



Housing Support

Well-maintained emergency and affordable housing and supports to residents who are homeless, unstably housed and unable to afford housing in the private market.





97,000 households in housing need



Core Service

- Oversee the Region of Peel's affordable housing system
- Together with Peel Housing Corporation, build, fund, own and operate emergency, transitional, subsidized and affordable rental housing
- Administer housing subsidies and financial assistance
- Deliver homelessness prevention supports
- Provide emergency/crisis interventions and supports



Interesting facts about this service

33,897

Total households supported in 2023 with housing and supports

1,900

Asylum claimants provided with emergency shelter in 2023

\$3.3 B

Worth of housing assets owned by Peel Housing Corporation

1,340

New emergency, transitional, supportive and affordable units in progress (2023)

Achievements

Increased access to emergency/crisis supports

- Emergency shelter to over 4,100 Peel clients
- Emergency shelter to over 1,900 asylum claimants
- 1,817 Outreach interactions with clients

Enhanced service offerings

- New intake process implemented
- Eviction prevention funds to over 4,800 households
- Case management to over 4,500 clients

New development

- 8 fully funded projects
- 381 new beds/units completed in 2024
- 175 affordable units funded by incentives program

Innovative programs

- Needs-based allocation of portable subsidies
- Community Agency Subsidy Program
- Sustainable asylum claimant response model

Service delivery model

Housing Support

How do we do it

The Region of Peel has several roles:

- Service Manager
- Primary Funder
- New Supply Producer
- Community Housing Provider
- Service Provider
- Sole shareholder of Peel Housing Corporation

System Oversight, Strategic Planning & Advocacy

Financial assistance and case management

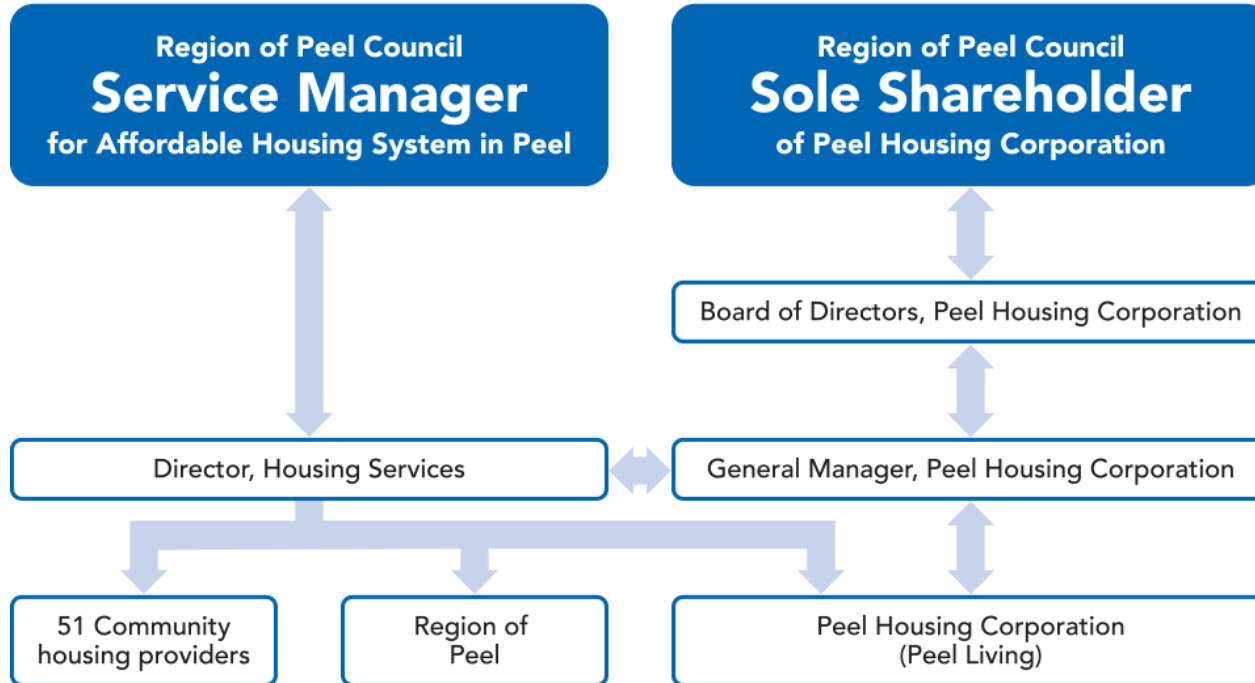
Emergency shelter and homelessness supports

