



Toronto Community Housing Corporation
931 Yonge Street
Toronto, ON
M4W 2H2

Briefing Note: For Information

To: Tenant Services Committee (“TSC”)

From: Nadia Gouveia, Chief Operating Officer (Acting)

Date: January 16, 2024

Re: TSC Meeting of November 27, 2023 – Business Arising from the Public Meeting Minutes and Action Items Update (Public Action Item #3.1 re: Tenant Transfer Policy – Timelines)

ACTION ITEMS SUMMARY:

At the November 27, 2023 Tenant Services Committee (“TSC”) meeting, inquiries were made regarding the average wait time to transfer, broken out based on the transfer category. This report aims to answer those questions, and to provide the TSC with insight into the operational timeline complexities faced by the Tenant Transfer Program, along with the encountered challenges in processing and completing Crisis or Medical Accommodation transfer requests.

BACKGROUND:

Table 1: Applications Received Annually

Year	Crisis	Accommodation	Additional Bedroom Request	Total
2023	894	665	39	1598
2022	919	601	79	1599
2021	1160	603	156	1919
2020	960	589	122	1671
2019	1080	612	97	1789
2018	1144	563	32	1739

Between 2018 and 2022, the Tenant Transfer Program has consistently experienced a substantial volume of applications, averaging around over 1,700 per year. Every application undergoes a review supported by specific documentation, for example a Medical Questionnaire for Medical Accommodation requests and Police Reports for Crisis requests.

In the case of Medical Accommodation Applications, applicants, through their application and accompanying documentation, must demonstrate that transferring out of their current unit is the sole viable solution to address the presented issue.

Regarding Crisis applications, they must align with one of the three designated categories:

- **Crisis 1 Category:** a request for transfer for an Intimidated Victim.
- **Crisis 2 Category:** a request for transfer for an Intimidated Witness.
- **Crisis 3 Category:** a request for transfer as a result of a Traumatic Incident.

To be approved, verification of these categories requires confirmation through Toronto Police Services (“TPS”), CORA Reports, or Community Tickets.

TENANT TRANSFER PROGRAM TIMELINES:

Table 2: Tenant Transfer Program Timelines – Averages from 2022 (Business Days Excluding Weekends and Statutory Holidays)

	Medical Accommodation Transfer	Crisis Transfer
Decision-making duration	17.8	24.9
Securing a unit for an approved file	133.9	63.9
Complete transfer from beginning to end	165.5	106.3

Table 2 outlines approval timelines for files in 2022 excluding weekends and statutory holidays. Although these figures represent program averages, it is crucial to acknowledge that certain cases may undergo expedited processing due to extenuating circumstances. Conversely, some cases might experience delays as Intake Specialists await supporting

documentation from medical professionals or TPS detectives involved in the case.

For instance, in a recent case related to an incident of gun violence, a tenant's transfer application was approved within four days, and they were offered a new unit within six days due to the severity of the situation, police involvement, and quick access to TPS reports.

In another scenario, an application for a Crisis transfer came in, but lacked corroborating TPS or CSU reports. Following extensive communication with the applicant, the Intake Specialist moved the application from the Crisis category to the Accommodation category. Through collaboration with the applicant, local staff and Community Service Coordinators, the applicant was able to put together the required documentation, resulting in a unit offer five months after the initial request.

Despite challenges, the team strives to find solutions that center the health, safety and accommodation needs of tenants in alignment with the Tenant Transfer Policy. In the case mentioned, although the Crisis Transfer criteria was not met, exploring an Accommodation option, offering extensions for documentation submission, and collaborative efforts ensured the desired outcome for the tenant.

EMERGING ISSUES AND CHALLENGES:

The Tenant Transfer Program prioritizes swiftly addressing a tenant's crisis or Human Rights-based accommodation needs rather than providing a choice-based unit selection process. However, tenant preferences in location or unit type can extend their wait time. For example, many tenants prefer townhouses, which are in short supply.

This challenge is compounded by recent low vacancy rates under 2%, which has slowed the rate at which vacant units become available to the Tenant Transfer Program; this is having an impact on wait times for approved cases. While the program can potentially offer up to three units to an approved transfer household, the offers made might range from one to three units based on availability. Due to a lack of larger units, in cases where a three-bedroom or larger unit is needed, only one unit offer may be made.

NEXT STEPS:

The challenges noted here, and those outlined in [the briefing note presented at the November 27, 2023 TSC meeting regarding the Tenant Transfer Policy](#), are being considered when drafting the revisions to the Tenant Transfer Policy, set to undergo tenant consultations in Q1 2024 and to come to TSC and the Board for approval in Q2 2024.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Acting Chief Operating Officer

STAFF CONTACT:

Lindsay Viets, Director, Operational Planning and Program Services
416-676-7155
Lindsay.Viets@torontohousing.ca