



Housing York Inc.  
Community and Health Services  
Memorandum

**FOR INFORMATION**

---

To: Directors of Housing York Inc. Board  
Meeting Date: January 23, 2025  
From: Karen Antonio-Hadcock  
General Manager, Housing York Inc.  
Re: Housing York Inc. Activity Update

---

This report highlights Housing York Inc. (HYI) activities from September 12, 2024 to January 22, 2025, to advance the priorities in Building Better Together: Housing York Inc.'s [2021 to 2024 Strategic Plan](#). Planned actions in the [2024 Business Plan](#) continued to trend in the desired direction. Full progress reporting will occur in Q2 2025.

Work is underway to develop the 2025-2028 HYI Strategic Plan, with a draft plan to be presented to the Board for consideration in Q2 2025.

**STRATEGIC PRIORITY 1: EXPANDED HOUSING PORTFOLIO**

This strategic priority recognizes that a healthy supply of affordable and rental housing is needed in York Region for individuals and families to have housing options for all ages and stages of their lives. York Region, as Service Manager for community housing, continues to advance the development and construction of new housing that will be owned and operated by HYI.

**62 Bayview Parkway in the Town of Newmarket is in Official Plan Amendment and Zoning ByLaw Amendment stage – construction on track to commence in 2026**

The 62 Bayview Parkway development in the Town of Newmarket will provide up to 250 mixed income units to individuals, families, and seniors. The Official Plan Amendment and Zoning ByLaw Amendment application was submitted to the Town of Newmarket in December 2023. Throughout 2024, the architecture team, SvN and Coolearth, addressed feedback and completed a redesign. The redesign, aimed primarily at addressing massing and parking considerations has progressed to a satisfactory stage, allowing the larger consultant team to begin preparing for a resubmission in January 2025. Currently, the project is tracking to obtain all required planning approvals in 2025 to allow for construction to commence in 2026.

## **Box Grove in the City of Markham is in Site Plan Approval stage – the Region is engaging the City of Markham on Housing Accelerator Fund allocation**

The Box Grove Community Housing development in the City of Markham, will provide 153 mixed income units to individuals, families, and seniors. On October 1, 2024 the site plan application was resubmitted to the City of Markham. Full site plan approval is anticipated in early 2025, followed by a tender release to the pre-qualified contractors for construction.

The Region has been collaborating with the City of Markham on an allocation of Housing Accelerator Fund dollars to this project. The City of Markham has been allocated \$58.8 million through the Housing Accelerator Fund program to support the creation of 1,640 housing units, including 193 affordable units. It is expected that a funding amount will be confirmed with the City of Markham in Q1 with the executed contribution agreement to follow.

The Region is continuing to assess recent funding announcements from Canada Mortgage and Housing Corporation to determine feasibility of applying to these programs for the Box Grove and Bayview Parkway projects.

## **Mosaic House in the Town of Whitchurch-Stouffville on target to have first residents move-in by late Q1 2025**

Mosaic House, HYI's latest development in the Town of Whitchurch-Stouffville (the Town), marks a significant milestone for HYI, providing 97 mixed-income units to individuals, families, and seniors. The lease-up process began in November 2024, with applications for both market and subsidized units opening in phases.

- **Subsidized Units:** Offers for subsidized units were extended to applicants on the centralized wait list
- **Market Rent Units:** Market rent units were offered to those on the market subscriber list and made available on a first-come, first-served basis. Current market rents range from \$2,150 to nearly \$3,000 per month, depending on the number of bedrooms and unit location

All units have been offered to applicants, with approximately 40% of leases executed. Two market units have been set aside for partnerships with external agencies, and an Expression of Interest will be issued in February. The first move-ins are scheduled for mid-March 2025.

In addition to the residential space, the ground floor at Mosaic House includes space which will be used to bring Regional services to the Town. Planned uses include:

- A vaccine distribution centre for various clinics across the Region
- A flex workspace for Regional staff

- Potential future public services

The interior design and construction of this space are not part of the base building scope of work. Regional staff are currently working with an architect on the design, with interior construction planned for 2025, after the main building is completed and tenants have moved in.

