

Community News

Produced for HYI Tenants by the
Community and Health Services Department



FALL/WINTER 2010

Flowers Brighten the Community 2010 HYI Flower Garden Competition



There's a burst of colour that catches your eye when travelling on Woodbine Avenue in Markham. This display of towering orange and red flowers and heaps of tiny pink blossoms is Jackie's garden at Trinity Square. The small garden at this Housing York Inc. townhouse community is vibrant enough to attract attention from neighbours blocks away. Visitors to the garden also include goldfinches, hummingbirds, robins, mourning doves and butterflies.



While the garden appears to take hours to maintain, Jackie says that the most time goes into planning and soil preparation - the rest is a few simple steps that she has shared with us.

*Congratulations to Jackie and all of the winners
of this year's flower garden competition!*

These helpful tips will encourage many gardens to come:

- Know exactly how much sun the garden will receive. Then do some research to find out which types of flowers will grow well. This saves time and costs by planting the right flowers the first time. Disease-resistant plants are a good option.
- Healthy soil gives flowers the nutrients they need from the start. The right mix of soil is an investment that lasts for many years. Fertilizing is also important.
- Shop early in the season. The best plants are often gone by the end of May. There's no need to buy a lot of different types, instead look for something special and of good quality.
- Mulch reduces the need to water, prevents weeds and keeps the roots of plants cool; the finer the mulch the better. When watering, do it in the morning before the sun is too hot.
- Annuals provide colourful flowers all summer long, and clean-up in the fall is fast and easy.

This year, the giant zinnias are Jackie's favourite, but next spring something new will make her shopping list. One thing is for certain, the garden will be enjoyed by those who visit and pass by, and most of all by Jackie and Bill. Their beautiful garden is a "getaway" close to home.

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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 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.

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.

Ask The Maintenance Coordinators

Question: With winter coming, can you provide more information about snow removal?

Please remember that it is the tenant's responsibility to clear the driveway and walkway outside their unit of ice and snow during the winter months.

When shovelling your driveway, pile the snow to the side. Pushing snow onto the road can create a hazard for both vehicles and pedestrians. It is also against town by-laws and a ticket could be issued to you.

Keep some ice melting product on hand to throw down if it is icy or slippery on your driveway or walkway. This will reduce the risk of falling.

Spills and Splashes

Water damage, mould and dampness can be prevented by keeping the areas around kitchen countertops, bathtubs and sinks dry.

If you have a spill or a splash in your home, please take a moment to clean-up and keep things dry.

Complete a Maintenance Request Form if you have a leaky tap or plumbing problem, or if the fan in your bathroom or kitchen is not working. Forms are located next to your building site box.



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.

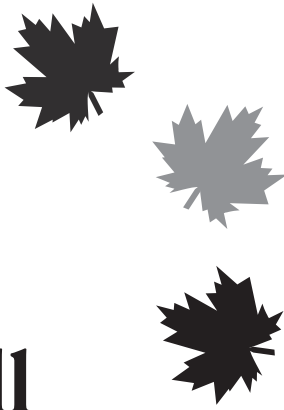
Let’s continue to work together! Our efforts make a difference for the world we live in now, and for the future.

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.



Fall Programs and Resources for Families

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

Fall is around the corner and winter will soon follow. With this change of season I want to encourage families to take advantage of new activities being offered by local recreation departments. Funding exists for children between the ages of 4-18 years old. There is also extra funding to support children with special needs who may require additional support to participate. Please check your Town's recreational guide for a program that may be of interest to your child and call the KIDSLINE at 1-888-703-5437 (option 6) to register.

I would also like to advise families of another valuable resource in the communities of Newmarket and Aurora for funding of extracurricular activities that are not specifically Parks and Recreation Programs. **Operation Sparrow** is a non-profit organization that meets on a regular basis to consider applications for youth aged 3-18 years old who may require additional resources to participate in programs promoting physical or cultural interests. For an application please call 905-716-1447.

...take care and I hope everyone has an active and happy fall season!

Carmela

PLAY

FREE RECREATION AND SPORTS PROGRAMS

PLAY gives eligible children and youth

AGES 4 TO 18

the chance to take part in recreation programs.

**You may be eligible if you are receiving Ontario Works
or Child Care Fee Assistance or if you are a
Rent-Geared-to-Income tenant.**

Children can choose from: swimming, dance, sports,
arts & crafts, martial arts and many more programs
listed in your local recreation guide.

Young people aged 13 to 18 can also choose from
gym memberships and drop-in activities.

Programs run **fall, winter, and spring**
at your local recreation centre.

Instruction is provided by trained and qualified recreation staff.

**1-to-1 support funding is available for
children with special needs.**

Call the KIDSLINE at
1-888-703-KIDS (5437)
and press **Option 6** to see if you qualify



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.

The Policy

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

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.

Contact Your Property Manager

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

Notes

Please remember that guests cannot occupy a unit independently of the original tenant.

Boarders and lodgers are not allowed in HYI units.

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 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**



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.

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
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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, East Gwillimbury

Property Manager: Anne Aqvi, 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

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

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: 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

www.york.ca/hyi



Great reasons to visit the newly
updated HYI webpages:

- Information is easy to find – anytime! Family members can access it too.
- Find staff phone numbers for your building or send a message using the e-mail directory.
- Read about maintenance and repairs, download forms and publications.
- Get connected to community agencies, local programs and services.

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

Housing York Inc.

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Building Strong Communities