

Community News

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



SPRING/SUMMER 2009

IMPORTANT DATES

May 18, 2009

Victoria Day -

Office closed



July 1, 2009

Canada Day -

Office closed



August 3, 2009

Civic Day -

Office closed



September 7, 2009

Labour Day -

Office closed



October 2, 2009

Thanksgiving -

Office closed

Planning Major Work at Housing York Inc.

Over the years, many tenants have asked how we decide what repairs or improvements we will do each year.

Every five years, we hire an engineering firm to inspect each building and give us a *Building Condition Audit*, reporting on the remaining life span of building components.

Using this Audit we plan a year-by-year replacement plan, for the next 10 years. This plan is updated each year after our staff do follow-up inspections of each building. We are fortunate to have a number of architectural and engineering staff at Housing York Inc. who work closely with Property Managers and Building Superintendents to identify what work is needed.

This year, Housing York Inc.'s annual capital replacement and upgrade budget is just over \$3 million.

In addition to renewing the existing buildings, we have a plan to improve the energy efficiency of 25 older Housing York Inc. buildings at a rate of five buildings per year. The energy upgrades involve work such as appliance replacements, lighting upgrades, and new heating and ventilation equipment.

FROM NICK SAVINO, ASSISTANT MANAGER OF HOUSING YORK INC.

During the past months I have had the opportunity to visit each Housing York Inc. community. It has been encouraging to see the tenants' efforts to save energy and help the environment. To help protect the environment, Housing York Inc. is also setting an example by using green cleaning products. We will continue to introduce even more green initiatives in all our communities.

We continue to work with the recommendations from the *Tenant Satisfaction Survey*. Staff are designing a new tenant maintenance request form that will be numbered, logged and tracked. This will allow our team to address the repairs in order, and as soon as possible. It will also help us develop service repair standards, allowing us to tell you the time it will take to complete a repair.

Here are a few examples of the types of questions we would like to answer:

- How long will it take to repair a dripping tap?
- If a part is needed, how long will the repair take?
- If a contractor is needed, when can I expect the contractor to come to my home?

As part of this initiative, we have improved the door hanger that we typically leave behind on your door after we visit to make a repair.

Each apartment community now has an "HYI Information Board" in the lobby. These boards are now the designated place for standard information notices for every building. Notices such as staff and contact information, upcoming fire drill testing dates and general notices are being posted on this board. We believe in continuing to improve our communication. Our townhouse communities will also have boards installed.

It has been a pleasure meeting and speaking with many of you over the past several months. I look forward to meeting each of you at each of your communities as the weather improves.

Sun Safety

We all like to work, play and relax outside on a sunny day. The warm rays of the sun feel good on our skin. Too much sun can be harmful, so be careful! The sun's burning rays are also called UV rays. UV stands for ultraviolet. UV rays can cause:

- ☀ sunburn
- ☀ Skin Cancer
- ☀ eye damage

People who spend too much time under UV rays may have more wrinkles than people who stay out of the sun. Also, people who get too much sun may have a harder time fighting disease.

Sun Safety Tips:

- ☀ Plan to be outside in the early morning or late afternoon.
- ☀ Stay in the shade between 11 a.m. and 4 p.m.
- ☀ If you are in the sun between 11 a.m. and 4 p.m., wear long pants, long sleeves and a hat with a wide brim to protect from sunburn.
- ☀ Wear sunglasses that say "UVA/UVB ANSI compliant."
- ☀ Use a sunscreen lotion or cream that is SPF 15 or more. SPF means Sun Protection Factor. Using a higher SPF number gives you more protection from the sun.
- ☀ Use a sunscreen that says "broad-spectrum" on the label. It will screen out most of the UVA/UVB rays.
- ☀ Put sunscreen on your skin 20 minutes before you go out and reapply some 20 minutes after being out in the sun to ensure more even application of the product and better protection.
- ☀ Don't forget your lips, ears and nose. These parts of your body burn easily. Sunscreen gets washed off by water and sweat.
- ☀ Reapply sunscreen after you go swimming or if you are sweating.

For more information, contact:

The Consumer and Clinical Radiation Protection Bureau, Health Canada
(613) 954-6699.

<http://www.hc-sc.gc.ca/hecs-sesc/psp>

Help Keep Your Home Mould-Free*

Here are five things you can do to keep your apartment/townhouse mould-free:

1. If you have a bathroom fan, use it every time you shower or bathe, and leave the fan running for 15 minutes after you're done. Don't forget to run a vacuum over the vent to keep the fan clear and working well.
2. If you have a range hood(or kitchen exhaust fan), turn it on whenever you cook.
3. Don't carpet the bathroom or kitchen. If you use throw rugs. Wash them as often as you wash your towels.
4. Clean mouldy surfaces whenever you spot them. Use mould-killing products with mildewcide. If your shower curtain becomes mouldy, replace it.
5. Report signs that your apartment/ townhouse has too much moisture. Watch for condensation on windows or sills, damp walls, loose wallpaper or drywall tape, or musty odours.

*Published by the Social Housing Services Corporation.

