5%	38.2%	0.3%	-4.0%	0.4%	9.0%	0.3%	0.0%	19.6%
Kenora	0.2%	2.3%	0.2%	4.1%	0.2%	-20.6%	0.3%	18.1%	-30.0%
Kingston	0.7%	8.8%	0.7%	-5.6%	0.7%	1.7%	0.7%	-1.1%	9.3%
Lambton	0.2%	-3.9%	0.2%	-26.6%	0.3%	-13.2%	0.3%	5.7%	-4.0%
Lanark	0.2%	-11.8%	0.3%	2.4%	0.3%	74.7%	0.2%	-49.8%	14.8%
Leeds and Grenville	0.2%	-5.9%	0.2%	-28.6%	0.3%	-12.5%	0.3%	9.1%	13.9%
Lennox and Addington	0.3%	2.1%	0.3%	12.1%	0.2%	22.7%	0.2%	-25.3%	81.7%
London	1.7%	21.5%	1.4%	7.8%	1.4%	-29.7%	2.0%	-23.5%	-5.3%
Manitowlin-Sudbury	0.3%	14.1%	0.2%	-43.5%	0.4%	125.9%	0.2%	-11.6%	44.9%
Muskoka	0.4%	2.3%	0.4%	4.8%	0.4%	3.5%	0.4%	14.5%	13.0%
Niagara	3.4%	-4.2%	3.6%	3.2%	3.7%	4.7%	3.6%	0.4%	20.2%
Nipissing	0.7%	11.3%	0.6%	3.5%	0.7%	0.4%	0.7%	4.9%	-7.3%
Norfolk	0.2%	29.7%	0.2%	6.0%	0.2%	-1.8%	0.2%	-3.2%	1.1%
Northumberland	0.2%	14.7%	0.2%	-22.7%	0.2%	23.9%	0.2%	41.1%	-4.7%
Ottawa	6.1%	2.3%	6.1%	3.8%	6.1%	-3.8%	6.5%	-3.9%	2.6%
Oxford	0.7%	72.6%	0.4%	4.1%	0.4%	1.3%	0.4%	125.6%	23.2%
Parry Sound	0.2%	-16.3%	0.3%	6.7%	0.2%	3.5%	0.2%	0.0%	-13.0%
Peel	7.1%	-4.9%	7.7%	-1.7%	8.1%	0.0%	8.2%	-16.2%	6.3%
Peterborough	0.9%	0.1%	0.9%	-3.2%	1.0%	-8.7%	1.1%	6.8%	8.2%
Prescott and Russell	0.3%	-1.2%	0.3%	6.3%	0.3%	-51.6%	0.7%	145.3%	10.8%
Rainy River	0.1%	146.0%	0.0%	-30.1%	0.1%	2.7%	0.1%	279.3%	-21.6%
Renfrew	0.5%	0.3%	0.5%	-11.0%	0.6%	3.9%	0.6%	25.5%	2.8%
Sault Ste. Marie	0.8%	12.8%	0.7%	-3.7%	0.7%	5.9%	0.7%	5.1%	-1.3%
Simcoe	1.7%	4.4%	1.7%	2.8%	1.7%	9.8%	1.6%	-6.9%	-17.9%
Stratford	0.1%	-8.7%	0.1%	26.2%	0.1%	21.1%	0.1%	-16.3%	-19.2%
St. Thomas	0.2%	4.6%	0.2%	38.5%	0.1%	-27.3%	0.2%	12.4%	-1.8%
Sudbury	0.6%	3.2%	0.6%	-30.8%	0.9%	-21.7%	1.2%	-2.9%	39.0%
Thunder Bay	0.8%	8.7%	0.7%	-33.8%	1.1%	26.1%	0.9%	15.8%	8.8%
Timiskaming	0.2%	-22.6%	0.3%	0.6%	0.3%	14.6%	0.3%	-18.8%	79.9%
Toronto	46.5%	1.8%	46.7%	6.1%	45.9%	4.8%	44.3%	4.3%	10.4%
Waterloo	1.8%	7.7%	1.6%	-14.0%	2.0%	-3.6%	2.1%	19.8%	-9.2%
Wellington	0.7%	-7.9%	0.8%	16.2%	0.7%	-13.1%	0.8%	4.7%	-17.6%
Windsor	1.6%	11.7%	1.5%	5.9%	1.5%	16.9%	1.3%	6.3%	-9.3%
York	6.8%	9.2%	6.4%	11.4%	6.0%	9.3%	5.6%	13.9%	14.1%
Totals	100.0%	2.2%	100.0%	4.2%	100.0%	1.3%	100.0%	2.8%	7.4%

