

HOUSING SUPPORT

Where to go when you're looking for help

Subsidized Housing

Subsidized housing, or geared-to-income rental units, allow tenants to pay reduced rental rates based on their household's annual income. Rent is a percentage of the tenant's income (usually about 30 per cent of monthly income before taxes), or, for people on social assistance, it is based on the rent benefit set by the Ontario government. Some housing providers have mandates or special requirements for people who live in their buildings (e.g., seniors, people with mental health problems or Aboriginal persons). The waitlist for this housing can sometimes be years.

Housing Connections

176 Elm St., Toronto, ON

toronto.ca/accesstohousing

416 338-8888 (choose the "rent geared to income" option)

Services offered: Manages the centralized waiting list for subsidized housing in Toronto

Eligibility: One member of the household must be 16 years or older and at least one member must live independently with or without support services; every household member must be a Canadian citizen, permanent resident of Canada, have applied for permanent resident status or be a refugee claimant

Referral: Apply online, in-person or through direct mail (see website for details)

Note: Waitlists can be as long as seven to 12 years, depending on the size of unit; please refer to their website for the most accurate estimate

East York Housing Help Centre

1350 Danforth Ave., Toronto, ON

www.eastyorkhousinghelp.ca

416 698-9306

Services offered: Help with subsidized housing applications, eviction prevention, housing stabilization and tenants rights and responsibilities

Referral: Call to book an appointment

Note: Closed daily between noon and 1:00 p.m.

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at access.resources@camh.ca.

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The Neighbourhood Organization

10 Gateway Blvd., suite 104, Toronto, ON (Flemingdon Park office)

18 Thorncliffe Park Dr., Toronto, ON (main office)

tno-toronto.org/flemingdon-park

416 424-2900 (Flemingdon Park office)

416 421-3054 (main office)

Services offered: Housing support programs with information on housing issues, assistance with applications for subsidized housing, Rent Bank loans, support accessing energy assistance programs, access to rental listings, office drop-in Monday to Friday from 1:00 to 5:00 p.m. at the Flemingdon location on a first-come, first-served basis

Referral: Call to book an appointment with intake

St. Clare's Multifaith Housing

138 Pears Ave., Toronto, ON

www.stclares.ca

416 929-0397

Services offered: Subsidized housing with geared-to-income rent

Referral: There is no waiting list or application process; eligible people will need to be referred by one of St. Clare's partner agencies or by applying through Housing Connections or the Access Point at [416 640-1934](tel:4166401934)

Woodgreen Community Services

650 Queen St. E., Toronto, ON

www.woodgreen.org

416 645-6000

Services offered: Help connecting people with subsidized and affordable housing options; other housing supports, including referrals to emergency shelters, housing support centre and advocacy for tenants rights; drop-in services available Monday to Friday from 9:00 a.m. to 4:00 p.m.

Eligibility: Varies by program

Referral: Call to book an appointment

Affordable Housing

Rent for affordable housing units is not geared to income, but rent is set at or below average market rent and there are income restrictions to qualify. No supports or services are provided within affordable units; they are entirely independent.

Toronto Community Housing

www.torontohousing.ca/rent/affordable-rent/Pages/existing-buildings-affordable-rent.aspx

416 981-5500

Services offered: Affordable units for singles, families and seniors with low incomes

Eligibility: At initial occupancy, total household income must not exceed four times the annual equivalent of the monthly rent; at least one member of the household must be age 16 or older; at least one member must be able to live independently, with or without support services; every household member must be a Canadian citizen, a permanent resident of Canada or have applied for permanent resident or refugee claimant status; other restrictions may exist, see website for details

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Referral: Complete the “expression of interest” package on the Toronto Community Housing website to be added to the waitlist

Note: Please check the website for vacancies in their buildings

YMCA Toronto Elm Centre

87 Elm St., Toronto, ON

www.ywcautoronto.org/ourprograms/shelterandhousing/permanenthousing/elmapartments

416 691-8100

Services offered: 300 affordable housing units for single women and single women with children; options include junior one-, one-, two- and three-bedroom unfurnished apartments

Eligibility: Single women or single women with children who are Canadian citizens, permanent residents or refugee claimants

Referral: Complete the application form on their website to be added to the waitlist (assuming eligibility has been met); when a unit becomes available, the centre will contact you to set up a tour and to review the application

Co-op Housing

Co-op housing is housing that offers both market-rent and subsidized units. You must apply through Housing Connections. There is a long waitlist.

