

# My Access to Housing TO

Presentation to the Toronto Housing and Homelessness Services  
Planning Forum Meeting

April 13, 2022



# Overview

- Applicant Portal
- Choice Base
- Single Offer Rule
- 176 Elm Street Front Counter
- Questions

# Toronto.ca/accesstohousing

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## Rent-Geared-to-Income Subsidy

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The City has launched MyAccesstoHousingTO, a new online application portal for households applying for or managing their existing application for Rent-Geared-to-Income housing. Applicants who are already on the Centralized Waiting List will need a unique code to log in, which is being sent in the mail between July and November. If you have an existing application, please [watch the registration video](#).

[Log in to My Access to Housing Toronto](#)

### Contact Information

**Application Support Centre**  
Telephone: 416-338-8888

**Central Intake**  
Call if you need emergency shelter.  
Telephone: 416-338-4766

### Related Information

[Housing at Risk?](#)

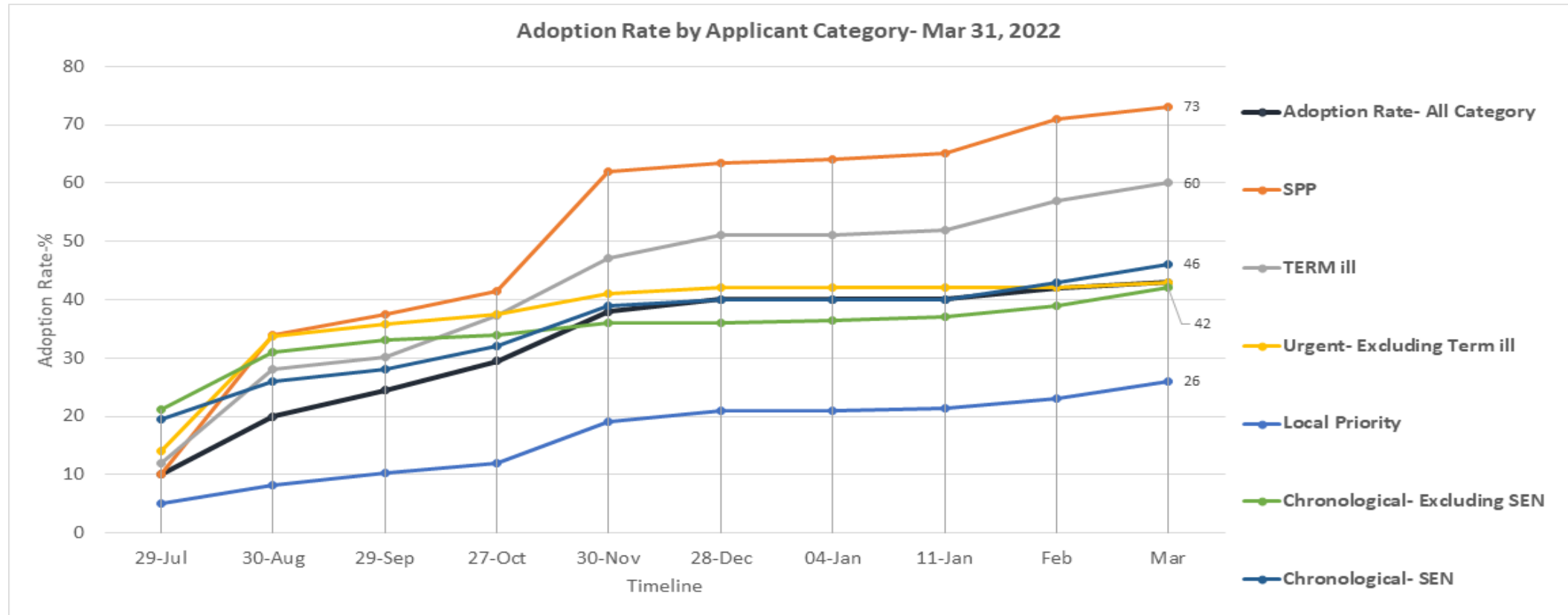
Rent-Geared-to-Income (RGI), or subsidized housing, is made available by the City of Toronto to make rent affordable for households. In most cases, the rent at a subsidized unit is 30 per cent of a household's total monthly income before taxes and adjustments. If you receive social assistance the rent is based on the rent benefit set by the Ontario government.



Translate

**Translate function:** translation of website and online application into 50+ languages.

# Applicant Registration Rates



- Target: 50% adoption by June 30th
- 53k applicants in portal (former and net new)

# Applicant Engagement Strategies

## DA / Applicants in Shelter

- Cross reference CWL with BNL/SMIS
- Update DA codes
- Communication with Shelters re: current clients and action required for Access to Housing
- Virtual Meetings / On-site registration meetings
- Expanded invitations to CB for DA applicants with 2020 application year or older.

