



HOUSING YORK INC. 2019 HIGHLIGHTS

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ABOUT HOUSING YORK INC.

Housing York Inc. is York Region's affordable housing company, with 2,762 apartments and townhouses in over 36 developments located across all nine of the Region's cities and towns. These communities are home to more than 4,000 residents.



Housing York's Board of Directors (2018 to 2022)

Housing York is governed by a Board of Directors appointed by the Region.

The Board oversees strategic direction and operation of the company, establishes budgets and business plans, and makes important policy decisions.



**York Region Chairman
and CEO
Wayne Emmerson**



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Town of Newmarket
John Taylor
(Chair)**



**Mayor Town of
Whitchurch-Stouffville
Iain Lovatt
(Vice Chair)**



**Mayor
Town of East Gwillimbury
Virginia Hackson**



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Town of Aurora
Tom Mrakas**



**Mayor
Town of Georgina
Margaret Quirk**



**Regional Councillor
City of Markham
Don Hamilton**



**Regional Councillor
City of Markham
Jack Heath**



**Regional Councillor
City of Vaughan
Gino Rosati**



**Regional Councillor
Town of Newmarket
Tom Vegh**

HOUSING YORK INC. 2019 HIGHLIGHTS

The purpose of this report is to outline key 2019 activities and achievements of interest to Housing York residents, including:

- Housing York's 2019 Resident Survey – page 3
- Housing York's Resident Inclusion Plan – page 4
- Resident Programs and Services – page 5
- 2019 in Your Community – page 6
- Welcome to Woodbridge Lane – page 7
- Here we grow Again! – page 7
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Housing York's 2019 Resident Survey

Throughout the summer, Housing York staff and students, who were hired from Housing York communities, promoted and delivered the 2019 resident survey.

The purpose of the survey was to seek resident input on their experience with Housing York. The survey included questions about communications, building services and maintenance, and rent programs. Residents were also able to provide additional comments.

More than 1,000 households completed the survey, which helps Housing York continually look for ways to improve its programs and services. This equals a response rate of 40%, which gives us confidence that the results are representative from a statistical perspective.

What we heard:

- Overall, residents are very positive about their experience with Housing York. For example, 89% of survey respondents said they would recommend their community if someone they knew was looking for a place to rent.
- The survey highlighted that what is important to residents varies by community, such as language preferences or garbage and recycling room services. Over the coming months, Housing York will be following up with each of the communities to respond to their feedback.

The feedback received from the survey also helps inform Housing York's **Resident Inclusion Plan**, including the actions Housing York will take to help maintain inclusive communities. To learn more about the Plan and these actions, continue reading onto page four.

We would like to thank everyone for taking the time to provide this important feedback!



Housing York's Resident Inclusion Plan

In May 2019, the Board of Directors approved Housing York's [Resident Inclusion Plan](#). The Resident Inclusion Plan recognizes that both the Housing York team and residents have a role to play in maintaining inclusive communities that everyone would be proud to call home. Housing York's approach is to "Ask, Listen and Adapt."

	ASK	LISTEN	ADAPT
HYI'S COMMITMENT	We make it easy for residents to request our services and to tell us what's important to them	We value resident perspectives when we are making decisions that affect them	We do our best to adjust our services and our buildings to be inclusive for all residents
RESIDENTS' ROLES	Tell us if you have a concern with our services, your home or your community	Be considerate of your neighbours and remember it is their home too	Do your part to ensure that everyone is welcome in your community

The table below highlights what Housing York heard from the 2019 resident survey related to the Resident Inclusion Plan and the planned actions to respond to the feedback.

Resident Inclusion Plan Actions	Survey Results	Next Steps
Enhance accessibility of our buildings	<ul style="list-style-type: none"> 21% of respondents said someone in their household has a disability and that there are areas of the building or property that could be improved to make it easier to use them 	<ul style="list-style-type: none"> We will assess each community to look for opportunities to improve accessibility
Provide inclusive communications	<ul style="list-style-type: none"> 28% of respondents prefer to communicate in a language other than English Notices delivered door to door or posted in the buildings are the most effective 88% of respondents who are familiar with HYI Alerts said it is a helpful service 	<ul style="list-style-type: none"> We will explore options to increase translation services We will continue to communicate with residents in the way they prefer while adding more electronic communication options We will continue to promote the HYI Alerts service
Ensure business processes respect diversity	<ul style="list-style-type: none"> 93% of respondents said maintenance staff, and 94% of office staff and property managers treat them respectfully Thinking of the most recent time a major repair or replacement was completed, 89% of respondents said they had enough advance information about the work 	<ul style="list-style-type: none"> We will continue to reinforce respectful residence engagement We have increased communications about major projects in communities to help residents anticipate how the work will impact their homes and day-to-day activities, and will continue to do so
Provide programs and services of value to residents	<ul style="list-style-type: none"> 57% of respondents said they are interested in, or have a need for, a variety of York Region Services, such as dental, transportation or income supports 	<ul style="list-style-type: none"> We will continue to partner with York Region and community agencies to deliver programs and services that help residents

Resident Programs and Services

Housing York's mission states, "As a responsible and caring landlord, we work with our residents and partners to deliver housing programs and services that are important to our communities."