Table 3: Applicant status of active households as of December 31, 2014

Service Manager	Active Households by Applicant Status				Offers a Local Priority	Average Wait Time in Years	
	Special Priority Policy (SPP)	Local Priority	Chronological	Modified		Special Priority Policy (SPP)	Local Priority
Algoma	20		288		N	0.38	0.00
Brantford	31		1073	38	N	0.50	N/A
Bruce	11		177	N/A	N	0.18	0.00
Chatham Kent	3	24	246	3	Y	0.16	0.41
Cochrane	5	32	1546	N/A	Y	0.79	1.96
Cornwall	24		730	5	N	0.30	N/A
Dufferin	23		438	4	N	0.77	0.00
Durham	322	3	5133	60	Y	1.23	0.93
Grey County	8		398	3	N	0.29	N/A
Halton	93	375	3439	93	Y	0.60	2.00
Hamilton	202	204	5248	97	Y	0.70	1.20
Hastings	30	151	1270	48	Y	0.90	1.12
Huron	6	0	213	3	N	0.50	N/A
Kawartha Lakes	14	79	684	18	Y	0.54	2.26
Kenora							
Kingston	56	65	1092	18	Y	0.67	0.90
Lambton	6	N/A	318	11	N	0.35	N/A
Lanark	29	0	346	17	N	0.47	N/A
Leeds and Grenville	4	0	298	0	N	0.20	N/A
Lennox and Addington	26	N/A	400	2	N	0.20	N/A
London	41	663	2103	32	Y	0.47	0.95
Manitoulin-Sudbury	6	58	373	2	Y	0.35	1.16
Muskoka	15	117	533	3			
Niagara	115	240	4816	N/A	Y	0.92	1.50
Nipissing	45	56	1084	N/A	Y	0.97	1.83
Norfolk	31	N/A	330	10	N	0.38	N/A
Northumberland	3	0	322	13	N	0.59	N/A
Ottawa	109	1131	9077	165			
Oxford							
Parry Sound	2	0	348	2	N	0.50	N/A
Peel	560	30	11408	121	Y	1.40	0.90
Peterborough	24	0	1479	116	N	0.65	N/A
Prescott and Russell	15	13	509	6	N	0.91	N/A
Rainy River	8	0	236	2	N	0.23	N/A
Renfrew	33	N/A	781	N/A	N	0.40	N/A
Sault Ste. Marie	96	0	1468	18	Y	0.08	0.00
Simcoe	127	N/A	2794	21	N	0.75	N/A
Stratford	6	5	164	0	Y	0.22	0.20
St. Thomas	13	6	293	12	Y	0.42	0.34
Sudbury	4	1	1063	19	Y	0.18	0.27
Thunder Bay	13	72	1255	21	Y	0.66	1.38
Timiskaming	0	0	410	3	N	0.04	N/A
Toronto	1570	535	76287	586	Y	0.70	0.80
Waterloo	23	174	2765	36	Y	0.25	0.52
Wellington	36	12	1194	25	Y	0.30	0.60
Windsor	45	255	2475	2	Y	0.19	0.21
York	78	24	11353	106	Y	1.55	4.43
Totals	3932	4325	158257	1741	23		

* Figures are missing for Kenora and Oxford due to incomplete information.

