

Community News

Produced by the Community and Health Services Department for Housing York Inc.



FALL/WINTER 2009

IMPORTANT DATES

December 25, 2009
Christmas Day - Office closed

December 28, 2009
Boxing Day - Office closed

January 1, 2010
New Year's Day - Office closed

February 15, 2010
Family Day - Office closed

April 2, 2010
Good Friday - Office closed

April 5, 2010
Easter Monday - Office closed

COMMUNITY EVENTS

Mulock Village BBQ



Residents enjoy a family BBQ at Mulock Village.

Fifth Anniversary Snapshot

In 2008, Housing York Inc. celebrated five years as a housing corporation. During this time, six new sites have joined the HYI family, offering almost 300 additional units of affordable housing to York Region residents. Below is a summary of how things have changed since our early days:

| | 2003 | 2008 |
|---------------------|---------|---------|
| Number of Buildings | 26 | 32 |
| Number of Units | 1,695 | 1,977 |
| Annual Revenue | \$15.4M | \$21.3M |
| Equity | \$2.9M | \$6.1M |



2009 flowergarden

Brayfield Manors



East Street



Glenwood Mews



COMPETITION

Mulock Village



Springbrook Gardens



Trinity Square



Thank you to all of the residents that participated in the 2008 Flower Garden Competition and congratulations to our winners. We acknowledge Wild Water Kingdom, Ontario Place, and Ontario Science Centre for their kind donations in support of our event.



Were Back!

The Brayfield Manor and Mulock Village YMCA Play On after school programs have started in your community.

YMCA Play On lets children take the lead and choose activities they are interested in: sports, organized games, arts and crafts, board games, or completing their homework.

Trained YMCA staff deliver the program in a safe place where children and youth can connect with their friends, meet new ones, and have good adult role models.

Benefits

- Safe place to be after school
- Be physically active
- Learn new skills
- Increase confidence and self-esteem
- Connect with the community
- Build long-lasting friendships
- And most of all HAVE FUN!

Details

- Children ages 6-12
- Free in your community
- Program runs during the school year
- After school Monday to Friday
- Registration forms are available during program hours

PLAY

FREE RECREATION AND SPORTS PROGRAMS

PLAY gives eligible children and youth

★ AGES 4 TO 18 ★

the chance to take part in recreation programs.

Children can choose from: swimming, dance, sports, arts & crafts, martial arts, and many more programs listed in your local recreation guide.

Young people aged 13 to 18 can also choose from gym memberships and drop-in activities.

Programs run **fall, winter, and spring** at your local recreation centre. Instruction is provided by trained and qualified recreation staff.

1-to-1 support funding is available for children with special needs.

Call the KIDSLINE at
1-888-703-KIDS (5437)
 and press Option 6 to see if you qualify

You may be eligible if you are receiving Ontario Works or Child Care Fee Assistance or if you are a Rent-Geared-to-Income tenant.

COME IN AND DISCOVER



FREE Early Child Development and Parenting Programs in your community for parents and caregivers with children up to six years old.

For more program information and times of operation, please contact the site you are interested in attending.

| | | |
|--|--|--|
| EAST GWILLIMBURY Holland Landing Public School 905-841-1314 | Ashton Meadows Public School, Markham 905-471-1620 | 16th Avenue Public School Richmond Hill 905-883-6901 |
| GEORGINA St. Bernadette Catholic Elementary School and Black River Public School 905-722-9630 | Parkland Public School Markham 905-472-9685 | VAUGHAN Maple Community Centre 905-832-8500 or 905-773-4323 ext. 318 for Mother Goose |
| St. Thomas Aquinas Catholic Elementary School, Keswick 905-722-9630 | Milliken Mills Library Unionville 905-471-1620 | Maple Creek Public School Maple 1-866-404-2077 |
| THORNHILL Promenade Mall The Family Resource Centre 905-882-8509 | RICHMOND HILL Doncrest Public School 905-731-9596 | Teston Village Public School, Maple 1-866-404-2077 |
| MARKHAM Unionville Library 905-471-1620 | Lake Wilcox Community Centre, Oak Ridges 905-883-6901 | King City Library Mother Goose Program 905-773-4323 ext. 318 |
| Markham Library 905-471-1620 | Moraine Hills Public School Richmond Hill 905-883-6901 | Michael Cranny Public School, Vaughan 1-866-404-2077 |
| | Charles Howitt Public School, Richmond Hill 905-841-1314 | |

Staffing Announcements

Angela Lippensky joined the HYI team in April 2009 in the role of Property Manager. Angela brings with her with a great deal of experience in property management, facility operations, and has experience working in various roles within social housing operations.