STAFFING ANNOUNCEMENTS

The Housing and Long Term Care Branch is pleased to announce the appointment of **John Cheng** as Senior Financial Analyst with Housing York Inc. John is a Certified



General Accountant (CGA) and has considerable senior analytical experience, most recently as a Business Analyst at Telus. John joined the Finance & Administration Unit in Housing Operations and will be located at 1091 Gorham Street in Newmarket.

The Housing and Long Term Care Branch is also pleased to announce the appointment of **Maryam RafiNejad** as Accounting Clerk-Intermediate with Housing Operations in the Gorham



Street office. Maryam has held a temporary Accounting Clerk-Intermediate position with our department since December 2007 and is the equivalent of a 4th level CGA with considerable systems experience. Some of her duties supporting the Newmarket and Maple Health Centres are similar to the Accounts Receivable and Accounts Payable processes completed at Housing York Inc.

*We also welcome back **Stacy Ellis** after a year's absence from Housing York Inc. to the Property Manager position for the following properties: Springbrook Gardens, Woodbridge Lane, 275 Woodbridge, Nobleview Pines, Blue Willow and Kingview Court.

Welcome Back Stacy!

Spring and Summer Balcony Etiquette

Watering Plants and Washing your Balcony

Please keep in mind that water you spill or that drips onto your balcony will often rain down on your neighbour below. Some sources of water are: overwatering your plants, air conditioners, and washing the balcony. Carpet is allowed on balconies during the summer months (please remove for winter months). Plant boxes must face inward.

Balconies

Cigarette butts thrown over the balcony will often land on a balcony below causing potential fire hazards. Barbequing is not permitted on apartment balconies or patios.

Pets

Please remember that pets must be on a leash in common areas of the building and outside. Always pick up after your pet – odour can become a problem in the hot summer months. Please do not allow your pet to urinate on or near the building.

Feeding Animals and Birds

Please do not feed the animals and birds either on your balcony or by throwing the food down on the ground.

Window Air Conditioners

Where permitted in your building, please install air conditioners correctly and properly seal the air conditioner to prevent drafts and energy waste. For safety and ease of installation, please install units in windows that open over your balcony. Please make sure that the moisture that your air conditioner creates is drained to the outside and collected in a drip pan so it doesn't drip onto your neighbour below. In winter, always remove the air conditioner from your window. Please keep energy conservation in mind – do not set the temperature any lower than 23°C (74°F) and turn the air conditioner off when you are not at home.

Tenant Insurance

We strongly recommend tenants have insurance. You will need Tenant Insurance in the event of fire, theft, or water damage, or in case you are sued for causing property damage or injury to others.

There are generally two types of insurance coverage: **liability** and **contents**.

Liability coverage protects you if you or your guests cause damage to the building – whether to your unit or to the common areas. In the event that you are sued for causing the damage, this insurance would cover the repair costs if you are held financially responsible for all repair costs. This coverage will also protect you if someone is injured in your home and sues for damages.

Contents coverage allows you to replace or repair your belongings if they are stolen or damaged. Housing York Inc. covers damage to the buildings and properties that we own, but we do not cover damage to, or loss of tenants' belongings such as furniture, clothes, or electrical equipment. You may be very surprised by how much it would cost to replace everything all at once. You should insure for an amount representing the replacement cost of all your belongings, and for cleaning and repairing your belongings in case of water or fire damage.

You can purchase an insurance policy directly from an insurance company or through an insurance broker. Policies vary in price, service and coverage. Read the policy carefully, making sure you understand all terms and conditions. For as little as \$13 per month you can have piece of mind. If you are receiving Ontario Works or Ontario Disability Support Program benefits, your shelter allowance may cover the insurance cost.

MAINTENANCE SERVICES

AT HOUSING YORK INC.

To request repairs at Housing York Inc. use the process outlines for each of the following types of repairs:

- **If you have a routine repair** (e.g., dripping tap, broken closet door) complete a Maintenance Work Order. Place this form in the box located at the entrance of your building or site office. Please remember to sign this form - your signature gives us permission to enter your home to complete the repair.
- **If the repair is urgent** (e.g., no heat, CO detector alarm sounding) and it is during business hours, please call the office: 905-898-1007 and press 1. If you get an answering machine, please leave a message with reception because we check this line frequently, and also keep trying to call this number.
- **If this is an urgent repair and it is after hours** please call the After Hours Emergency Maintenance Service: 1-866-308-2226 and the necessary people will be contacted to respond to the repair.

Sometimes with urgent repairs you might be asked to complete a *Maintenance Work Order*, to give us permission to enter your apartment should you need to leave. With routine repairs we encourage you to complete a *Maintenance Work Order* soon after noticing the concern. This will help us to keep your home in good repair. Sometimes we need to order parts or request the services of a contractor to complete a repair. If this is the case, your repair completion might take up to several weeks depending on our access to parts and service. We will do our best to keep you informed of when your repair will be completed.

Sending Something to Our Office?

Tenants have two ways to send letters and forms to our management office:

Regular Mail

Canada Post typically will deliver it in three to five days.

Site Drop Boxes

For your convenience we have Site Drop Boxes that save you the cost of mailing. However, our staff may only check the boxes for office information twice per month (your Superintendent checks for *Maintenance Work Orders* regularly). Please keep the twice per month pick-up in mind when deciding how to send information or rent payments to the office. It could be up to two weeks before it reaches our office and we only consider something to be received when it reaches our office.

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

