

HOUSING SUPPORT IN TORONTO

Where to go when you're looking for help

Updated: May 2024

Subsidized Housing

Subsidized housing, or geared-to-income rental units, allow tenants to pay reduced rent 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, First Nations people). The waitlist for this housing can sometimes be years.

Housing Connections

176 Elm St.

toronto.ca/accesstohousing

Tel.: 416 338-8888 (application support)

Tel.: 416 338-4766 (central intake)

Services: Centralized waiting list for subsidized housing in Toronto; emergency shelter by phoning central intake

Eligibility: One member of household must be age 16+ and at least one member must live independently with or without support services; every member must be a Canadian citizen, permanent resident, have applied for permanent resident status or be a refugee claimant; must not owe money to a social housing provider or have rent-geared-to-income housing convictions

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 unit size; see website for wait times

East York Housing Help Centre

1350 Danforth Ave.

eyetfrp.ca/housing-help

Tel.: 416 698-9306

familyresources@eyetfrp.ca

Services: Help with subsidized housing applications; interest-free repayable loans; eviction prevention; low-income energy assistance program (Ontario Electricity Support Program; OESP); case management

Eligibility: At least one household member must be age 16+; all must be Canadian citizens, permanent residents or have refugee claimant status; annual household income must be under \$80,000, total assets of household must be under \$75,000; must be able to live independently, with or without support; see website for other criteria

Referral: Appointment required; call, email or visit website for intake form

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please email the information to us at access.resources@camh.ca.

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Note: Closed daily, 12:00 pm–1:00 pm

St. Clare’s Multifaith Housing

25 Leonard Ave.

138 Pears Ave.

www.stclares.ca

Tel.: 416 628-0224

info@stclares.ca

Services: Subsidized housing with geared-to-income rent

Eligibility: People requiring affordable housing

Referral: Subsidized rent only by referral from partner agency

WoodGreen Community Services – Housing Access Centre

Various locations for different groups and needs (e.g., seniors, families, homeless people with mental health issues); see website

650 Queen St. East

www.woodgreen.org/programs/housing-access-centre

Tel.: 416 645-6000 ext. 1100

housingaccess@woodgreen.org

Services: Subsidized and affordable housing; referrals to emergency shelters; advocacy for tenants’ rights; childcare services; employment services; financial empowerment services; disability services; medical and clinical care support

Eligibility: Applicants must have proof of status in Canada (i.e., birth certificate, Canadian passport, permanent resident card, refugee claimant form) and recent Notice of Assessment from Revenue Canada

Referral: Call to book an appointment

Affordable Housing

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

Toronto Community Housing

931 Yonge St.

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

Tel.: 416 981-5500

help@torontohousing.ca

Services: Affordable units for single people, families and seniors with low income; low-cost internet; community safety

Eligibility: Total household income must not exceed four times the annual equivalent of the monthly rent; one household member or more must be age 16+; one member or more must be able to live independently, with or without supports; all must be Canadian citizens, permanent residents or have applied for permanent resident or refugee claimant status; see website for other criteria

Referral: Complete application process on website

Note: See website for vacancies

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YWCA Toronto Elm Centre

87 Elm St.

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

Tel.: 416 691-8100

info@ywcattoronto.org

Services: 300 affordable housing units, including junior one-, two- and three-bedroom unfurnished apartments; emergency shelter; mental health support; parenting program

Eligibility: Women, gender-diverse people and their dependents who are Canadian citizens, permanent residents or refugee claimants

Referral: Complete application form on website to be added to waitlist (assuming eligibility); centre contacts eligible people when a unit becomes available

Note: Tenants with mental health or substance use concerns may get in-house support

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

658 Danforth Ave., Suite 306

co-ophousingtoronto.coop/our-sector/how-to-apply-to-a-coop/

Tel.: 416 465-8688

info@coophousing.com

Eligibility: People who can pay the full or “market” housing charge and people who will need a subsidy

Services: Access to co-op housing; information and education about co-op and subsidized housing

Referral: Application filled out by phone for market-rent units; for subsidized housing, contact Housing Connections at 416 981-6111

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.

Bellwood’s Centres for Community Living

3 Concorde Gate, Suite 200

bellwoodscentres.org/programs-services/supportive-housing

Tel.: 416 696-9663

admin@bellwoodscentres.org

Services: Rent geared to income; support services; 24-hour personal care (e.g., assistance with lifts/transfers, dressing, skin care, respiration, general hygiene, laundry, eating.)

