

Community News

Produced for Housing York
Tenants by the Community and
Health Services Department



FALL/WINTER 2011

The Work Continues Mapleglen Residence and Kingview Court

Construction at Mapleglen Residence in Vaughan is in its final stage while Kingview Court tenants began moving into the completed extension in late October.

In late August, eager Kingview residents and potential tenants enjoyed visiting the beautiful, one-bedroom model unit. They inspected the new kitchen cabinets, looked over the large bathrooms and tested the light fixtures. Renovations continue in the existing Kingview building with new windows being installed. The finishing touches to the parking lot, sidewalk and lobby have been completed. Tenants are unpacking and settling into their new home.

At Mapleglen Residence, the exterior of the building along with the landscaping is completed. Work on the interior is slightly delayed, but we are very optimistic that the building will be back on track soon. We expect our new tenants will be able to move in to their homes in early winter.

If you know someone interested in renting a one-bedroom market unit in either building, they can contact:

Kerry Klywak, Tenant Services Coordinator
at 1-877-464-9675 ext. 2712



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Director's Message

Doug Manson, Director,
Housing York

Where has the time gone? This seems to be a common comment. We are indeed at the end of fall and before we know it, winter will be upon us.

There have been many new activities happening at Housing York since our last newsletter. We continue to grow, providing more affordable housing to an increasing demand.

Throughout the fall and winter, two buildings will be rented; Kingview Court in King City (39 apartments) and Mapleglen Residences in Vaughan (84 apartments). In the fall of 2012, another apartment building in Richmond Hill is expected to be ready, providing 140 additional apartments. Our new Richmond Hill property will include a small management office, providing our tenants and applicants in the southern end of York Region easier access to our services.

You will soon receive our first ever **Maintenance Service Standards** brochure. We believe it is important to let you know our guidelines about how quickly repairs and maintenance requests will be done. This is our commitment to you. We are working closely with our staff and the Tenant Reference Group to develop clear and reasonable maintenance service standards, while trying to achieve our goal of completing repairs as quickly as possible.

While repairs are sometimes required, we try to limit repairs by completing preventative maintenance, such as replacing the furnace filter, yearly checks of your unit and annual smoke detector testing.

If you have any questions about any feature of your apartment or townhouse, feel free to speak to your Building Superintendent or Property Manager.

NOTABLE 2011/2012 DATES

Sunday, December 25, 2011
Christmas Day

Monday, December 26, 2011
Boxing Day

Sunday, January 1, 2012
New Year's Day

Monday, February 20, 2012
Family Day

REMINDERS

The Housing York office is closed on the holidays listed above and on the following dates:

- **Tuesday, December 27, 2011**
- **Wednesday, December 28, 2011**
- **Thursday, December 29, 2011**
- **Friday, December 30, 2011**
- You can request a copy of the *2010 Housing York Annual Report* by calling the Housing York office or read it online at www.york.ca/hyi
- Please keep in mind that you are responsible for your visitors. If you have visitors, please be respectful of the rules, regulations and other members of your housing community.
- Pets can be an important member of your family. If you have a pet, you are responsible for your pet's behaviour and its effect on the building and other tenants. Housing York strictly enforces the stoop and scoop policy and failing to do so can result in a fine.

Green Housing

Kevin McCann, Manager, Technical Services Housing & Long Term Care

In 2009, Housing York began a large project to overhaul all of our buildings making them more energy efficient and environmentally friendly. We began upgrading the older heating systems and installing new energy sources such as solar wall and roof panels. We also put in low-flow toilets and shower heads to reduce our water consumption.

Our newly constructed senior's apartment building – Mapleglen Residences, in Vaughan – and the large extension being added to Kingview Court are yet another example of Housing York's green housing objectives.

For example, the materials used in the construction of Mapleglen were chosen because of their minimal impact on the environment. Recycled products such as concrete, paint and carpet material are used as much as possible. To reduce greenhouse gas, the distance that construction material must travel to reach our construction sites is another factor considered in selecting a supplier.

Our new senior's buildings use high efficiency heating/cooling systems, use insulation that is above building standard levels, and energy star appliances are provided along with high efficiency lighting systems.

Housing York is working to make sure that all of our buildings achieve a high standard of energy efficiency while being sensitive to the environment, in turn reducing our demand on local power utilities and water.

Dancing at Dunlop

Thursday is the day to dance at Dunlop Pines. Here are some pictures of the Dunlop Dance Troupe in action!





Financial News

*Cristian Cupen,
Finance Program
Manager*

The finance team is preparing for a busy fall and winter. We are working on Housing York's 2012 budget, while focusing on our main objective, to provide affordable, safe and diverse housing options in York Region.

We are making certain the budget includes day-to-day operating expenses such as snow removal, repairs, heating and ventilation. In the normal course of business, these operating costs are over \$2 million per year.

In 2012, \$4 million will be invested in major capital repairs, such as parking lot re-pavement, new window installations, as well as green initiatives including solar panels and building lighting systems.