Keeping with the commitment to the mission, the following examples highlight some of the programs and services delivered in 2019:



Partnering with Community Agencies

Housing York partnered with 26 community non-profit agencies to provide over 90 different events and programs, focusing on a broad range of topics including community safety, healthy living, food security and youth leadership.



Meetings and Social Events

Throughout the year, Housing York hosted resident appreciation socials, general resident meetings, capital repair meetings and a variety of social events. These events provide a forum to share important information and bring neighbours together.



Partnering with York Region

Housing York collaborated with York Region Paramedic Services to encourage seniors to complete emergency medical information kits. These kits include important and helpful information, such as pre-existing health conditions and medications, to enable first responders to better respond to a resident's needs in an emergency. Over 550 kits were distributed to seniors living in Housing York communities in 2019.

PROTECT OUR PIPES BY PROPERLY DISPOSING OF FATS, OILS AND GREASE (FOG)

What do you do with the leftover fats, oils and grease (FOG) in your pots and pans after cooking?

If you throw it down the sink or flush it down the toilet you are contributing to serious impacts on your home building's plumbing and as well as the environment. When FOG is poured down the sinks, drains or toilets, it eventually cools into a "fatberg" and can clog the pipes.

Other impacts occur! The drain may backup with unsanitary sewage into your home or those of your neighbours resulting in a sanitary safety and unclean situation. Eventually this could lead to full water damage for your home building as the pipes can be repaired. Replacing sewer pipes due to FOG damage is time consuming, costly and can lead to increased water rates.

How to Properly Dispose of FOG (Fats, Oils and Grease)

- Fats, oils and grease should be placed in your green bin or garbage once solidified.
- Before washing pots, pans and other dishes, scoop the FOG to cool and harden, then scrape it into the green bin or garbage.
- If FOG is liquid before it is cool in the pan, alternatively pour the liquid into a fire-resistant container such as a tin can or bowl, and place in the fridge to cool. Solidified grease can be scraped into the green bin or garbage.

TEST YOUR "FOG" KNOWLEDGE!

MYTH: Running hot water and soap or detergent down the drain with fats, oils or grease (FOG) will stop it from backing up inside the pipe.

FACT: Water and all hot water, FOG, oils and grease will eventually cool and harden in the pipe which could lead to a blockage that may be costly to repair and require us to shut off the water to make the repair.

MYTH: Flushing FOG down the toilet won't clog pipes.

FACT: Dishwasher from every hotel, clinic, business, school, day-care and/or building is connected to a single sewer pipe from your home or building. FOG and grease buildup will clog the pipes and sanitary sewers causing costly blockages in the pipes.

Photo © J. Cunningham/Robert Graham, 2019

Housing York also collaborated with York Region's Waste Diversion team, who attended resident meetings throughout 2019. This partnership helped promote waste diversion initiatives and proper disposal of pharmaceuticals, personal care products, and fats, oils and grease (FOG). Proper waste disposal information helps residents take an active role in preventing drainage clogs in Housing York buildings.

2019 IN YOUR COMMUNITY



Ferida, the first returning resident to Woodbridge Lane, enjoys a coffee in her new home



Property Manager Anne-Marie connects with a resident of Fairy Lake Gardens at a summer BBQ



Residents at Mackenzie Green celebrate the Oscars at an annual viewing party



Property Manager Stacy delivers cold treats to help beat the heat during a summer resident appreciation event



The Ontario SPCA held an information session at Brayfield Manor where residents received free pet supplies and learned about free pet services



Housing York's summer student team completed the 2019 resident survey with over 1,000 households participating

WELCOME HOME TO WOODBRIDGE LANE

In December 2019, Housing York began leasing units at the newly constructed Woodbridge Lane, located in the City of Vaughan.

This six-storey building features 162 units for families, individuals and seniors. The building replaces two older properties, a 32-unit seniors' building and a 14-unit family townhouse complex.

HYI is pleased to welcome both returning and new residents to Woodbridge Lane.



HERE WE GROW AGAIN!

Planning and construction of two new Housing York affordable housing developments progressed during 2019.

Affordable housing development in Unionville

Construction is well underway for a new seniors' building in the community of Unionville, located in the City of Markham.

This building will offer 265 rental units and is expected to open in late 2022.

For more information, visit york.ca/unionvilleHYI



Affordable housing development in the Town of Whitchurch-Stouffville

A new building for seniors, families and individuals located in the community of Stouffville is in the planning stages of development.

This building will offer approximately 100 units with a mix of one, two and three-bedrooms. Construction is expected to start in 2020 and be completed by 2023.

For more information, visit york.ca/stouffvilleHYI



CAPITAL REPAIRS AND UPGRADES

Housing York is committed to keeping its properties in a state of good repair

To ensure buildings are kept in a state of good repair, Housing York:

- Completes regular building condition assessments and energy audits for all properties
- Looks for future capital needs, such as roof replacements, during these assessments
- Considers items such as age, performance and reliability of the different parts of buildings

Generally, Housing York buildings and properties are in good condition, which is a result of continuously investing in capital repairs and upgrades.

