



## What is RGI Housing?

RGI is an acronym for Rent-Geared-to-Income. This housing is subsidized, meaning that a person pays rent that is proportionate to their income. The less money you have, the less rent you pay. You do not get to decide how much rent you pay. This is calculated for you based on your income.

## Applying for RGI Housing in Toronto

In Toronto, you apply for RGI housing through Access to Housing (formerly called Housing Connections). You can apply for RGI housing if you meet the following criteria:

- At least one member of the household is 16 years or older;
- At least one member of the household is able to live independently, with or without support services
- Each member of the household can prove status in Canada as one of the following:
  - a Canadian citizen;
  - a permanent resident of Canada;
  - has applied for Canadian permanent resident status; or
  - is a refugee claimant or Convention refugee

For more information, visit the website: <https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/?accordion=need-help>

### HOW TO APPLY:

All applications for RGI housing in Toronto are now done online, through the **MyAccesstoHousingTO** portal. This is a new online system, and you can access it through this link: <https://www.rentcafesocialhousing.com/onlineleasing/city-of-toronto-rent-geared-to-income-application/guestlogin.aspx>

If you need help with your application or do not have access to internet and/or a computer, visit one of the City of Toronto's housing help centres, where you can receive support with completing your application.

Here is a link with a map and contact details of housing help centres in Toronto:  
<https://www.toronto.ca/community-people/housing-shelter/homeless-help/#housing>

### **More questions?**

Phone the Access to Housing Application Support Centre  
Monday to Friday, 8:30am- 4:30pm  
416-338-8888

**NOTE:** People who previously applied through the old system or via a paper application will receive a piece of mail with a "registration code" (it is a long string of numbers and usually begins with the letter 'p'). You must then go to the MyAccesstoHousingTO portal and register your application in the new system. Click "Click here to register" and then "I have an application" to get started. If you haven't received mail with your registration code, phone the Application Support Centre (number above) for help. You MUST register in the new system to receive housing offers.

## Tips for Applying Online

After you've clicked "Click here to register", click "I do not have an application". You will need to create a password. From there, you can complete your application in the MyAccesstoHousingTO portal.



There is a step-by-step YouTube video that will tell you how to apply. Watch it here:

<https://www.youtube.com/watch?v=AulUoYVKuLs>

**Applicant:** Under the “Applicant” section, you will enter details such as your name, address, and an alternate contact if they cannot reach you. If you do not have a permanent address, or it is not safe for you to receive mail at your current address, you can enter a different mailing address on the form. If an agency (for example, The 519) is supporting you, you can add an agency contact. Ask your worker if having mail come to their agency is also a possibility, if you do not want it coming to where you are staying.

**Co-Applicant and Dependents:** If anyone else will be staying with you in the unit (for example, a partner or children) then you must list them in these sections.

**Income and Assets:** **INCOME** is money you have coming in. An **ASSET** is money you have saved or something you own, for example, an investment or a car. You will have to list your income and assets on the form. If you do not have assets, you can leave it blank.

**Line 23600:** This section asks for Line 23600 from your most recent Notice of Assessment. This is a tax document, and line 23600 is your net income for the past year. You will need to have completed your taxes to access this document. Access one of these free tax clinics if you need help filing taxes:

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program.html>

**Source of Income:** Here you will list your source of income (for example, OW or ODSP).

**Domestic Abuse/Human Trafficking:** Check off this section if you are completing a priority application under this category (more info below).

**Homelessness:** Check off this section if you are experiencing homelessness.

**Terminally Ill:** Check off this section if you are completing a priority application under this category (more information below).

**Accessibility:** In this section you can make accessibility requests (for example, a wheelchair modified unit).

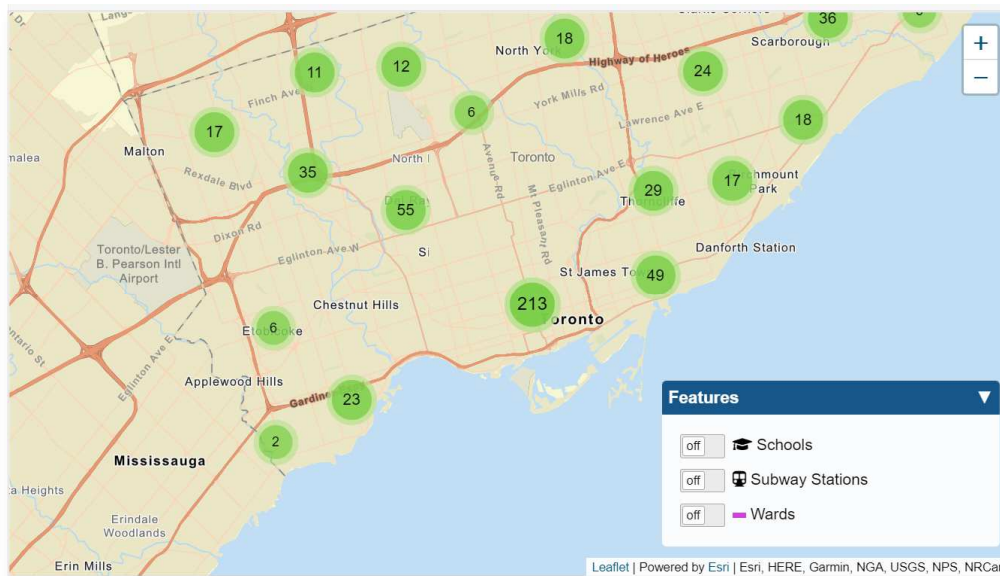
**Documents:** In this section you will upload the necessary documents (Notice of Assessment, proof of status in Canada, any priority applications).

