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2016 WAITING LISTS SURVEY REPORT

ONPHA'S *final* REPORT ON WAITING LISTS

STATISTICS FOR ONTARIO



who WE ARE

Founded in 1988, ONPHA is an independent association funded and directed by its members. We believe that secure, decent and affordable housing is a human right and fundamental social determinant of health. It has the power to change lives and is the foundation of vibrant and successful communities.

what WE DO

As advocates, we raise awareness of the critical role that affordable rental housing plays in Ontario. As capacity builders, we educate our members and offer them the training and resources they need to develop their skills and offer their tenants high-quality homes. As an association, we bring our members together and recognize and celebrate their diversity and the incredible work they do every day.

OUR *members*

ONPHA is home to more than 700 non-profit housing providers. From Windsor to Cornwall, Toronto to Thunder Bay, our members house more than 400,000 people in 163,000 homes across 220 Ontario communities. They are a critical part of the fabric of every community and provide decent, affordable homes to low and moderate income households. Many of our members provide specialized housing and support services for Ontarians who need help to enjoy a successful tenancy.

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Introduction

The Ontario Non-Profit Housing Association (ONPHA) began collecting data from waiting lists for rent-gear-to-income housing (RGI housing)¹ in 2003. At the time, Ottawa and Queen’s Park had vastly reduced their housing investments², even though demand for affordable housing was growing. While the economy boomed and housing markets soared, thousands of Ontarians struggled to keep a roof over their heads.

Many of these households joined housing waiting lists in the hopes of finding relief from high housing costs. Until recently, RGI housing – where households pay rent based on 30 per cent of their gross income – was the predominant form of housing assistance for low and moderate-income Ontarians. By summarizing and reporting annual data from waiting lists across the province, ONPHA helped spark a conversation about the urgent need for affordable rental housing.

Since 2003, demand for RGI housing has skyrocketed. This year, we learned that 171,360 households are waiting for help in Ontario³ – an increase of more than 45,000 households in little over a decade⁴. Average provincial wait times for housing have climbed to nearly four years, and are significantly longer in many cities⁵. The increase in applicants and wait times is fueled by several factors: population growth, low vacancy rates, and low levels of rental housing production⁶, despite strong demand⁷.

Approaches to tackling unaffordable housing have also changed, resulting in a renewed focus on “local solutions to local problems.” Municipal and regional service managers, who are responsible for administering and delivering most of the province’s housing and homelessness services, are also tasked with developing strategies to meet the housing needs of their communities⁸. The result has been a range of unique housing programs that are innovative and effective⁹, but difficult to compare across jurisdictions.

1. Rent-gear-to-income (RGI) assistance is a housing subsidy that is administered by local and regional governments (service managers) across Ontario. To be eligible for RGI housing, applicants must have an income that is below the Household Income Limits for the local area, which are set out in Regulation 370/11 of Ontario’s *Housing Services Act*. By receiving RGI, renter households are able to pay rent based on 30 per cent of the household’s gross monthly income (except for tenants receiving social assistance, who pay rent based on the shelter allowance amount defined by the Ontario government). The majority of RGI subsidies are tied to units in social housing (provided by public, non-profit, and co-operative organizations), though some subsidies are available for units in the private rental market.
2. In 1993, the federal government announced it would no longer fund any new social housing. In 1995, the newly-elected Ontario Government cancelled the provincial housing program. 1996 to 2000 marked the first extended period in 50 years during which there was no funding for new social or affordable housing in Ontario. ONPHA, *Timeline: A History of Social Housing in Ontario, 2015*.
3. Waiting list data was extracted for the period beginning on January 1, 2015 and concluding on December 31, 2015. This number represents applicants recorded in a service manager’s database as “eligible,” “active,” or “on offer.” 2015 data is based on responses from 45 of the 47 service managers, with substitutions used for the City of Ottawa and the County of Oxford (figures used in the *2015 Waiting List Survey Report* were inflated based on the provincial rate of growth for waiting lists in 2015).
4. In 2003, 126,103 households were registered on RGI waiting lists in Ontario. ONPHA, *2015 Waiting Lists Survey Report*, May 2015, p. 7
5. The average wait time for chronological (non-priority) households in the City of Toronto, for example, was 8.4 years in 2015.
6. From 1996 to 2006, 26,000 new rental units were constructed in Ontario. In the same period, 112,000 rental units were lost due to conversion to homeownership or demolition – resulting in a net loss of 86,000 rental units. ONPHA and CHFC Ontario Region, *Where’s Home?*, 2013, p. 20
7. “Rental demand in Ontario is likely to increase by 15,000 to 20,000 households annually due to the turn in the ownership market, ongoing population growth, and immigration.” *Ibid*.
8. With the introduction of the *Housing Services Act, 2011*, the Ontario Government directed service managers to pursue local strategies to housing challenges in their communities.
9. ONPHA has profiled a number of these service manager initiatives in previous Waiting Lists Survey Reports.

At the same time, all levels of government have begun exploring financial assistance options beyond RGI housing. The Federal-Provincial Investment in Affordable Housing Program, for example, offers decision makers a range of options to meet community needs, including rent supplements that can be directed to private landlords and housing allowances that are paid directly to households to help them afford their rent¹⁰. A number of service managers have created their own programs to help subsidize the cost of rent and utilities.

New, flexible models of housing assistance are emerging, and housing policies and programs are increasingly tailored to local contexts. Data from RGI waiting lists only measures demand for one kind of housing assistance: it doesn't accurately reflect the depth of housing need in Ontario, or the various other ways in which people are getting help with housing costs in their communities. With this in mind, we have decided that the 2016 ONPHA Waiting Lists Survey Report will be the final report in the series.

We set out on this journey to raise awareness of the need for affordable rental housing using accurate and previously unavailable data. In 2003, mentions of “affordable housing” – and the social and economic benefits it generates – were absent from newspapers and politicians’ platforms. But over the past decade, the cost of housing in Ontario has emerged as a key policy issue.

RGI HOUSING – WHO DOES WHAT?

Funding for rent-geared-to-income (RGI) housing flows from the federal, provincial, and municipal governments, primarily through agreements written before 1995. In Ontario, responsibility for administering this funding and delivering other housing programs rests with 47 municipal and regional governments. These governments are formally known as Consolidated Municipal Service Managers and District Social Services Administration Boards (“service managers”), and are also in charge of managing housing waiting lists.

The federal government has not committed to additional funding for RGI housing after their current agreements expire. As these agreements end, federal funding for RGI housing will decrease by approximately \$500 million annually until it ends in 2033. However, the Trudeau Government has signaled its intent to reinvest in housing through the creation of a National Housing Strategy.