Table 4: Household type of active households as of December 31, 2014

Service Manager	Active Households by Household Type			Average Wait Time in Years		
	Seniors	Families	Single Adults and Couples	Seniors	Families	Single Adults and Couples
Algoma	91	90	127	1.04	0.90	1.00
Brantford	263	369	472	1.67	1.25	1.58
Bruce	116	61	118	1.12	0.50	0.71
Chatham Kent	203	100	176	1.91	0.52	2.48
Cochrane	623	495	465	3.16	1.24	3.37
Cornwall	175	199	380	1.20	1.20	2.70
Dufferin	151	103	207	2.90	3.50	3.10
Durham	925	2360	2173	4.03	5.28	5.33
Grey County	99	80	227	1.82	1.00	1.61
Halton	1215	1608	1083	2.50	4.30	5.00
Hamilton	591	2493	2564	2.60	4.00	2.40
Hastings	206	458	787	1.51	2.62	6.00
Huron	32	70	117	1.00	1.00	2.50
Kawartha Lakes	210	171	396	2.22	2.08	2.68
Kenora						
Kingston	137	354	722	1.35	1.29	3.87
Lambton	35	42	247	0.41	0.54	1.30
Lanark	65	82	228	3.40	1.10	2.30
Leeds and Grenville	101	61	140	1.68	0.48	0.98
Lennox and Addington	35	114	277	3.20	1.40	1.40
London	265	1002	1540	1.11	1.63	1.77
Manitoulin-Sudbury	191	93	153	2.42	0.98	0.59
Muskoka	128	187	350			
Niagara	2253	1788	1731	4.00	5.50	9.00
Nipissing	387	308	490	1.64	1.10	1.98
Norfolk	94	71	196	1.50	0.75	4.50
Northumberland	79	73	173	1.71	1.58	1.64
Ottawa	2133	3750	4434			
Oxford						
Parry Sound	68	86	196	4.10	3.10	3.30
Peel	3100	5999	2899	4.90	5.70	5.20
Peterborough	320	313	870	5.33	2.50	3.10
Prescott and Russell	165	161	211	1.42	1.11	0.90
Rainy River	44	84	116	0.25	0.60	0.76
Renfrew	212	222	380	2.91	1.60	3.00
Sault Ste. Marie	193	359	722	1.50	0.75	1.50
Simcoe	938	740	1243	3.90	3.10	4.10
Stratford	21	49	105	0.08	0.38	0.53
St. Thomas	41	119	152	1.27	1.13	2.04
Sudbury	149	147	772	3.24	0.57	2.10
Thunder Bay	172	379	789	1.19	1.48	1.14
Timiskaming	74	52	284	2.93	0.54	1.75
Toronto	26403	23398	28591	5.00	8.40	6.50
Waterloo	655	1281	1026	2.44	2.94	4.19
Wellington	210	465	567	1.90	1.30	1.90
Windsor	384	1046	1345	1.56	1.56	1.83
York	6343	2820	2292	6.44	6.73	8.34
Totals	50295	54302	62533			

* Figures are missing for Kenora and Oxford due to incomplete information.

Table 5: Households housed, new and cancelled applications January 1 – December 31, 2014

Service Manager	Number of Households		
	Housed	New Applications	Cancelled Applications
Algoma	99	241	31
Brantford	236	1047	775
Bruce	111	360	98
Chatham Kent	197	826	289
Cochrane	311	916	513
Cornwall	231	433	378
Dufferin	87	252	297
Durham	275	1662	1245
Grey County	190	497	353
Halton	375	2299	2197
Hamilton	906	3117	345
Hastings	305	560	377
Huron	69	243	129
Kawartha Lakes	133	420	153
Kenora	164	200	231
Kingston	183	594	192
Lambton	208	179	135
Lanark	84	131	130
Leeds and Grenville	175	520	340
Lennox and Addington	93	278	199
London	744	1276	665
Manitoulin-Sudbury	47	218	97
Muskoka	68	217	219
Niagara	663	2084	1673
Nipissing	167	724	538
Norfolk	141	304	89
Northumberland	93	203	18
Ottawa	1879	4635	3113
Oxford	157	827	242
Parry Sound	30	125	93
Peel	1506	3451	3995
Peterborough	147	763	487
Prescott and Russell	124	319	199
Rainy River	74	84	28
Renfrew	125	180	157
Sault Ste. Marie	344	851	485
Simcoe	312	1523	1061
Stratford	215	339	127
St. Thomas	147	269	76
Sudbury	467	876	446
Thunder Bay	312	531	241
Timiskaming	86	128	334
Toronto	3122	13584	9432
Waterloo	728	1919	1427
Wellington	350	1057	811
Windsor	714	2118	1258
York	312	2529	1728
Totals	17505	55908	37446

Table 6: Chronological waiting times, as of December 31, 2014

Service Manager	Chronological Wait time
Algoma	0.96
Brantford	2.75
Bruce	0.83
Chatham Kent	1.10
Cochrane	2.30
Cornwall	1.30
Dufferin	3.20
Durham	4.59
Grey County	1.50
Halton	4.00
Hamilton	2.90
Hastings	2.24
Huron	N/A
Kawartha Lakes	2.37
Kenora	
Kingston	1.48
Lambton	0.90
Lanark	1.70
Leeds and Grenville	1.45
Lennox and Addington	1.90
London	1.56
Manitoulin-Sudbury	0.80
Muskoka	4.17
Niagara	6.00
Nipissing	1.49
Norfolk	2.00
Northumberland	1.64
Ottawa	4.96
Oxford	
Parry Sound	3.40
Peel	5.30
Peterborough	3.63
Prescott and Russell	1.23
Rainy River	0.60
Renfrew	2.10
Sault Ste. Marie	1.50
Simcoe	3.60
Stratford	0.45
St. Thomas	1.89
Sudbury	1.23
Thunder Bay	1.28
Timiskaming	1.61
Toronto	7.00
Waterloo	3.23
Wellington	1.70
Windsor	1.74
York	6.55

* Wait times are not available for Kenora due to several years of incomplete waiting list surveys.