Co-Operative Housing Federation of Toronto (CHFT)

658 Danforth Ave., suite 306, Toronto, ON

co-ophousingtoronto.coop

416 465-8688

Services offered: Access to co-op housing, as well as information and education about co-op and subsidized housing

Referral: Application form can be filled out by phone for market-rent units; for subsidized housing, contact Housing Connections at [416 981-6111](tel:4169816111)

Supportive Housing

Supportive housing is housing where there are support workers in the home who work for the housing provider. The support varies depending on need; workers may be on call or available weekly, daily or 24 hours a day. Supportive housing can involve either shared accommodations or independent living.

Bellwoods Centres

300 Shaw St., Toronto, ON

bellwoodscentres.org/programs-services/supportive-housing

416 530-1448

Services offered: Supportive homes for clients receiving Bellwoods Centre’s 24/7 support services

Eligibility: People must be 16 or older, live in Toronto, have a physical disability, require assistance with activities of daily living and have a valid health card

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Referral: If eligible, you can apply through the Attendant Service Application Centre on their website; once the application is complete, it can be either mailed or faxed

Note: Rent is geared to income

Centre for Independent Living in Toronto (CILT): Attendant Service Application Centre (ASAC)

365 Bloor St. E., suite 902, Toronto, ON

www.cilt.ca

416 599-2458 ext. 225

416 599-5077 (TTY)

asac.info@cilt.ca

Services offered: Processes applications for supportive housing and attendant services

Eligibility: People must have a permanent physical disability, be 16 or older and have an OHIP card

Habitat Services

2238 Dundas St. W., suite 301, Toronto, ON

habitat-services.org

416 537-2721 ext. 240 (intake)

Services offered: Matches potential tenants to contracted boarding homes and rooming houses, provides shared and single rooms with meals and housekeeping services, offers regular maintenance visits from staff

Referral: Case manager or self-referral through the Access Point at [416 640-1934](tel:4166401934)

Note: Rent is geared to income

Houselink Community Homes

805 Bloor St. W., Toronto, ON

www.houselink.on.ca

416 539-0690

Services offered: Supportive housing and community programs, including individual and family housing units and life-skills workshops

Eligibility: People living with mental health problems and/or addictions

Referral: Apply through the Access Point at [416 640-1934](tel:4166401934)

Shelters

Shelters offer temporary housing for people in crisis. Many shelters provide services to specific groups of people (e.g., women and children, single men, youth). To check availability and hours, please call the shelter directly. You can also refer to the “Shelters” community resource sheet for more information.

Homes First

90 Shuter St., 2nd floor, Toronto, ON

www.homesfirst.on.ca

416 214-1870

Services offered: Help finding permanent housing; connects people to shelters, transitional housing, shared accommodations and independent living

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Eligibility: People must be 18 or older, unable to obtain/maintain housing and have a diagnosed/undiagnosed mental health and/or substance use problem

Referral: Call or visit website for application form

Note: Waitlist may exist

Safe Beds

For People with Serious Mental Illness

Safe Bed Short-Term Residential Services

toronto.cmha.ca/programs_services/safebeds

416 248-4174 (registry)

Services offered: 24/7 on-site support for up to 30 days; services include crisis support and counselling, basic living needs, development of daily living skills and referrals to community supports

Eligibility: People with mental illnesses who are in crisis and live in Toronto

Referral: Self-referral accepted if it is the first time accessing the service; otherwise, the referral must go through someone the person works with (e.g., case manager or social worker); to refer, call the registry number above to reach the Safe Bed Network: if a bed is available, staff will complete an application over the phone with the referrer; within an hour of the form being sent, the referrer needs to call the Safe Bed location where their referral was sent to arrange an intake appointment (this intake assessment will occur within 48 hours)

For People with Serious Mental Illness and Criminal Justice Involvement

Safe Bed Mental Health & Justice Services

toronto.cmha.ca/programs_services/safebeds

416 248-4174 (registry)

