



Tenants of Mapleglen Residences | City of Vaughan

2016 Housing York Annual Report

Highlights work done in 2016 to:



Strengthen
community health



Build long-term
financial sustainability



Effectively
manage assets



Provide good governance and
strengthen organizational capacity



2016 Good Neighbour Award recipients

Strengthen community health

20 

Partnered with more than **20 community agencies** to provide services including community safety, health care and healthy living programs, employment readiness, community building and youth leadership



All Housing York staff completed Mental Health First Aid Basic training to identify and respond to mental health issues

 **x 100**

Held over 100 tenant meetings and activities to engage tenants and provide information on fire safety and capital work projects

Community Engagement: Good Neighbour Awards and Connecting Lakeside

Our community members nominated more than 40 fellow tenants for **Good Neighbour Awards**. The 10 winning tenants were all recognized for their willingness to help others and build pride in their communities. Our Good Neighbours care about their home and their neighbours and help to build healthy, welcoming communities.

A group of tenants at Lakeside Residences in Keswick formed a working group as part of our **Connecting Lakeside initiative**. The group has been joined by other tenants from our nearby Keswick Gardens and Pineview Terrace properties to develop some practical ideas to address safety and accessibility issues faced by seniors and others with mobility challenges in the local community.

The Good Neighbour Awards





Trinity Square | City of Markham



Build long-term financial sustainability

A balanced 2016 budget:

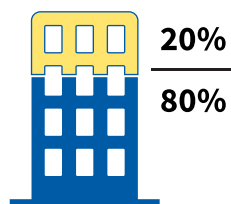
Total revenue: \$33.4 million



Total expenses: \$32.8 million



Total financial reserves for future costs of major repairs, mitigate insurance costs and pay for significant unexpected costs



80 per cent of our units are subsidized and 20 per cent of our units are market rent units

\$569 million

Insured value of our properties



Developing alternative rent models

Rent subsidies enable low and moderate income households to afford their homes. There are different kinds of rent subsidies. Housing York has developed a new and innovative rent model that provides a range of affordable rents to cover all operating expenses. The new rent model provides simple program rules and predictable rent payments for tenants.

The new model was implemented at our newest building, the Richmond Hill Hub, making it financially self-sufficient in 2016 – its first year of operation. As we learn from experience at the Richmond Hill Hub, this model will be refined for implementation in future properties.



Saving electricity with **energy saving upgrades**

Effectively manage assets



Completed over **80 major capital projects** including kitchen upgrades, elevator modernization, garage and parking lot upgrades



Saved enough electricity to power **20** apartment units for one year by completing four energy saving upgrades at three Housing York properties



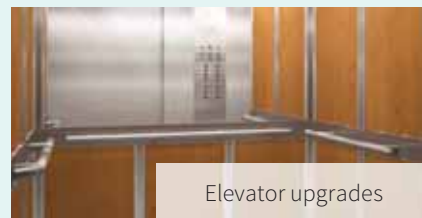
Contributed over **\$4.5 million** in reserves to help pay for future building upgrades and repairs



Kitchen upgrades



Parking lot upgrades



Elevator upgrades

Key 2016 upgrades and enhancements to our properties

- Kitchen upgrades at Rose Town
- Exterior siding replacement at Glenwood Mews
- Exterior lighting and parking lot upgrades at Hadley Grange and Fairy Lake Gardens
- Elevator modernization at Evergreen Terrace and Fairy Lake Gardens
- Underground parking garage repair at Heritage East

***Thank you for your
co-operation during
construction***

An exciting new development moving forward in the City of Vaughan



Proposed Woodbridge Redevelopment at **275 Woodbridge Avenue**

When it is completed in 2019, our new building will offer central air conditioning, accessible units, a street-level commercial/community service space, amenity space and indoor and outdoor play areas for children.



The new building will provide **162 units** to our property portfolio.



Existing Housing York building at **275 Woodbridge Avenue**



York Region Administrative Centre | Town of Newmarket

Provide good governance and strengthen organizational capacity

An all-tenant survey was conducted in 2016 to help us find out how well we are responding to our tenants' needs. The survey found:

90%

find it is easy or very easy to request a repair and are treated with courtesy when repair work is being done

95%

find notices, letters and forms clear and easy to complete

89%

agree administrative matters like rent payments and annual paperwork are handled smoothly



Housing York's 2017 to 2020 Plan: Achieving New Heights Through Innovation and Sustainability

The Housing York Board of Directors has established its new 2017 to 2020 plan. The plan and its strategic directions came after consultations with nearly 270 stakeholders, including tenants, housing staff and community support agencies.

