



BUILDING STRONG COMMUNITIES



January 2011



Keswick Gardens
Georgina



Kingview Court
King



Elmwood Gardens
Whitchurch-
Stouffville



275 Woodbridge Avenue
Vaughan

JANUARY 2011

HOUSING YORK INC.



Housing York Inc. is the Regional Municipality of York's non-profit housing corporation. Formed on January 1, 2003, Housing York was created to assume the housing assets and operations transferred to York Region as a result of Local Services Realignment.

Housing York is one of the largest non-profit housing providers in Ontario and holds assets with a current value assessment of over \$198 million.

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Woodbridge Lane
Vaughan



North View Court
Georgina



North View Court
Georgina



Springbrook Gardens
Richmond Hill

JANUARY 2011

HOUSING YORK INC.



**HOUSING YORK INC., HOUSING PROVIDER
vs.
YORK REGION, SERVICE MANAGER**

- HYI is a housing provider pursuant to the *Social Housing Reform Act, 2000* (SHRA) and responsible for owning and operating affordable residential rental housing.
- The Region is the Service Manager responsible to administer housing programs and provide subsidy in accordance with SHRA rules
- Inter-company financial transactions are managed through an invoicing process

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Heritage East
Newmarket



Fairy Lake Gardens
Newmarket



Fairy Lake Gardens
Newmarket



Brayfield Manors
Newmarket

JANUARY 2011

HOUSING YORK INC.



**HOUSING YORK INC. IN A
REGIONAL CONTEXT**

Housing York is one of 40 housing providers who are administered and funded by York Region under the *Social Housing Reform Act, 2000*.

There are approximately 7,200 social housing units in York Region; over 6,000 are administered by York Region and the balance by either the federal government or are supportive housing administered by the Province.

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Rose Town
Richmond Hill



Mulock Village
Newmarket



Founders Place
Newmarket



Nobleview Pines
King

JANUARY 2011

HOUSING YORK INC.



- A Legal Entity
- Reports to Board of Directors
- Membership of the Board= C&HS Committee
- Own Corporate Structure and Fiduciary Responsibility
- Share Capital Corporation – York Region as Shareholder
- Own Financial Statements and Reporting Requirements
- Funded by Legislated Housing Programs and York Region

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North View Court
Georgina



East Court
Georgina



Springbrook Gardens
Richmond Hill



North View Court
Georgina

JANUARY 2011

HOUSING YORK INC.



HOW SERVICES ARE PROVIDED

- There is a management agreement between The Regional Municipality of York and Housing York Inc.
- York Region, through its Community and Health Services Department, provides all management services to the regionally-owned housing communities.
- Community and Health Services Department is supported by Legal Services, Supplies and Services, Roads Operations and Property Services in delivery of a full range of services to Housing York residents.
- Within the Community and Health Services Department, services are provided by Housing Operations, Housing Access, and Quality Assurance Groups.
- Housing York seeks to integrate its service needs with York Region whenever possible.

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Glenwood Mews
Georgina



Pineview Terrace
Georgina



Orchard Heights Place
Aurora



Orchard Heights Place
Aurora

JANUARY 2011

HOUSING YORK INC.



Housing York had a 2010 operating budget of \$23,000,000 including mortgage and taxes.

In 2010, the corporation was funded by tenant rents and other revenues of \$14,000,000 and an operating subsidy from York Region of \$9,000,000.

Approximately 83% of units are rent-geared-to-income and 17% are market rent units.

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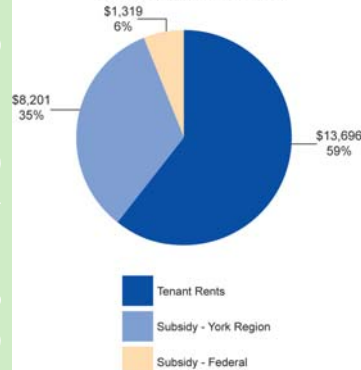
HOUSING YORK INC.



