



Update on One Year of Ombudsman Toronto's Housing Unit

Established in July of 2023, Ombudsman Toronto's Housing Unit investigates and reviews the planning and delivery of the City of Toronto's housing services, policies, and programs to make sure they are fair and uphold Torontonians' human right to adequate housing. The unit:

- Carries out systemic investigations and systems reviews and makes recommendations to help the City fulfil its housing rights obligations.
- Advocates at a systems level for the right to adequate housing.
- Engages with the public, organizations, and all levels of government to share information and best practices, and learn about housing challenges they face.
- Offers advice and acts as a sounding board to City staff.

What We've Done So Far

In less than a year, we have:

- Fully staffed the Housing Unit
- Developed its infrastructure
- Launched two systemic investigations
- Provided numerous consultations to City staff
- Met with more than 170 people through our engagement work
- Developed a framework that uses the concept of housing as a human right to guide our investigations

What We've Heard

Some of the concerns we've heard about include:

- Homelessness and shelter services (e.g., shelter conditions)
- Social housing administration (e.g., difficulty with the new rent-geared-to income housing offer process through the City's new online portal)
- Property standards (e.g., the enforcement of property standards and the RentSafeTO program)
- Planning and development (e.g., the process for demolitions & renovations of rental units)
- Affordable housing (e.g., zoning & planning issues impeding the development of affordable housing)

As we look ahead, we will continue to listen to and learn from those most affected by housing precarity and homelessness to ensure they are centred in the City's work and to inform our future systemic investigations and reviews.