Aside from RGI housing, the federal and provincial governments provide time-limited funding for other housing initiatives through the Investment in Affordable Housing Program, the Community Homelessness Prevention Initiative, and the Homelessness Partnering Strategy. The Ontario Government also provides the policy framework for housing through the Long-Term Affordable Housing Strategy and the Ontario Housing Policy Statement.

¹⁰ For a more detailed explanation of rent supplement programs and housing allowances see: ONPHA, *Making Ends Meet: Opportunities and Challenges of Rental Assistance Programs*, September 2015.

HOW WAITING LISTS WORK

When a household applies for RGI assistance in their community, their income must be low enough to qualify for a subsidy. Once their housing application is approved, they are placed on a waiting list, where they are classified based on what size and type of unit they are waiting for. Seniors may be waiting for a unit in a seniors-only building, while families are eligible for units with multiple bedrooms depending on the number of children they have.

Households with special needs may be eligible for a modified or accessible unit. Most households are waiting on a first-come, first-serve basis, though some have a priority designation due to their unique circumstances (such as for households fleeing domestic violence or experiencing homelessness). In order to remain active on the waiting list, applicants have to update their application regularly and provide notice of any changes in income or household size.

It played a prominent role in the recent federal and provincial elections¹¹ and has received extensive coverage in national and local media. Governments have since made measurable commitments to affordable housing, for which they can be held accountable. In 2015, the Ontario Government committed to a Housing and Homelessness Data Strategy to gather evidence to shape policy decisions. Service managers must report to municipal and regional councils on the demand for housing and homelessness services in their area and their solutions, ensuring transparency¹². And at the national level, the return of the long-form census will provide data on important indicators, such as Core Housing Need¹³, that will measure housing affordability in communities across Canada.

These are positive developments. To meet the growing demand for affordable housing, decision makers must have flexibility and options that allow them to respond to different circumstances. Local reporting and data collection will keep discussions about affordable rental housing relevant to Ontarians and place pressure on all levels of government to respond to the needs of their constituents. Going forward, ONPHA will continue to support the development of evidence-based housing policy and the growth and sustainability of the new non-profit housing sector.

11. Increasing access to affordable rental housing was a key part of both the Liberal Party and the New Democrat Party's federal election platforms, both of which committed to funding the creation of new units and supporting the non-profit and co-operative housing sectors. The 2016 federal and provincial budgets both included commitments to funding housing and homelessness solutions, and the federal government has promised to develop a National Housing Strategy.

12. Ontario Regulation 367/11 of the *Housing Services Act, 2011* sets out the requirements for service managers' housing and homelessness plans, which must be approved by Council. These requirements include "an assessment of the current and future housing need within the service manager's service area" and "objectives and targets relating to the housing need." As waiting lists for RGI assistance are one of the indicators of local demand for housing assistance, these figures are included in housing and homelessness plans.

13. "A household is said to be in Core Housing Need if its housing falls below at least one of the adequacy, affordability or suitability, standards and it would have to spend 30% or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards)." CMHC, *Housing in Canada Online: Definitions*, Available at: http://cmhc.beyond2020.com/HiCODefinitions_EN.html#_Core_Housing_Need_Status



171,360

Ontario families, seniors and single adults and couples were on waiting lists for rent-geared-to-income housing in 2015

ONPHA'S ANNUAL WAITING LISTS SURVEY REPORT

Since 2003, ONPHA has gathered data on waiting lists from across Ontario. This information helps show how many people are waiting for rent-geared-to-income (RGI) housing in areas across the province. Most RGI units in non-profit housing communities or co-operative housing communities, and subsidies make it possible for households to pay a rent that they can afford based on 30 per cent of their gross income. While ONPHA originally focussed on determining how many people were waiting on lists for RGI housing, over time we also began collecting data on average wait times and the number of households that made it off of lists and into RGI housing each year.

