
For Information

REPORT TITLE: 2025 Housing Services Annual Report

FROM: Steve Jacques, MScPI, MCIP, RPP, Commissioner of Human Services

OBJECTIVE

To provide Regional Council with an overview of Housing Services' 2025 key accomplishments.

REPORT HIGHLIGHTS

- As Service Manager, Peel Region oversees an affordable housing system that housed and/or supported a total of 43,717 households in 2025, which represents a 59 per cent increase of households served annually since the beginning of this term of council in 2022.
 - In 2025, Peel stabilized and/or affordably housed 7,487 **net new** households.
 - These improvements in reach and impact are due to the innovative new programs implemented under Peel's 10-year Housing and Homelessness Plan, made possible by the \$78.3 million of new operating and \$842.8 million of capital investments approved by Regional Council over this term.
 - Despite these successes, the need for affordable housing continues to exceed system capacity and funding.
 - In 2025, it is estimated that Peel's affordable housing system is meeting just 17 per cent of core housing need (CHN).
 - All levels of government must continue to work together to maintain and grow Peel's community housing system, with the share of provincial and federal funding increasing significantly.
 - Increased investment in subsidies, new non-market housing supply and wrap-around supports are critical to success.
 - Peel remains committed to working with our partners and stakeholders to improve housing outcomes. A new 12-year strategic housing and homelessness plan will be brought forward to the new Council for final approval in 2027, along with an updated advocacy framework and approach.
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DISCUSSION**1. Background**

Peel Region is the Service Manager and primary funder of Peel's affordable housing system. Under Ontario's *Housing Services Act 2011*, Service Managers are the authorities designated by the province to plan, manage, and deliver affordable housing and homelessness programs within their geographic areas.

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Within the affordable housing system, Peel Region is also a community and supportive housing supply producer/developer, a community housing provider and a service provider.

Peel Region is a recognized leader in our sector, improving housing outcomes for our community's low-income and vulnerable residents due to Council's balanced and strategic investments in housing and homelessness solutions.

This report provides Council with an overview of the 2025 housing and homelessness accomplishments and impacts achieved by the Region and our many stakeholders, as a result of Council's investment, and the funding received by other order of government.

These outcomes, guided by Peel's 10-year Housing and Homelessness Plan (PHHP), illustrate how Peel provides a housing-first system of supports for the residents we serve. A dashboard of our operational performance indicators and information regarding Peel's housing service levels and needs can be found on our website at [Understanding Peel's housing need and service levels - peelregion.ca](https://www.peelregion.ca/housing-need-and-service-levels)

2. Impact and Need

2025 was a year of continued economic and housing vulnerability for many of Peel's residents. Lingering instability from the pandemic, increases in mortgage interest rates, high rental rates, unpredictable inflation fluctuations due to ongoing tariff tensions, and the persistence of inadequate funding from upper levels of government continued to be Peel's reality.

Despite these challenges, Peel Region oversees a system that housed and/or supported a total of 43,717 households in 2025, which represents a 59 per cent increase of households served annually since the beginning of this term of council in 2022. This dramatic increase is a result of the innovative new programs and supports implemented under Peel's 10-year Housing and Homelessness Plan over this term of council.

Meaningful change requires leadership, collaboration and investment, aligned to a vision that focuses on the provision of permanent housing solutions - preventing and ending chronic homelessness, instead of simply managing it. As such 84 per cent of households served in 2025 were provided with housing supports to facilitate long-term housing stability.

In 2025, Peel stabilized and/or affordably housed 7,487 **net new** households.

a) Community Need

Housing Services uses Core Housing Need (CHN) to measure the overall housing needs of our community. CHN exists when a household's dwelling fails to meet one or more standards for affordability, suitability or adequacy and the median rent for alternative local accommodations would be more than 30 per cent of a household's gross income.

The rate of households in CHN relative to total households in a community reflects the availability of affordable, suitable and adequate housing. In Peel, approximately 1 in 5 households are in CHN. Housing affordability and access is an economic indicator of a community's wellbeing and functioning.

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In 2025, it is estimated that 99,800 Peel households were in core housing need. This is a 2 per cent decrease from 2024 when it was estimated that approximately 101,516 households were in CHN. This decrease, while good news, does not signal that affordability and the economic situation of the most vulnerable households in Peel have improved, it's simply a function of Peel's overall population decreasing in 2025 from 2024. Similar to 2024, Peel Region is meeting approximately 17 per cent of total CHN.

