

MEMORANDUM

To: Directors of Housing York Inc. Board

From: Kathy Milsom, General Manager

Date: August 6, 2021

Re: Housing York Inc. Activity Update

2021 Housing York Inc. Business Plan, second quarter update

Included with this update, as Attachment 1, is the second quarter report of performance against the 2021 Housing York Inc. (HYI) business plan. As there were no Board meetings scheduled for July or August, the attachment was distributed by email to directors in July. As the attachment demonstrates, 85% of actions are now in progress, up from 53% at the end of the first quarter, and 9% of actions have been completed. Some highlights are noted below.

Highlights for Strategic Priority 1: Expanded Housing Portfolio

- Two HYI sites have been identified for redevelopment through a public-private partnership: Armitage Gardens in the Town of Newmarket and Nobleview Pines in the Township of King, exceeding the target of one site. Both projects are included in the Region's capital budget. A report will be presented to the Board this fall.
- Social Services Relief Fund (SSRF) funded housing projects are underway. Planning applications have been submitted and procurement processes are proceeding for the development of 18 prefabricated units on the Leeder/Porter Place site in the Town of East Gwillimbury, as well as eight conventionally-constructed units on the Sutton Youth site in the Town of Georgina.
- A draft Affordable Housing Development Master Plan is being developed, and will identify redevelopment sites and new development opportunities to support doubling the rate of growth of affordable housing. A report will be presented to Regional Council this fall.

Highlights for Strategic Priority 2: Inclusive Communities and Successful Tenancies

- Five communities have been identified to participate in diversity and inclusion activities to help combat behaviours of discrimination and bias. Of these, four (80%) have now participated in activities, significantly exceeding the target of 20%.

- Payment plan options and supports continue to be offered to all households in arrears. As of the end of the second quarter, 100% of tenancies have been preserved, also exceeding the target of 97%.

Highlights for Strategic Priority 3: Financial Sustainability

- Draft proformas that reduce the reliance on Regional subsidies while maintaining a subsidized/market split are complete for the Unionville project in the City of Markham and the project in the Town of Whitchurch-Stouffville.
- Business processes to manage procurement electronically to support timely invoice reconciliation are complete, meeting the target.

Resident common rooms re-open and select services resume under Step 3

At the onset of COVID-19 in March 2020, HYI implemented several operational changes to protect residents, employees and contractors while continuing to provide essential services. Since that time, HYI has continued to monitor and adapt to the evolving COVID-19 situation. On July 16, 2021, the following services resumed to align with the province's Step 3 re-opening plan:

- All common rooms and lounges at HYI's properties re-opened with public health precautions in place.
- In-suite, non-urgent maintenance services resumed. HYI employees and contractors continue with COVID-19 pre-screening and wear personal protective equipment before entering residents' homes. Employees also continue to screen residents prior to entering units.
- HYI is working with community partners to determine best practices to safely commence building activities such as exercise classes, coffee clubs and food programs.
- In-person resident meetings and events are resuming with recommended room capacity limits.

HYI continues to provide enhanced cleaning on frequently touched surfaces at buildings.

HYI's two office locations, 145 Essex Avenue in the City of Richmond Hill and 17150 Yonge Street in the Town of Newmarket, will remain closed at least until the end of the year. Where feasible, resident and housing applicant services are provided virtually or through contactless business processes.

Over 500 residents received second doses of COVID-19 vaccines at mobile clinics in Housing York Inc. buildings

As reported in [June 2021](#), first dose mobile COVID-19 clinics were held at several seniors' community housing locations in late March and early April. York Region Public Health provided mobile clinics at selected housing properties across the Region, including some HYI buildings, based on several factors, such as:

- Proportion of 80+ and 65+ aged residents
- Areas identified as a hot spot
- Location in a Regional area that has been highlighted as part of the Task Force approved Equity Framework

Just over 200 HYI residents received their first dose of the [Moderna COVID-19 vaccine](#). The second dose mobile vaccination clinics were held in mid-June at the same properties where first dose clinics were held. These clinics offered second dose vaccines to all residents living in HYI buildings who had received their first dose of either the Moderna COVID-19 vaccine or the [Pfizer-BioNTech](#) COVID-19 vaccine before April 18th, regardless of the residents' age. Attendance at the second vaccine clinics was almost three times greater than that of the first ones, with 587 residents being vaccinated.

