



2018

*Highlights*

# About Housing York Inc.

Housing York Inc., York Region's housing company, provides 2,600 well-maintained, affordable townhouses and apartments in 35 properties located across all nine local cities and towns. Our communities are home to more than 4,000 residents.



## Housing York's Board of Directors (2014 to 2018)

Housing York is governed by a Board of Directors appointed by the Region. The Board oversees operation of the company, establishing budgets and business plans and making important policy decisions.



**York Region Chairman  
and CEO**  
Wayne Emmerson



**Regional Councillor  
City of Markham**  
Jack Heath  
(Chair)



**Regional Councillor  
City of Vaughan**  
Gino Rosati  
(Vice Chair)



**Mayor  
Town of Aurora**  
Geoffrey Dawe



**Mayor  
Town of East Gwillimbury**  
Virginia Hackson



**Mayor  
Town of Georgina**  
Margaret Quirk



**Regional Councillor  
City of Markham**  
Nirmala Armstrong



**Regional Councillor  
City of Richmond Hill**  
Brenda Hogg



**Regional Councillor  
City of Vaughan**  
Sunder Singh



**Regional Councillor  
City of Richmond Hill**  
Vito Spatafora



**Regional Councillor  
Town of Newmarket**  
John Taylor



## *Our* **Vision** *and* **Mission**

A leader in affordable housing, building inclusive communities that everyone would be proud to call home.

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.

The Housing York Board established a 2017 to 2020 Plan, *Achieving New Heights Through Innovation and Sustainability*. The plan has five strategic directions and sets out the actions we will take.

## Housing York Inc.'s 2017 to 2020 Plan *Strategic Directions*



### **Strengthen community health**

Residents are engaged in their communities and connected to supports that enable them to maintain successful tenancies.



### **Build long-term financial sustainability**

Housing York is in a strong financial position to meet the housing needs of our residents.



### **Provide good governance and strengthen organizational capacity**

A workplace that continuously innovates business practices and resident services.



### **Effectively manage assets**

Residents enjoy well-maintained and sustainable buildings that optimize expected building life cycles and costs.



### **Inform and implement Regional housing initiatives**

Housing York provides leadership for new housing initiatives for the broader housing sector.

Accomplishments so far include a long term financial strategy, vision and mission statements and a framework for our community partnerships. These actions help us look after our residents' homes and provide services that are important to our communities, now and in the future.



## HOUSING YORK HIRES YOUNG PEOPLE FROM OUR COMMUNITIES

Housing York hires summer students to help with special projects. As part of this program we recruit high school youth who live in Housing York communities. The 2018 student team hosted more than 60 information sessions at our properties, helping residents enrol in HYI Alerts and supporting community events.



Residents at Mapleglen Residences in the City of Vaughan learn about waste management in their municipality. These programs help divert waste from landfills by highlighting the importance of recycling, waste reduction and reuse.



2018

# A Year



Youth residents of Glenwood Mews in the Town of Georgina took part in a seven-week basketball program funded by the Province of Ontario. The program helps develop skills, sportsmanship, teamwork, confidence, social connections and community engagement.



Senior students attending English as a Second Language (ESL) Program at Rose Town in the City of Richmond Hill.



Seniors from Fairy Lake Gardens in the Town of Newmarket take part in a Seniors' Safety Talk with the York Regional Police and local fire departments to proactively understand and manage risks to their safety. Residents learn about crime prevention, frauds, traffic and pedestrian safety and fire safety.



Residents from Dunlop Pines, Maplewood Place and Evergreen Terrace in the City of Richmond Hill enjoy a walk in a Regional Forest as part of the Nature's Classroom Program. The program encourages residents to experience nature and learn more about the forest ecosystem and its importance in York Region.



# in Review



Residents at Orchard Heights in the Town of Aurora took part in the Community Champion Program. The program tracks building energy performance to help lower utility bills and contribute to environmental awareness and energy conservation through small, everyday life changes, such as keeping windows closed during the winter months.



Every Bite Matters is an initiative delivered by 360°kids that provides youth living in York Region with culinary training to prepare and serve meals. Youth prepare meals in a commercial kitchen located in the 360°kids space and serve the meals in the sixth floor resident lounge to seniors living in the Richmond Hill Hub. The program has served over 730 hot meals to Richmond Hill Hub seniors and supported 16 youth in achieving ongoing employment.

## OVER 700 RESIDENTS SIGNED UP FOR HYI ALERTS



As part of Housing York's 2018 summer student employment program, residents were invited to register for HYI Alerts, a notification system that enables Housing York to provide timely building updates to residents by phone, text message or email. Residents can also designate a family member to receive messages on their behalf.

Residents who sign up for HYI Alerts receive real time updates about things happening in their buildings. With HYI Alerts, we can let residents know if a power outage is part of a short term emergency building repair or an area wide disruption and when power is likely to be restored.

Thanks to enthusiasm of the four summer students and the staff supporting them, more than **700 households** registered to receive HYI Alerts!