Investment in Peel's community housing system produces positive outcomes for our most vulnerable and low-income residents and must be sustained as an economic investment in our community.

b) Service Demand

In 2025, almost 21,000 service requests were received by the Housing Services division. This represents a 6 per cent increase year-over-year (2024) and a 78 per cent increase over this term of council, since 2022. While improvements to service access have been made, this dramatic increase cannot be solely attributed to access improvements, it is a clear indicator of the consistently increasing level of unmet need in our community over the last several years. More Peel residents are looking to access the community housing system for a housing solution than ever before.

3. Operating Budget

In 2025, Housing Services' gross year-end operating budget was \$368.9 million, of which Peel's funded portion increased to 70 per cent, a year-over-year increase of 8 per cent totaling \$258.7 million of funding. At the same time, federal funding decreased by \$36 million, funding 17 per cent of Peel's total expenditures, down from 26 per cent in 2024. The provincially funded portion remained stagnant at 13 per cent, representing only \$46.7 million of the Housing Support gross budget.

The decline in federal funding can be attributed to the removal of short-term targeted funding for asylum claimants, known as the Interim Housing Assistance Program (IHAP) that was provided over the last few years. As the federal government seeks to reallocate their funding to other national priorities, Peel Region has had a decrease in federal funding to cover the costs related to this client group. Funding decreases will continue until the eventual end of this funding on March 31, 2027.

All levels of government need to continue to work together to maintain and grow Peel's community housing system and to provide homelessness support. Moreover, the share of provincial and federal funding needs to significantly increase. Increased investment in subsidies, new non-market housing supply and wrap-around supports are critical to scale positive outcomes for Peel's most vulnerable residents. Housing solves homelessness and increased investment from the provincial and federal governments are long overdue.

4. New Supply

As Council is aware, the development of new emergency, transitional, supportive and community housing is critical to success. As reported last year, a total of 400 new shelter spaces and housing units were completed in 2024. In 2025, no new beds or units were completed, however 1314 new shelter spaces and housing units are under development. These include projects that will be owned by Peel Region, Peel Housing Corporation and third-party non-profit housing providers. 37 per cent of the new housing units under

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development will be family sized (2+ bedrooms), 36 per cent will be barrier-free with 100 per cent of the new units designed to achieve net-zero greenhouse gas emissions over their lifecycle.

As the primary funder of Peel's affordable housing system, Council's leadership and steady long-term investments have ensured that new community and supportive housing continues to be developed. Funding for pre-development work helps to ensure that Peel Region can create a steady pipeline of sites and projects that are ready to be developed when capital funding from any level of government or source becomes available. The 468 units/beds completed over this term of council and the 1314 units/beds currently under development, are the result of Council's capital investment of \$842.8 million over this term of Council funded 80 per cent by regional funding, 18 per cent by federal funding and 2 per cent by provincial funding.

5. Community Housing Provider

Peel Region is the owner of over 1,400 units in our community housing system. In addition, there are 50 other community and non-profit housing providers in Peel. This includes Peel Housing Corporation which owns and operates over 6,800 non-market housing units in our community. In total, Peel's affordable housing system provided 16,355 units of transitional, supportive, community and non-market housing for Peel's residents in 2025.

Of which:

- Over 10,300 of these units are subsidized for households – meaning the household pays 30 per cent of their income towards the rent.
- Over 270 of the households living in community housing units receive additional third-party supports to live independently in the community.
- 308 units are considered supportive housing, where on-site supports are provided to enable successful tenancies. In 2025, 62 net new households were housed in a supportive housing unit.
- 238 individuals were provided with transitional housing.
- Over 2,000 units are owned by private landlords, who through agreements with Peel Region provide access to their units for our clients.

As Service Manager, Peel Region is responsible to ensure that community housing assets remain in a good state of repair. In 2025, 69 per cent of the community housing system was in a good state, down 3 per cent from 2024. Consequently, 31 per cent of the community housing system is now in a less than good or poor state of repair. Many community housing providers are small scale non-profit operators who require continued investment from Peel Region to enable and support their financial viability. Additionally, many community housing provider buildings were built 30-50 years ago and require significant investments to replace major building components and extend their assets lifecycle. Continued long-term annual investment in preventative and capital maintenance and ongoing operations of the community housing system is critical to ensure assets are healthy, safe homes that can continue to provide much needed non-market housing for Peel residents. Peel's End of Mortgage strategy has been provincially recognized and includes a deliberate focus on financial and operational sustainability of our non-profit and co-operative housing sectors.

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a) Centralized Waiting List (CWL)

As Service Manager, Peel is responsible to administer a waiting list for subsidized housing. As of December 2025, there are 37,060 households on the waiting list, a 3% increase from 2024 and a 29 per cent increase over this term of council.