2010 OPERATING BUDGET

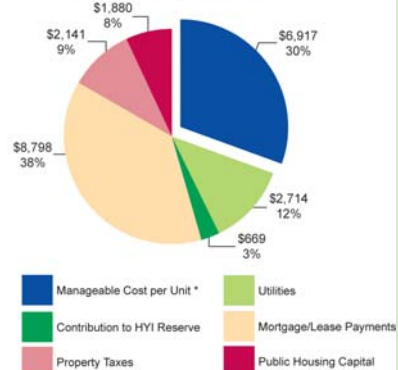
2010 Revenue Sources \$000

Total Operating Revenue \$23,216



2010 Operating Expenses \$000

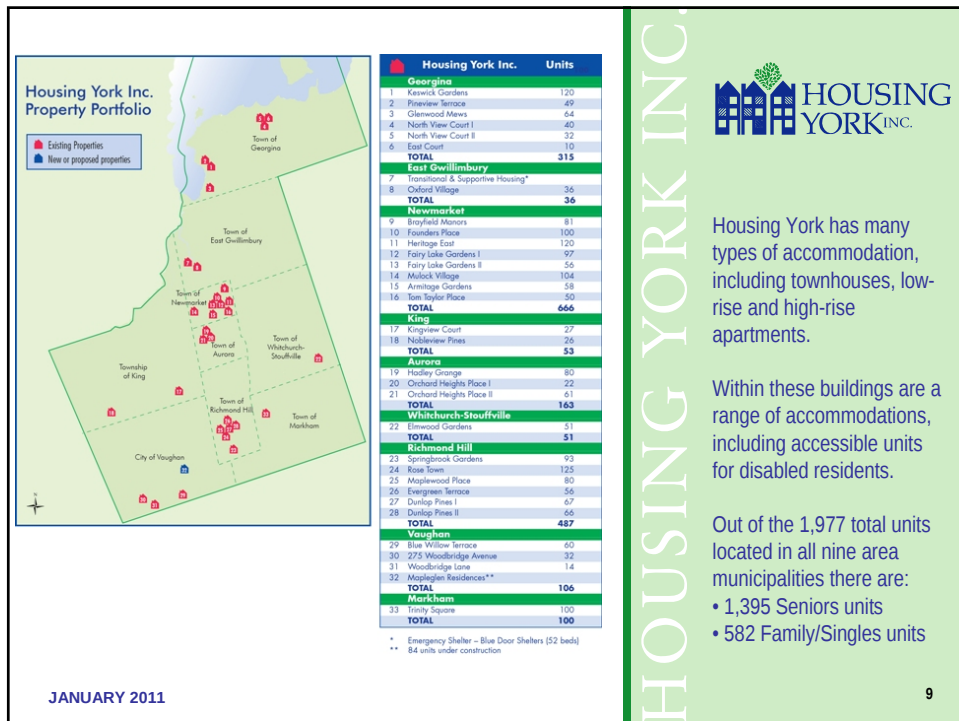
Total Operating Expenses \$23,119



* Manageable Cost Per Unit equals Maintenance & Administration, Insurance and Bad Debts

JANUARY 2011

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Evergreen Terrace
Richmond Hill

Dunlop Pines
Richmond Hill

Maplewood Place
Richmond Hill

Dunlop Pines
Richmond Hill

HOUSING YORK INC.

Over 3,500 people make their homes in Housing York communities. Our residents come from all walks of life.

They are seniors, families, singles, students and people with disabilities. They have diverse social and cultural backgrounds. A variety of circumstances and needs bring them to our housing communities.

JANUARY 2011

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Trinity Square
Markham



Armitage Gardens
Newmarket



Hadley Grange
Aurora



Oxford Village
East Gwillimbury

JANUARY 2011

HOUSING YORK INC.



SERVICES TO SENIORS AND DISABLED

Housing York has community partnerships with:

- Community Care Access Centre (CCAC)
- Community Home Assistance to Seniors (CHATS)
- Alternative Community Living (ACL) – York Region
- Community Living Newmarket/Aurora District
- March of Dimes
- Loft Community Services
- Canadian Mental Health Association
- York South Community Living

Through partnerships, on and off-site support services are available to residents.



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Woodbridge Lane
Vaughan



North View Court
Georgina



North View Court
Georgina



Springbrook Gardens
Richmond Hill

JANUARY 2011

HOUSING YORK INC.



