

## QUARTERLY UPDATE – Q2 2018

### EXECUTIVE SUMMARY

The OCHE is pleased to present to the Board the Quarterly Update for Q2 2018. Arrears referrals to the OCHE have remained high at 127 for this Quarter. The referrals continue to be predominantly for senior tenant units, with only 29 vulnerable tenant units being referred to the OCHE. I am pleased to note that breached OCHE brokered Local Repayment Agreements (LRAs) have decreased in number from Q1 2017 from 41 to 33 this Quarter.

This Quarter, the Early Resolution Officers (EROs) at the OCHE have continued to have a high engagement rate with 95% of tenants choosing voluntarily to work with the OCHE. The EROs have completed 107 arrears reports and have resolved or helped the tenant manage their arrears in 74% of cases. We have found that loss of subsidy and change of income were the most reported causes of arrears. As of June 4, 2018, we are happy to announce that the EROs at the OCHE are at a full complement. I wish to thank the CEO and the TCHC Board for their support in enabling me to properly resource the OCHE.

As planned, the OCHE has created a new Tenant Satisfaction Survey which has been distributed to every tenant household that has been referred to the OCHE. At the conclusion of working with tenants, a survey is provided to the tenants along with my final Recommendations Report. The OCHE began distributing the survey effective May 1<sup>st</sup>, 2018. Currently, the results have been positive. This survey is also available on the OCHE website. (You will see a copy of this survey attached to our Q2 report.)

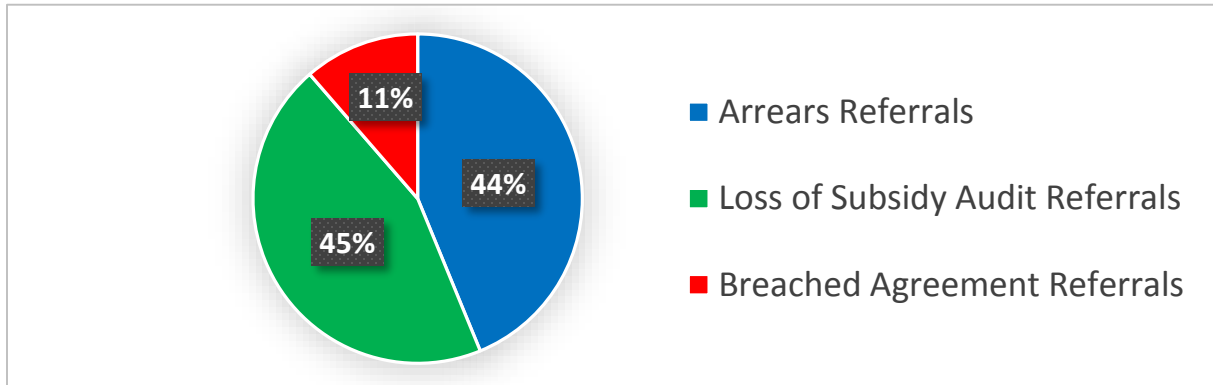
The OCHE continues its educational outreach to internal and external stakeholders. This Quarter, the OCHE has presented to ODSP offices, social housing providers in Wellington County, and to TCHC tenants. I was also invited to speak on a City of Toronto forum organized by the Specialized Program for Interdivisional Enhanced Response (SPIDER). The topic was the “Open Dialogue on Vulnerability: Oversight, Accountability and Advocacy” forum. I was honoured to sit on a panel with the Director of the Toronto Police’s Office of the Independent Policy Review Board and the City of Toronto Ombudsman. Several TCHC staff attended the session, in which the role of oversight bodies and how they support vulnerable people was explored. Slides from the presentation, along with video, can be viewed on the OCHE website, [www.oche.ca](http://www.oche.ca).