With two additional buildings, Kingview Court Expansion and Mapleglen Residences, becoming part of Housing York's portfolio, the finance team is addressing all the related financial implications. We are committed to managing the housing budget while keeping our "financial house" in order to ensure your home is well maintained, safe and affordable.

Providing Service to Tenants: **Staff Announcements**

Housing York extends a big welcome to new staff and our congratulations to staff moving to new positions.



Vijayantee Ramkumar joined the Finance Unit in the role of Accounting Intermediate Clerk in March 2011. Vijayantee has a great deal of experience in accounts payable, receivable and general accounting. She is a welcome addition.



Glen Calderwood is the new Building Superintendant for Blue Willow Terrace, 275 Woodbridge Ave., Woodbridge Lane along with Nobleview Pines. Welcome to Housing York. Glen has several years of maintenance experience, which is a great benefit for Housing York.



On the move is Building Superintendant, **Ryan Cotterill**. He has moved to Mapleglen Residences in Vaughan and Kingview Court in King City.

Ask the Maintenance Coordinators

*Bill Clark, Frank Ierullo, Mike Valin,
Maintenance Coordinators*



What is carbon monoxide?

Carbon monoxide is colourless, tasteless and odourless. Carbon monoxide enters the body through the normal breathing process and it can build up quickly in your blood.

Why should I be concerned about it?

Because carbon monoxide is very difficult to detect, you may not know you are being exposed. Children, seniors and people with breathing difficulties are very sensitive to it.

Symptoms of carbon monoxide exposure are:

- Headaches
- Shortness of breath
- Tiredness
- Nausea
- Excessive moisture on the windows or walls

How can I limit carbon monoxide exposure?

Burning fuels like propane, gasoline, heating oil or wood create carbon monoxide. Here are a few steps to protect yourself and your family:

- Don't use barbecues or gas camping stoves inside
- Don't let your car idle in the garage
- Tobacco smoke contains carbon monoxide, don't smoke inside the house.

What about carbon monoxide detectors?

Housing York may have installed a carbon monoxide detector in your home if you have a fuel burning system and if it is required by the Fire Code, Building Code or Municipal by-law. Depending on the type of building you live in, there may be a centralized carbon monoxide detection system. Housing York tests all the detectors annually and replaces them as necessary.

What should I do if my carbon monoxide detector starts beeping?

If your detector is beeping and you or a family member have any carbon monoxide exposure symptoms, leave your home immediately and call 911 from a neighbour's or your cell phone. The Fire Department will check for carbon monoxide in your home.

If no one has any symptoms, call Housing York during regular business hours or the Emergency Maintenance Line at 1-866-308-2226. Your home will be checked for carbon monoxide.

Remember safety at home begins with you.





Healthy Eating in York Region

*Carmela Volkmann,
Social Worker*

Eating is one of the best things that life has to offer and eating healthy is important for everyone, regardless of age. What you eat will affect your health, energy level and the way you feel about yourself.

There is so much information available about eating healthy that it can be overwhelming. A great place to start to learn more about healthy foods, grocery shopping tips and planning healthy meals is through York Region Nutrition Services. You can visit the Nutrition Services webpages at www.york.ca/nutrition or speak to someone about their programs by calling 1-800-735-6625 ext. 4335.

Here are a few simple tips to eat healthy for less:

- Always grocery shop with a written shopping list
- Don't go grocery shopping on an empty stomach
- Avoid buying items at corner convenience stores

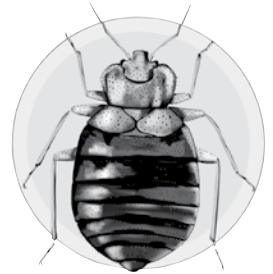
Eating Well with Canada's Food Guide is an easy to read guide that can help you make healthy food choices. Eating healthy means having a variety of foods from each food group, every day, in moderate amounts. The number of servings that you need to eat from each food group depends on your age and activity level. For your own copy of the food guide, you can visit Health Canada's website at www.hc-sc.gc.ca or order a free copy by calling 1-866-225-0709.

Bed Bug *Myths*

*Anne-Marie Cheung,
Property Manager*

Bed bugs are a popular news topic. We often hear people talking about them, but what are they? How do bed bugs get in my house? How can I prevent them?

Bed bugs are small insects with oval-shaped bodies and no wings. They usually come out and bite at night. It is possible for anyone to experience a bed bug infestation. The good news is that bed bugs can be prevented and controlled.



Bed Bug Myth #1 – bed bugs are too small to see
Adult bed bugs are easily spotted. They are about the size and shape of an apple seed and reddish-brown in colour. Bed bugs like to hide in the seams of your mattress, inside your box spring and along the bed frame.

Bed Bug Myth #2 – bed bugs like dirt
The cleanest houses or apartments can get bed bugs, but regular cleaning and inspection can help you stop them. To help prevent bed bugs you can:

- Clean up any clutter in your bedroom
- Vacuum your mattress and box spring.
- Be careful when buying used clothes or furniture. Make sure to look them over carefully for any sign of bed bugs.

