



Summer Update

A NEWS BULLETIN FOR HYI TENANTS

JUNE/JULY 2010

A New Look for the HYI Web Pages

Early this year, we set-out to refresh the HYI web pages. Our goal was to make more information easier to find. We met this goal by improving the layout and creating a web address that links directly to the HYI pages.



www.york.ca/hyi is now active. On the main page, visitors will see exactly where to find the information they need. Information is organized into four sections:

- For Tenants: A handbook, newsletters, building notices, policies, forms.
- For Applicants: Building locations and details, rental information.
- About HYI: HYI facts, corporate reports and plans, helpful links.
- HYI Contacts: A list of building and office contacts.

Message from the Manager, Operations

We welcome the summer season with this news bulletin created to keep you informed of activities taking place within Housing York Inc. (HYI).

Along with a newly expanded HYI website and the posting of new building notices, this bulletin is part of an ongoing commitment to enhance our customer service.

Please enjoy this update and celebrations of summer at your building.

It is a pleasure to see the colourful gardens, outdoor activities, and the many neighbourhood barbeques and events. Thank you for building strong communities.

We look forward to writing again in September with the Fall/Winter issue of Community News.

*Nick Savino
Manager, Operations HYI*

The web pages will continue to develop as a key resource for HYI tenants. Your feedback is important. Share your comments and suggestions with your Property Manager or call us at: 1-877-464-9675 ext. 2700.

On Board: Planned Building Improvements, Energy Savings, Updates

Remember to check your HYI notice board for news at your building. Official HYI notice boards are installed at each property in the main lobby or common area. This month, updated lists of the major building improvements planned for 2010 are posted. The notices can also be viewed online at www.york.ca/hyi.



New Energy and Environment notices have also been posted. The notices feature energy saving news and tips, as well as reports on our energy management program.

Through the energy management program, HYI and tenants reduced greenhouse gasses by 152 tonnes in 2009. That's equivalent to taking 30 cars off the road!

Some of the initiatives that contribute to annual savings are: energy efficient appliances, solar air heating, low-flow toilets and showerheads, and lighting retrofits.

Coming Soon: Maintenance and Repair Service Standards

Later this year HYI will publish Maintenance and Repair Service Standards. These standards will guide the delivery of maintenance and repair service that is timely and consistent at every HYI building, for every tenant.

We believe it is important for tenants to know what to expect when service is needed. The standards will provide you with response times for completing the most common maintenance and repair requests. Service response will be identified as emergency, priority or routine.

Summer Statutory Holidays

The HYI office is closed on these days:

Canada Day Weekend: Thursday, July 1 and
Friday, July 2

Civic Day: Monday, August 2

Labour Day: Monday, September 6

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

Contact HYI

Housing York Inc.
C/o The Regional Municipality of York
1091 Gorham Street, Suite 104
Newmarket, ON L3Y 8X7

Tel: (905) 898-1007 ext. 2700

Toll-Free: 1-877-464-9675