## Seniors

- Mail campaign
- Call-out campaign
  - A2H staff called 1200 seniors providing information and updating contact information in files

# Choice-Based Housing Offer Process

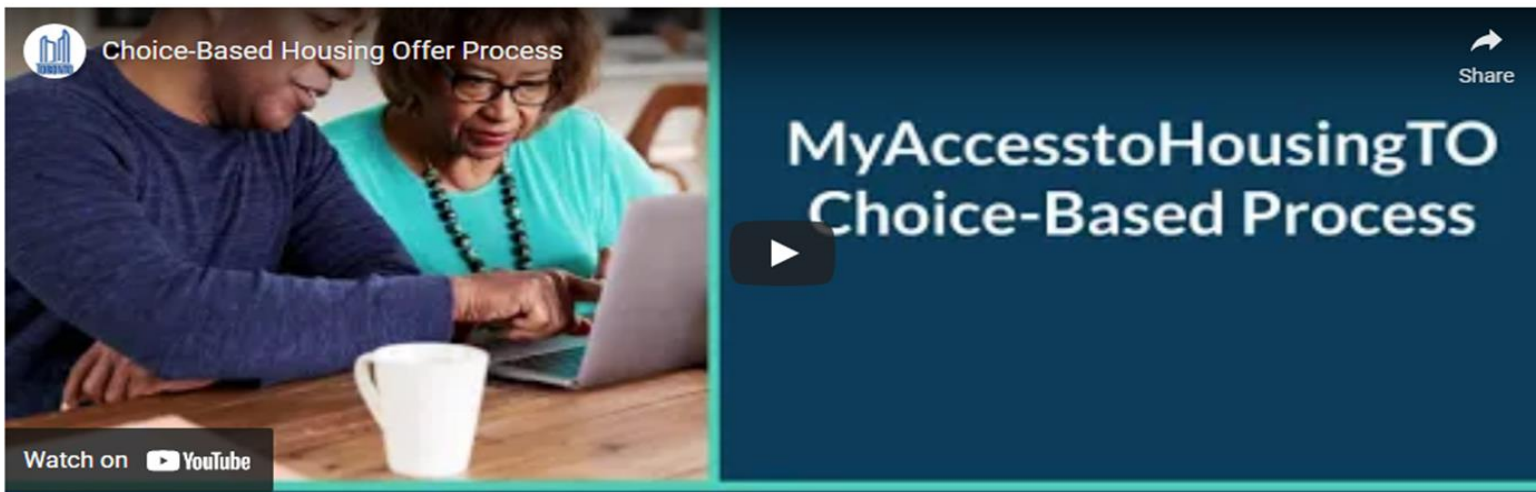
## Choice-Based Housing Offer Process

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The City has implemented a new way to access Rent-Geared-to-Income (RGI) housing in Toronto called the choice-based housing offer process. You will receive an invite if you have a priority status or an application date of December 31, 2012 and earlier.

Watch this video to learn more about the new housing offer process:



With the choice-based housing offer process, as an applicant, you will be able to:

- see detailed information in your [MyAccessstoHousingTO](#) about available buildings and units, including photos, move-in dates and accessibility features

### In This Section

#### Rent-Geared-to-Income Subsidy

Acceptable ID

Buildings with Mandates

#### Choice-Based Housing Offer Process

Commercial Rent Supplement Program for Subsidized Housing

Subsidized Housing Listings

Survivors of Domestic Abuse or Human Trafficking

Terminally Ill Applicants

Rapid Rehousing Initiative

Canada-Ontario Housing Benefit (COHB)

### Contact Information

# Choice Base Cycles

- Choice Based Module Implemented
  - Pilot in November/December 2021
  - Full implementation January 2022
- Cohort of applicants invited to CB Cycles
  - Priority Applicants; Chronological 2013 or older; DA 2020 or older
  - View current RGI units: photos, amenities, maps, floorplans
  - Express interest

# Single Offer Rule

- Implemented as of January 1, 2022
- Taking educational approach with applicants
- Information/Reminders included:
  - communications
  - website
  - within MyAccessstoHousingTO
  - reminder at time of Expression of Interest



# 176 Elm: Front Counter Service

- Soft Launch April 19<sup>th</sup> and formal opening April 25, 2022
- Soon: Online Booking System
  - Applicants can book appointments for wicket and computers
  - Support agencies, Phone channel can book appointments for Applicants
  - Walk-in appointments also accepted



# Questions?

Information and Training Requests:  
[accesstohousingrentcafe@toronto.ca](mailto:accesstohousingrentcafe@toronto.ca)