

# Community News

Produced for HYI Tenants  
by the Community and  
Health Services Department



FALL/WINTER 2010

## More Seniors Housing in King

### Kingview Court Expansion Project



Located in the Township of King, Kingview Court has been an affordable housing community since 1976. In the summer of 2011, this mature Housing York Inc. (HYI) building will open the doors of a three-storey addition and welcome more tenants.

Kingview Court is under construction to create 39 new seniors apartments. The existing building will also be renovated to become more accessible and energy efficient. Funding for the project is being provided through a partnership among all levels of government.

On June 11, 2010 government representatives joined tenants and neighbours, friends and family members for a groundbreaking celebration.

The need for affordable housing is growing across all of York Region, and HYI is working to increase the supply by adding a new building each year. These developments are scheduled for completion in 2011/2012:

- Kingview Court, Township of King, will become a barrier-free building and expand from 27 to 66 units.
- In Richmond Hill, a nine-story apartment building is in development with one, two, three and four bedroom units. It will provide 140 new homes for families, singles and seniors.
- In Vaughan, 84 homes will be provided at Mapleglen Residences, a four-story building of seniors apartments.

All new buildings are being designed and constructed with energy and water conservation features to achieve Leadership in Energy and Environmental Design® certification.

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# Director's Message

## Our Growing Communities

*Doug Manson, Director, Housing York Inc.*

Housing York Inc. (HYI) has had an exciting year so far. Economic stimulus grants have kept us very busy enhancing communities through various large replacement projects. From repairs to driveways and parking lots to new building components, we have completed a significant amount of work in a very short period of time. Your patience and understanding made it possible for us to move forward with these projects. Thank you.

Some stimulus projects will continue into 2011. During this time, HYI is also preparing for growth in King, Richmond Hill and Vaughan. Our Kingview Court location will be complimented with 39 additional seniors apartments; Mapleglen in Vaughan is scheduled to open in summer 2011 with an additional 84 seniors apartments; late in 2011 HYI will prepare for 140 new apartments in Richmond Hill. This building is scheduled to open in early 2012.

Not too long ago we announced that a Tenant Reference Group (TRG) was formed. This group is made up of 10 tenants from across the Housing York portfolio. We meet with the TRG four times a year to review policies, practices and services that affect tenants. The members have been extremely helpful in making recommendations to improve our business. During the rest of this year, we will develop a process for interested tenants to join the TRG when opportunities come available. Please watch for further announcements.

With your help we look forward to building strong communities. We encourage tenants to visit our website at [www.york.ca/hyi](http://www.york.ca/hyi) for new community profiles and regular updates.

### NOTABLE 2010-2011 DATES

Monday,  
October 11  
Thanksgiving Day

Saturday,  
December 25  
Christmas Day

Sunday,  
December 26  
Boxing Day

Saturday,  
January 1  
New Year's Day

Monday,  
February 21  
Family Day

Friday, April 22  
Good Friday

Sunday, April 24  
Easter Day

Monday, April 25  
Easter Monday

### REMINDERS

- The HYI office is closed on holidays and:  
**Monday, December 27, 2010**  
**Tuesday, December 28, 2010**  
**Friday, December 31, 2010**
- Copies of the 2009 HYI Annual Report are available. Call (905) 898-1007 to receive a report by mail or read it online at [www.york.ca/hyi](http://www.york.ca/hyi).

# Ask The Maintenance Coordinators

*Frank Ierullo, Bill Clark and Mike Valin*

## Question: What should I do if there is a fire in my building?

Remain calm. The choice to leave the building or to stay in your unit is yours. If you leave your unit, first check the door to your apartment for smoke and heat.

If you **don't** see smoke:

Open the door slightly to see if the hallway is clear of smoke.

If the hallway is clear, leave your apartment, close your door behind you, and head to the nearest exit.

Make sure the door to the stairwell is not hot and that the stairwell is clear of smoke. If it is clear, use the stairwell to exit the building safely.

If there is smoke in the stairwell, do not enter. Check another stairwell or return to your unit and protect yourself from smoke.

Remember: **DO NOT USE THE ELEVATOR.**

Once you are outside do not return to the building until emergency services have determined it is safe to return. It is very important to avoid blocking the building entrance or lobby to allow the emergency services to do their jobs as quickly and efficiently as possible.

Please attend the Fire Drills scheduled for your building.

If you **do** see smoke:

Remain in your apartment until you are rescued or advised to leave.