Bed Bug Myth #3 – it's too cold here for bed bugs
Even with our cold winters, bed bugs continue to survive. Bed bugs can be found in almost every country and region. Bed bugs are a global pest.

If you think, you might have bed bugs, complete a work order and call your Property Manager. There is financial help available for the treatment of bed bugs for tenants living in social housing.

For more information, contact York Region *Health Connection* at 1-800-361-5653 , TTY 1-866-252-9933 or visit www.york.ca.

Lace up and walk for your health!

- Daily activity can give you the balance, strength and flexibility you need to stay healthy.
- Physical activity can help you sleep, have more energy and cope with stress.
- Start slowly. Add 10 minutes of activity at a time, until you can do 150 minutes a week.
- Consult your doctor before starting any exercise program.
- Ask a friend to join you.
- Choose activities you enjoy. See word search for more ideas.



To view the new Physical Activity guidelines visit www.csep.ca

Word Search

Find the hidden message with the letters remaining!

D D H S E S T A G L G
 A G O T H A I A H N Y
 N N A G I O R N I G J
 C I I C W D P K N O I
 I K H K E A L P G E F
 N I N N P A L G I L T
 G H I G W M I K O N I
 T N S E Y N U G I O G
 G U L R G M O P V N E
 ! O K R O W D R A Y G
 P F A M I L Y W A L K

DANCING GOLF PUMPKIN TENNIS
 DOGWALKING HIKING SHOPPING YARDWORK
 FAMILYWALK JOGGING TAICHI
 GARDENING POLEWALKING

HEALTHY AGING *it's your move!*



Health Connection 1-800-361-5653, TTY: 1-866-252-9933
www.york.ca/injuryprevention

Phone Scams

It happens just as you are about to sit down to eat: the phone rings. It's a telemarketer saying that you have won an incredible vacation, claiming that there is a virus on your computer, demanding a donation or announcing that you are the big winner of a fabulous prize. These calls are annoying and are often made by people trying to cheat you.

We may not be able to avoid all telemarketing calls, however, here are some tips to spot the ones that may be a fraud:

- Never agree to pay any money for a prize, for a job or lottery winnings
- Don't share any personal information about your computer, bank accounts or credit cards unless you know the person or company you are dealing with
- Never send money to someone who demands immediate payment

Remember: It's okay to simply hang up on any high-pressure or suspicious phone call.

Source: The Government of Ontario, Ministry of Consumer Services
<http://www.sse.gov.on.ca/mcs/en/Pages/ScamsTelephone.aspx>
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Property Managers and Tenant Services Coordinators

Office: 905-898-1007 or 1-877-464-9675 ext. 2700

Property Manager: Anne-Marie Cheung ext. 2701
Tenant Services Coordinator: Leanna Graham ext. 2714

- Armitage Gardens, Newmarket
- Brayfield Manors, Newmarket
- Elmwood Gardens, Whitchurch-Stouffville
- Fairy Lake Gardens, Newmarket
- Founders Place, Newmarket
- Oxford Village, Holland Landing

Property Manager: Anne Aqui, ext. 2762
Tenant Services Coordinator: Margarita Christenson ext. 2708

- Hadley Grange, Aurora
- Heritage East, Newmarket
- Orchard Heights, Aurora
- Tom Taylor Place, Newmarket

Property Manager: Angela Lippensky ext. 2718
Tenant Services Coordinator: Kerry Klywak ext. 2712

- Blue Willow Terrace, Vaughan
- Kingview Court, King City
- Mulock Village, Newmarket
- Nobleview Pines, Nobleton
- Springbook Gardens, Richmond Hill
- Woodbridge Lane, Vaughan
- 275 Woodbridge Ave, Woodbridge

Property Manager: Collette Valliear ext. 2725
Tenant Services Coordinator: Savitri Singh ext. 2706

- Dunlop Pines, Richmond Hill
- Evergreen Terrace, Richmond Hill
- Maplewood Place, Richmond Hill
- Rose Town, Richmond Hill
- Thornhill Green, Markham
- Trinity Square, Markham

Property Manager: Stacy Ellis ext. 2718
Tenant Services Coordinators: Kerry Klywak ext. 2712,
Leanna Graham ext. 2714, Margarita Christenson ext. 2708

- East Court, Sutton
- Glenwood Mews, Keswick
- Keswick Gardens, Keswick
- Northview Court, Sutton
- Pineview Terrace, Keswick

211

*New helpline launches
in York Region*

211 is a three-digit phone number, 2-1-1, and website, www.211ontario.ca, that provides personalized information about community, social, health and government services in your community.

The helpline is available 24 hours a day, 7 days a week for free and confidential information about community programs and services. 211 is also available in 170 languages.

**Community News
is your newsletter.
Send us your news,
stories and photos.**

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