Housing York invested \$9.5 million in capital repairs and upgrades in 2019

This investment included over 60 projects to increase the safety, accessibility and lifespan of buildings.

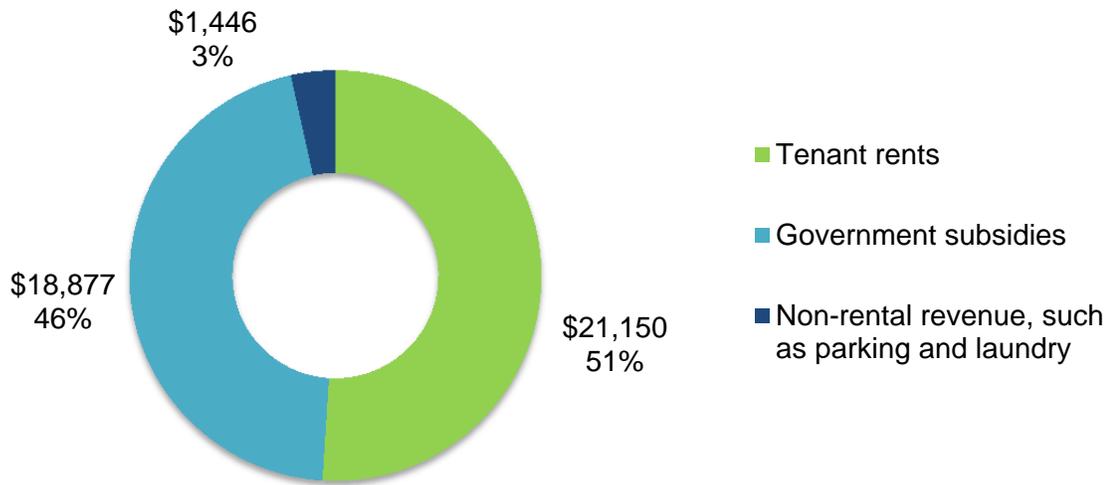
The table below provides a list of the major capital projects that were active in 2019.

Capital Repair and Replacement Projects over \$250,000 active in 2019	
Property	Description
Trinity Square, City of Markham	Kitchen and bathroom upgrades
Springbrook Gardens, City of Richmond Hill and Elmwood Gardens, Town of Whitchurch-Stouffville	Window and door replacement
Rose Town, City of Richmond Hill	Bathroom upgrades
Heritage East, Town of Newmarket	Kitchen and bathroom upgrades
Fairy Lake Gardens, Town of Newmarket	Building exterior upgrade
Mapleglen, City of Vaughan	Roof replacement
Thornhill Green, City of Markham	Roof replacement
Dunlop Pines, City of Richmond Hill	Elevator modernization
Heritage East, Town of Newmarket	Elevator modernization
Hadley Grange, City of Aurora	Make-up air replacement

By keeping properties in a state of good repair and increasing safety and accessibility, Housing York strives to maximize the value and life span of all buildings it owns and operates.

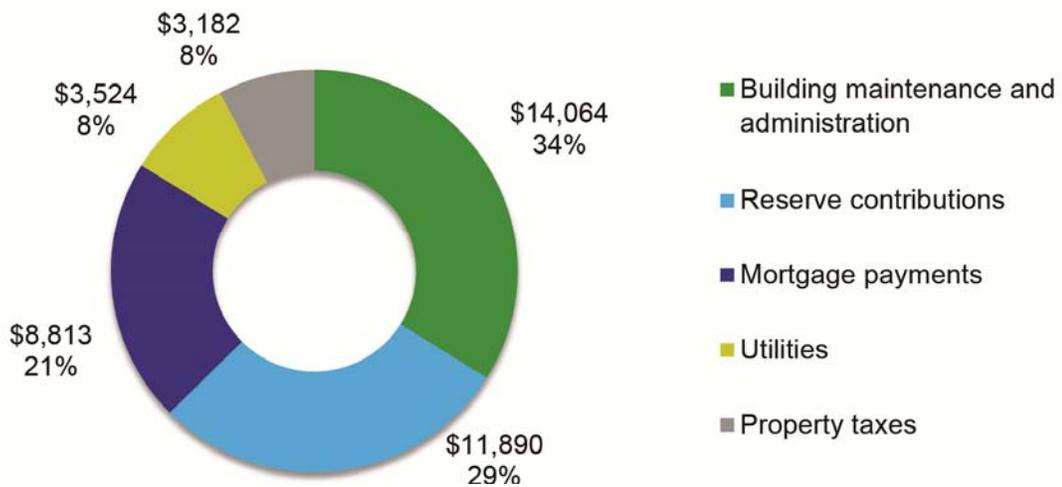
2019 FINANCIAL HIGHLIGHTS

Where Housing York Inc. collects money from



Total: \$41,473
(in \$000s)

Where Housing York Inc. spends money



Total: \$41,473
(in \$000s)

Housing York

communities by municipality

-  Highrise
-  Lowrise
-  Townhouse
-  Emergency housing
-  New development



HOUSING SERVICES

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Accessible formats and communication supports are available upon request