

MEMORANDUM

To: Directors of Housing York Inc. Board
From: Kathy Milsom, General Manager
Date: December 3, 2021
Re: Housing York Inc. Activity Update

Housing York Inc.'s Community Newsletter reminds residents of the importance of tenant insurance

In late 2014, Housing York Inc. (HYI) implemented a policy requiring tenants to have insurance. The HYI lease was revised accordingly, and all new tenants are required to show proof of tenant insurance before being permitted occupancy. Updated proof of insurance is requested annually as part of the rent subsidy renewal process, where applicable. As landlords cannot change the terms of an existing lease unilaterally, residents with leases that predate the policy are encouraged, but not required, to have tenant's insurance.

The Community Newsletter distributed to all HYI residents in December included a reminder of the importance of tenant insurance, noting that insurance can help with the cost of replacing personal belongings, paying for temporary accommodations, covering living expenses, and addressing liability claims. Residents were provided with the contact information to apply for Housing Services Corporation's Tenant Insurance Program, available to community housing tenants, including HYI residents, at an affordable rate (Housing Services Corporation is a non-profit organization committed to ensuring that Ontario residents have access to safe and affordable housing that improves their quality of life).

Addressing resident survey feedback through new approaches to procurements

The 2019 HYI resident survey provided feedback on a range of topics including resident satisfaction with outsourced services such as janitorial, elevator maintenance and laundry. With the term of the current elevator maintenance contract coming to an end, HYI worked with the Region's Legal Services and Procurement Office to develop a request for proposal (RFP) template that can be used for procurements for which quality of service as well as competitive pricing are both of importance. For the elevator maintenance contract, to address resident satisfaction rates, quality of service is particularly important. Past contracts were awarded based on lowest compliant bid; the new approach balances both financial and qualitative aspects of

elevator service delivery, including firm experience, references, and performance/response outcome reporting. The RFP is also a simplified document to encourage greater competition. Eight elevator firms responded to the RFP. The new contract is expected to start in February 2022.

HYI also issued a similar RFP to retain an external survey company to conduct the upcoming 2022 resident surveys. The resident surveys will provide feedback regarding resident satisfaction and monitor progress of several strategic plan initiatives.

Housing development updates

Unionville Commons, City of Markham – ongoing construction work

The general contractor for the project continues to progress with work on the roof and the mechanical penthouse. Masonry work is underway and has been completed up to the twelfth floor. Precast panels are installed up to the sixth floor.

The project is progressing as planned and is scheduled to be completed in 2023.

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

The tender to publicly procure the builder closed on December 6, 2021. Contract award is underway. Construction is scheduled to start early 2022 and is anticipated to be completed by the end of 2023.



Kathy Milsom
General Manager

13503548