



Community and Health Services  
Housing York Inc.

## Memorandum

To: Members of the Housing York Inc. Board

From: Rick Farrell  
General Manager

Date: November 2, 2017

Re: **Housing Operations – Monthly Activity Update**

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This Housing Operations update highlights activities that took place in early Fall.

### Organizational Activities

#### **Board Meeting Frequency**

Staff reviewed the meeting agendas and meeting frequency for the years 2015 through 2017. Housing York Inc.'s (Housing York) practice has been to schedule a Board meeting for every month other than July and August, and to cancel meetings if the proposed agenda was light and the reports could be consolidated with the next regularly scheduled meeting. One meeting was cancelled in 2015; three were cancelled in 2016; and two were cancelled in 2017. The April Board meeting has been consistently cancelled for the past three years, and in 2016 and 2017 either the January or February meetings were cancelled. Fall meeting agendas are usually fairly robust as they follow the summer recess and the Housing York Budget is presented at the December meeting to coincide with the Regional budget process.

If the Board wishes to change its practice and reduce the number of scheduled meetings, January and April could be removed from the schedule without a significant operational impact.

#### **First Phase of Yardi Property Management Software Upgrade Completed**

The first phase of Housing York's property management software upgrade is complete. Part of the upgrade includes the ability to automate tracking of tenant requested repairs in units and move-out inspections. A number of training sessions were conducted to

familiarize staff on the new software and associated new business processes. Superintendents will track most repair and maintenance work on their smartphones.

The new software provides opportunities to automate the collection and analysis of some maintenance work in buildings, measure customer service level standards, and analyze costs more efficiently and comprehensively. Future upgrade modules will include preventative maintenance applications and a tenant self-serve module.

## Partnerships and Programs

### **Senior Citizens Academy with York Region Police at Kingview Court**

The Fall 2017 Senior Citizens Academy is a program offered by the York Regional Police Senior Safety Unit in partnership with the Township of King Fire and Emergency Services Department and Housing York. The program encourages tenants and their guests to register for four sessions to learn about various aspects of policing and fire safety. Sessions are held at Kingview Court once a week in November. The program provides information on crime prevention, frauds and scams, elder abuse, traffic and pedestrian safety, Crime Stoppers program and fire safety. Those attending the four sessions will receive a certificate of completion presented by York Regional Police and staff.

The Seniors Citizens Academy is one of many community partnership programs offered by the York Regional Police's Senior Safety Unit. It is hoped that these sessions will empower tenants to proactively understand and manage risks to their safety.

## Site Activities and Capital Works Updates

### **Parking Lot Replacements at Two Town of Newmarket Properties**

The Founder's Place parking lot replacement began in mid-September and was completed on schedule by the third week of October. As noted in the [June 2017](#) parking report, Founders Place is one of four Housing York buildings experiencing parking pressures. As part of the parking lot replacement, Housing York was able to add two new tenant parking spaces.

Work on the Tom Taylor Place parking lot began immediately following completion of the Founder's Place project. The replacement will take approximately six weeks to complete. The parking lot is being replaced in two phases to ensure that tenants are able to park close to the building throughout the project. Guest parking is available nearby at the Magna Centre. Tenants have been notified of the temporary parking arrangements for their guests and for their own cars.

Housing York appreciates the support of the Town of Newmarket with both parking lot projects. The Town permitted temporary parking at the Newmarket Community Centre

for Founders' Place tenants and their guests and at the Magna Centre for Tom Taylor Place guests.

### Trinity Square in Markham, Window and Exterior Door Replacements

The window and exterior door replacement project at Trinity Square began in August with completion of a "mock up" unit by the contractor. The mock up is essentially a test unit that enables Housing York to ensure that products and installation meet the specification requirements outlined in the tender documents. The installation phase of the project began in mid-October. This phase includes window and door replacement, caulking, trim work and painting. It takes approximately three days to complete a unit and the contractor is expected to complete ten units per week.

The contractor is required to minimize the impact on tenants. The new window or door is to be installed within an hour of removal of the old one. Work will be suspended from Monday, December 18, 2017 through Friday January 5, 2018, to avoid disrupting tenants during the holiday season. Construction completion is expected by the end of January 2018, weather permitting.

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Rick Farrell  
General Manager

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