

# Community News

Produced for HYI Tenants by the  
Community and Health Services Department



SPRING/SUMMER 2010

## Working to Make Your Home Better



*A new make-up air system being placed on the roof by crane at Pineview Terrace in Keswick.*

Housing York Inc. received special funding from the provincial and federal governments to make improvements to its communities across York Region.

This year, HYI will spend over \$6,000,000 on major repairs and renovations.

Every building has different needs. Projects range from roof replacements, bathroom renovations and parking lot upgrades, to smaller projects like new lighting, exterior painting and brick repairs.

The work planned for your building is posted on your HYI Notice Board along with an estimated timeline.

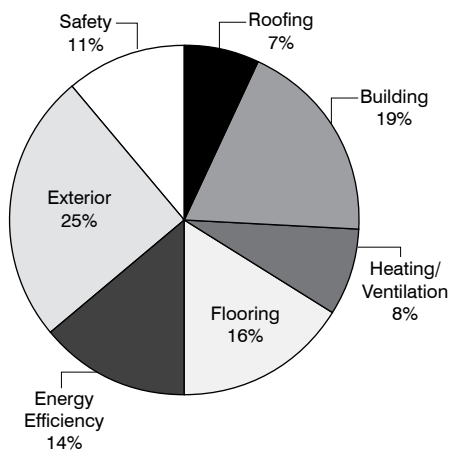
This work is helping HYI to provide better service to tenants by improving the quality, reliability and safety of homes.

We are also making buildings more welcoming for people with disabilities and increasing our energy efficiency.

*“We hope you will share our excitement for the improvements taking place in your building. The work is being done for you, our customers, and to ensure Housing York Inc. can continue to meet York Region’s affordable housing needs for the years to come. Thank you for your support.”*

**- Doug Manson, Director, Housing York Inc.**

### 2010 Building Improvements by Job Type



### For More Information

Call the HYI office at (905) 898-1007; Toll Free 1 (877) 464-9675 x 2700.

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# Looking Forward to Building Improvements

*Nick Savino - Manager, Operations, Housing York Inc.*

We welcome the economic stimulus grant that Housing York Inc. received from the provincial and federal governments. This funding is helping to renew social housing communities, create jobs and stimulate the economy.

However, the grant comes with some guidelines. We must use the funds for particular renovation and retrofit projects and the funds must be spent within a set time period.

Some of our first projects have been challenging. We've had to deal with tight time lines and with completing work in less than perfect weather. We are working to make sure that the next phase is scheduled efficiently with minimal disruption to tenants. Not all properties will be affected by renovation projects.

For those properties with work planned, a list of projects is posted on your HYI information board. Tenant meetings are underway. A notice of entry is hand-delivered at least 24 hours before any work inside a unit begins. More notice will be given whenever possible. To provide an opportunity for your feedback and to help measure our performance, we will be conducting random tenant surveys.

We are proud of the significant improvements underway in HYI communities and there are more to come. But with any upgrade or renovation, some inconvenience can be expected. For that, we would like to thank each of you for your patience.

## NOTABLE 2010 DATES

Friday, April 2  
Good Friday

Monday, April 4  
Easter Monday

Thursday, April 22  
Earth Day

Monday, May 24  
Victoria Day

Thursday, July 1  
Canada Day

Monday, August 2  
Civic Day

## REMINDERS

- The HYI office is closed on statutory holidays.
- Take time to visit your HYI Notice Board.
- Summer students begin work at HYI buildings in May.

## Providing Service for Tenants

### Welcome New HYI Staff!

**Pictured left to right:** Steffanie Rundle, Tenant Relations Specialist; David Martin, Supervisor, Technical Services; Christina Cooper, Accounting Clerk; Joan Fetterly, Administrative Assistant; Ana Maria Mancuso, Administrative Clerk Secretary; Kellie Shantz, Architectural Projects Coordinator.



# Ask The Maintenance Coordinators

*Frank Ierullo, Bill Clark and Mike Valin*

## Question: What's involved in getting a satellite dish?

Here are a few easy steps to consider when getting a satellite dish for your home:

1. **Get permission** - Make arrangements with HYI prior to setting up an appointment with your satellite provider.
2. **Write a letter** - Drop a quick note in your site mailbox. We will send you a release form with instructions.
3. **Be aware** - Every building has specific guidelines for satellite installation. All satellite dishes must be installed by a professional with no damage caused. This could mean that the dish cannot be drilled into the building exterior but attached to a tripod or fence instead.
4. **Sign your release form** - Once you have signed and returned the form to the housing office, you can make an appointment with a satellite provider. Be sure to pass on a copy of your release form to the installer.
5. **"Oops", we did it ourselves** - Tenants who do not follow the approval process may be charged for the satellite dish to be removed and for any repairs. The only way to avoid this cost is to ask first and install later!

