

June 21, 2018

Dear Toronto Community Housing Tenant,

### **Update on the New Crisis Priority Transfer Process**

As previously communicated, Toronto Community Housing is making changes to improve our priority transfer process to be more responsive to tenants' needs. Guided by the Toronto Ombudsman's recommendations, and after receiving valuable feedback through consultations with tenants, employees, stakeholders and outside agencies, we are putting a new Crisis priority category in place, effective July 1, 2018.

The new Crisis priority transfer process will enable us to act swiftly when there is a direct, immediate and acute risk to the health or safety of a tenant that can only be eased by relocation to another unit. Under the new process, the Crisis priority will rank second, after the Special Priority Program category (for survivors of domestic violence or human trafficking) and before the current second priority, Overhoused (for tenants living in a unit with more bedrooms than they require).

We have put in place a dedicated team to administer the Crisis priority transfer process, make timely decisions and move quickly when tenants qualify for a transfer. Our frontline employees have been trained on the new process, including their responsibilities to assist tenants with the transfer application.

With the new Crisis priority process coming into effect on July 1<sup>st</sup>, we are evaluating options for how to address the current Medical and Safety at Risk waiting list using existing vacant units. We will communicate the approach to affected households over the coming weeks.

The enclosed information sheet provides details about the new Crisis category and process. More information is available on our website and at your local operating unit office. If you have questions, please contact the Client Care Centre at 416-981-5500 or **help@torontohousing.ca**.

Yours truly,

A handwritten signature in black ink, appearing to read 'Kathy Milsom', with a stylized flourish extending from the bottom left.

Kathy Milsom  
President and Chief Executive Officer

Attachment

# New Crisis Priority Category and Transfer Process



## Who can apply for a Crisis priority transfer?

The transfer request must be made by the tenant (leaseholder).

## How do I apply for a Crisis priority transfer?

You can request a Crisis priority transfer at any time, at any Toronto Community Housing office. You do not need to submit an application or documents when you request a transfer. An Intake Specialist will help you fill out your application and gather supporting documents. The diagram on the next page describes the process.

## Who is eligible for a Crisis priority transfer?

To qualify, you or another household member must fall into one of the following six categories:

1. A victim of a traumatic incident that took place on the property where you live within the last six months
2. A witness of a traumatic incident in your unit within the last six months
3. A witness of another household member suffering a traumatic incident on the property where you live within the last six months
4. A victim suffering intimidation within the last three months
5. A witness suffering intimidation within the last three months
6. A person with a disability or situation protected under the Ontario Human Rights Code where the duty to accommodate can only be met by a transfer

## How will Toronto Community Housing know if I am eligible?

An Intake Specialist will work with you to help gather the needed documents from police, medical professionals or anyone else required.

## How do I get more information about the status of my application?

When you request a Crisis priority transfer, you will get an EasyTrac number. An Intake Specialist will contact you within two business days. The Intake Specialist will discuss next steps and give you their contact information so you can follow up with them on your transfer request.

# Applying for a Crisis Priority Transfer

