

MEMORANDUM

To: Directors of Housing York Inc. Board
From: Kathy Milsom, General Manager
Date: November 12, 2021
Re: Housing York Inc. Activity Update

Improving air quality and ventilation in Housing York Inc. buildings

Housing York Inc. (HYI) continues to enhance building ventilation systems to improve air quality and overall heating, ventilating and air conditioning (HVAC) system effectiveness across the portfolio.

The enhancements reflect the COVID-19 risk reduction best practices recommended by the American Society of Heating, Refrigerating and Air-Conditioning Engineers for residential buildings. Improvements made to HYI buildings include:

- Increasing preventive maintenance and inspections of all HVAC systems and completion of any repairs to ensure equipment runs efficiently
- Upgrading HVAC system filters (to improve effectiveness of removing allergens within residential air handling units) to a Minimum Efficiency Reporting Value of 13 (MERV 13) or the highest rating the HVAC system can accommodate
- Reprogramming HVAC and ventilation systems to increase air changes and air filtration

The costs associated with the enhancement program have been incorporated in the HYI budget. This project supports the strategic plan commitment to "Improve life cycle value for HYI buildings." The enhanced HVAC program will be uploaded into the computer-based maintenance system, which will enable HYI to measure operating costs and monitor life-cycle costs moving forward.

Housing York Inc. works with Regional partners to safely deliver resident programs

Community Paramedicine at Clinic (CP@Clinic) is a health assessment and awareness program where Paramedics hold regular clinic hours for seniors in community housing buildings with high 911 call volumes. Clinics provide residents with primary health assessments, health

coaching and education, health care system navigation, influenza vaccination and human service referral where appropriate. Paramedics assess residents' risks of high blood pressure, diabetes, cardiovascular disease and falls. Paramedics also provide education on healthy eating, physical activity and smoking cessation. Program locations are selected based on 911 usage data.

The CP@Clinic program has been operating in the following five HYI senior's buildings:

- Keswick Gardens, Town of Georgina
- Heritage East, Town of Newmarket
- Orchard Heights, Town of Aurora
- Founders Place, Town of Newmarket
- Fairy Lake Gardens, Town of Newmarket

The program has recently been expanded to include Hadley Grange in the Town of Aurora and Armitage Gardens in the Town of Newmarket.

Residents are responding positively and are appreciative of the support. CP@Clinic ensures that all appropriate COVID related precautions are observed.

HYI also continues to work with Regional partners to safely resume in-person resident programs. In addition to the CP@Clinic, HYI and the Region have partnered to support resumption of the after-school programs at Bray Circle and Mulock Village townhouse communities located in the Town of Newmarket. The program has been modified to include scheduled appointments and outdoor activities where possible, along with enhanced cleaning protocols. This Regionally-funded program is delivered by 360°Kids. The Food Share program has been maintained throughout the pandemic under Regional supervision to coordinate safe pick-up or delivery of healthy food boxes for residents provided by the York Region Food Network.

Housing York Inc. and the Region partner to complete property improvements at Belinda's Place in the Town of Newmarket

HYI owns and maintains many emergency and transitional housing facilities on behalf of the Region. The operating costs and capital reserve contributions are funded through an annual transfer of funds from the Region to HYI. The Region's Homelessness Community Program contracts with community agencies to deliver services to people who are experiencing or at risk of homelessness.

This partnership supports positive relationships with the surrounding community, ensures buildings are well maintained and allows agencies to focus on delivering front line services.

Belinda's Place faces Yonge Street with residential neighbours along two of the property lines. The Region and HYI, with input from the Salvation Army, the agency operating Belinda's Place, developed a property improvement plan to update the landscaping and address privacy concerns. With Regional funding, HYI completed many projects to improve the views for Belinda's Place residents and neighbours. Improvements included tree maintenance, new shrubbery, and installation of ivy-covered panels to screen the residents' outdoor seating area. Second floor lighting was also adjusted to reduce visibility to neighbouring properties.

As part of an ongoing commitment to being a good neighbour, HYI maintains contact with neighbours, Homelessness Community Program staff, and the Salvation Army, to provide timely responses to any property concerns.

Resident services will be maintained throughout the holidays

HYI provides critical services 24 hours a day, seven days a week. Regular services are provided during business hours, with an after-hours process to address any urgent matters or emergencies that might arise.

HYI maintains an after-hours on call schedule in partnership with York Region's Roads and Traffic Operations. The Roads team receives and triages resident calls. Urgent matters are transferred to the HYI Manager on call, who follows up with the caller and authorizes dispatch of employees on-standby or contractors, as appropriate. With almost 2,800 homes, it is a rare evening when at least one call isn't received. For example, in the month of October, there were just under 100 after-hours calls.

Many Regional services will be closed from Monday, December 27, 2021, through Monday, January 3, 2022, inclusive. HYI services will be maintained for all urgent calls throughout the closure. HYI will also be open on Wednesday, December 29, 2021, through Friday, December 31, 2021, to support continuity of regular business such as coordinating waste removal and resident moves. HYI also confirms availability of critical vendors over the holiday period. Processes are in place to ensure that COVID-related precautions are maintained throughout.

Housing development updates

Nobleview Pines, Township of King – fire alarm system upgrades


Nobleview Pines is a two-storey, 26 unit seniors apartment building located in Nobleton, in the Township of King. Replacement of the fire alarm system began in September 2021 and the project achieved total completion on November 5, 2021. The scope of work included the replacement of the existing fire alarm panel and all associated end devices including annunciators, warning devices, and manual and automatic detection devices. The new system also included upgrades in tenant apartment units, common areas, and public space with new audible and visual alarm end devices. The new system has been tested and certified as fully functional.

Unionville Commons, City of Markham – ongoing construction work

The general contractor for the project continues to progress with work on the eleventh and twelfth floors of the 12-storey portion of the building. Masonry work is underway and has been completed up to the eighth floor. Precast panels are installed on the ground floor elevation and up to the fourth floor along the north elevation. The project is progressing as planned and is scheduled to be completed in 2023.

Stouffville Affordable Housing Development, Town of Whitchurch-Stouffville – public procurement process to select the builder has started

The tender to publicly procure the builder closed on November 9, 2021. Construction is scheduled to commence in early 2022 and is anticipated to be completed by the end of 2023.

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

Kathy Milsom
General Manager

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