



Summer Update

A NEWS BULLETIN FOR HOUSING YORK TENANTS

AUGUST 2011

An Update On The Maintenance and Repair Survey

We'd like to say **thank you** for completing our maintenance and repair survey. Your opinion is very important and is helping Housing York set up our maintenance service guidelines. Very soon, we will share the service guidelines with you. If you would like to request maintenance for your home, please complete a maintenance request form and place it in the site box. The maintenance request forms are located in central areas or you can ask the building superintendent for one.

Later this year, we will again ask for your help. We need your feedback about **customer service**. The customer service survey will help us update and improve our customer service standards. We look forward to your feedback and suggestions.

Did You Notice Something New In The Laundry Room?

Brand new washing machines and dryers were installed in all of our community laundry rooms! These new machines have bigger doors and easy to use operating buttons located on the front of each machine. Keeping with our focus on the environment, both the washers and dryers are water and energy efficient. Just a little reminder, try not to overload the washer or dryer. Your clothes may not wash or dry properly.

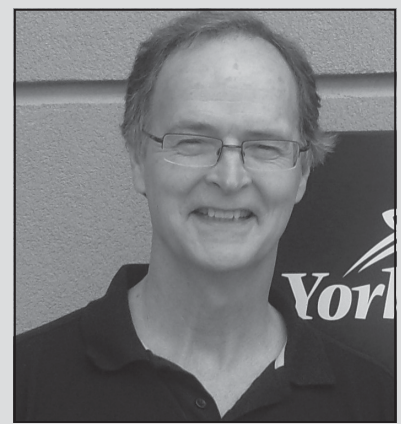
Message From The Manager, Technical Services

You Made Our Environment Better

Housing York is working hard to reduce the energy used at all of our properties. Energy saving activities such as installing solar roof and wall panels on our buildings and using water saving devices has helped to reduce Housing York's energy use by 20 per cent from 2009.

We couldn't have reached this level of energy saving without your help! You have taken a keen interest in recycling, reusing, reducing, and Earth Day projects. Your effort to curb your own energy use makes a huge difference. By working together, we are helping improve the environment for the next generation and ourselves!

*Kevin McCann
Manager, Technical Services*



Let's Reduce The Risk of Electrical Fires

Fire safety is something for everyone in your family to think about. Below are a few safety tips to consider:

- Extension cords should not be run under rugs or furniture as this can damage the cord, which can cause a fire.
- Replace old or damaged extension cords.
- Never overload extension cords or wall plugs.
- Use child proof covers on electrical outlets.

Source: Fire Prevention Canada
www.fiprecan.ca



Water For The Future

A few simple tips to use less water at home during this hot summer:

- A 10-minute shower can use up to 200 litres of water per day. Time yourself and try to reduce your shower time a little each day. Just a few minutes less will make a big difference.
- Turn the taps off while you brush your teeth, you could save up to 16 litres of water each time.
- For a refreshing drink, keep a jug of cold water in the fridge instead of running the water until it feels cold.

Source: Water for Tomorrow
www.waterfortomorrow.ca

Youth Adventure Overnight Summer Camp

Calling all campers! Youth between the ages of 11 and 17 may qualify to participate in a FREE, five day overnight camp in August. Campers will have fun rock climbing, swimming, trying the high ropes, playing games, campfires and more outdoor activities.

Youth living in either a Housing York community, York Region non-profit Housing or Co-operative

Housing Community located in the Region of York can apply.

The camps are located throughout Ontario and all campers will be given a free Camp Pack that includes:

- Knapsack
- Tower
- Sleeping bag
- Water bottle
- Bug Repellent
- Sunscreen
- Flashlight with batteries included

If you would like more information, please call
Toll Free: 1-877-464-9675 ext 2729
Newmarket: (905) 898-1007 ext 2729

Keeping You Informed

Remember to check your Housing York notice board for the latest updates and announcements. Housing York notice boards are installed at each property in the main lobby or common area. The notices can also be viewed on our website at www.york.ca/hyi.

Summer Holiday

Housing York office will be closed on:

Labour Day: Monday September 5, 2011

If you have a maintenance emergency, please call the After Hours Emergency Maintenance Service Line: 1-866-308-2226.

Contact Housing York Inc.

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