Eligibility: Age 16+ living in Toronto; must have a physical disability, need assistance with activities of daily living, have valid health card

Referral: Self-referral, Contact [Attendant Service Application Centre](#) at the Centre for Independent Living to request application package

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Habitat Services

2238 Dundas St. West, Suite 301

habitat-services.org

Tel.: 416 537-2721 ext. 240 (intake)

info@habitat-services.org

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

Eligibility: People age 16+ with mental health challenges

Referral: Self-referral or referral through community agencies or hospitals

Note: Rent geared to income

Houselink Community Homes

805 Bloor St. West (tenant services)

175 Bloor St. East, Suite 1101 (main office)

www.hlms.ca/about-us/apply-for-housing

Tel.: 416 703-9266

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

Eligibility: Canadian citizen, landed status or refugee claimant; do not owe rent to any other non-profit housing authority; do not own a home or must agree to sell home within six months of moving into Houselink; able to live independently or with support from family or friends

Referral: Apply through Access Point at 416 640-1934

LOFT Community Services

32 Grenville St. (Tel.: 416 923-1772)

1906-423 Yonge St. (Tel.: 416 340-7222)

61 Pelham Park Gardens (Tel.: 647 931-3945)

101 Humber Blvd. South, Unit 302 (Tel.: 416 604-8666)

7 Arleta Ave., Suite 125 (Tel.: 416 631-6100)

www.loftcs.org

info@loftcs.org

Services: Housing support based on need; transitional youth programs; adult programs; senior programs (to postpone institutional care, prevent unnecessary hospitalization); behavioural support programs

Eligibility: Older adults and youth age 16–2 with addiction and mental health challenges (all identities welcome)

Referral: Self-referral; applications completed through Access Point at 416 640-1934

Neighbourhood Group – Dovercourt Place

11 Macey Ave.

tngcommunityto.org/Programs-Services/Programs/Modular-Housing?cat=8825

Tel.: 416 886-6468

jody.swindells@tngcs.org

Services: Modular housing; crisis response plans; harm reduction and relapse prevention counselling; medication reminders and safe storage; connections with community support; primary health care, employment; volunteer opportunities

Eligibility: People experiencing homelessness

Referral: Self-referral; applications completed through Access Point at 416 640-1934

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Neighbourhood Group – L.L. Odette Place

260 Augusta Ave.

tngcommunityto.org/Programs-Services/Programs/Clinical-and-Case-Management/L-L-Odette-Place?cat=8563

Tel.: 416 925-2103 ext. 2266

info@tngcs.org

Services: Transitional housing; counselling; connections to health care support; harm reduction; meal preparation; employment support

Eligibility: Men experiencing homelessness

Referral: Self-referral; applications completed through Access Point at 416 640-1934

Parkdale Assisted Living

248 Ossington Ave. (office)

20 and 25 West Lodge Ave. (assisted living sites)

1447 King St. West (assisted living site)

www.westnh.org/pal

Tel.: 416-532-7586 ext. 146

info@westnh.org

Services: Support services; 24-hour personal care (e.g., assistance with lifts/transfers, dressing, skin care, respiration, general hygiene, laundry, eating)

Eligibility: Seniors, people with disabilities

Referral: Self-referral; contact [Attendant Service Application Centre](#) at Centre for Independent Living to request application package

Note: Rent geared to income

Transitional Housing

Eva's Phoenix Transitional Housing

60 Brant St.

www.evas.ca/where-we-are/evas-phoenixh

Tel.: 416 364-4716 ext. 236

intake@evas.ca

Services: Employment program; life skills training; counselling; career development; mentorship program; property maintenance and construction training program

Eligibility: People age 16–24 experiencing homelessness, at risk of being homeless or precariously housed; must be currently or willing to secure income from employment or social services; see website for other criteria

Referral: Self-referral through online application form

Fort York Residence Transitional Housing

38 Bathurst St.

www.toronto.ca/community-people/community-partners/emergency-shelter-operators/about-torontos-shelter-system/see-our-shelters

Tel.: 416 338-8800

FortYorkResidenceReferral@toronto.ca

Services: Transitional housing; case management; meals, clothing, hygiene supplies, computers, laundry

Eligibility: Men age 18+ who are employment ready

Referral: Self-referral, referral from agencies serving men who are homeless

Note: May be a waitlist

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LOFT Community Services

15 Toronto St., 9th floor (main office)
 227A Crawford St. (John Gibson House) Tel.: 416 537-3477
 661 Dufferin St. (St. Anne's Place) Tel.: 416 536-2761
 245 Dunn Ave. Tel. 416 537-0001

www.loftcs.org

info@loftcs.org

Services: Housing support based on specific need; transitional youth programs, adult programs, senior programs (to postpone institutional care, prevent unnecessary hospitalization); behavioural support programs

Eligibility: Older adults with mental health challenges, substance use issues, complex care needs or who need specialized assisted-living supports; specific eligibility differs by location

Referral: Apply through Access Point at 416 640-1934

Transitional Housing Toronto

162 Madison Ave.
www.thousetoronto.org
 Tel.: 416 925-4531
info@thousetoronto.org

Services: Recovery support; employment support; volunteerism; life skills support; recreational activities

Eligibility: Men waiting for residential addiction treatment, completing community treatment or returning to community from residential treatment

Referral: Self-referral through online application form

Shelters

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

Adam House

430 Gladstone Ave.
www.adamhouse.org
 Tel.: 416 538-2836

Services: Living accommodations; assistance and advice with immigration procedures; referral to legal services, medical assistance, community resources