Cynthia L. Summers  
Commissioner of Housing Equity

## OCHE REFERRALS

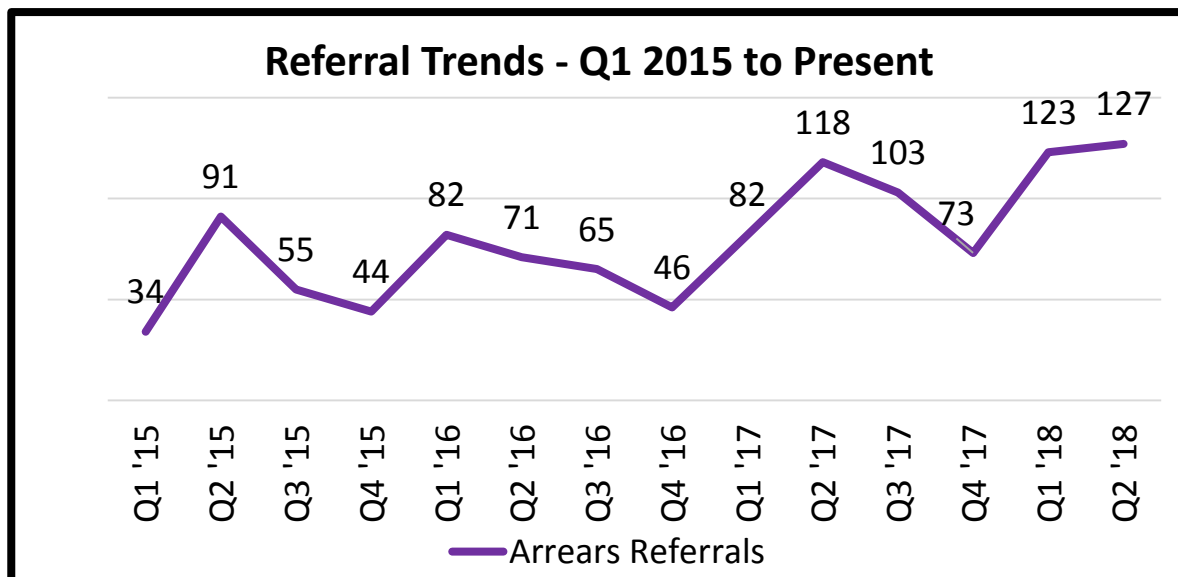
### Total Referrals

The OCHE received a total of 290 referrals in Q2 of 2018. Of those referrals OCHE received 127 arrears referrals, 130 loss of subsidy referrals and 33 breach of agreement referrals:



### Arrears Referrals

The number of arrears referrals in this Quarter have remained at their highest level with a slight increase from Q1 2018.



Of those 127 arrears referrals we saw 98 referrals for seniors and 29 for vulnerable tenants. Of the 127 Arrears Referrals we received in Q2, 29 had an underlying Loss of Subsidy.

## OCHE ARREARS RESOLUTION ACTIVITIES AND FINDINGS

The OCHE reported on a total of 107 arrears referrals this Quarter: 29 vulnerable and 78 senior. The findings below are based on the 107 arrears files the OCHE reported on in Q2 2018.

### By Quarter

|   | Q2 2018 | Q1 2018 |
|---|---------|---------|
| <b>Engagement Rate<sup>1</sup></b>      | 95%     | 95%     |
| <b>Average Arrears at Referral</b>      | \$3,029 | \$3,247 |
| <b>Resolved within 45 Business Days</b> | 93.5%   | 94%     |
| <b>Resolved Need for L1</b>             | 74%     | 79%     |

### By Age

|   | <31     | 31-58   | 59+     |
|---|---------|---------|---------|
| <b>Engagement Rate</b>                  | 100%    | 96%     | 95%     |
| <b>Average Arrears at Referral</b>      | \$1,874 | \$4,448 | \$2,667 |
| <b>Resolved within 45 Business Days</b> | 100%    | 83%     | 96%     |
| <b>Resolved Need for L1</b>             | 80%     | 79%     | 72%     |

### By Income Type

|   | Gov't Pension | Employment | OW/ODSP | Other   |
|---|---------------|------------|---------|---------|
| <b>Engagement Rate</b>                  | 92%           | 100%       | 96%     | 88%     |
| <b>Average Arrears at Referral</b>      | \$2,604       | \$3,203    | \$3,368 | \$3,298 |
| <b>Resolved within 45 Business Days</b> | 95%           | 90%        | 93%     | 100%    |
| <b>Resolved Need for L1</b>             | 67%           | 74%        | 89%     | 63%     |

## CHALLENGES FACED BY TCHC IN THE ARREARS COLLECTION PROCESS

- Delay in TCHC's Service of N4s = 65%
- Delay in Attempts at Speaking with Tenants Regarding their Arrears = 54%
- Multiple EPP Letter 1: 4 to 6 Business Day Overdue Letters sent = 43%

<sup>1</sup> The rate at which tenants actively engaged and worked with OCHE upon contact.

## OCHE'S FINANCIAL CONTRIBUTION TO TCHC

Of the 107 arrears referrals reported on this Quarter, the OCHE brokered 44 Repayment Agreements representing a total of \$123,309.31 and also secured \$34,058.46 in direct payments to TCHC for a total recovered amount of \$157,367.77.