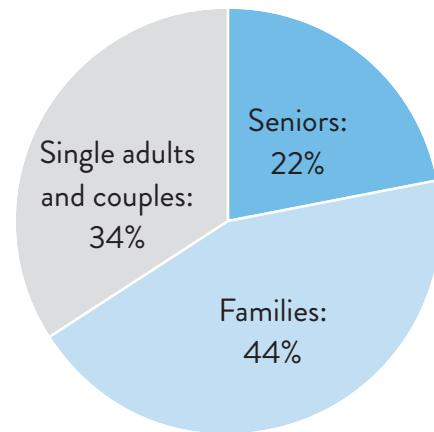
THEN *2003*

Number of households on waiting lists in: **2003**

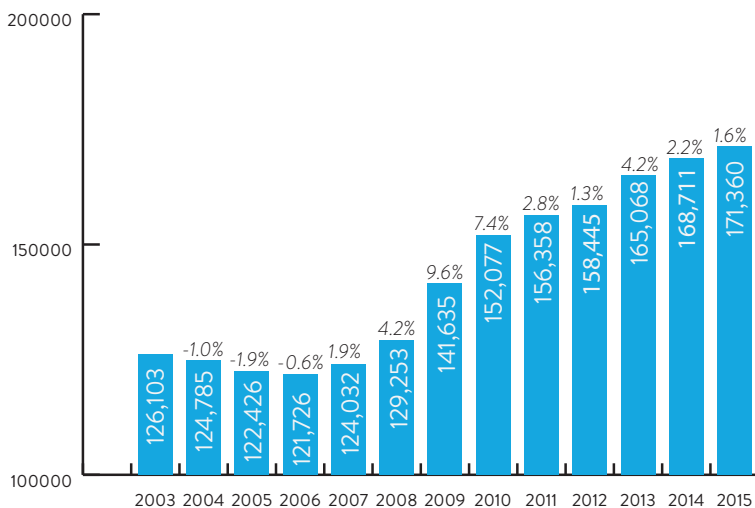
126,103



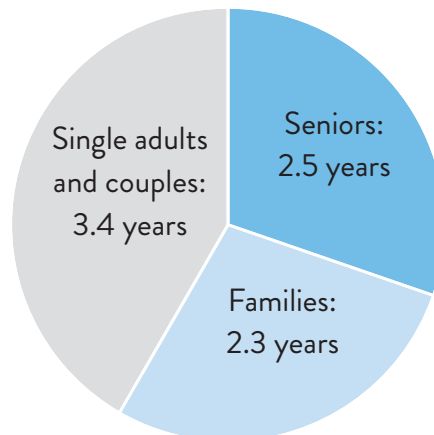
Proportion (%) by household type, 2004*



Number of Ontario households on waiting lists for RGI housing, 2003-2014



Average wait times in 2011*



*First year ONPHA data was available

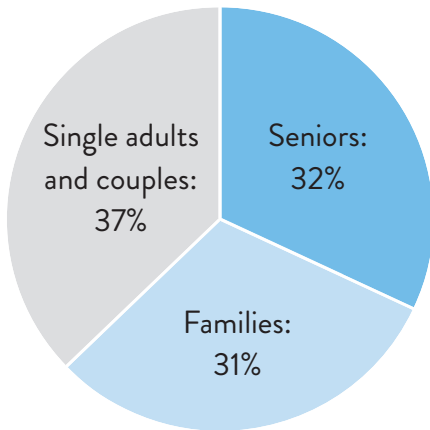
NOW 2015

Number of households on waiting lists in: **2015**

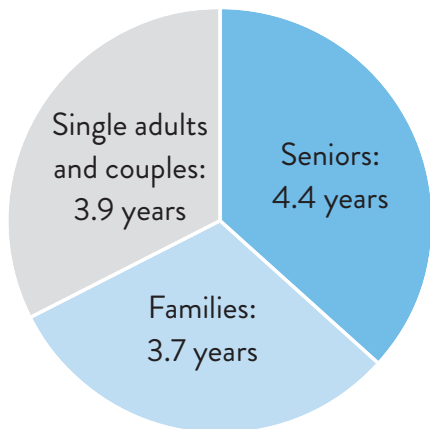
171,360



Proportion (%) by household type, 2015



Average wait times for chronological applicants in 2015



WAITING LIST CHANGES

In 2015, households that received priority designations under Ontario's Special Priority Policy (SPP) because they were escaping domestic violence waited an average of 9 months before they were offered RGI housing. Because of these delays, ONPHA has recommended that the Ontario Government introduce a separate system of housing assistance for these families. Earlier this year, the Province announced they are piloting a special housing benefit for households fleeing domestic violence that will make it possible for them to receive assistance more quickly and allow for greater choice in where they want to live.

NEW APPLICANTS FACE EVEN LONGER WAITS

Because fewer units become available each year, an applicant joining the waiting list in 2015 will wait longer than an applicant housed in 2015 would have waited for their home. While the average wait time for chronological applicants housed in 2015 was 3.9 years, households that submitted applications for RGI housing last year will wait an average of 5.2 years before they are housed. In urban, high-demand regions of Ontario, the predicted wait time for recent applicants is as high as 14 years.ⁱ

i. Waiting times for chronological households applying in 2015 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 2015 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 2015 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.

LOOKING FORWARD: A *new* HOUSING SYSTEM

This spring, the Ontario Government released its update to the Long-Term Affordable Housing Strategy (LTAHS)¹⁴. The updated LTAHS identifies two overarching outcomes that the government wants to achieve: decreasing the number of households experiencing homelessness, and increasing the number of households that have achieved housing stability¹⁵. These objectives align with other government priorities, such as the commitment to end chronic homelessness in 10 years.

The changes announced in the LTAHS have a direct impact on current systems for RGI housing. The Ontario Government has recognized that RGI housing is limited and that different people require different levels of support in order to achieve housing stability. With this in mind, new forms of assistance are being explored.

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The term “service level standards” refers to the minimum amount of RGI housing that service managers must maintain in their communities. In the updated LTAHS, however, the Ontario Government has committed to introducing legislation that will allow service managers to use other forms of housing assistance, such as housing benefits, to meet their service level standards. This change will allow service managers to use existing resources

to develop new models and strategies to respond to housing and homelessness in their communities. It may also help social housing providers to create stronger, mixed-income communities, by allowing organizations to rent their units to members of the community that can afford market rents.

14. The 2016 Update to the Long-Term Affordable Housing Strategy is available at: <http://www.mah.gov.on.ca/Page9181.aspx>

15. Many households require both financial and non-financial forms of assistance in order to secure housing that is affordable, adequate, and in good repair. This combination is crucial to ensuring that these households have the support and resources they need not only to access housing, but also to remain housed over time.



An example of this new approach is evident in the 2016 Ontario budget, where the Province committed to funding a pilot program that would give housing benefits to households fleeing domestic violence. ONPHA has long-advocated for the development of such a program to replace the current Special Priority Policy (SPP) on RGI waiting lists¹⁶. Under SPP, households that have experienced domestic violence are given a priority designation on their local waiting list, placing them above chronological applicants. While this designation is intended to fast-track their applications, households fleeing domestic violence still faced an average wait of over nine months in 2015 before accessing a unit.

The Province's pilot program will allow households that are fleeing domestic violence to move into an affordable home much more quickly than through the waiting list system. It will also give participating households greater choice about the community and type of rental unit that they want to live in. Depending on the outcomes of the pilot, this model may replace the SPP designation all together.

In addition to the pilot, the Ontario Government has also promised to explore a framework for an income-based portable housing benefit for households that have difficulty affording rents in their communities. Unlike RGI housing, where a household must

¹⁶ In ONPHA's submission to the Update of the Long-Term Affordable Housing Strategy, we recommended that the Province "develop a unique housing program to provide households eligible for SPP designation with housing and other supports outside of the overburdened social housing wait list system." ONPHA, *Building a Stronger Rental Housing System*, 2015, p. 18

move into a specific rental unit, households would receive a benefit directly which would help them to afford the housing of their choice, in the community in which they would like to live. Eligible households could use the benefit to rent a unit in the private market or in non-profit and co-operative housing, and would be able to move between units, as their needs change, without losing their financial assistance.

The LTAHS also includes a commitment to changing the way in which housing waiting lists operate and the types of assistance they connect applicants to.

A new waiting list system would not only include other forms of financial assistance beyond RGI, but also referrals to non-financial support services that help applicants succeed when they move into their new homes. These changes reflect the Province's commitment helping households achieve stable, successful tenancies. But by

As systems of housing assistance become increasingly localized and unique, we can no longer rely on data from RGI waiting lists to generate province-wide conclusions about housing need or affordability.

adding another layer of complexity to the waiting lists, they make it even more difficult to contrast and compare them at a provincial level. As systems of housing assistance become increasingly localized and unique, we can no longer rely on data from RGI waiting lists to generate province-wide conclusions about housing need or affordability.

The Ontario Government's commitment to the evolution of housing assistance and belief in the importance of locally designed and implemented solutions are evident in the

LTAHS. The expansion of supportive housing and commitment to developing best practices through consultation with stakeholders signals a renewed commitment to affordable rental housing in Ontario¹⁷.

17. The priorities in the LTAHS reflect a commitment to increasing housing stability for a number of groups including youth, Indigenous Peoples, the chronically homeless, and individuals exiting provincial institutions through the development of a Supportive Housing Policy Framework, an Indigenous Housing Strategy, and increased funding for the Community Homelessness Prevention Initiative and the Investment in Affordable Housing Program.

SERVICE MANAGER *responses* TO HOUSING NEED

The Province's objectives are reflected in new initiatives being implemented in local communities. In addition to delivering the federal-provincial funding through the Investment in Affordable Housing Program and the Community Homelessness Prevention Initiative¹⁸, service managers are developing solutions that specifically address local needs and capacity.