***Enjoy your new satellite service and thank you for working with us!***

**Send us your maintenance question. Just drop a note in your site box to the attention of: HYI Newsletter - MC Questions**



PlayOn is a free after school program provided by the YMCA of Greater Toronto for children 6-12 years of age.

PlayOn is run in the heart of community housing sites. The program includes a healthy snack, indoor and outdoor games, arts and crafts, board games and puzzles all supervised by YMCA trained staff.

### Program Benefits

- Provides a safe place to be after school
- Be physically active
- Learn new skills
- Increase confidence & self-esteem
- Be connected with the community
- Build long lasting friendships
- Have FUN!

Drop in and visit one of our PlayOn Programs!

### Locations:

Mon - Fri 3:30pm - 6pm  
Brayfield Manor, Newmarket  
Mulock Village, Newmarket  
Ja'Fari Islamic Housing, Richmond Hill  
Mon, Wed & Fri 3:30pm - 6pm  
Machell's Corners, Aurora  
John Fitzpatrick, Richmond Hill

For inquiries please call: 1-800-223-8024



# Energy and the Environment

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

In 2008, Housing York Inc. launched an ambitious plan to reduce energy consumption in 25 of its older buildings by 25% over a five year period. At the time, the yearly utility cost was close to \$2,000,000 and the cost of electricity, gas and water were increasing steadily.

To date, we estimate that we've saved \$335,000 on energy costs. This brings us more than half way to our ultimate goal of saving \$500,000 per year in utility costs.

These savings are a result of improvements we've made to the buildings such as installing energy efficient lighting, high efficiency boilers, water saving devices, etc. Additional savings have been generated by the incredible efforts residents have made to conserve energy.

**Thank you to everyone who contributes to this worthwhile effort.**

**Working together, we are making a difference for tomorrow's environment.**

## Financial Fact:

- Monthly rent equals about 60% of HYI's total revenue. On a yearly basis, that means nearly \$14 million is paid by tenants towards our \$23 million operating cost.

## Energy Facts:

- Ceiling fans use less energy than air conditioning units. In warm weather, fan blades should push air downwards. In cooler months, blades should pull the air upwards. To install a fan in your unit, speak to your property manager about the requirements.
- A leaky faucet can result in litres of wasted water every week! Fill out a request for maintenance form if your tap is leaking. It will save water for future generations and reduce utility costs.

# Rose Town Launches the Green Bin Program

*Collette Valliear, Property Manager*



Rose Town is an HYI apartment building for seniors located in Richmond Hill and is the first to participate in the Green Bin Program.

The program collects organic material and turns it into compost rather than it going to landfill.

Tenants diverted 200 pounds of waste from the garbage in the first week of the program!

*Photo: Glenn Phenix, Curbside Advisor, Town of Richmond Hill and Gary Ashton, Superintendent, Rose Town unpack 125 new green bins at the launch of the program.*

**For recycling, composting and other waste information, visit [www.york.ca/waste](http://www.york.ca/waste).**

2010

# FREE Summer Camp

For children of York Region residents participating in Ontario Works (OW) or paying Rent-Geared-to-Income (RGI)



### WHO:

Children – six to 13 years old

### WHEN:

July until the first week of September  
• Depending on your eligibility.

### HOW:

#### OW PARTICIPANTS:

Contact your Social Assistance Case Coordinator for a referral.

#### RENT-GEARED-TO-INCOME (RGI):

Call the Kidslines: **FREE 5**  
1-888-703-KIDS (5437)

Limited funding. First come, first served.

### OTHER:

- Children must bring their own lunch, drinks and snacks for each day of camp.
- Instruction is provided by trained and qualified recreation staff.
- Extended Day Camp may be available.
- 1 to 1 support funding is available for children with special needs.

### FREE CAMP PACK

Each registered child will receive a FREE Camp Pack that includes:

- a knapsack
- sunscreen
- a sun hat
- a lunch bag
- a water bottle

Camp packs will be available for pick-up in June at your OW office.



Community and Health Services Department  
Social Services Branch  
Housing and Long Term Care Branch  
Housing York Inc.



# YOUTH ADVENTURE Overnight Camp 2010

### WHO:

- Youth aged 11-17 who are residents of a:
  - Housing York Inc. community
  - York Region non-profit community
  - York Region co-operative housing community

### WHEN:

Overnight camp for six days and five nights during the summer months.

### WHERE:

- Choice of three different camp locations throughout Ontario.
- Accredited through the Ontario Camping Association
- Bus transportation from Newmarket to the camp will be provided

### HOW:

To register a youth and receive a registration package in the mail, please call:

**Toll free: 1-877-464-9675 Ext. 2729**

**In Newmarket: 905-830-4444 Ext. 2729**



### FREE CAMP PACK

All registered campers will receive a FREE camp pack that includes:

- Knapsack
- Sunscreen
- Towel
- Sleeping bag
- Water bottle
- Bug repellent
- Flashlight with batteries included

Community and Health Services Department  
Social Services Branch • Housing and Long Term Care Branch • Housing York Inc.