## **STRATEGIC PRIORITY 2: INCLUSIVE COMMUNITIES AND SUCCESSFUL TENANCIES**

This strategic priority recognizes residents sometimes need support to have successful tenancies and enhance their well-being. This means considering residents as individuals, providing the right services at the right time, and building inclusive communities so all residents feel safe, welcome and at home.

### **Partnerships with community agencies bring programs to residents to enhance their well-being**

HYI advanced resident well-being and community resiliency through partnerships with community agencies that deliver on-site programs to residents. The following programs were delivered at no cost to HYI:

- The Women’s Centre of York Region provided gender-based violence workshops to help women at-risk of domestic violence at Lakeside Residences and Keswick Gardens in the Town of Georgina and Woodbridge Lane in the City of Vaughan
- Catholic Community Services of York Region delivered seniors physical and mental health programs, English language workshops, art and social engagement activities, and a Cantonese and Mandarin social worker program in three HYI communities within the City of Markham, City of Richmond Hill, and the City of Vaughan
- Play Forever offered seniors wellness programs at Unionville Commons in the City of Markham and the Toronto Region Conservation Authority delivered an environmental education workshop at Mapleglen Residences in the City of Vaughan
- Community and Home Assistance to Seniors provided seniors wellness programs at Heritage East and Fairy Lake Gardens in the Town of Newmarket
- York Region Paramedic Services’ CP@Clinic provided accessible on-site health supports while visiting seven HYI communities in the City of Markham, City of Richmond Hill, Town of Georgina, Town of Newmarket, and Town of East Gwillimbury

The Region also delivered on-site financial empowerment workshops to approximately 200 residents within 16 HYI communities. These workshops encouraged greater housing stability by helping households facing financial challenges with financial education and income benefit navigation supports. Households learned how to improve their credit scores, spend money within a budget, manage debt, and understand savings. The sessions discussed the importance

of paying rent while managing other household costs. Residents learned about ways to reduce monthly expenses through community programs, such as local food security programs, affordable transportation options, and affordable recreation programs. Workshops were delivered in all nine of the Region's local municipalities.

### **Since September, Housing York Inc. has successfully preserved 12 tenancies at risk of eviction**

Over the course of 2024, there were 36 HYI households with rental arrears over \$5,000, faced with the possibility of eviction due to unpaid rent. HYI continually engages with tenancies at risk by either working directly with residents or connecting them to supports to help them manage their finances, pay debts, restore lost subsidies, or establish reasonable payment plans. Through these efforts, since September 2024, 12 households with combined arrears of over \$90,000, cleared their debts and maintained their tenancies. The team continues to engage with the remaining 24 households to provide opportunities and supports with the goal to preserve their tenancies. Preserving tenancies not only keeps residents feeling safe, welcome and at home it also helps reduce the financial costs associated with homelessness, unit turnovers and bad debt write offs.

### **Housing York Inc. ramps up digital notices for residents improving operational efficiency and resident communications**

HYI ensures residents are well-informed about various building events and updates by sharing legislatively mandated notices, information notices for capital construction and repairs, site events, tenancy reminders, campaigns from Regional partners and non-profit agencies, and emergent issues such as elevator outages. Previously, paper notices were printed, posted on general notice boards or delivered door-to-door, a resource intensive process.

Since March 2024, HYI fully transitioned to a digital process for non-unit entry notices. From March to December 2024, HYI successfully provided over 1,300 notices across all 37 properties, achieving an average email open rate of 73%. For those who have not provided email addresses, superintendents continue to print and post paper copies in the lobby, ensuring no one misses important information.

Shifting to email notices has improved operational efficiency and improved communications with residents. Both staff and residents have responded positively to the change, appreciating timely and accessible updates particularly for residents unable to regularly check notice boards. This new process underscores HYI's commitment to leveraging technology to enhance service delivery and resident engagement.