More than 100 tenants from 10 Housing York family and seniors communities were involved in focus-group consultations. While most of these groups were conducted in English, some were offered in Cantonese and Russian.

The new plan calls for innovation, creative thinking and new measures to ensure long-term financial stability.

2016 Financial highlights

Where the money comes from

2016 Revenue by source - \$'000's



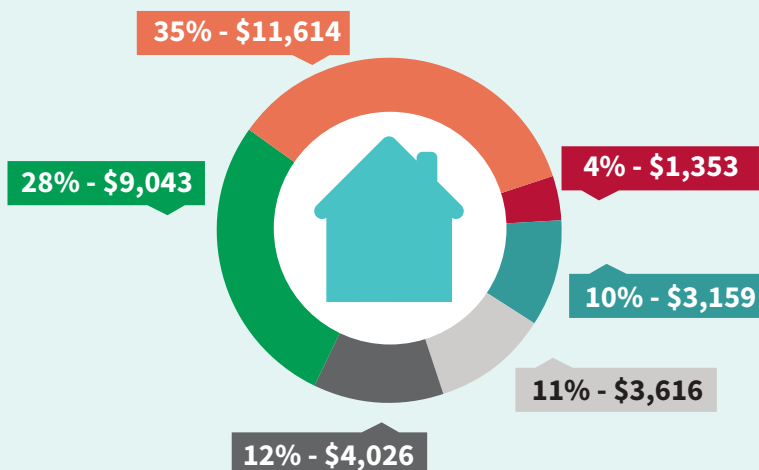
67% - \$22,514
Tenant rents

33% - \$10,851
Government subsidies

Total operating revenue \$33,365

Where the money goes

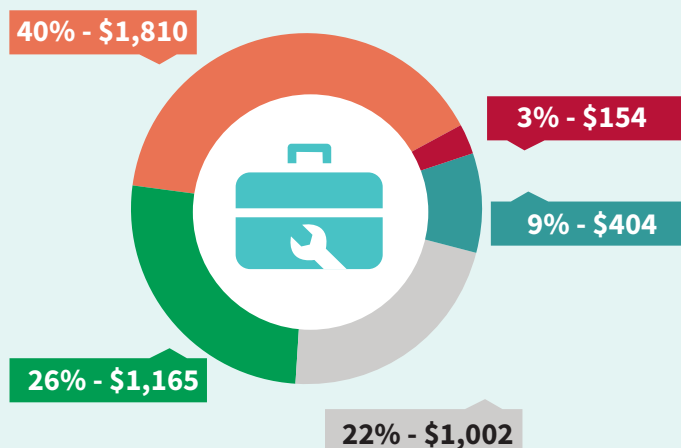
2016 Operating expenses - \$'000's



Total operating expenses \$32,811

Capital work

2016 Capital expenditures - \$'000's



Total capital expenses \$4,535

About Housing York

- We provide affordable housing options in all nine of York Region's cities and towns
- We have more than 4,000 residents, 2,600 units and 37 housing communities
- Fifty-eight per cent of our tenants are over 60 years of age
- The insured value of our properties is estimated at \$569 million

Housing York Board of Directors

York Regional Council appoints 10 Board members. Housing York's Board of Directors sets operational policies and oversees management of the corporation.



**Regional Chairman
and CEO**
Wayne Emmerson



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



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



**Regional Councillor
City of Markham**
Nirmala Armstrong



**Mayor
Town of Aurora**
Geoffrey Dawe



**Mayor
Town of East Gwillimbury**
Virginia Hackson



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



**Mayor
Town of Georgina**
Margaret Quirk



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



**Regional Councillor
Town of Newmarket**
John Taylor

Housing York Leadership

Housing York is part of The Regional Municipality of York's Community and Health Services department. Housing York provides executive and support staff to manage the day-to-day operations of the corporation.



Katherine Chislett
President



Rick Farrell
General Manager



Michelle Willson
Chief Financial Officer



Chris Raynor
Secretary



Joy Hulton
Solicitor



1091 Gorham Street, Unit 104 | Newmarket, Ontario L3Y 8X7
1-877-464-9675 ext. 72700
housingyorkrentals@york.ca | york.ca/hyi

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