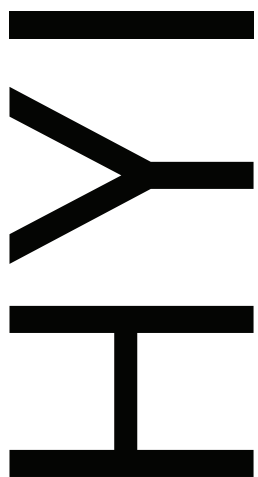
## PROVIDING PROGRAMS AND SERVICES THAT ARE IMPORTANT TO OUR COMMUNITIES

Housing York works with many partners to provide programs and services. In 2018, twenty-five community agencies, such as York Regional Police, 360°kids, and the York Region District School Board, helped deliver a variety of programs such as after school programs, fitness classes and English as a Second Language (ESL) classes. Housing York also hosted information sessions, such as fire safety programs and events where residents can connect with their neighbours. In 2018, over 90 different programs and events were offered across Housing York communities.



Housing York facilitated nearly **30** health, safety and wellness programs, over **40** community events and **20** educational workshops and programs to support and connect residents in healthy and inclusive communities.

The YOUTHink video contest invited youth aged 25 and younger living in Housing York communities to submit a one-minute video that highlights who they are and what they want to do in the future. To celebrate the YOUTHink participants, Housing York hosted an awards ceremony in January 2018. Participants and their families enjoyed a fun-filled evening with winning videos played on the big screen. Eight finalists went home with great prizes.



by the  
numbers

2,600 housing units

80% of households pay a  
subsidized rent

49% of subsidized tenants paid  
a monthly rent of less than \$500

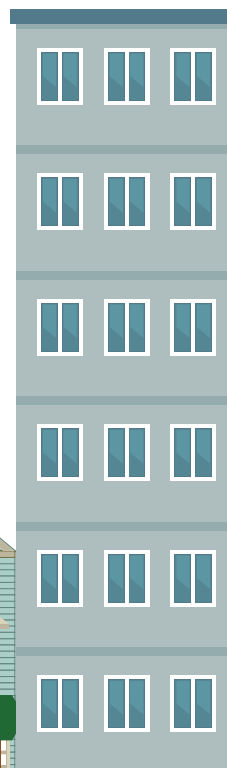
Over 4,000 tenants

7 townhouse  
communities

28 apartment  
buildings

58% of portfolio  
units dedicated to  
seniors

42% of portfolio  
units serve a mix of  
households



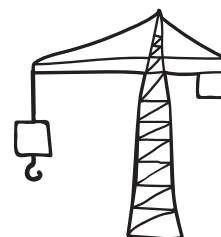
In 2018, preliminary construction design work began on the new affordable housing for seniors in Unionville. The project is anticipated to be completed in 2022.

Visit [york.ca/unionvillehyi](http://york.ca/unionvillehyi)



Looking Forward:

*Here we grow again!*



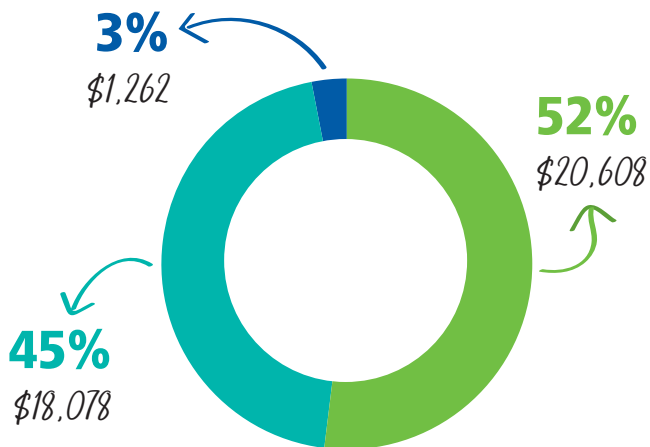
Construction of the Woodbridge Lane redevelopment continued throughout 2018. This new 162-unit apartment building replaces two small former Housing York buildings. Residents from the old buildings were temporarily relocated. We look forward to welcoming them to their new home in fall 2019.

For more information visit [york.ca/woodbridgelane](http://york.ca/woodbridgelane)



# 2018 FINANCIAL HIGHLIGHTS

→ Where the money comes from ←



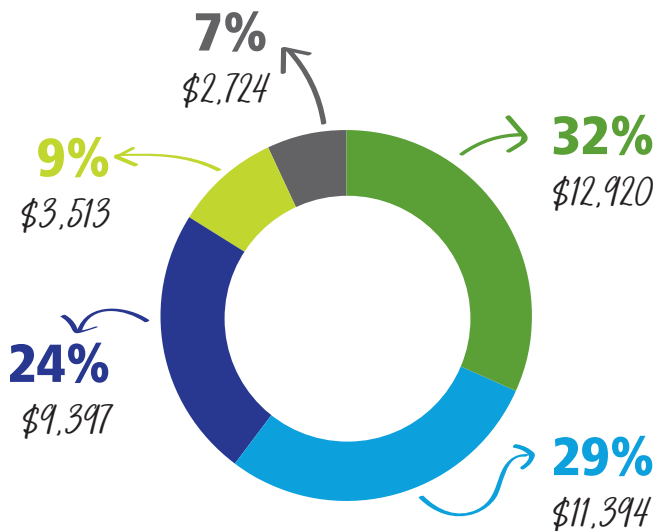
- Tenant rents
- Government subsidies
- Non-rental revenue, like parking & laundry



Total \$39,948

Totals are in the \$000's

← Where the money goes →



- Building maintenance and administration
- Reserve contributions
- Mortgage payments
- Utilities
- Property taxes



Total \$39,948

Totals are in the \$000's

## 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