Transitional housing operations and maintenance

Affordable and subsidized rental housing operations and maintenance

Programs to increase affordable supply

Service Manager and Peel Housing Corporation



Peel Housing Corporation Core Services

Quality Housing: Peel Living is well maintained and contributes to the quality of life for our tenants

Tenant Relations: Peel Living supports its tenants with community partners for successful tenancies

Financial Investment and Asset Management: Peel Living manages its assets and investments

- \$3.3 Billion replacement value

Service levels and trends

97,000

**Peel households
in Core Housing
Need**

Gap between
current service
levels and need is
big and growing

< 19%

**% of Need being
Met**

Demand for
service is
increasing

35%

**% of households
requiring
additional
supports**

More clients with
complex needs

\$1.1B

**10-year capital
plan**

Significant
capital needs
remain unfunded

Business plan outlook

Planning for the future

- Service Transformation to Improve Housing Stability
- Enhancing Homelessness Supports
- Improving Health and Housing Systems Integration
- Maintaining Existing Stock
- Building More Community & Supportive Housing
- Advocacy
- Alignment with Local Municipal Housing Priorities



Performance measures and results

Over 4,500 households provided with case management services.

71% of community housing stock is in a good state of repair.

99.2% occupancy rate demonstrates that PHC is a landlord of choice.

1,196 new households housed affordably.

...but current service levels meet approximately 19% of need

Cost containment

Finding efficiencies

Efficiencies in the 2025 Budget	Cost Savings \$ Million	Cost Avoidance \$ Million
Savings due to department realignment	\$0.2	-
TOTAL	\$0.2	-

Proposed operating budget

2024 Net Base Budget (In \$Millions)	\$207.5
Cost to maintain 2024 service level	
• Inflation: Labour costs/Goods and services	3.1
• Inflation: Subsidy for Community Housing Providers and Other Subsidy	0.7
• Inflation: Agency Payment	0.6
• Social Housing Federal Funding Decrease , 50% Tax Rate Stabilization Reserve	2.0
• Cost Containment	(0.2)
• Subsidy for Community Housing Providers and Peel Living	(0.2)
• Shelter Neighbourhood Security, Agency Contracts, Peel-Owned Buildings	1.4
• Funding Changes (mainly IAH, Reaching Home, COCHI)	0.6
• Phase out of Tax Rate Stabilization Reserve	2.5
Sub-total: Cost to maintain 2024 service level	\$10.6
2025 Service demand	
• Increased Demand for Housing Supports (5 FTE, 5 Contracts)	0.8
• Housing Supply Growth and Management Pressures (4 FTE)	0.4
2025 Proposed Net Budget Change from 2024	\$11.8
Proposed Total 2025 Net Budget	\$219.3

Note: Numbers may not add up due to rounding

2025 Budget Request #21

NEW
in 2025

Increased Demand for Housing Supports

Service Pressure

97,000 households in core housing need. Over 32,000 households on the Centralized Waiting List.

Investment



5 permanent staff and 5 contract staff to address increases in service demand.



+\$0.8M
Operating

Service Outcome

Legislative compliance and increased service quality and timeliness.

2025 Budget Request #75

NEW
in 2025

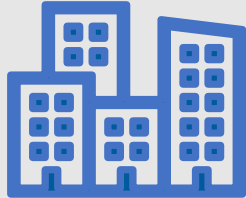
Housing Supply Growth and Management Pressures

Service Pressure

Increased contract and facility management responsibilities.



Investment



4 permanent staff to address increases in management responsibilities.



+\$0.4M
Operating



Service Outcome

Appropriate resources to provide responsive oversight functions.