**Sign and Submit:** You must sign a consent form. This section allows you to do this online, so you do not need to print anything.

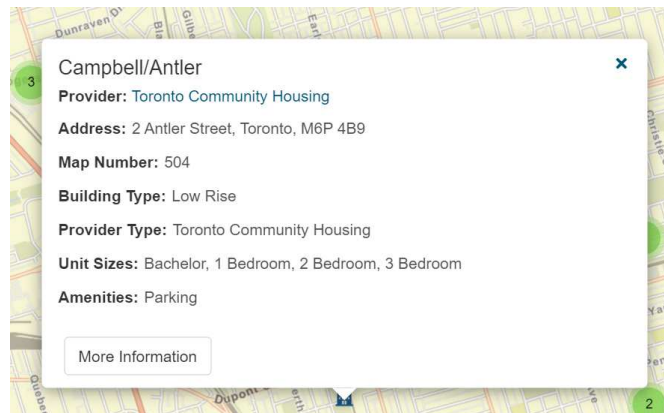
### **Tips for Making RGI Housing Selections**

Once your application is approved, you can log into the portal and choose individual housing selections. Each building is numbered. You can find a map and more information about each individual building here:

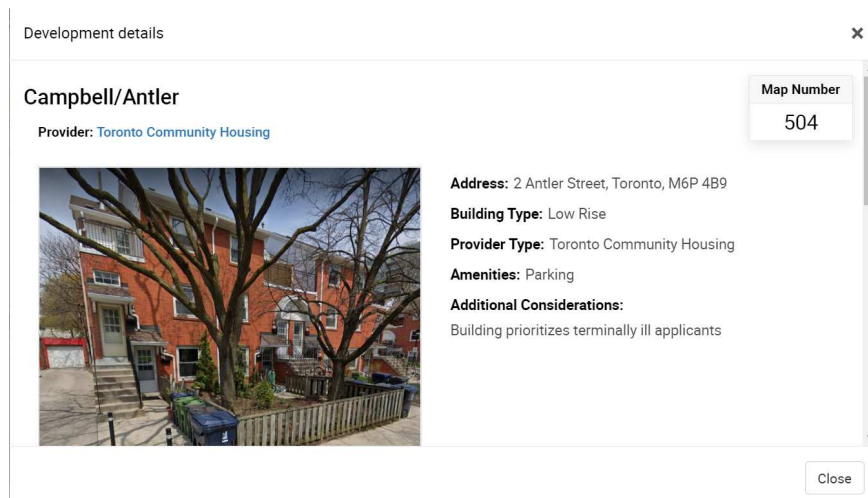
<https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/subsidized-housing-listings/#location=&lat=&lng=>



Zoom in on the map to see individual buildings. You can click individual buildings to see details about each building. When you click on a building, a pop-up window will appear:



Click on “more information” to learn more about the building:





Development details x

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**Unit Sizes**

Bachelor	1 Bedroom
Subsidized units: 7	Subsidized units: 15
Market Rent Unit: 0	Market Rent Unit: 28
Number of applicants waiting: 5928	Number of applicants waiting: 11668
Household income limit: \$40,000	Household income limit: \$47,000
Offering Applicants who applied approximately: 2001	Offering Applicants who applied approximately: 1985
Units available in the last 12 Months: 0	Units available in the last 12 Months: 2

2 Bedroom	3 Bedroom
Subsidized units: 8	Subsidized units: 6

Close

In this pop-up window you will find important information, including how many people are on the wait list before you, what year of application they are currently offering units to, and how many units generally become available each year (all circled in red here). Generally, the fewer people who are on the waitlist ahead of you, the more recent the year that they are offering units to, and the more units that become available each year, the faster you will get housed.

**HOWEVER, it is also important to keep in mind that as of January 1, 2022, Access to Housing will only offer you 1 unit. (Previously there were 3 offers, meaning that if you declined the first two you could still choose the third). Now if you decline the offer you receive, you will be placed at the bottom of the waitlist again. So, while you can be a little bit strategic about places you choose, make sure you also only select places where you want to live, because you will only be given one offer.**

Save your password in a safe place because you will need to log into this portal often to check for messages regarding your application.

### **Special Priority Program (SPP) Housing**

There are some applicants who will be housed faster than other applicants because they are facing unique challenges. For two of these categories, you will need to submit an additional application:

#### Survivors of Family/Domestic Abuse or Human Trafficking

Click this link to learn more: <https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/survivors-of-domestic-abuse-or-human-trafficking/>

#### People who are Experiencing a Terminal Illness

Click this link to learn more: <https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/terminally-ill-applicants/>

For these types of applications, you will need to submit extra documents such as support letters and/or letters from a medical professional or lawyer. Because of this, it is best to work with a social service worker (for example, a staff member from The 519) who can assist you.

**If you are successful in your priority application, you are placed at the top of the waitlist and can get a housing offer much faster.**