**CALL 911.**

Protect yourself from smoke. Try to seal off cracks around your door to prevent smoke from coming in.

Open the windows in your apartment to let in fresh air.

Hang a towel or sheet from the balcony to show emergency services where you are.

## Providing Service for Tenants

### Welcome to New HYI Staff!

Pictured Left to Right: Nikolas Sarambalos, Senior Financial Analyst; Christina Bonham, Tenant Services Coordinator; Manny Faria, Building Superintendent (New to Blue Willow Terrace); Michael Del Buono, Architectural Projects Coordinator; Amandeep Rangar, Accounting Clerk Intermediate.



# Housing York Inc. Announcements

## Tom Taylor Place Officially Opens

Tom Taylor Place is named after Town of Newmarket Former Mayor and long-time champion of affordable housing, Tom Taylor. With construction completely finished and all tenants settled into their new homes, a ribbon-cutting ceremony took place on June 4, 2010.

Officials from the Government of Canada, the Government of Ontario, the Regional Municipality of York, the Town of Newmarket and tenants attended the event. Representatives from the Canadian Hearing Society helped with the design of select units in the building for people living with hearing loss.



York Region staff members involved in the project are pictured in front of the building on Fernbrook Drive in Newmarket (left to right): Gabe Tropea, Aaron Nantel, Anne Aqui, Doug Manson, Martha McBurnie, Nick Savino, Joann Simmons, Adelina Urbanski, Sylvia Patterson, Doug Black and Martin Silver.

## Going Green

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

Several years ago, Housing York Inc. (HYI) embarked on a journey to help improve the environment. We made a commitment to cut down our energy use and to reduce chemicals that are considered harmful to the environment.

A reduction in overall energy use is being achieved through newer technology such as:

- compact fluorescent lighting,
- switching to low flow toilets and shower heads,
- high-efficiency furnaces and boilers,
- installing solar walls and energy efficient windows and doors.

By the end of 2010, HYI will have reduced its energy consumption and related pollutants by more than 20 per cent. Plans are in place to reduce our energy consumption even more in 2011.

HYI has also revised all of its contracts for landscaping and cleaning services; landscapers do not use any herbicides or pesticides; cleaners are required to use cleaning products that have been approved by recognized environmental agencies.

Tenants also make efforts to improve the environment. Some of the ways tenants play a role are: participating in recycling programs, reducing energy consumption and switching to “green” cleaning products.

Let’s continue to work together! Our efforts make a difference for the world we live in now, and for the future.

# The Importance of Fitness

*Carmela Volkmann, Social Worker, Housing and Long Term Care*

Physical activity improves health and well-being. It reduces stress, strengthens the heart and lungs, increases energy levels, helps you maintain and achieve a healthy body weight and it improves your outlook on life.

Health Canada

Physical activity and/or exercises will definitely reduce your risk of falling. Studies show doing strength and balance exercises, over a 10-week period of time, significantly improve bone, muscle, and neurological weaknesses. Check with your health care provider before you begin a physical activity program.

YR Health Connection

Doing activities with others can be motivating and keep you on track. Many communities have walking programs you can join or you can start a walking club at your building.

## Getting Started

- Check with a physician before starting your exercise program.
- Go at your own pace, stop and watch if necessary.
- Start easy and build up the repetitions. Start light when using weights!
- Listen to your body.

If you have osteoporosis, you will need a special exercise program.

Avoid:

- bending at the waist
- reaching overhead for heavy objects
- twisting the upper body and not the lower body
- bouncing and jumping motions

Being physically active not only strengthens your body, it also makes you feel good about yourself.

*Keep Fit and Healthy this season,  
Carmela*



## Make a splash!

**Be active. Keep your independence.**

**Help prevent injuries.**

  
a step ahead  
for injury prevention

Health Connection  
1-800-361-5653  
[www.york.ca/health](http://www.york.ca/health)

  
York Region



# Overnight Guests Rent-Geared-To-Income Units

*Friends or family coming to visit?* The Housing York Inc. (HYI) Guest Policy has changed. Read on to learn more about hosting overnight visitors.

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## The Policy

The HYI Overnight Guest Policy states that tenants can welcome visitors into their home for up to 14 days.

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## What Changed?

The number of days visitors can stay was increased to allow more time for guests who arrive from out of the country and other long distances.

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## Contact Your Property Manager

If your guest is expected to stay longer than 14 days, contact your Property Manager.