Tackling homelessness

Following the Ontario Government's lead, service managers are focused on reducing chronic homelessness within their communities. The City of Hamilton, for example, has committed to spending at least 65 per cent of its homelessness funding on Housing First programs¹⁹ targeted to

individuals experiencing chronic homelessness. The City has also committed to a local goal of decreasing its population of people who are chronically homeless by 90 percent by April 2019.

In the City of Windsor, Windsor Essex Housing Connections, which manages the RGI housing waiting list, has partnered with five community organizations to create a mobile team to support formerly homeless households. Program participants create an individual support plan with the support of staff and receive a rent supplement to help pay their rent in private market units. According to the City of Windsor staff, the majority of participants have achieved housing stability and are living successfully in the community.

¹⁸. The Community Homelessness Prevention (CHPI) Initiative is a provincial program that combines funding from former separate housing and homelessness programs into a single program. Like the Investment in Affordable Housing Program, CHPI allows service managers to allocate funding based on the specific needs in their communities.

¹⁹. Housing First is an approach that seeks to secure housing for people experiencing homelessness immediately, rather than delaying housing until clients are "housing ready". Housing First programs house participants in independent, permanent housing in the community and provide additional support services to assist with physical and mental health, substance abuse, educational and employment needs. One example of a Housing First program is Canada's At Home/Chez Soi initiative.

Similarly, the County of Wellington has introduced the Community Agency Delivery (CAD) program. In conjunction with the County's Housing First approach, households experiencing homelessness are given a rent subsidy to afford rental housing in the private market. The rent subsidies are managed by partner agencies including the Community Resource Centre, East Wellington Community Services, Wyndham House, and the Welcome In Drop-In Centre. The households also have access to a dedicated housing support worker, and wrap-around supports delivered by community partners. The County has committed to funding the CAD program for 10 years.

Increasing housing supply

Service managers also recognize the importance of increasing the supply of affordable rental housing in their communities. The Region of Muskoka, for example, introduced the municipally-funded Muskoka Affordable Housing Initiatives Program (MAHIP) in 2014 to increase the amount of affordable housing. To date, it has provided capital funding to build 19 new affordable rental units for low and moderate-income households. MAHIP also includes a Retirement Home Fee Assistance component, wherein low-income seniors can receive up to \$300 a month to assist with their retirement home costs.



In 2015, the City of Toronto launched the Open Door program in order to stimulate the development of affordable rental and ownership housing. The City selected five sites of municipally-owned land, which have been leveraged to incentivize development. Through partnerships with private developers and non-profit organizations, 389 units of affordable housing will be built. By providing public land through sale or long-term lease, speeding up the approval process, waiving permit fees and deferring development charges, the City has provided significant incentives to expand the supply of affordable housing. An additional 13 sites have been identified for the open door going forward.

The Below Average Market Rent (BAMR) program in the Region of Waterloo is increasing the supply of affordable housing options through partnerships with landlords. The Region is providing a shallow rent supplement that makes it possible for households to rent units at 60 per cent of the average rent for the area. Once a household agrees to accept a unit through the program, they are removed from the RGI housing waiting list. There are currently over 260 BAMR units in the Region, and the program helps to reduce the wait times for other families on the waiting list.

The Regional Municipality of Halton has pioneered a number of programs in recent years to assist households on their waiting list. Through partnerships with developers and acquisition of existing units, Halton was able to cost-effectively add 40 condominium units in Burlington, Oakville, and Milton to its portfolio in 2015. These units will provide additional affordable housing to households currently on the RGI housing waiting list. The rents in these new units are set at 80 per cent of average market rent, but Halton will use its local Rental Assistance Program add on a subsidy to reduce cost of rent, making them more affordable for low-income households.

Enhancing housing stability

Halton has also made strides as the first community to replicate WoodGreen Community Services' Homeward Bound

program. Homeward Bound is a capacity building program for single mothers that are insecurely housed or experiencing homelessness. It includes support for housing, education, and childcare. Through partnerships with local institutions and community groups, Halton-based participants will complete a post-secondary degree and receive employment supports and training over a three-year period. Currently, 15 women are participating in Halton's Homeward Bound program. The goal of the program is for the participants to "achieve economic self-sufficiency, which results in them moving up on the housing continuum."

In Sault Ste. Marie, new initiatives have been introduced to rapidly assist households in crisis. When households apply to the RGI waiting list, they are assessed by a Tenant Support Worker using the Service Prioritization Decision



Assistance Tool (SPDAT)²⁰. If an applicant is experiencing a housing emergency and has become homeless, they can qualify for the Strong Communities Rent Supplement program. This program currently assists 30 households by helping to subsidize their rent so they can avoid homelessness while they wait for RGI housing to become available. Sault Ste. Marie has also established a

Housing Stability Bank, which helps low-income households avoid homelessness. Through the bank, households can access funds for rent deposits and overdue rent or utility costs, in the form of grants and interest-free loans. Households also receive help from a Housing Assistance Worker, who works with them to develop a plan for housing stability.

²⁰ The SPDAT is a tool developed by Org Code Consulting Inc. that helps housing professionals assess the needs of clients by providing an “acuity score.” Among other things, the SPDAT helps prioritize which clients should be assisted first, as well as identifying the areas where clients need support in order to remain securely housed. More information is available at: <http://www.orgcode.com/product/spdat/>

Conclusion

With thousands of households continuing to struggle to make ends meet across Ontario, ONPHA welcomes the efforts from all levels of government to modernize housing assistance. As housing policy and programs evolve, ONPHA will continue to advocate for increased investment in non-profit housing communities.

But while we appreciate local leadership and service coordination, as we have noted in the past, “you can’t coordinate your way out of a supply problem”²¹. The Government of Ontario’s recent changes will help update and streamline housing assistance and delivery, but an increased supply of affordable rental units is still needed to meet the rising demand.

At the same time, it is important that we take care of the affordable housing stock we already have. Currently, the capital repair backlog in non-profit and co-operative housing is estimated at \$2.6 billion across Ontario²². As buildings continue to age, units in disrepair will eventually become dangerous and unfit for habitation. Rising land and construction costs mean that it is much more cost-effective to invest in the repair of existing affordable rental housing than to build new units.

Finally, we know that what gets measured gets done. The Ontario Government has committed to ending chronic homelessness and increasing the number of people that are stably housed. To reach these objectives, they have committed to developing a data strategy and performance indicators that will reflect action on housing need and affordability. As the level of government that sets the policy framework for housing, the Province is the natural body to gather and evaluate this data from the 47 service managers that deliver housing and homelessness programs.