Services offered: A 34-bed network offered at four sites (Gerstein on Bloor, Reconnect, Cota Health and CMHA)

Eligibility: People age 16 and older with serious mental illnesses who are homeless or at risk of homelessness, are currently involved with the criminal justice system, can be safely supported in the community and are not at risk of harming themselves or others; access is limited to priority referral sources

Referrals: Can self-refer if there are no criminal charges against the person; usually referred by people within the court: priority referral sources include the police, correctional facilities, probation and parole officers and Law and Mental Health programs

Central Access Housing

The Access Point

661 Yonge St., 4th floor, Toronto, ON

theaccesspoint.ca

416 640-1934

Services offered: Central access point for people with mental illnesses, addictions, concurrent disorders and/or dual diagnoses to apply for independent service, crisis supports (mobile and telephone) and food banks; help finding and accessing resources in Toronto

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Eligibility: People age 14 and older who have mental health and/or substance use problems and/or a dual diagnosis

Referral: Self-referral and online application process; waitlist may apply depending on service and location

Fee: Free to apply; additional fees may vary based on service

Note: They accept applications and assess them based on service and need

General Housing Resources

Albion Neighborhood Services

21 Panorama Crt., suite 14, Toronto, ON

www.albionneighbourhoodservices.com

416 740-3704

Services offered: Housing counselling and access to available listings, information and assistance on tenant rights and supports, referrals and assessment for legal aid and Rent Bank service

Eligibility: Varies based on program

Referral: Call to book an appointment

Centre for Equality Rights in Accommodation (CERA)

192 Spadina Ave., suite 427, Toronto, ON

www.equalityrights.org/cera

416 944-0087

Services offered: Defends housing rights and human rights by educating people and communities, advancing progressive and inclusive housing law and policy and providing legal information and services to marginalized Ontarians

Note: Does not provide legal advice

City of Toronto Housing and Shelter Services

www.toronto.ca/community-people/housing-shelter

311

416 338-0889 (TTY)

Services offered: General information for finding housing, shelter and community services in Toronto

COSTI, North York Housing Help Services

1700 Wilson Ave., suite 114, Toronto, ON

www.costi.org

416 244-0480

Services offered: Support for people looking to find or maintain their housing; supports include help applying for subsidized and supportive housing, Rent Bank, low-income energy assistance programs and drop-in services

Eligibility: People age 16 and older who face multiple barriers to accessing and maintaining housing

Referral: Call to book an appointment

The Housing Help Centre

2500 Lawrence Ave E., unit 205, Scarborough, ON

www.shhc.ca

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416 285-8070

Services offered: Housing counsellors to assess a person's housing needs, connect them with services and help them apply for housing

Eligibility: Families, youth, seniors and newcomers who are homeless or at risk of being homeless; government-issued ID is required for assistance from housing counsellors

Referral: Call to book an appointment; drop-in available on Tuesdays from 9:00 to 11:00 a.m.

LOFT Community Services

15 Toronto St., 9th floor, Toronto, ON

www.loftcs.org

416 979-1994

Services offered: Several housing support options based on specific need, transitional youth programs, adult programs, senior programs (help to postpone institutional care, help to prevent unnecessary hospitalization, among others)

Eligibility: People with mental health and/or substance use problems who are homeless or at risk of being homeless; youth program is for people age 18 to 24, adult program is for people up to age 64, seniors program is for people aged 65 and over

Referral: Apply through the Access Point at [416 640-1934](tel:4166401934)

Tenant Hotline

www.torontotenants.org

416 921-9494

Services offered: Free telephone counselling service that explains tenants' rights and obligations under the Residential Tenancies Act; counsellors will help direct you to appropriate community/city agencies where necessary

Hours: Monday to Friday, 8:30 a.m. to 6:00 p.m.

Note: Does not provide legal advice

Unison Health and Community Services

1651 Keele St., Toronto, ON

unisonhcs.org/service/housing-help-program

416 653-5400 ext. 1306

Services offered: A Housing Help Centre to provide a range of housing services and act as an access point for applications to Toronto Community Housing, Rent Bank program, Streets to Homes follow-up services

Referral: Appointment required for most services