* Due to incomplete information from the Service Manager (Ottawa), these wait times are assumed to be consistent with 2013 data.

* Wait times are not available for Oxford due to several years of incomplete waiting list surveys.

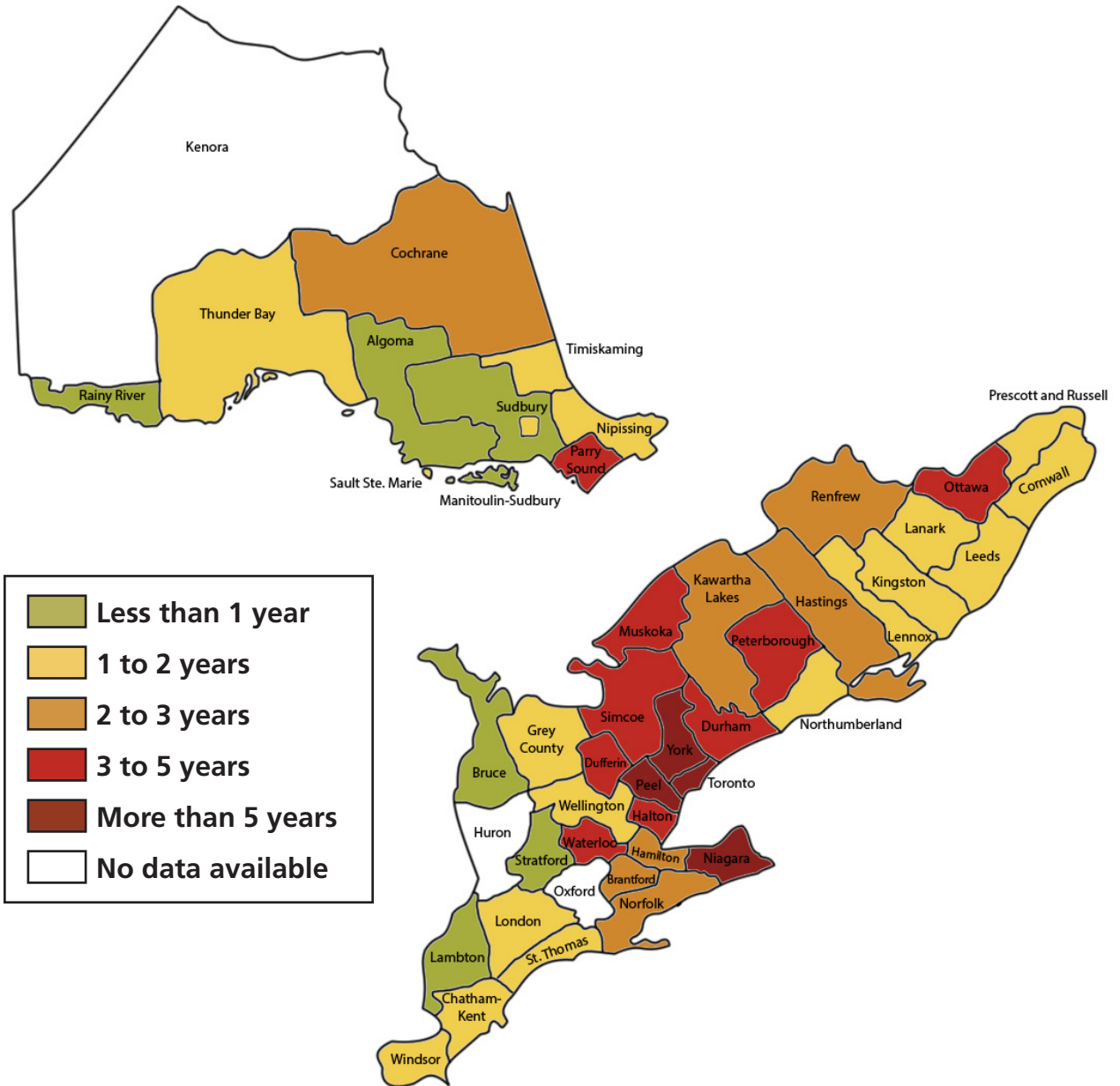
Table 7: Responses

Question	Number of Responses in 2014	Number of Responses in 2013	Number of Responses in 2012	Number of Responses in 2011	Question	Number of Responses in 2014	Number of Responses in 2013	Number of Responses in 2012	Number of Responses in 2011
Presence of Local Priorities	22	27	32	26					
Active Households					Cancelled Applications				
Total Eligible Active Households	43	44	45	47	Total Cancelled Applications	43	44	45	46
Senior Active Households	43	44	45	47	Cancelled Senior Applications	43	43	41	38
Family Active Households	43	44	n/a		Housed Family Applicants	43	43	n/a	
Childless Couples and Non-Senior Single Active Households	43	44	n/a		Housed Childless Couples and Non-Senior Single Applicants	43	43	n/a	
SPP Active Households	43	44	45	44	Cancelled SPP Applications	42	40	36	36
Local Priority Active Households	15	24	27	23	Cancelled Local Priority Applications	14	24	22	20
Modified Active Households	36	34	29	n/a	Cancelled Modified Applications	36	32	18	n/a
Chronological Active Households	39	44	41	44	Cancelled Chronological Applications		40	35	36
New Applicants					Wait Times				
Total New Applicants	43	45	45	44	All Housed Applicants	42	42	36	45
New Senior Applicants	43	45	41	41	SPP	43	43	44	40
New Family Applicants	43	45	n/a		Local Priority	20		28	22
New Childless Couples and Non-Senior Single Applicants	43	45	n/a		Seniors	43	43	44	38
New SPP Applicants	42	43	43	41	Families	43	43	n/a	
New Local Priority Applicants	14	23	26	20	Childless Couples and Non-Senior Singles	43	33	n/a	
New Modified Applicants	36	33	24	n/a					
New Chronological Applicants	39	43	37	38					
Applicants Housed									
Total Applicants Housed	43	44	45	46					