ADDITIONAL SERVICES TO RESIDENTS

- 24-hour emergency maintenance services
- Mix of on and off-site building superintendents, maintenance staff, building attendants and contracted services
- Mobile security services for family sites
- Community/Activity Rooms

Housing York and its community partners offer many family supports and programs, including:

- Access to a Social Worker
- Summer Camp programs for kids and teens
- Early Years programs for parents and tots
- After-school drop-in programs
- Summer student program
- Student bursary programs
- Flower garden competition
- Community newsletter

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Leeder Place Expansion
East Gwillimbury



Porter Place
East Gwillimbury

JANUARY 2011



NEW LEEDER PLACE AND PORTER PLACE

- Housing York is the owner and landlord.
- Carries Asset Management responsibilities.
- Partnership with Blue Door Shelters to deliver emergency shelter services.

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Vaughan Civic Centre – Site Plan

JANUARY 2011



COMING SOON Mapleglen Residences City of Vaughan

- New four storey, 84 suite apartment building within the Vaughan Civic Centre Campus located on Major Mackenzie Drive / Keele Street.
- Capital funding allocation of \$70,000 per suite from Federal/Provincial Affordable Housing Program.
- Approximately 2.5 acres will be leased from City.
- Fifty suites will be rent geared-to-income and thirty-four will be market rent suites.
- Construction started in 2010 with occupancy in summer 2011.

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JANUARY 2011



COMING SOON – Kingview Court Expansion

- Construction began in 2010 with projected occupancy fall 2011.
- Twenty suites will be market rent and nineteen will be rent-gearred-to-income suites.
- Three suites will be designed to meet the needs of people with physical disabilities.
- Thirty-nine new suites attached to existing twenty-seven suite building built in 1976.

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JANUARY 2011



Future Development – Essex Avenue, Richmond Hill

- 140 one-bedroom suites and 6 two-bedroom suites.
- Suites designed to meet the needs of people with physical disabilities.
- 70 suites will be offered at market rent.
- 70 suites will be rent geared to income for lower income households.
- Projected occupancy – winter 2012.
- Investigating opportunities for community partnerships.

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HYI Principle #1

Providing the right service, at the right time, in the right place, at the right cost.

- Providing high quality customer service every day.
- Balancing high quality service with financial accountability.
- Administering a sound performance measurement and management framework.
- Exemplifying fair and consistent policy development and application.

HYI Principle #2

Being known for leadership in property management practices.

- Maintaining strong preventative maintenance and capital planning programs.
- Meeting all local, provincial and federal codes and legislative requirements.
- Ensuring progressive asset management practices and planning.
- Seeking innovation in property management.
- Developing environmental standards that align to Regional goals.

HYI Principle #3

Recognizing and responding to the diversity of our residents, our communities and our partners.

- Responding to the cultural diversity of our residents.
- Promoting strong communication channels.
- Ensuring that language is never a barrier.
- Delivering management philosophies that are sensitive to the variety of geographic locations served.
- Inviting feedback from our residents and our communities.
- Respecting and valuing our partnership with residents through action.

HYI Principle #4

Appreciating the abilities and vulnerabilities of our residents.

- Seizing opportunities to partner with agencies and regional services to meet resident needs.
- Seeking connections with the broader community to integrate housing communities into the local fabric wherever possible.
- Increasing physical accessibility within our buildings.
- Adopting a homelessness prevention focus in our property management practice.
- Ensuring the health and safety of residents and visitors.
- Continuing to partner with Health Services in the provision of programs that support the health, well being and independence of seniors and adults with physical disabilities.

HYI Principle #5

Innovative growth options and development of mixed income housing.

- Seeking partnerships with local municipalities, the private sector and other levels of government to develop housing communities that are sensitive to local needs.
- Meeting the Region's goal of developing 100 new units a year of new housing in the portfolio in keeping with York Region's Housing Supply Strategy.
- Creating new housing options through innovative community partnership opportunities.
- Exploring the role that Housing York can play in encouraging low income households to become homeowners.

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The Regional Municipality of York Ontario, Canada
for the year ended December 31, 2009



JANUARY 2011

ANTICIPATED REPORTS/ACTIVITIES

- Strategic Plan Process
- Energy Management Strategy – Year 4
- Financial Statements
- Bad Debt Write-offs
- Housing Development Opportunities

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Glenwood Mews
Georgina



Pineview Terrace
Georgina



Orchard Heights Place
Aurora



Orchard Heights Place
Aurora

JANUARY 2011

HOUSING YORK INC.



Housing York Inc. is growing.

As we continue to grow, our commitment to residents is to provide safe, affordable housing and excellent customer service.



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