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## Notes

Please remember that guests cannot occupy a unit independently of the original tenant. Boarders and lodgers are not allowed in HYI units.

# Door-to-Door Sales

**Consider these tips if a salesperson knocks on your door.**

## Tips on Buying at the Door

- Be careful when allowing strangers into your home. Let them in only if you've asked the company to send someone to your house for a product or service demonstration. Make sure the seller has identification. Ask for local references – and check them.
- Ask yourself if you really need the product or service right now. Don't buy on impulse.
- Never give out personal or financial information, including your credit card or bank account number, unless you know the selling company's reputation.
- Never sign a contract without reading and fully understanding it. Don't sign anything with blank spaces.
- Don't be pressured or rushed into a purchase. Common high-pressure tactics include setting time limits ("buy today and save 50 per cent – the price will change tomorrow") and forcing customers to make hasty decisions – often with the promise of a "special" offer. You can always take the information and ask the seller to come back when you've had time to consider the purchase. If it's a great deal, it will still be there tomorrow.
- Don't feel embarrassed about protecting yourself. If you feel threatened in any way, ask the seller to leave. If you are at all suspicious, call the police.

Source: The Government of Ontario, Ministry of Consumer Services  
[http://www.sse.gov.on.ca/mcs/en/Pages/Door\\_to\\_Door\\_Sales\\_Tips.aspx](http://www.sse.gov.on.ca/mcs/en/Pages/Door_to_Door_Sales_Tips.aspx)

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## Financial News

*Katherine Campbell,  
Manager, Finance Program,  
Housing York Inc.*

The fall is a busy season for the Finance team at HYI. It's time to start our budget for the upcoming year. We must meet the challenge of balancing the budget in a way that maintains safe and well maintained buildings within an affordable framework.

We work closely with Property Managers to ensure the budget for each building is enough to cover expenses like minor repairs, landscaping, snow removal and insurance. These types of costs are over \$2 million per year. Technical Services staff will help us to determine the cost and priority of any major repairs needed. The major repairs portion of our budget is nearly \$3 million every year. When we add utilities, mortgage, property taxes, and administration costs, the budget exceeds \$25 million.

In 2011/2012 we will be adding three more buildings to the portfolio. It may seem like a quite a while before people will be living in the new units, but HYI must factor the finances into the budget to ensure all approvals are in place, well in advance. Just like managing the rest of our housing portfolio, HYI must make sure its 'financial house' is in order!

You can view our 2010 budget and business plan at [www.york.ca/hyi](http://www.york.ca/hyi).

### Do you have a disability?

**Are you interested in disability issues?**

**Do you want to make a difference?**

York Regional Council is looking for volunteer members to be part of its Accessibility Advisory Committee.

The York Region Accessibility Advisory Committee (YRAAC) advises Regional Council and York Regional Police on making it easier for people with disabilities to use the Region's many programs and services.

Members come from different backgrounds, but the majority of members on the YRAAC must be people with disabilities.

For details on the YRAAC and how to apply, visit [www.york.ca](http://www.york.ca) or call 905-830-4444 Ext.1305

(toll free 1-877-464-9675)

TTY 905-762-0401

Application packages are also available from the main reception desks at:

York Region Administrative Centre  
17250 Yonge Street, Newmarket

York Region South Service Centre  
50 High Tech Road, Richmond Hill

The deadline to submit an application is **December 1, 2010**



# Property Managers and Tenant Services Coordinators

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

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**Property Manager: Anne-Marie Cheung Ext. 2701**

**Tenant Services Coordinator: Leanna Graham Ext. 2714**

- Armitage Gardens, Newmarket
- Brayfield Manor, Newmarket
- Elmwood Gardens, Whitchurch-Stouffville
- Fairy Lake Gardens, Newmarket
- Founders Place, Newmarket
- Oxford Village, East Gwillimbury

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**Property Manager: Anne AQUI, Ext. 2762**

**Tenant Services Coordinators: Christina Bonham Ext. 2705, Leanna Graham Ext. 2714**

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

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**Property Manager: Angela Lippensky Ext. 2718**

**Tenant Services Coordinator: Christina Bonham Ext. 2705**

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

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**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
- Trinity Square, Markham

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**Property Manager: Kerri Klywak Ext. 2717**

**Tenant Services Coordinators:**

**Savitri Singh Ext. 2706, Christina Bonham Ext. 2705**

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

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

**Housing York Inc.**

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