Housed Senior Applicants	43	44	45	44					
Housed Family Applicants	43	44	n/a						
Housed Childless Couples and Non-Senior Single Applicants	43	44	n/a						
Housed SPP Applicants	43	44	45	45					
Housed Local Priority Applicants	15	25	28	25					
Housed Modified Applicants	36	33	24	n/a					
Housed Chronological Applicants	39	44	40	44					

Table 8: Per cent of households in each service manager area currently on the area's RGI waiting list

Service Manager	Total Households (2011)	Active Households on WL	% of Households on WL
Algoma	13,505	308	2%
Brantford	48,600	1,104	2%
Bruce	24,790	295	1%
Chatham Kent	40,085	479	1%
Cochrane	32,060	1,583	5%
Cornwall	43,520	754	2%
Dufferin	18,930	461	2%
Durham	204,300	5,458	3%
Grey County	34,835	406	1%
Halton	171,940	3,906	2%
Hamilton	194,335	5,654	3%
Hastings	51,945	1,451	3%
Huron	21,170	219	1%
Kawartha Lakes	34,835	777	2%
Kenora	17,600	381	2%
Kingston	59,395	1,213	2%
Lambton	48,925	324	1%
Lanark	25,430	375	1%
Leeds and Grenville	38,975	302	1%
Lennox and Addington	15,360	426	3%
London	169,060	2,807	2%
Manitoulin-Sudbury	11,915	437	4%
Muskoka	22,505	664	3%
Niagara	167,615	5,772	3%
Nipissing	33,855	1,185	4%
Norfolk	39,225	361	1%
Northumberland	31,025	325	1%
Ottawa	338,120	10,312	3%
Oxford	38,935	1,200	3%
Parry Sound	16,845	350	2%
Peel	381,720	11,998	3%
Peterborough	52,150	1,503	3%
Prescott and Russell	31,240	537	2%
Rainy River	7,140	244	3%
Renfrew	39,280	814	2%
Sault Ste. Marie	34,335	1,274	4%
Simcoe	160,700	2,921	2%
Stratford	26,945	175	1%
St. Thomas	30,965	312	1%
Sudbury	64,980	1,068	2%
Thunder Bay	59,165	1,340	2%
Timiskaming	13,335	410	3%
Toronto	970,900	78,392	8%
Waterloo	183,215	2,962	2%
Wellington	74,305	1,242	2%
Windsor	144,270	2,775	2%
York	305,870	11,455	4%

Map: Average waiting time for RGI housing, by service manager



3.83

**years is the average length of time
an applicant who was housed in 2014
waited for RGI housing.**



ONPHA

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