In 2025, 240 households were housed from the CWL into a subsidized unit. This is a 2 per cent decrease from 2024 and a 40 per cent decrease over this term of council. This decrease illustrates the lack of movement or vacancies within the community housing system. Once people are housed in a subsidized unit, or in a non-market unit within a community housing provider they are not moving out as they have little other affordable options in the private market. Without continued investment for the creation of new community housing, this lack of turnover in the community housing system will remain the largest barrier to being able to house new households from the CWL.

6. Service Provision

As a service provider, Peel Region recognizes that stable housing is a prerequisite for improved health and wellbeing, education and employment opportunities and overall quality of life. Our services, aligned with Peel's Community for Life vision, are grounded in the belief that housing is a basic human right, essential for dignity, security and full participation in community. Long-term stable housing solutions are prioritized over short-term temporary crisis responses in Peel, but this focus does not abdicate us of our responsibility to also have these services.

Peel Region administers several programs designed to either manage or prevent homelessness, with the ultimate goal of decreasing and ending it. Programs include outreach to unsheltered residents, emergency shelters, non-financial support, case management and financial assistance to prevent homelessness and secure housing.

In 2025, Peel's Outreach program served over 600 unique individuals, an increase of over 180 more individuals than in 2024. While the total number of interactions decreased, over 260 individuals living on the streets were supported to move to shelters, and over 100 also received medical support.

At the same time, in 2025, there were 195 unique encampments identified in Peel. A total of 115 unique clients were supported through Peel's coordinated encampment response, which included supporting 53 clients to transition into emergency shelters or transitional housing with a total of 51 clients to move from encampments directly into permanent housing.

Peel manages or funds 8 emergency shelters for our local homeless residents, and the Peel Reception Centre for homeless asylum claimants. In 2025, 5,584 households, or 8,152 individuals were served in our emergency shelter systems. 4,617 individuals were local Peel residents, with the remaining 3,535 individuals being homeless asylum claimants. Clients in both shelter systems gave an overall satisfaction score associated with services at 81 per cent and 70 per cent, respectively.

Shelter demand has continued to outpace available occupancy, requiring 205 overflow hotel spaces to be utilized in 2025. This represents a 14 per cent increase in use of overflow shelter hotel spaces from 2024 and a 69 per cent increase over this term of council - evidence that homelessness in Peel has increased at an astonishing rate since the

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pandemic. Despite increased occupancy, in 2025, the average length of stay in Peel's shelter system dropped 46 per cent from 81 days to 44 days for families and decreased by 13 per cent from 61 days to 53 days for singles. This is due to the 2024 investment Council made in portable subsidies and Housing Support Workers.

Peel Region's coordinated access system is informed by a real-time By-Name List (BNL) that allows partner service providers to understand the needs of Peel residents experiencing homelessness and match them to appropriate housing and supports. In 2025, Peel's BNL grew by approximately 1 per cent over 2024 with a total of 2,185 households active on the waitlist as of December 31, 2025. 83 per cent of households identified as singles, 17 per cent as families, 12 per cent as youth and 7 per cent as seniors. Most strikingly is a 10 per cent increase in chronic homelessness year-over-year, with over 63 per cent of the BNL being chronically homeless households.

Peel and our service partners provide case management and non-financial supports to households searching for more affordable housing or dealing with additional issues that are preventing them from securing or retaining stable housing. In 2025, a total of 12,475 households were provided with these services which represents a 19 per cent increase from 2024.

b) Financial Supports

In 2025, a total of 6,068 households were provided with financial support to help them avoid eviction or secure new permanent housing. The average payment provided per household was just over \$2000 which illustrates that it is much less costly to assist households to avoid eviction or retain new permanent housing than the costs to provide emergency shelter.

In addition to short-term or one-time financial support, Peel also provides clients with portable subsidies. These subsidies can be used to make rent more affordable in the private market, in a unit of the client's own choosing. In 2025, a total of 4,113 households benefited from a portable subsidy in Peel. These are a combination of subsidies funded entirely by Peel, and those funded by the provincial and federal governments.

FINANCIAL IMPLICATIONS

There are no financial impacts with this report. Continued and increased investments are critical to operate at a scale that meets need. Future budget requests will be brought forward through the annual budget process for council consideration.

CONCLUSION

This report provides Council with an overview of the housing accomplishments and impacts achieved by the Region and our many stakeholders in 2025. Despite growing levels of unmet need and chronic underfunding, the investments made by Regional Council and other levels government, and the care, dedication and resilience of Regional staff and those of our partner agencies are successfully helping thousands of Peel's residents find stable, affordable housing.

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With a new term of Council beginning at the end of 2026, Peel remains committed to working with our partners and stakeholders to help more Peel residents get and keep housing they can afford. A new 12-year strategic housing and homelessness plan will be brought forward to Council for final approval in 2027.



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