



Community and Health Services Department
Housing York Inc.

Memorandum

TO: Members of the Housing York Inc. Board of Directors
FROM: Rick Farrell, General Manager
DATE: December 13, 2017
RE: **Housing Operations – Monthly Activity Update**

This Housing Operations update provides highlights of site activities and community partner and program initiatives. It also includes updates on completed and current capital work.

SITE ACTIVITIES

Emergency Power Generators Installed at Rose Town and Heritage East

In November, natural gas powered generators were installed at two Housing York properties: Rose Town, a 125-unit seniors building in the Town of Richmond Hill; and Heritage East, a 54-unit seniors' and 66-unit family building, in the Town of Newmarket.

During extended power failures the generators will power lighting in common areas, all mechanical equipment and all building elevators. The recreation room in each building will be fully-powered to act as comfort centre for residents. During power outages these recreation rooms provide a comfortable space for residents, with access to shared kitchen facilities and electrical outlets to charge personal devices, like cellular phones and oxygen pumps.

The generators are part of the final phase of the Board-approved Emergency Power Plan. The plan was developed to minimize risk, enhance resident safety and prolong building functionality during emergencies. To date, 18 Housing York locations across the Region have had fixed or portable generators installed, primarily located in seniors buildings and new buildings. In 2018, Elmwood Gardens in the Town of Whitchurch-Stouffville will have a fixed generator installed to replace the portable generator. Future consideration for standby power will be addressed through the budget process.

New Kitchens and Powder Rooms at Brayfield Manors

The installation of new kitchens and powder rooms at Brayfield Manors, in the Town of Newmarket, began on December 4. Brayfield Manors is an 81-unit family townhouse community constructed in 1993. The kitchens and most components of the powder rooms are original. Low-flow toilets were installed in the units several years ago and will not be replaced. Kitchen updates will include energy efficient refrigerators and new stoves.

The contractor is expected to complete 12 units per week. Work within residents' homes will stop between December 15 and January 5 to minimize disruption during the holiday season. The kitchen and powder room renovations will recommence on January 8th and with project completion expected in March 2018.

Water main Leak at Thornhill Green

Thornhill Green is a 101-unit townhouse community built in 1966, located in the City of Markham. The townhouses are divided into nine separate blocks of ten to twelve homes. The site has experienced occasional flooding as recently as this fall. Water holding tanks or pits with sump pumps are installed at each block to help mitigate some of the flooding risks.

On November 18, a holding tank in one of the blocks was observed to be overflowing and flooding onto the sidewalk. The sump pump was working but could not keep up with the large amount of water consistently flowing into the sump pump pit. It was determined that the flooding was due to a water main leak.

The water mains are over 10 feet underground and run under some of the townhouses. In order to trace the leak, the basement of one of the occupied townhouses had to be excavated. The issue was a small pinhole leak which over time, eroded the soil around it and caused the galvanized water main to sag and break. The galvanized pipe has since been replaced with copper piping.

The repairs to the water main took five days to complete. The townhouse basement may take a month to repair back to its original state. The tenant continues to live in the unit during the repair work. Because of the efforts of the City of Markham staff and Housing York contractors, affected residents only had a few hours without water.

The repair costs, estimated to be approximately \$50,000, are Housing York's responsibility as the leak occurred on Housing York property, not City property. Staff are investigating whether the repairs can be covered through insurance.

Northview Court Elevator Service Issues

The four storey, single elevator seniors' building located at 37 North Street in the Town of Georgina has been shut down for several weeks to investigate service issues and to complete complex mechanical repairs and parts replacements. The service disruptions began on November 15 and the elevator contractor was contacted for what originally

seemed like a routine repair. The contractor has not been able to identify an estimated date for service reinstatement.

Housing York has support staff on site from 8 a.m. to 6 p.m. to assist tenants. Resident notices were prepared and distributed door-to-door informing tenants to call the support workers cell phones to request help. Support workers will go directly to resident units when called.

Housing York staff have met with tenants to provide information on the lengthy shut down, to listen to their concerns and to discuss what type of supports they feel they need going forward.

YOUTHink Resident Event

Housing York and Community and Health Services (CHS) Strategic Communications were proud to receive the 2017 International Association of Business Communicators (IABC) Silver Leaf Award of Excellence for last year's Good Neighbour tenant event. The IABC Silver Leaf Awards recognize strategic thinking and creative execution for excellence in communication, advertising, marketing, photography and graphic design in Canada.

Last year's event focused on Housing York's senior residents. This year's event is focused on engaging youth. The YOUTHink campaign kicked off on November 1 with the launch of www.york.ca/youthink, with the aim of celebrating Housing York's diverse youth and their unique contributions to the community. The campaign is open to all residents, aged 25 and younger, who live at Housing York, 360° Kids Stay Program and Sutton Youth shelter.