## **STRATEGIC PRIORITY 3: FINANCIAL SUSTAINABILITY**

HYI's long-term financial sustainability is critical to ensure individuals, seniors and families have access to high-quality affordable housing now and in the future. This strategic priority recognizes sustainability comes from strong life-cycle value for buildings, efficient operations

and finding new ways of funding developments, as financial resources may become increasingly limited.

HYI continues to advance energy efficiency initiatives and ensure prudent life-cycle management of its assets so individuals, seniors and families have access to high-quality community housing now and in the future.

### **Improving energy efficiency within the existing Housing York Inc. communities**

HYI is working closely with the Independent Electrical System Operator to pursue opportunities for incentives under the Energy Affordability Program. This program offers a range of energy-savings upgrades for income-eligible electricity consumers to help manage their electricity costs. Key program benefits include reduced utility consumption and a reduction in greenhouse gas emissions with no financial cost to residents.

In 2024, HYI delivered energy savings measures to 139 seniors residential units located at Orchard Heights Place in the Town of Aurora, and Evergreen Terrace in the City of Richmond Hill. Measures included Energy Star rated refrigerator replacements, LED light bulb replacements, and collapsible clothes drying racks. Sites were selected based on upcoming kitchen renovations and appliance replacements with an installed value of products received totaling approximately \$120,000. Initial feedback from residents has been positive and supportive. HYI continues to work with the Independent Electrical System Operator on future incentive opportunities including SMART thermostats, air-sourced heat pumps, and additional Energy Star rated appliances.

### **Launching Housing York Inc.'s Sponsorship Program Pilot to support common spaces and resident programs**

A three-year sponsorship program pilot for partnerships to financially support resident common space amenities and resident engagement activities is moving forward. The program could offset capital and operating costs or enhance services including outdoor gardens, building indoor common rooms and programs to support healthy communities. In return for a financial commitment, sponsors will receive recognition and promotional opportunities. HYI is excited to launch the program with its new website [york.ca/SponsorHYI](http://york.ca/SponsorHYI).

### **Capital improvements to Housing York Inc. buildings ensure state of good repair**

Capital improvements for 2024 were completed as planned. The 2024 budget of \$15 million was based on Building Condition Assessments. During the detailed design stage it was determined that some asset life could be extended without requiring all the planned improvement work. As a result, the 2024 year-end capital expenditures were forecasted at \$12.5 million compared to HYI's 2024 budget of \$15 million, representing 83% of the budget spent. The main reasons for the variance in capital expenditures were due to savings from tenders coming in below budget due to market adjustment in pricing and favourable investigation results showing some assets did not require all the forecasted work. In 2025, additional projects have been planned- to increase capital expenditures if savings are realized during the year.

Table 1 summarizes the capital improvement work that are either recently completed or currently in progress.

**Table 1**  
**Ongoing and Recently Completed Capital Improvement Projects**

<b>Location</b>	<b>Scope</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>
Belinda's Place Town of Newmarket	Envelope restoration and leak repairs	Aug 2024	Nov 2024	Completed
Nobleview Pines Township of King	Electrical upgrades	Nov 2024	Jun 2025	In progress
Fairy Lake Gardens Town of Newmarket	Emergency generator replacement	July 2024	Feb 2025	In progress
Maplewood Place and Evergreen Terrace City of Richmond Hill	Parking lot repairs and upgrades	Oct 2024	Dec 2024	Completed
Mulock Village Town of Newmarket	Roof, eavestrough and downspout replacement	Sep 2024	Nov 2024	Completed
Mackenzie Green City of Richmond Hill	Hydronic and domestic hot water heating plant replacement	Dec 2024	Jun 2025	In progress
Springbrook Gardens City of Richmond Hill	Front entrance and rear patio landscape upgrades	Jul 2024	Oct 2024	Completed

---

For more information on this memo, please contact Karen Antonio-Hadcock, General Manager, Housing York Inc., at 1-877-464-9675 ext. 72088. Accessible formats or communication supports are available upon request.



---

Karen Antonio-Hadcock  
General Manager, Housing York Inc.



---

Lisa Gonsalves  
President, Housing York Inc.

January 14, 2025  
16462936