It is crucial, though, that this data and analysis be accessible to the public. Housing is an issue that affects us all, and having access to information on housing outcomes is key to ensuring government transparency and accountability. Since 2003, Ontarians have accomplished a great deal when it comes to getting affordable housing on the policy agenda. Going forward, it’s up to all of us to make sure it stays there, and gets the investment that it deserves.

21. ONPHA, *Building a Stronger Rental Housing System*, 2015, p. 20

22. ONPHA, *Big Problems Need Bold Solutions*, 2014, p. 8

APPENDIX A: *Methodology*

ABOUT THE ONPHA WAITING LISTS SURVEY 2016

The ONPHA Waiting Lists Survey 2016 (“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 of 2015.

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, 2015. 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 2015 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;
- if wait times vary significantly within their service manager area depending on the community;
- if there were any challenges that might have affected their 2015 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 assistance to households experiencing homelessness; and
 - provide assistance to households in need but that are not eligible for rent-geared-to-income housing.

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 Parry Sound District Services Board submitted partially-complete surveys, due to limitations in their waiting list data systems. Both areas did submit figures for the total number of households on their waiting lists in 2015, and the number of applicants by household type. ONPHA did not receive a response this year from the City of Ottawa or from the County of Oxford, both of whom did not complete the survey last year.

Forty-two of the 47 service manager areas 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 incomplete data from the Kenora District Services Board and the Parry Sound District Services Board, Vink Consulting adjusted their figures from last year's Report for new applicants, housed applicants, and cancelled applications based on each category's overall change provincially from 2014 to 2015.

To compensate for the absence of data from the City of Ottawa and the County of Oxford, Vink Consulting adjusted their figures from last year's Report for eligible applicants, new applicants, housed applicants, and cancelled applications based on each category's overall change provincially from 2014 to 2015.

Average chronological wait times for the City of Ottawa and the Parry Sound District Services Board were held constant from last year's Report. Vink Consulting was unable to estimate average wait times for Kenora District Services Board or the County of Oxford.

This year, service managers were also asked by ONPHA staff to verify their data submissions in March 2016. 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 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. Moreover, some households may be on more than one service area's waiting list, potentially biasing the waiting list totals for a region.

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 or time-limited assistance while there 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.

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 areas²³.

²³ 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, 2015, 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 2015.

Cancelled Applications:

For the purposes of this survey, household applications that have been cancelled in 2015 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 2015.

Household:

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

Household Type:

Households are grouped into three types:

New applications:

New applications received in 2015, 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, 2015

Service Manager	Active HH 2015	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	211	308	724	695	700	310	291	247	255	209	240	248	260
Brantford	1,191	1,104	1,147	947	899	877	907	1,233	1,257	1,022	1,232	971	1,415
Bruce	306	295	200	264	311	203	180	140	166	189	137	119	137
Chatham Kent	262	479	263	304	371	321	305	308	235	277	216	150	228
Cochrane	1,429	1,583	1,586	1,458	1,720	1,944	1,772	1,840	1,615	1,717	1,225	1,020	727
Cornwall	766	754	783	871	860	792	764	792	755	667	588	519	472
Dufferin	458	461	433	462	427	511	387	433	467	516	470	440	454
Durham	5,772	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	483	406	490	653	795	679	741	713	630	652	652	656	588
Halton	3,460	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	5,685	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	1,728	1,451	1,486	1,315	1,359	1,519	1,366	1,235	946	855	855	1,065	855
Huron	239	219	210	214	342	226	237	172	183	309	190	143	145
Kawartha Lakes	1,016	777	556	579	531	531	444	546	498	600	683	560	604
Kenora	842	381	373	358	451	382	546	452	621	494	499	640	712
Kingston	1,219	1,213	1,110	1,176	1,156	1,169	1,070	1,090	1,012	1,062	956	952	1,001
Lambton	282	324	342	466	537	508	529	453	483	434	403	378	265
Lanark	394	375	424	414	237	472	411	510	345	276	304	319	302
Leeds and Grenville	379	302	329	461	527	483	424	679	480	435	468	464	469
Lennox and Addington	400	426	418	373	304	407	224	427	572	731	644	489	439
London	2,383	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	398	437	350	619	274	310	214	180	226	174	161	142	91
Muskoka	690	664	650	620	599	523	463	430	361	313	281	263	248
Niagara	4,636	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	877	1,185	1,068	1,032	1,028	980	1,057	987	923	900	1,114	1,088	992
Norfolk	253	361	282	266	271	280	277	279	186	297	272	304	405
Northumberland	399	325	273	353	285	202	212	230	251	279	238	248	277
Ottawa	10,479	10,317	10,089	9,717	10,097	10,502	10,235	9,692	9,370	10,055	9,922	10,516	11,461
Oxford	1,219	1,200	707	679	670	297	241	160	171	140	215	237	197
Parry Sound	330	350	413	387	374	374	430	382	417	385	331	341	335
Peel	11,747	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	1,305	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	635	537	543	511	1,055	430	388	407	324	403	365	244	318
Rainy River	121	244	79	113	110	29	37	24	44	52	52	76	71
Renfrew	958	814	811	911	877	699	680	560	552	619	569	551	620
Sault Ste. Marie	1,186	1,274	1,125	1,168	1,103	1,049	1,063	983	597	473	459	374	374
Simcoe	3,087	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	183	175	188	149	123	147	182	155	133	188	185	189	267
St. Thomas	351	312	302	218	300	267	272	245	222	185	254	287	231
Sudbury	1,068	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	829	1,340	1,185	1,790	1,420	1,226	1,127	610	446	640	620	813	441
Timiskaming	296	410	529	526	459	565	314	457	266	276	310	182	170
Toronto	82,414	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	2,680	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	1,251	1,242	1,333	1,147	1,320	1,261	1,531	1,280	1,370	896	989	1,584	2,018
Windsor	2,934	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	12,130	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	171,360	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	1.6%	2.2%	4.2%	1.3%	2.8%	7.4%	9.6%	4.2%	1.9%	-0.6%	-1.9%	-1.0%	w

* City of Ottawa and the County of Oxford did not provide data. Figures used are estimates.