### Repayment Agreements

Of the arrears referrals that led to a Repayment Agreements this Quarter, the OCHE received the referral from TCHC an average of 12.6 months after the arrears first accrued. Once received, the OCHE was able to broker 44 Repayment Agreements with an average repayment amount of \$133.24 per month over an average of 22.9 months.

| LRA Length (Months) | Number    | Total LRA Amount    | Average LRA Amount | Average Monthly Payment | Average Month of Referral | Average Length of LRA (Months) |
|---------------------|-----------|---------------------|--------------------|-------------------------|---------------------------|--------------------------------|
| 1-11                | 14        | \$11,317.32         | \$808.38           | \$154.49                | 11.5                      | 5.9                            |
| 12-23               | 12        | \$24,020.25         | \$2,001.69         | \$127.00                | 13                        | 15.8                           |
| 24+                 | 18        | \$87,971.74         | \$4,887.32         | \$120.87                | 16.1                      | 40.9                           |
| <b>Total:</b>       | <b>44</b> | <b>\$123,309.31</b> | <b>\$2,802.48</b>  | <b>\$133.24</b>         | <b>12.6</b>               | <b>22.9</b>                    |

### Direct Payments

Of the Direct Payments OCHE secured, the majority of that money came from connecting with the City of Toronto's Housing Stability Fund. The total amount of Direct Payments has increased by 37% from Q1 2018.

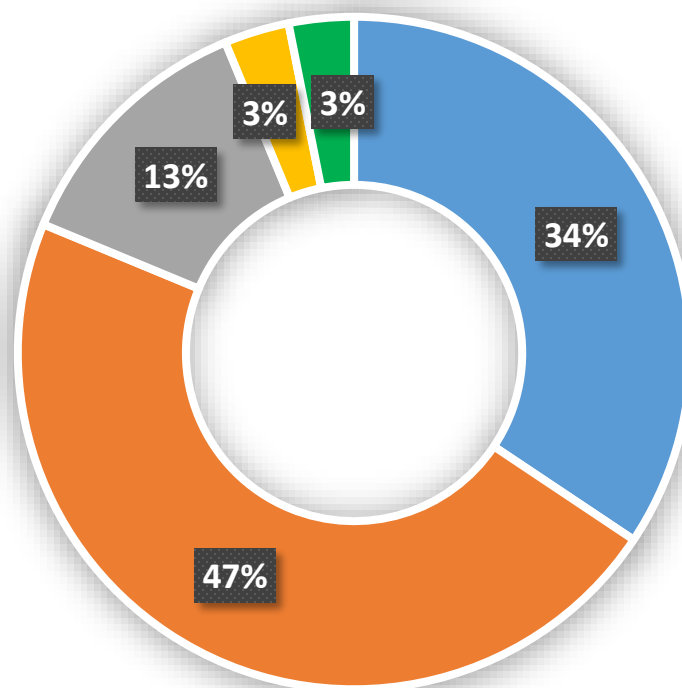
| Direct Payment Source         | Payment Amount     |
|-------------------------------|--------------------|
| Tenant/Family                 | \$13,700.81        |
| City's Housing Stability Fund | \$20,357.65        |
| <b>Total</b>                  | <b>\$34,058.46</b> |

## BREACHED REPAYMENT AGREEMENTS

This Quarter we saw 32 breaches of previously brokered Repayment Agreements. The OCHE found exceptional circumstances in 22 of the 32 cases. The OCHE recommended proceeding to an L1 application in 11 of the 32 breaches. The OCHE renegotiated new Repayment Agreements in 15 of the 32 cases, resolved the underlying cause of arrears in 1 case, received a direct payment from the tenant in 4 cases, and was notified that the tenant was vacating in 1 case.

### Resolution of Breaches

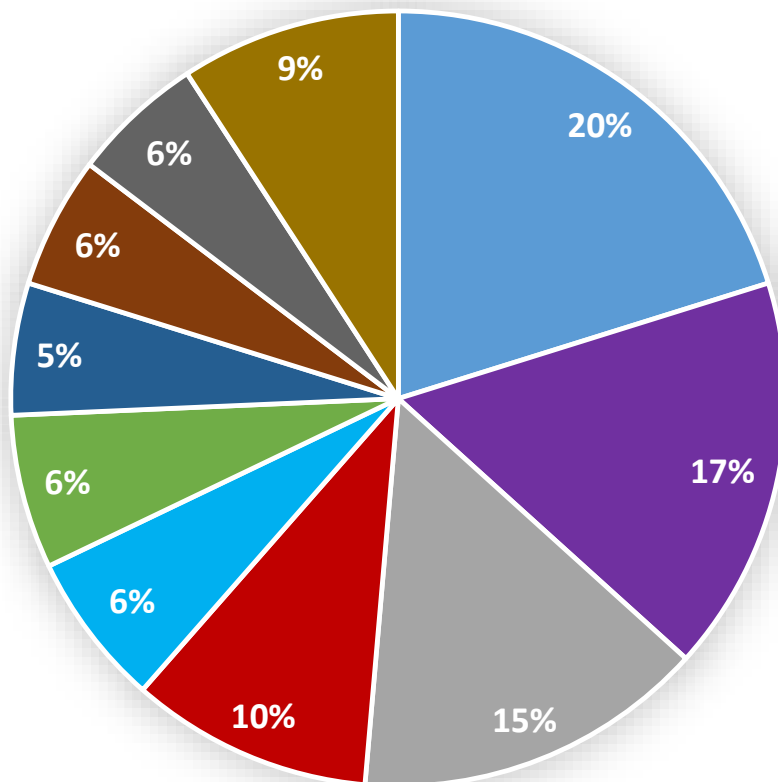
- Proceeded with L1
- Direct Payment
- Vacated
- New Repayment Agreement
- Resolved