Supporting seniors' readiness for virtual resident meetings

To support greater seniors' participation in their housing communities during the pandemic, HYI employees organized a virtual resident meeting using Microsoft Teams technology at Rose Town seniors' residence in the City of Richmond Hill. The meeting's purpose was to introduce seniors to the software by providing step-by-step telephone and written instructions to help residents log into the program, and to ease trepidation with new technologies.

While the program is in its early stages, a number of Rose Town residents expressed interest in continuing virtual communications to connect with their property manager and to receive information regarding building events.

Georgina Fire and Rescue Services collaborates with Housing York Inc. to launch a drone from Lakeside Residence's rooftop in the Town of Georgina

HYI frequently partners with first responders to support their service delivery enhancements. In July 2021, Georgina Fire and Rescue Services launched a drone from the rooftop of Lakeside Residence, in the Town of Georgina. The fire department uses drones to take pictures to support inspections and investigations. Launching the drone from a rooftop helps Georgina Fire and Rescue Services achieve better visuals by avoiding hydro wires and area traffic.

Summer property enhancements support resident well-being and improve accessibility

HYI is committed to the upkeep of buildings across its portfolio. All properties are consistently and professionally maintained in a way that ensures safety, and makes them attractive to residents, their guests and the broader community.

Recognizing the importance of outdoor living to the health and well-being of residents, especially during COVID-19, HYI focused on completing several exterior building enhancements over the summer:

- Keswick Gardens, Town of Georgina:
 - Landscape upgrades including wooden fence installation and new planters at the front of the building
 - The building's exits were upgraded with touchless, wave-to-open door openers to help reduce the spread of germs and improve accessibility
- Fairy Lake Gardens, Town of Newmarket:
 - Landscaping refresh across the property with new plantings
- Tom Taylor Place, Town of Newmarket and Hadley Grange, Town of Aurora:
 - New building signs installed

The province ended the residential evictions pause

The provincial government paused residential evictions at various stages during the pandemic. The most recent pause on enforcing residential evictions ended on June 2, 2021, following expiration of the provincial stay-at-home order. The Landlord and Tenant Board eviction process takes months and residents can stop the eviction process at any time by paying their rent. HYI rarely evicts residents and makes every attempt to save tenancies.

In [December 2017](#), the HYI Board approved HYI's Tenancy Management Policy, which focuses on balancing HYI's roles of being both a responsible and a caring landlord. HYI uses the Landlord and Tenant Board process to hold residents accountable for paying their rent, while continuing to provide supports throughout the process to preserve tenancies. The process includes issuance of an N4-Notice to End a Tenancy Early for Non-Payment of Rent, if the resident does not pay rent or make any attempt to work with HYI with respect to payment of arrears. Even if an order for eviction is granted by the Landlord and Tenant Board, HYI will not enforce the eviction if the resident establishes a repayment plan.

HYI has worked closely with residents impacted financially by COVID-19, connecting them to income supplement programs and support services and, for those who fell behind on rent, establishing manageable payment plans to preserve their tenancies. Residents receiving a rent subsidy could also have their rents recalculated to address decreases in income.

Unfortunately, not all residents are responsive to these efforts despite multiple attempts by HYI to help. When all other avenues are exhausted and no other option remains, as a responsible landlord, HYI will proceed to have eviction orders enforced.

Housing development updates

Trinity Square, City of Markham – vinyl siding replacement

Trinity Square is a 100 unit townhouse site located at 37 Bates Way, in the City of Markham. The townhouse complex was completed in 1991 and the existing vinyl siding is experiencing numerous deficiencies including significant weathering and discolouration. The life expectancy for this type of siding is typically 25 to 30 years, and a full replacement is required. Work to replace the vinyl siding of the units will begin September 2021 and is anticipated to be completed by December 2021.

The scope of work includes the removal, disposal and replacement of the vinyl siding, underlying moisture barrier, perimeter boards, trim and related accessories, including cap finishing around and between window frame edges of all units. The vinyl siding replacement will give the townhouses a clean and updated appearance. Regular resident communications will be issued throughout the construction period to advise of construction activities and timelines for each unit.