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

Service Manager	% of Total Active HH	% Change 2014 to 2015	% 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
Algoma	0.1%	-31.5%	0.2%	-59.8%	0.4%		0.4%	-0.7%	0.4%	125.8%
Brantford	0.7%	7.9%	0.7%	-4.5%	0.7%	21.1%	0.6%	5.3%	0.6%	2.5%
Bruce	0.2%	3.7%	0.2%	36.0%	0.1%	-24.2%	0.2%	-15.1%	0.2%	53.2%
Chatham Kent	0.2%	-45.3%	0.3%	71.1%	0.2%	-13.5%	0.2%	-18.1%	0.2%	15.6%
Cochrane	0.8%	-9.7%	0.9%	-0.2%	1.0%	8.8%	0.9%	-15.2%	1.1%	-11.5%
Cornwall	0.4%	1.6%	0.4%	-3.3%	0.5%	-10.1%	0.5%	1.3%	0.6%	8.6%
Dufferin	0.3%	-0.7%	0.3%	6.1%	0.3%	-6.3%	0.3%	8.2%	0.3%	-16.4%
Durham	3.4%	5.8%	3.2%	4.7%	3.2%	10.2%	3.0%	9.3%	2.8%	2.1%
Grey County	0.3%	19.0%	0.2%	-12.9%	0.3%	-25.0%	0.4%	-17.9%	0.5%	17.1%
Halton	2.0%	-11.4%	2.3%	-8.0%	2.5%	23.0%	2.1%	7.8%	2.0%	47.3%
Hamilton	3.3%	0.5%	3.4%	0.4%	3.4%	18.3%	3.0%	-21.4%	3.9%	13.0%
Hastings	1.0%	19.1%	0.9%	-2.7%	0.9%	13.0%	0.8%	-3.2%	0.9%	-10.5%
Huron	0.1%	9.1%	0.1%	4.2%	0.1%	-1.9%	0.1%	-37.4%	0.2%	51.3%
Kawartha Lakes	0.6%	30.8%	0.5%	38.2%	0.3%	-4.0%	0.4%	9.0%	0.3%	0.0%
Kenora	0.5%	121.0%	0.2%	2.3%	0.2%	4.1%	0.2%	-20.6%	0.3%	18.1%
Kingston	0.7%	0.5%	0.7%	8.8%	0.7%	-5.6%	0.7%	1.7%	0.7%	-1.1%
Lambton	0.2%	-13.0%	0.2%	-3.9%	0.2%	-26.6%	0.3%	-13.2%	0.3%	5.7%
Lanark	0.2%	5.1%	0.2%	-11.8%	0.3%	2.4%	0.3%	74.7%	0.2%	-49.8%
Leeds and Grenville	0.2%	25.5%	0.2%	-5.9%	0.2%	-28.6%	0.3%	-12.5%	0.3%	9.1%
Lennox and Addington	0.2%	-6.1%	0.3%	2.1%	0.3%	12.1%	0.2%	22.7%	0.2%	-25.3%
London	1.4%	-15.1%	1.7%	21.5%	1.4%	7.8%	1.4%	-29.7%	2.0%	-23.5%
Manitoulin-Sudbury	0.2%	-8.9%	0.3%	14.1%	0.2%	-43.5%	0.4%	125.9%	0.2%	-11.6%
Muskoka	0.4%	3.9%	0.4%	2.3%	0.4%	4.8%	0.4%	3.5%	0.4%	14.5%
Niagara	2.7%	-19.7%	3.4%	-4.2%	3.6%	3.2%	3.7%	4.7%	3.6%	0.4%
Nipissing	0.5%	-26.0%	0.7%	11.3%	0.6%	3.5%	0.7%	0.4%	0.7%	4.9%
Norfolk	0.1%	-29.9%	0.2%	29.7%	0.2%	6.0%	0.2%	-1.8%	0.2%	-3.2%
Northumberland	0.2%	22.8%	0.2%	14.7%	0.2%	-22.7%	0.2%	23.9%	0.2%	41.1%
Ottawa	6.1%	1.6%	6.1%	2.3%	6.1%	3.8%	6.1%	-3.8%	6.5%	-3.9%
Oxford	0.7%	1.6%	0.7%	72.6%	0.4%	4.1%	0.4%	1.3%	0.4%	125.6%
Parry Sound	0.2%	-5.7%	0.2%	-16.3%	0.3%	6.7%	0.2%	3.5%	0.2%	0.0%
Peel	6.9%	-2.1%	7.1%	-4.9%	7.7%	-1.7%	8.1%	-0.0%	8.2%	-16.2%
Peterborough	0.8%	-13.2%	0.9%	0.1%	0.9%	-3.2%	1.0%	-8.7%	1.1%	6.8%
Prescott and Russell	0.4%	18.2%	0.3%	-1.2%	0.3%	6.3%	0.3%	-51.6%	0.7%	145.3%
Rainy River	0.1%	-50.4%	0.1%	146.0%	0.0%	-30.1%	0.1%	2.7%	0.1%	279.3%
Renfrew	0.6%	17.7%	0.5%	0.3%	0.5%	-11.0%	0.6%	3.9%	0.6%	25.5%
Sault Ste. Marie	0.7%	-6.9%	0.8%	12.8%	0.7%	-3.7%	0.7%	5.9%	0.7%	5.1%
Simcoe	1.8%	5.7%	1.7%	4.4%	1.7%	2.8%	1.7%	9.8%	1.6%	-6.9%
Stratford	0.1%	4.6%	0.1%	-8.7%	0.1%	26.2%	0.1%	21.1%	0.1%	-16.3%
St. Thomas	0.2%	12.5%	0.2%	4.6%	0.2%	38.5%	0.1%	-27.3%	0.2%	12.4%
Sudbury	0.6%	0.0%	0.6%	3.2%	0.6%	-30.8%	0.9%	-21.7%	1.2%	-2.9%
Thunder Bay	0.5%	-38.1%	0.8%	8.7%	0.7%	-33.8%	1.1%	26.1%	0.9%	15.8%
Timiskaming	0.2%	-27.8%	0.2%	-22.6%	0.3%	0.6%	0.3%	14.6%	0.3%	-18.8%
Toronto	48.1%	5.1%	46.5%	1.8%	46.7%	6.1%	45.9%	4.8%	44.3%	4.3%
Waterloo	1.6%	-9.5%	1.8%	7.7%	1.6%	-14.0%	2.0%	-3.6%	2.1%	19.8%
Wellington	0.7%	0.7%	0.7%	-7.9%	0.8%	16.2%	0.7%	-13.1%	0.8%	4.7%
Windsor	1.7%	5.7%	1.6%	11.7%	1.5%	5.9%	1.5%	16.9%	1.3%	6.3%
York	7.1%	5.9%	6.8%	9.2%	6.4%	11.4%	6.0%	9.3%	5.6%	13.9%
Totals	100.0%	1.6%	100.0%	2.2%	100.0%	4.2%	100.0%	1.3%	100.0%	0.0%

* City of Ottawa and the County of Oxford did not provide data. Figures used are estimates.