The 32 breaches represented agreements totaling \$120,576.65 with the average breached Repayment Agreement being worth \$3,768.02. Of that \$120,576.65 the OCHE was able to come to terms on 15 new agreements worth a total of \$80,306.07.

## ROOT CAUSES OF ARREARS

In Q2 2018, the EROs found that Loss of Subsidy was the most reported cause of arrears, with 22 households stating that it was one of the root causes of their arrears.

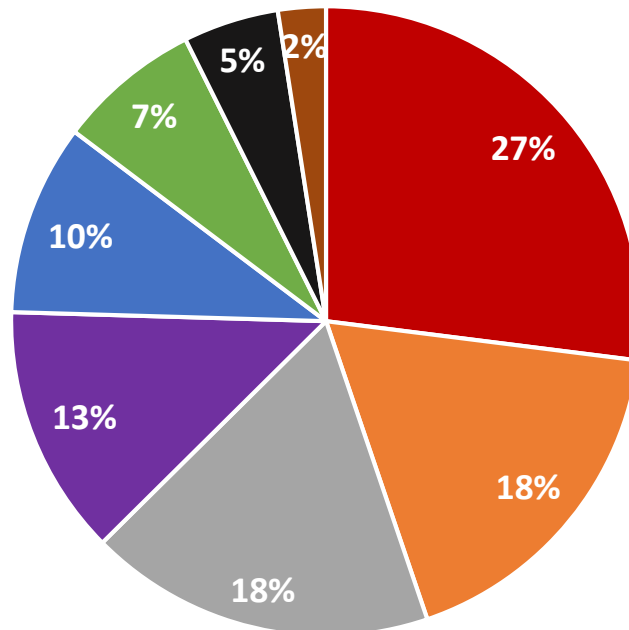


- Loss of Subsidy
- Change of Income
- Physical Health Challenges
- Absent from Home
- Rent Calculation Disputes
- Payment Schedule
- Direct Payments to TCHC
- Unexpected Expenses
- Substance Misuse
- Other

**Note:** “Other” included Non-Reporting of Family Composition Changes (4), Mental Health Challenges (3), and Maintenance Disputes (3).

## RESOLUTIONS OF ARREARS

The EROs work with or refer tenants to a variety of agencies, supports and services to assist tenants in maintaining healthy long-term successful tenancies. In Q2 2018, the EROs assisted tenants with connections to supports and services, as indicated below.



- Brokering Repayment Agreements
- Referring to a CSC Post-OCHE Resolution
- Recommending TCHC classify the Tenant as a Late Payer
- Setting up Direct Payments to TCHC
- Accessing HSF to Pay Arrears
- Assisting to Resolve a Loss of Subsidy
- Working with OW/ODSP
- Other

**Note:** “Other” included Assisting with InSitu application (2), Connecting Tenant to Mental Health Services (1), and Referring the Tenant to Rogers Connected for Success (1).



## APPENDIX 1: TENANT SATISFACTION SURVEY

Office of the Commissioner of Housing Equity  
Cynthia L. Summers, Commissioner  
339 Bloor Street West, Suite 221  
Toronto, ON M5S 1W7



### Tenant Satisfaction Survey

We greatly value your opinion. By filling out this survey, you will help us to continue to improve our process to better serve other tenants. This form can also be completed online at [www.och.e.ca/tenant-survey](http://www.och.e.ca/tenant-survey).

We are interested in your honest opinion. Your survey responses will remain confidential.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

How would you rate your overall experience at the OCHE?

- Satisfied
- Not Satisfied

Explain Why:

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Please provide any additional feedback on your experience with the OCHE:

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