Mulock Village, Town of Newmarket – front porch, stairs and railing replacements

Mulock Village is a 104 unit townhouse site located at 507 Needler Crescent, in the Town of Newmarket. The complex was completed in 1992. The condition of the porches and stairs has been significantly deteriorating over the last several years due to the application of salt in winter months and weather damage. The front porch, stairs and railing replacements at select units will begin in September 2021, pause over the winter months and resume in the spring, with completion anticipated by July 2022. A total of 43 townhouses with shared porches and stairs have been identified for the upgrades.

The scope of work includes full replacement of the front porch landings and stairs, concrete landings at grade, new waterproofing membrane installation and the replacement of all guard railing systems. Temporary stairs, walkways and lighting will be installed as part of the construction work to accommodate residents exiting and entering their units through the rear yard during construction. Notices will be issued throughout the construction period to advise residents of construction activities and timelines for each unit.

Northview Court, Town of Georgina – roof replacement

Northview Court is a seniors' community consisting of two apartment buildings located at 37 and 39 North Street, Sutton, in the Town of Georgina. The roof of the building at 37 North Street requires replacement. The typical life span for this roof type is approximately 25 years. The roof of the building was last replaced in 1995 and has been repaired several times since. The work will begin in September 2021 and is anticipated to be completed in November 2021.

Armitage Gardens, Town of Newmarket – foundation repairs and waterproofing

Armitage Gardens is a 58 unit seniors' apartment building located at 200 Eagle Street, in the Town of Newmarket, built in 2004. The water table at this location is very high. Resultantly, there has been significant water penetration through the concrete foundation of the building. The scope of work will include excavation to expose the foundation, concrete repairs, and application of a new waterproofing membrane to all below grade concrete foundation walls. Similar repairs have been completed at the adjacent 194 Eagle Street building in 2018. The work will begin in September 2021 and is anticipated to be completed in December 2021. Notices will be issued to residents before the start of construction to advise of construction activities and timelines.

Nobleview Pines, Township of King - fire alarm system upgrades

Nobleview Pines is a two-storey seniors' apartment building with 26 units located in Nobleton, in the Township of King. The existing fire alarm system was last replaced in 2003 and has exceeded the useful life for this type of equipment. Many repairs have been completed since to keep the equipment functional. The scope of work will include replacing the existing fire alarm panel and all associated end devices including annunciators, warning devices, and manual and automatic detection devices. The new fire alarm system will also be upgraded to audible and visual alarm end devices in all resident units and common spaces. The new system will comply with current Fire Code and Building Code requirements, and incorporate accessibility requirements.

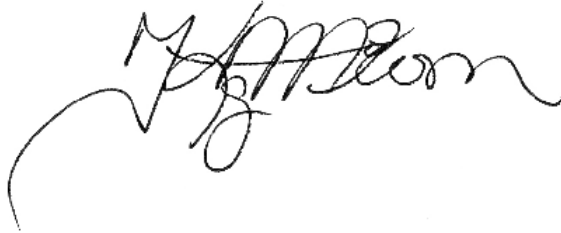
Replacement of the fire alarm system will begin in September 2021 and is anticipated to be completed by November 2021. Construction schedules and timelines will be communicated to the residents in advance of construction start up. The fire alarm system will be operational at all times; however, during the fire panel replacement, a fire watch will be in place to ensure the safety of residents, and will remain in place until the new panel is installed and tested for proper operation.

Unionville Commons, City of Markham – ongoing construction work

Martinway Developments Limited, the general contractor for the project, continues to progress with work on the fourth and fifth floors of the 12-storey building. Building foundations and foundation walls, including waterproofing, have been completed. All site services have been installed through foundation walls. The construction of the slab on grade for the lower parking level P2, construction of suspended slab at level P1 and construction of the ground, second and third floors have been completed. All columns, walls, stairs and elevator shafts have been installed up to the fourth floor. The project is progressing as planned and is expected to be complete in 2023.

Stouffville Affordable Housing Development, Town of Whitchurch-Stouffville – tender documents are complete

Tender document preparations by TCA/Thier + Curran Architects Inc. was completed in August. The public procurement process to select a builder is anticipated to be completed by the end of the fall, with construction activity commencing on site in late 2021 or early 2022, as planned.

A handwritten signature in black ink, appearing to read 'Kathy Milsom', with a long, sweeping underline.

Kathy Milsom
General Manager

Attachment (1)

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