2025 Budget Request #76

NEW
in 2025

Making Peel Community Housing Development Sites Development Ready

Service Pressure

Investment

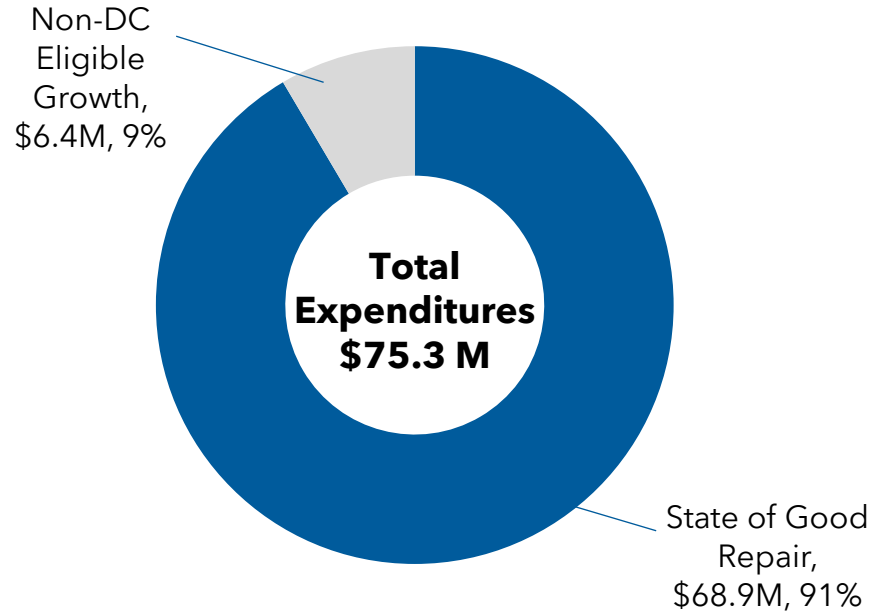
Service Outcome



2025 Capital Budget \$75.3 million

Key Highlights

- \$61.3M Peel Living State of Good Repair
- \$7.6M Peel owned Housing and Shelters State of Good Repair
- \$2.6M Peel Community Housing Development Program
- \$2.3M Housing Redevelopment Initiatives
- \$1.5M Digital Services Team for Human Services

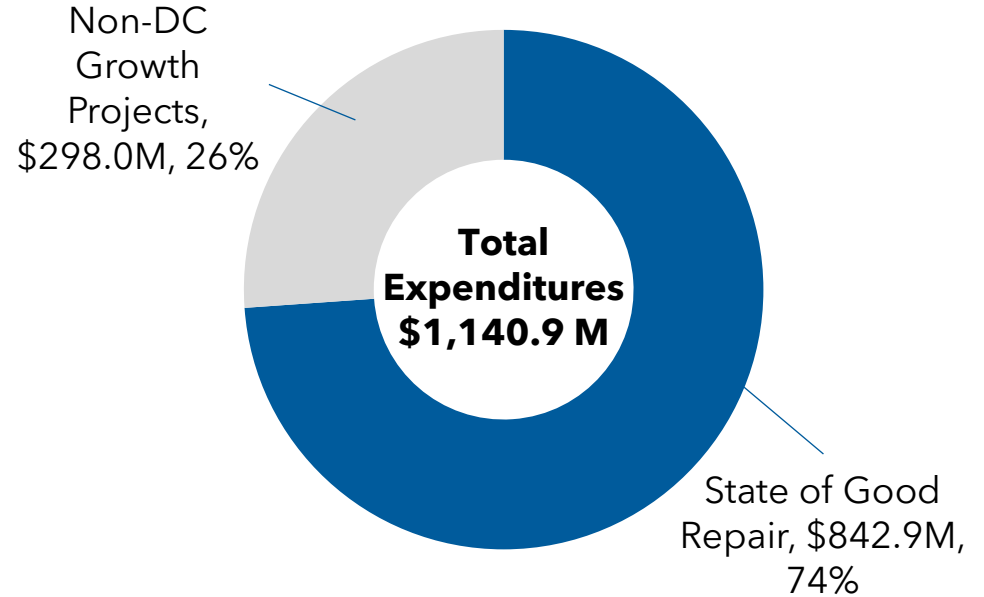


Capital Reserves
\$75.3M; 100%

2025 10-Year Capital Plan \$ 1,140.9 million

Key highlights

- \$672.4 million Peel Living State of Good Repair.
- \$265.8 million Peel Community Housing Development Program.
- \$113.2 million loans for Community Housing Provider State of Good Repair.
- \$57.3 million Peel owned Housing and Shelters State of Good Repair.
- \$22.2 million Housing Redevelopment Initiatives
- \$10.0 million Digital Services Team for Human Services.



Capital Reserves	External
\$1,100.9M; 96%	\$40.0M; 4%

Summary of Key Financial Information

	Resources to Achieve Level of Service		
	2024	2025	
Total Expenditures (\$M)	\$343.2	\$347.0	
Total Revenues (\$M)	\$135.7	\$127.7	
Net Expenditures (\$M)	\$207.5	\$219.3	
Full-time Staffing Resources	204.7	213.7	
Full-time Staffing Resources Peel Living	163.0	163.0	
Capital Investment (\$M)		\$75.3	
10-Year Capital Investment (\$M)		\$1,140.9	
Outlook Years	2026	2027	2028
Net Increase (\$M)	\$7.9	\$10.2	\$9.1
% Increase	3.6%	4.5%	3.8%