Table 3: Applicant status of active households as of December 31, 2015

Service Manager	Active Households by Applicant Status					Average Wait Time in Years	
	Special Priority Policy (SPP)	Local Priority	Chronological	Modified	Offers a Local Priority	Special Priority Policy (SPP)	Local Priority
Algoma	31		180	0	N	0.17	
Brantford	36		1,155	36	N	0.50	
Bruce	1		305		N	0.66	
Chatham Kent	2	17	243	8	Y	0.16	0.58
Cochrane	7	5	1,417		Y	0.18	
Cornwall	25		741	57	N	0.60	
Dufferin	15		443	4	N	0.51	
Durham	326	4	5,442	68	Y	1.50	2.06
Grey County	8		475	0	N	0.16	0.00
Halton	70	234	3,156	40	Y	0.70	1.90
Hamilton	203	200	5,282	104	Y	0.80	1.03
Hastings	32	154	1,542	42	Y	0.70	1.40
Huron	2		237	3	N	0.25	0.00
Kawartha Lakes	9	66	941	10	Y	0.49	1.78
Kenora	70	0	833	12	N		
Kingston	24		1,195	20	N	0.62	0.00
Lambton	7		275	7	N	0.26	
Lanark	23		373	4	N	0.49	
Leeds and Grenville	11		368	7	N	0.31	0.00
Lennox and Addington	18		382	0	N	0.29	
London	30	498	1,855	32	Y	0.37	1.32
Manitoulin-Sudbury	7	168	223	1	Y	0.21	1.24
Muskoka	5	6	679	7	Y	0.31	1.01
Niagara	84	242	4,310	94	Y	0.75	0.83
Nipissing	21	55	801		Y	1.02	2.30
Norfolk	34		219	0	N	0.47	
Northumberland	3		396	3	N	0.27	
Ottawa	99	967	9,293				
Oxford							
Parry Sound							
Peel	445	28	11,274	113	Y	1.40	0.54
Peterborough	25	0	1,280	115	N	0.89	
Prescott and Russell	31		604	14	N	0.30	
Rainy River	0		121	0	N	0.24	
Renfrew	30		928		N	0.50	
Sault Ste. Marie	15	15	1,156	66	O	0.08	0.08
Simcoe	142		2,945	0	Y	0.62	
Stratford	9	14	160	2	Y	0.32	0.13
St. Thomas	15	5	331	9	Y	0.45	1.20
Sudbury	5	3	1,060	28	Y	0.13	0.02
Thunder Bay	7	42	780	13	T	0.32	1.00
Timiskaming	0		296	5	N	0.06	
Toronto	1,518	550	80,346	573	Y	0.90	1.00
Waterloo	18	111	2,551	54	Y	0.21	0.63
Wellington	47	13	1,191	22	Y	0.27	0.62
Windsor	64	304	2,566	37	Y	0.18	0.32
York	77	4	12,049	101	Y	1.17	3.23
Totals	3,651	3,705	162,399	1,711	22		

* City of Ottawa did not provide data; figures used are estimates. Figures not provided for Parry Sound, Kenora District Services Board (wait times) and the County of Oxford due to incomplete information.

Table 4: Household type of active households as of December 31, 2015

Service Manager	Active Households by Household Type			Average Wait Time in Years		
	Seniors	Families	Childless Couples and Non-Senior Singles	Seniors	Families	Childless Couples and Non-Senior Singles
Algoma	75	28	108	0.75	1.21	0.83
Brantford	342	381	468	5.00	4.50	9.00
Bruce	118	53	135	0.75	0.74	0.76
Chatham Kent	99	78	85	2.14	0.35	1.00
Cochrane	596	398	435	2.15	1.40	2.56
Cornwall	180	202	384	1.10	0.90	2.60
Dufferin	170	95	193	3.06	3.36	2.36
Durham	1,102	2,377	2,293	4.87	7.48	5.57
Grey County	128	83	272	2.30	0.89	1.40
Halton	1,128	1,329	1,003	2.50	4.50	4.30
Hamilton	657	2,501	2,527	2.75	4.63	2.60
Hastings	293	564	871	1.60	1.50	3.80
Huron	28	59	152	1.00	2.00	2.50
Kawartha Lakes	258	237	521	2.11	1.53	3.80
Kenora	1,128	341	404			
Kingston	657	291	782	1.69	1.78	3.77
Lambton	75	54	153	1.13	0.39	0.80
Lanark	67	80	249	2.07	1.19	3.71
Leeds and Grenville	154	72	153	2.03	0.46	1.29
Lennox and Addington	42	87	271	0.15	0.24	0.50
London	251	802	1,330	1.69	2.65	2.98
Manitoulin-Sudbury	168	60	170	1.24	1.46	0.94
Muskoka	177	143	370	6.07	2.48	5.77
Niagara	1,722	1,336	1,578	4.00	5.50	8.00
Nipissing	212	225	440	1.57	1.60	2.48
Norfolk	22	64	167	0.63	0.44	1.44
Northumberland	95	86	218	1.59	1.46	1.52
Ottawa	2,257	3,649	4,512			
Oxford						
Parry Sound	51	72	207			
Peel	3,162	5,645	2,940	5.10	7.30	5.50
Peterborough	298	228	779	4.74	2.69	2.22
Prescott and Russell	180	158	297	1.75	0.50	0.77
Rainy River	47	42	32	0.23	0.33	0.81
Renfrew	272	250	436	2.50	2.00	2.50
Sault Ste. Marie	213	269	704	1.50	0.75	1.50
Simcoe	1,254	764	1,069	5.70	3.00	5.80
Stratford	20	51	112	0.07	0.29	0.85
St. Thomas	52	118	181	1.85	2.13	1.37
Sudbury	152	142	774	3.28	0.65	2.12
Thunder Bay	151	185	493	0.97	1.01	1.45
Timiskaming	48	27	221	4.38	0.25	2.36
Toronto	28,908	24,045	29,461	8.20	9.30	7.70
Waterloo	679	996	1,005	2.50	2.42	3.95
Wellington	221	457	573	2.04	1.62	1.84
Windsor	195	926	1,813	1.56	1.79	1.37
York	6,792	2,904	2,434	6.79	5.82	5.49
Totals	54,896	52,954	63,775			

* City of Ottawa did not provide data; figures used are estimates. Figures not provided for Kenora District Services Board (wait times), Parry Sound, and the County of Oxford due to incomplete information.