Angela is responsible for the following properties:

- Mulock Village
- Springbrook Gardens
- Woodbridge Lane and 275 Woodbridge Ave.
- Blue Willow Terrace
- Nobleview Pines
- Kingview Court

Paula Garcia joined the Finance Unit in the role of Accounting Clerk in July 2009. Paula brought with her a great deal of work experience in the areas of accounts payable, accounts receivable, and general accounting. She is a welcome addition to HYI.

Our Technical Services Team Unit had a new staff member join their team in July 2009. **Judy Dwyer** joined HYI as Construction Services Coordinator and is responsible for coordinating major renovation and replacement work throughout the HYI properties. Judy has extensive related work experience which will be very valuable to this unit.

On the Move

Aaron Nantel is the Building Superintendent at the Newmarket sites of Heritage East and Tom Taylor Place. Aaron was the previous building superintendent at Mulock Village. Housing Operations will continue to benefit from Aaron's years of experience

David Tian is the new permanent Building Superintendent for Mulock Village in Newmarket. David was with us on a temporary basis providing maintenance and repair services for Elmwood Gardens in Stouffville and for Dunlop Pines in Richmond Hill.



Angela Lippensky



Paula Garcia



Judy Dwyer



Aaron Nantel



David Tian

Strangers in Buildings

Remember to be vigilant about checking who you are letting into your building or unit. If you don't recognize the person, do not let them into your unit or your building. This is not just for your safety, but for the safety of other tenants as well.

Multi-Year Strategies

In our tenant survey, you asked us to tell you about the things that we're working on. We have several objectives that we focus on every year which are listed below along with our 2008 accomplishments towards each goal:

1. Portfolio Growth

– we added 50 new units at Tom Taylor Place and developed a new partnership with the Canadian Hearing Society.

2. Asset Management

– we spent about \$2.3M in major repairs and renovations to extend the life of the buildings.

3. Tenant Relationships

– we engaged the Tenant Reference Group and strengthened our communications with new bulletin boards and notices.

4. Corporate Administration

– we started evaluating technology options for building systems, property management, customer relations, and financial reporting.

5. Sustainability

– we redirected utility savings of over \$200,000 to pay for more energy retrofits with a goal of making all of our buildings energy efficient.

Want to know more? Check out our 2008 Annual Report at www.york.ca. Click on Services, Housing and Residential Services, and then Information for HYI Residents.

Pets on Leash

Remember to keep your pet on a leash when outside.

Poop and Scoop

Please be considerate of your neighbours and pick up after your pets at all times.

Garbage

To avoid having animals break into your garbage and to improve curb appeal in your community, bring your garbage out to the curb **ONLY** on the morning of your pick-up day. Make sure that once the garbage has been picked up, remove the cans and bins from the curb as soon as you can.

Seasonal Removal of Balcony Carpets

Some residents like to lay indoor/outdoor carpet on their balconies during the summer season. The carpet doesn't cause a problem in the summer, but it does cause a problem if left over the winter.

During the winter, carpets left on the balcony trap moisture against the concrete. The moisture freezes and thaws throughout the winter and this deteriorates the concrete. This damage is not visible until the structural integrity of the balcony is compromised and structural repairs to balconies are very expensive to fix.

In preparation for winter, please remove carpet from your balcony.

We would also like to remind you that under no circumstances should balcony carpet be glued down. If you have carpet that is glued down, it must be removed. If you are not able to remove it yourself, please contact your Property Manager.

Tenant Reference Group

Housing York Inc. owns almost 2,000 rental units, spread from Keswick to Markham. Our tenants are families, seniors, and singles from various cultural backgrounds. It is difficult to always know how our services are being received by such a wide variety of tenants with different needs.

To help us better understand how our current services are being received, Housing York Inc. is pleased to announce the creation of a Tenant Reference Group. This group is made up of tenants from our rental units throughout the region.

Here are some questions and answers about the Tenant Reference Group that we hope will explain it further.

1. Why is the Tenant Reference Group important to me?

The Reference Group will influence how Housing York Inc. provides services such as how we communicate with tenants, the policies we have, how maintenance services are provided, and in general, how we can make our services better and easier for tenants.