## Spring Updates

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

Summer is just around the corner and so is our **Overnight Youth Adventure Camp**. This year, you will have the choice of three different camp locations and experiences. As usual, there will be a backpack full of camp essentials for each registered camper. Look for the posters coming soon to your Community Bulletin Boards.

If you or a member of your household is planning to pursue post secondary studies, financial assistance is possible through the **Doctor Albert Rose Bursary Program**. Applications will be available in the early summer. For more information, visit [www.ontario.ca/mah](http://www.ontario.ca/mah) and use 'bursary' as the keyword search or send an email to [bursary.mah@ontario.ca](mailto:bursary.mah@ontario.ca).

We are excited to announce that our **Annual Flower Garden Competition** is alive and well at all townhouse sites. You can win great prizes and we encourage all tenants to join in this friendly event.

I can be reached at 905-898-1007 ext. 2729 if you would like further information.



# Transferring to Another Unit

Tenants need to transfer to another unit within Housing York Inc. communities for various reasons:

- A living situation changes and there is an extra bedroom or not enough bedrooms in the current home.
- A change in health occurs and modified housing is required.
- Travel to work or school is time consuming or costly.
- There is a risk of abuse from another member of the household.

## Requesting a Transfer:

1. Obtain a *Request for Internal Transfer form* by calling the HYI office at (905) 898-1007 ext. 2700 or toll free: 1 (877) 464-9675 ext. 2700.
2. Complete the request form. Complete a medical verification form if you are requesting a transfer for health reasons.
3. Send the forms to the HYI office.
4. The application is reviewed by the Internal Transfer Review Committee to check that it meets the HYI transfer policy.
5. A letter is sent by mail that approves or denies your request along with an explanation.

**To learn more about the guidelines and priorities for transfers, read the HYI Transfer Policy at [www.york.ca/hyi](http://www.york.ca/hyi). Forms are also available on the website.**

## milestones

### Glenwood Mews Turns 20!

Glenwood Mews is a family townhouse community of 64 homes, located in Keswick.



### Founders Place Turns 30!

Founders Place is a seniors apartment building of 100 homes, located in Newmarket.

# Financial News

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

HYI's 2010 budget allows for about the same level of spending as in 2009. Maintenance costs will increase slightly, but we must stay within funding guidelines. We are optimistic that we can balance our financial objectives and maintain our service standards to tenants by being as efficient with our budget as possible.

Housing York Inc. will spend \$23,000,000 in 2010. Here is how every dollar will be spent:

Mortgage & Lease Payments	.38
Maintenance & Administration	.30
Utilities	.12
Property Taxes	.09
Major Renovations	.08
Contribution to HYI Reserve	.03
<b>Total</b>	<b>\$1.00</b>

## 2010 flower garden COMPETITION

We invite you to participate in our friendly flower garden competition at our townhouse sites.

This annual event is hosted by York Region's Community and Health Services Department and Housing York Inc.

Judging takes place in mid July and will be based on the following criteria:

- ✿ front yard floral displays
- ✿ neatness of yards and gardens
- ✿ originality of display
- ✿ general appearance of outside property

The prizes awarded at each site will be:

**1st Prize: \$100.00**  
**2nd Prize: \$75.00**  
**3rd Prize: \$50.00**

\*All prize winners will be entered into a draw for 2 tickets to Wild Water Kingdom and a day pass for the Ontario Science Centre.




# Emergency Preparedness Week

## May 2-8, 2010 [www.GetPrepared.ca](http://www.GetPrepared.ca)

During Emergency Preparedness Week, activities are organized across Canada to raise awareness of the importance of having an emergency kit, making an emergency plan and identifying risks in your area. These three simple steps can help Canadians prepare for all types of emergencies.



For more information on local events and how to prepare for an emergency, visit [www.GetPrepared.ca](http://www.GetPrepared.ca) or call 1-800-0-Canada (1 800 622-6232).

# Property Managers and Tenant Services Coordinators

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

**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, Holland Landing

**Property Manager: Anne Aquí Ext. 2762**

**Tenant Services Coordinators: Kerri Klywak, Ext. 2712**

**Leanna Graham Ext. 2714**

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

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

**Tenant Services Coordinator: Kerri Klywak Ext. 2712**

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

**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

**Property Manager: Stacy Ellis Ext. 2717**

**Tenant Services Coordinators: Savitri Singh Ext. 2706,  
Kerri Klywak Ext. 2712**

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



With over 500 events each year, check out the  
calendar of events at [yorktourism.com](http://yorktourism.com)



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## *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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