Table 5: Households housed, new and cancelled applications
January 1 – December 31, 2015

Service Manager	Number of Households		
	Housed	New Applications	Cancelled Applications
Algoma	123	207	70
Brantford	235	533	211
Bruce	134	347	44
Chatham Kent	223	745	308
Cochrane	261	820	546
Cornwall	204	552	283
Dufferin	58	192	203
Durham	320	1,528	1,299
Grey County	141	601	338
Halton	445	1,266	1,217
Hamilton	818	2,888	321
Hastings	254	822	312
Huron	66	252	166
Kawartha Lakes	134	602	255
Kenora	146	194	192
Kingston	219	586	174
Lambton	209	172	45
Lanark	61	236	144
Leeds and Grenville	144	429	226
Lennox and Addington	84	208	175
London	756	1,626	1,180
Manitoulin-Sudbury	40	258	211
Muskoka	61	120	53
Niagara	604	2,002	1,424
Nipissing	158	636	906
Norfolk	61	132	209
Northumberland	89	310	21
Ottawa	1,671	4,486	2,588
Oxford	140	800	201
Parry Sound	35	121	174
Peel	883	4,833	4,596
Peterborough	182	507	513
Prescott and Russell	121	410	165
Rainy River	67	107	27
Renfrew	159	293	106
Sault Ste. Marie	235	428	493
Simcoe	273	1,335	975
Stratford	174	359	53
St. Thomas	134	286	103
Sudbury	449	772	428
Thunder Bay	356	778	201
Timiskaming	105	51	159
Toronto	2,533	11,338	4,470
Waterloo	700	1,625	1,261
Wellington	321	1,070	754
Windsor	618	3,274	1,579
York	365	2,977	1,750
Totals	15,569	54,114	31,129

*Kenora District Services Board, City of Ottawa, and the County of Oxford did not provide data. Figures used are estimates.

Table 6: Chronological waiting times, as of December 31, 2015

Service Manager	Chronological Wait time	Chronological Housed
Algoma	0.97	112
Brantford	6.00	160
Bruce	0.87	125
Chatham Kent	0.78	159
Cochrane	2.00	46
Cornwall	1.10	163
Dufferin	3.05	38
Durham	5.57	111
Grey County	1.40	109
Halton	3.20	313
Hamilton	3.02	413
Hastings	2.60	55
Huron	2.10	65
Kawartha Lakes	2.44	110
Kenora		
Kingston	2.21	142
Lambton	0.72	184
Lanark	2.46	37
Leeds and Grenville	1.01	132
Lennox and Addington	0.58	48
London	2.52	149
Manitoulin-Sudbury	1.89	24
Muskoka	4.30	48
Niagara	6.00	319
Nipissing	1.73	111
Norfolk	1.07	49
Northumberland	1.70	81
Ottawa	4.96	1162
Oxford		
Parry Sound	3.40	26
Peel	5.90	535
Peterborough	3.34	148
Prescott and Russell	0.92	105
Rainy River	0.46	61
Renfrew	2.50	105
Sault Ste. Marie	1.50	158
Simcoe	4.20	146
Stratford	0.53	130
St. Thomas	1.74	92
Sudbury	1.26	367
Thunder Bay	1.08	294
Timiskaming	2.01	97
Toronto	8.40	1565
Waterloo	2.58	430
Wellington	1.78	207
Windsor	1.66	298
York	6.12	253
Totals		9,482

*Figures are not provided for Kenora District Services Board and the County of Oxford due to incomplete information. Chronological housed and wait times for City of Ottawa and District of Parry Sound are estimates.

Table 7: Responses

Question	Number of Responses in 2015	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					
Total Eligible Active Households	44	43	44	45	47
Senior Active Households	44	43	44	45	47
Family Active Households	44	43	44	n/a	
Childless Couples and Non-Senior Single Active Households	44	43	44	n/a	
SPP Active Households	44	43	44	45	44
Local Priority Active Households	23	15	24	27	23
Modified Active Households	35	36	34	29	n/a
Chronological Active Households	43	39	44	41	44
New Applicants					
Total New Applicants	43	43	45	45	44
New Senior Applicants	43	43	45	41	41
New Family Applicants	43	43	45	n/a	
New Childless Couples and Non-Senior Single Applicants	43	43	45	n/a	
New SPP Applicants	41	42	43	43	41
New Local Priority Applicants	21	14	23	26	20
New Modified Applicants	33	36	33	24	n/a
New Chronological Applicants	43	39	43	37	38
Applicants Housed					
Total Applicants Housed	43	43	44	45	46
Housed Senior Applicants	43	43	44	45	44
Housed Family Applicants	43	43	44	n/a	
Housed Childless Couples and Non-Senior Single Applicants	43	43	44	n/a	
Housed SPP Applicants	43	43	44	45	45
Housed Local Priority Applicants	22	15	25	28	25
Housed Modified Applicants	32	36	33	24	n/a
Housed Chronological Applicants	43	39	44	40	44
Cancelled Applications					
Total Cancelled Applications	43	43	44	45	46
Cancelled Senior Applications	42	43	43	41	38
Cancelled Family Applicants	42	43	43	n/a	
Cancelled Childless Couples and Non-Senior Single Applicants	42	43	43	n/a	
Cancelled SPP Applications	41	42	40	36	36
Cancelled Local Priority Applications	21	14	24	22	20
Cancelled Modified Applications	32	36	32	18	n/a
Cancelled Chronological Applications	41		40	35	36
Wait Times					
All Housed Applicants	39	42	42	36	45
SPP	41	43	43	44	40
Local Priority	21	20		28	22
Seniors	42	42	43	44	38
Families	42	42	43	n/a	
Childless Couples and Non-Senior Singles	42	42	33	n/a	

Table 8: Per cent of households of each service manager area that is currently on the area's RGI Waiting List

Service Manager	Active Households	Percent of Households on Waiting List
Algoma	211	1.6%
Brantford	1,191	2.5%
Bruce	306	1.2%
Chatham Kent	262	0.7%
Cochrane	1,429	4.5%
Cornwall	766	1.8%
Dufferin	458	2.4%
Durham	5,772	2.8%
Grey County	483	1.4%
Halton	3,460	2.0%
Hamilton	5,685	2.9%
Hastings	1,728	3.3%
Huron	239	1.1%
Kawartha Lakes	1,016	2.9%
Kenora	842	4.8%
Kingston	1,219	2.1%
Lambton	282	0.6%
Lanark	394	1.5%
Leeds and Grenville	379	1.0%
Lennox and Addington	400	2.6%
London	2,383	1.4%
Manitoulin-Sudbury	398	3.3%
Muskoka	690	3.1%
Niagara	4,636	2.8%
Nipissing	877	2.6%
Norfolk	253	0.6%
Northumberland	399	1.3%
Ottawa	10,479	3.1%
Oxford	1,219	3.1%
Parry Sound	330	2.0%
Peel	11,747	3.1%
Peterborough	1,305	2.5%
Prescott and Russell	635	2.0%
Rainy River	121	1.7%
Renfrew	958	2.4%
Sault Ste. Marie	1,186	3.5%
Simcoe	3,087	1.9%
Stratford	183	0.7%
St. Thomas	351	1.1%
Sudbury	1,068	1.6%
Thunder Bay	829	1.4%
Timiskaming	296	2.2%
Toronto	82,414	8.5%
Waterloo	2,680	1.5%
Wellington	1,251	1.7%
Windsor	2,934	2.0%
York	12,130	4.0%

* City of Ottawa and the County of Oxford did not provide data. Figures used are estimates



Ontario waiting lists grew by

45,257

households from
2003 - 2015



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