Youth were asked to submit a one minute video that highlights who they are and what they want to do in the future. A number of submissions have been received from various Housing York communities. Videos received so far have been creative, moving and inspiring. What has been unexpected is the number of group submissions where whole communities have been involved in creating videos with the hope of winning technology prizes that can be donated to the entire community.

In addition to individual encouragement, Housing York staff are holding events to engage youth in the process. With the help of CHS Community Partnerships and Supports staff, 360 ° Kids and volunteers from a local youth group, Housing York has hosted workshops for Mulock Village in the Town of Newmarket, as well as Glenwood Mews and Lakeside Residences in the Town of Georgina. Housing York helped in the creation and submission of videos, and more workshops are planned. For Housing York staff, this has been an excellent opportunity to work more closely with our youth population, a group that contributes much to our communities but is often under-represented.

Housing York will host the final celebratory YOUTHink event at SilverCity Richmond Hill, 8725 Yonge Street, Town of Richmond Hill on the evening of Thursday, January 18, 2018. Awards, including a MacBook Pro, two Dell laptops, an Apple iPad and smaller

prizes including Beats headphones will be given to the winners by Housing York staff and Board members followed by the viewing of a first run movie. Board members who have not already received invitations should be receiving them shortly.



YOUTHink event held in November

Residents take the lead in securing English as a Second Language Classes

Frustrated with their struggles to communicate in English with their neighbours, residents at Rose Town, a 125-unit seniors building in the Town of Richmond Hill decided that community needed English as a Second Language classes. Two seniors in the building took the lead and reached out to Housing staff for help.

Housing staff connected with the York Catholic District School Board to deliver official English literacy development classes in two Housing York senior communities. This was York Catholic District School Board's first foray into delivering their programs in residential buildings. The partnership allows residents living in Rose Town in the Town of Richmond Hill and Kingview Court in the King City to achieve recognized levels of English literacy at no cost. Nobleton Pines residents were able to participate in the classes at Kingview Court.

Over 32 residents living in Rose Town and almost 20 in the King City and Nobleton have signed up for English as a Second Language classes. The classes will accommodate all levels of English proficiency. Each student must complete an assessment and commit to two to three days a week of instruction. The oldest student enrolled in the class is 80 years old. Staff are working with York Catholic District School Board to explore opportunities to expand the program to other housing communities.

York Region Paramedic Services offer Flu Clinics in several Housing York Communities

Getting a flu shot is one of the most effective ways to prevent influenza and its complications. As part of the York Region Paramedic Services' Community Paramedicine initiative, paramedics offered flu shots at Housing York locations where current paramedicine clinics operate. The immunization clinics were offered as a pilot at the paramedicine clinics once a week during the months of October and November. Providing immunization directly where people live helps those who have challenges leaving their homes. The program was offered to residents at Rose Town in the Town of Richmond Hill, Founders Place in the Town of Newmarket, and Northview Court in the Town of Georgina. If the immunization clinics are found to have achieved high immunization rates and as resources permit, paramedic services will explore future expansion to other Housing York communities.

Two new condominium units secured through Section 37 Agreements

On November 28, 2017, Housing York received ownership of two one-bedroom condominium units in the Town of Richmond Hill. The units were secured at no cost to Housing York through a Section 37 agreement.

Section 37 of the Ontario *Planning Act*, 1990 allows local municipalities to negotiate with developers to exchange community benefits for increased height and/or density over what is permitted under the existing zoning bylaw. Community benefits may be in the form of facilities, services or cash contributions for the permitted community benefits. Common benefits achieved through Section 37 agreements include public art, enhanced landscapes, preservation of historical buildings and affordable housing.

The two new condominium units are approximately 600 square feet, each with a locker and no parking. The condominium has limited parking. Housing York attempted to secure parking but spaces were not available.

In February 2016, Housing York took possession of its first condominium unit through agreements negotiated under Section 37, bringing the total to three. Two more condominium units are expected by next year.

Unionville Seniors Affordable Housing Development Update

A statutory public meeting was held October 24, 2017, at the City of Markham, to consider the Region's application for development of an 11-storey, 260-unit senior's building, community centre and seniors' hub. Since the meeting, Minto Communities, Unionville Home Society and the Region have been working to update the site and building design based on comments received from the public and City of Markham Council. Staff have been regularly meeting with City of Markham staff to work through key issues and concerns. The updated design is anticipated to be submitted by December 15 for review by the City of Markham and will be shared with key public interest groups including the neighbouring Wyndham Garden residents and the project's Community Liaison Committee. City of Markham staff indicated they are targeting a

recommendation report on the rezoning and official plan amendment to City of Markham Council in late January/early February.

A Request for Proposal will be issued to the five pre-qualified design/build contractors, with an anticipated contract award in the Spring. This development includes funding from two iterations of Ontario's Investment in Affordable Housing (IAH) Program. The IAH Extension program requires project start (first available permit) by March 31, 2018, and the IAH Social Infrastructure Fund requires a project start by April 30, 2018. The Province has recently confirmed that as there are two funding programs the latter project start date of April 30, 2018 applies to this project.

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