Eligibility: People and their families who have lived in Canada less than four months

Note: Can stay up to four months

Birkdale Residence – Family Shelter

1229 Ellesmere Rd.
www.centraleasthealthline.ca/displayservice.aspx?id=51541
 Tel.: 416 392-5650

Eligibility: Women age 16+ with children; pregnant single women in last trimester; women with children in care of children's aid society; refugee claimant families; two-parent families; single men with children

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Christie-Ossington Neighbourhood Centre

973 Lansdowne Ave.
850 Bloor St. West
www.conc.community.org
Tel.: 416 516-8642

Services: Counselling; child and youth programming; housing and resource support; legal support, advocacy; food bank

Eligibility: Men age 18+

Languages: English, French, Spanish, Portuguese, Arabic, Cantonese

Safe Beds for People with Serious Mental Illness

Safe Bed Short-Term Residential Services

940 Wilson Ave.
cmhato.org/programs/safe-beds
Tel.: 416 248-4174 (registry)

Services: 24/7 onsite support for up to 30 days, including crisis support and counselling, basic living needs, daily living skills, referrals to community supports

Eligibility: People age 16+ with serious mental illness who are in crisis and live in Toronto; must not be at risk of harming self or others

Referral: Self-referral accepted if first time accessing the service; otherwise, referral required by professional care provider (e.g., case manager, social worker) by calling number above; staff complete application over phone with referrer and within one hour referrer must call Safe Bed location to arrange intake appointment (occurs within 48 hours)

Central Access Housing

Centre for Independent Living in Toronto – Attendant Service Application Centre

365 Bloor St. East, Suite 902
www.cilt.ca
Tel.: 416 599-2458 ext. 225
Tel.: 416 599-5077 (TTY)
asac.info@cilt.ca

Services: Processes applications for supportive housing and attendant services; service navigation; independent living skills training

Eligibility: Age 16+, must have a permanent physical disability, have OHIP card, require personal care, be able to direct own services

The Access Point

145 Front St. East, Unit 301
theaccesspoint.ca/about
Tel.: 416 640-1934
info@theaccesspoint.ca

Services: Central access point for people with mental illness, addiction, concurrent disorders to apply for independent service; crisis supports (mobile and phone); food banks; help finding resources in Toronto

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Eligibility: People age 14+ who have mental health or substance use problems

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

Note: Free to apply, but other fees may vary based on service; assess applications based on service and need

General Housing Resources

Albion Neighborhood Services

1530 Albion Rd, Suite 205

185 Fifth St.

www.albionneighbourhoodservices.ca/housing

Tel.: 416 740-3704

ans@albionservices.ca

Services: Housing referrals; help with housing applications; rent bank service (interest-free loans available); energy assistance programs

Eligibility: Varies based on program

Referral: Call to book appointment

Centre for Equality Rights in Accommodation

192 Spadina Ave., Suite 427

www.equalityrights.org/cera

Tel.: 416 944-0087

cchr@housingrightscanada.com

Services: 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; phone or email inquiries only, no in-person service

City of Toronto Housing and Shelter Services

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

Tel.: 311

Tel.: 416 338-0889 (TTY)

homeless.support@toronto.ca

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

COSTI – North York Housing Help Services

1700 Wilson Ave., Suite 114

www.costi.org/programs/housing.php

Tel.: 416 244-0480

nyork@costi.org

Services: Support finding and maintaining housing; eviction prevention and housing stabilization; landlord-tenant mediation; housing case management; crisis intervention; drop-in program; ID clinic; financial literacy programs; individual counselling for survivors of domestic violence

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

Referral: Call to book appointment

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Housing Help Centre

2500 Lawrence Ave. East, Unit 205

www.shhc.ca

Tel.: 416 285-8070

info@thhc.org

Services: Housing counsellors assess housing needs, connect people with services, help with housing applications

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

Referral: Call to book appointment; drop-in on Tuesdays, 9:00 am–11:00 am

Tenant Hotline

www.torontotenants.org/hotline

Tel.: 416 921-9494

Services: Free phone counselling that explains tenants' rights and obligations under Residential Tenancies Act; referral to community/city agencies

Hours: Monday to Friday, 8:30 am–6:00 pm

Note: Does not provide legal advice

Unison Health and Community Services

12 Flemington Rd. (Tel.: 416 787-1661)

540 Finch Ave. W. (Tel.: 647 436-0385)

1541 Jane St. (Tel.: 416 645-7575)

1651 Keele St. (Tel.: 416 653-5400)

501 Oakwood Ave. (Tel.: 647 798-0441)

unisonhcs.org/programs-services

bfhub@unisonhcs.org

Services: Kitchen program; harm reduction kits; drop-in for pregnant women; electricity support program clinic; weekly legal clinic; housing help program; ID clinic; support groups

Referral: Appointment required for most services

Note: Services differ by location; see website for details