



# Winter Update

A NEWS BULLETIN FOR HYI TENANTS

DECEMBER 2010 / JANUARY 2011

## Congratulations to all Tenants! We Received the Going Green Award

The Ontario Non-Profit Housing Association presented HYI with an Award of Excellence. The Going Green Award recognizes a non-profit housing provider in Ontario for reducing its impact on the environment.

We are excited to share this award with all HYI tenants, our partners in efforts to improve the environment. Here are just some of the ways that you contribute:

- Cutting down on energy use by turning off lights when not in use, using programmable thermostats and installing compact fluorescent bulbs
- Reducing waste by recycling or participating in the Green Bin program
- Conserving water by reporting leaking taps and by using the new low-flow toilets and shower heads
- Using the energy efficient laundry facilities at HYI buildings
- Participating in community clean-up days
- Taking public transportation

We'd like to express a special thank you for your patience during the upgrades to newer, more energy efficient equipment that took place at many HYI buildings in 2010.



**Photo**

Keith Ward, ONPHA President  
Donna Mayer, Senior Advisor, Affordable Housing Centre, Canada Mortgage and Housing Corporation (CMHC)  
Sylvia Patterson, General Manager Housing and LTC, York Region  
Sharad Kerur, Executive Director, ONPHA

## Seasons Greetings from the Manager, Operations Housing York Inc.

This winter update gives us the opportunity to wish all Housing York Inc. (HYI) residents the best this holiday season and to look back at the great year which is now coming to a close.

HYI has made excellent progress with your support. In 2010, we enhanced our communication with tenants, especially during construction and renovations. We also broke ground on three new affordable housing communities, saved energy and water at all HYI buildings, created new partnerships and made community improvements.

Our focus for 2011 will continue in the areas of tenant relations, growth and energy management.

From all of us at HYI, best wishes for this holiday season and the new year ahead.

Nick Savino,  
Manager,  
Operations HYI



## **Tenant Feedback: Maintenance and Repair Service**

If you have received maintenance service in your home recently, Tenant Relations may have contacted you by telephone or mail to request your feedback. Your feedback will help us improve service and to understand the level of service that you expect from us. Your feedback will also help to establish new maintenance and repair service standards that are timely and consistent for every HYI building. **Thank you.**

**REMINDER:** To request maintenance for your home, complete a request form and place it in the site box. Every HYI building has maintenance request forms in easy to find, central areas.

## **Lending a Hand**

If you know someone who needs some extra help this holiday season, here are the telephone numbers for community food banks in York Region:

Aurora Food Pantry  
905-841-1577

Georgina Community Food Pantry  
905-476-1803

King Township Food Bank  
905-806-1125

Markham Food Bank  
905-472-2437

Newmarket Food Pantry &  
York Region Food Network  
905-967-0428

Richmond Hill Community Food Bank  
905-508-4761

Vaughan Food Banks  
905-851-2333

Whitchurch Stouffville Food Bank  
905-640-3640

More information about community programs and services throughout York Region is available in the *YorkLink* directory at [www.yorklink.org](http://www.yorklink.org). To request a printed copy, call 1-877-464-9675, ext. 2101.

## **Holiday Office Closure**

HYI offices are closed on the following dates:

- Monday, December 27, 2010
- Tuesday, December 28, 2010
- Friday, December 31, 2010
- Monday, February 21, 2011

If you have a maintenance emergency on these days, call the After Hours Emergency Maintenance Service Line at 1-866-308-2226.

## **Contact HYI**

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