2. Who is the Tenant Reference Group?

There are currently ten tenants in the Reference Group. Three from family properties and seven from senior's properties. The tenants are from different areas of the region: Keswick, Newmarket, Aurora, and Richmond Hill. We invited these tenants to join because we knew they were interested in their community, are longer term tenants, and have shown leadership in their local community.

The Reference Group members are:

Olwyn Bennett
Ed Davis
Angie Klotz
Fran Davis
Kristine Carbis
Beverly Doak
Tom Pearson
Carol Playtor
Thelma Lam
Terri O'Reilly

3. What will the Tenant Reference Group do?

The group will meet with us to review our current and future policies and services, share tenant service experiences, and learn more about the business of providing rental housing services.

4. What will the Tenant Reference Group not do?

The Reference Group does not discuss individual tenant complaints and they are not a representative for a specific building. If you have a service complaint, please let your property manager know and it will be investigated.

5. Can I join the Group?

Over the next six months, we will develop a process for filling future vacant positions on the Reference Group. Once the process is in place, we will share the information with you. However, if you want to let us know that you are interested in joining, you can call, email, or write to:

Susan Booth
Administrative Clerk/Secretary
Housing and Long Term Care Branch
Community and Health Services
1091 Gorham Street, Suite 104
Newmarket, On. L3Y 8X7
Tel: 905 898-1007 Toll Free: 1-800-735-6625 x2719
Fax: 905-895-5724
susan.booth@york.ca

Ice Melt in your Cars

To avoid slipping on snow and ice between cars in the parking lot, try to keep a bag of ice melt in the trunk of your car during the winter months. We do not clear the snow between cars in the parking lot and ice melt will do the trick.

Contact Us

Main Office Line: 905-898-1007 or 1-877-464-9675

| Property Address | Tenant Services Co-ordinator | Property Manager |
|--------------------------------------|------------------------------|------------------------------|
| • 275 Woodbridge Ave., Woodbridge | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Armitage Gardens, Newmarket | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Blue Willow Terrace, Vaughan | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Brayfield Manors, Newmarket | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Dunlop Pines, Richmond Hill | Savitri Singh, Ext. 2706 | Collette Valliear, Ext. 2725 |
| • East Court, Sutton | Kerri Klywak, Ext. 2712 | Stacy Ellis, Ext. 2717 |
| • Elmwood Gardens, Stouffville | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Evergreen Terrace, Richmond Hill | Savitri Singh, Ext. 2706 | Collette Valliear, Ext. 2725 |
| • Fairy Lake Gardens, Newmarket | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Founders Place, Newmarket | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Glenwood Mews, Keswick | Savitri Singh, Ext. 2706 | Stacy Ellis, Ext. 2717 |
| • Hadley Grange, Aurora | Kerri Klywak, Ext. 2712 | Anne Aquí, Ext. 2762 |
| • Heritage East, Newmarket | Leanna Watt, Ext. 2714 | Anne Aquí, Ext. 2762 |
| • Keswick Gardens, Keswick | Savitri Singh, Ext. 2706 | Stacy Ellis, Ext. 2717 |
| • Kingview Court, King City | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Maplewood Place, Richmond Hill | Savitri Singh, Ext. 2706 | Collette Valliear, Ext. 2725 |
| • Mulock Village, Newmarket | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Nobleview Pines, Nobleton | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Northview Court, Sutton | Kerri Klywak, Ext. 2712 | Stacy Ellis, Ext. 2717 |
| • Orchard Heights, Aurora | Kerri Klywak, Ext. 2712 | Anne Aquí, Ext. 2762 |
| • Oxford Village, Holland Landing | Leanna Watt, Ext. 2714 | Anne-Marie Cheung, Ext. 2701 |
| • Pineview Terrace, Keswick | Kerri Klywak, Ext. 2712 | Stacy Ellis, Ext. 2717 |
| • Rose Town, Richmond Hill | Savitri Singh, Ext. 2706 | Collette Valliear, Ext. 2725 |
| • Springbrook Gardens, Richmond Hill | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |
| • Tom Taylor Place, Newmarket | Leanna Watt, Ext. 2714 | Anne Aquí, Ext. 2762 |
| • Trinity Square, Markham | Savitri Singh, Ext. 2706 | Collette Valliear, Ext. 2725 |
| • Woodbridge Lane, Woodbridge | Kerri Klywak, Ext. 2712 | Angela Lippensky, Ext. 2718 |

Feedback form

If you have any suggestions for articles to include in future newsletters, please fill out this form and drop it in your site drop box.

We look forward to hearing from you!

Name (optional): _____

Suggestion: _____
