

# 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

### Rosetown BBQ



# ANNOUNCEMENT OF 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 ext. 2719  
Toll Free: 1-800-735-6625 ext. 2719  
Fax: 905-895-5724  
susan.booth@york.ca

## 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.

# 12 Tips to Prevent Falls

- 1. Exercise Regularly** - Regular exercise helps to maintain muscle and bone strength and flexibility, reducing the risk of injuries.
- 2. Eat Balanced Meals** - It is important to eat three well balanced meals per day to avoid weakness, dizziness and fatigue.
- 3. Have Regular Health Check-Ups** - Changes in your vision, hearing, bones and muscles could lead to a fall. If you fall, visit your doctor.
- 4. Use Medication Safely** - Some medications can make you drowsy or dizzy. If you experience any of these side effects, discuss them with your doctor or pharmacist.
- 5. Wear Supportive footwear** - Wear low heeled footwear with non-skid soles indoors and outdoors.
- 6. Use Walking Aids Correctly** - A cane or walker should be fitted for your height.
- 7. Remove Clutter** - Clear objects from stairs and traffic areas.
- 8. Secure Rugs** - Avoid small rugs or mats that could slide or bunch up and cause someone to trip.
- 9. Light up your path** - Night lights can be used to brighten dark hallways, bathrooms and stairways.
- 10. Do a Home Safety Check** - Basic safety features for every home include secure handrails, well lit stairs, night lights, non-skid bath mats and grab bars.
- 11. Take Time for Friends** - Research tells us that those who are isolated, lonely and less active have more falls and more serious injuries.
- 12. Avoid Rushing** - Rushing increases your risk of falling. Take your time.

For more information, call *Health Connection* at 1-800-361-5653.

## Rose Town Selected for Organic Recycling Pilot

The residents of Rose Town in Richmond Hill have started recycling organics. Rose Town is a six-storey, HYI senior apartment building, and is one of only three buildings selected for the Town's organic multi-residential pilot.

To promote this exciting project, each resident at Rose Town has been given a kitchen organic container, reading materials, and a fridge magnet to help them get started.

The Town of Richmond Hill will monitor waste diversion rates after the 3-month pilot. If Rose Town residents successfully divert enough green waste, the program will continue.

"York Region and the Town of Richmond Hill are eager to introduce organic collection in the multi residential buildings and Rose Town is one of those buildings that is very keen on recycling." - Glenn Phenix, Curbside Advisor, Town of Richmond Hill.

Gary Ashton, the Site Superintendent at Rose Town has been a recycling champion for many years, and sat on the Town's focus group for recycling initiatives. It is thanks to his encouragement and leadership that Rose Town has developed its green reputation with the Town of Richmond Hill. Gary credits the residents of Rose Town for their excellent participation and co-operation for the program's success.

# UPDATE 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**

### 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.

# 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](http://www.york.ca). Click on Services, Housing and Residential Services, and then Information for HYI Residents.

## Poop and Scoop

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

# 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

**If you suspect elder abuse, please call the Senior's Safety Line at 1-866-299-1011. It is available in 150 languages, 24 hours a day, 7 days a week.**

# CHATS (Community Home Assistance to Seniors) celebrates 10 years of service to Dunlop residents – and expands its programs

Since its beginnings in 1980, CHATS has always been focused on enriching the lives of seniors living at home. It was in this spirit, that in 1996 CHATS approached York Region with a proposal to develop a supportive housing service and emergency outreach program for the seniors living at the Dunlop Street residences in Richmond Hill.

“CHATS saw an opportunity there to enhance the independence and wellness of the residents, which would allow them to continue to live in their own homes. And as we all know, there’s no place like home,” says Wyn Chivers, Executive Director for CHATS.

Three years later, in May 1999, the CHATS Supportive Housing Program was officially launched. Their beginnings were modest – they offered personal care, essential homemaking, emergency response, and emergency outreach. At that time, there were 12 clients, three Personal Support Workers, and one part-time Program Coordinator, and their services were available until 11:00 p.m. One year later, a monthly Lunch Out program was started.

Since then, CHATS has continued to grow at Dunlop. Today, their 10 Personal Support Workers and full-time Program Coordinator provide assisted living services 24 hours a day, seven days a week, to 36 residents. In addition to personal care and homemaking, they began offering meal preparation, telephone reassurance, security checks, and more. They are now able to respond to the needs of the diverse cultural population at Dunlop because they have staff who speak Farsi, Russian, Arabic, and Filipino.

In tandem with their 10th anniversary at Dunlop, CHATS has more exciting news to share. Thanks to generous funding from the Central Local Health Integration Network’s Aging at Home initiative, CHATS has been given the go-ahead to expand their services at Dunlop, and to provide them to more residents.

At a celebration event that took place at Dunlop on September 18, the new health and wellness programs were officially launched. They include:

- A cardiac awareness and blood pressure monitoring program
- Diabetes education and monitoring
- A chronic disease self-management workshop series
- Group and individual exercise
- The Carefirst Family Health Network – which involves health-related education
- And, coming soon, a pilot project to provide hot Meals on Wheels to Dunlop clients.

“This expansion of services is extremely vital to our overloaded health care system,” explains Ms. Chivers. “It alleviates pressures on the system by freeing up hospital beds, and speeding up discharges from hospitals. Bottom line, it allows more seniors to live at home safely and comfortably, by supporting their health, wellness and daily living needs.”

## Pets on Leash

Remember to keep your pet on a leash when outside.

# 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 Aqui, Ext. 2762
Heritage East, Newmarket	Leanna Watt, Ext. 2714	Anne Aqui, 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 Aqui, 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 Aqui, Ext. 2762
Trinity Square, Markham	Savitri Singh, Ext. 2706	Collette Valliear, Ext. 2725
Woodbridge Lane, Woodbridge	Kerri Klywak, Ext. 2712	Angela Lippensky, Ext. 2718

# 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.

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## INVITATION TO CONTRIBUTE

# Attention Tenants!

*Community News* is your newsletter... Get involved! Send us news, stories, and photos about events in your community to share with our readers.

Article submissions should be 150 words or less. Photos should be digital, in jpeg or tiff format. For more information, please contact Carmela Volkmann at 1-877-464-9675 ext. 2729, or at [Carmela.Volkmann@york.ca](mailto:Carmela.Volkmann@york.ca)

## *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:** \_\_\_\_\_

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