



Office of the Commissioner
Community and Health Services

Memorandum

To: Members of Committee of the Whole

From: Katherine Chislett
Commissioner, Community and Health Services

Date: April 19, 2018

Re: **2014-2018 Housing York Inc. Board Accomplishments on
Council Priorities**

As requested at the April 5, 2018 Housing York Inc. Board Meeting, please find enclosed the 2014-2018 Housing York Inc. Board Accomplishments on Council Priorities, for your information.

Sincerely,

Katherine Chislett
Commissioner, Community and Health
Services

KC/at

Attachment - HYI Board Report E.3 2014-2018 Housing York Inc. Board Accomplishments on
Council Priorities

#8315037

The Regional Municipality of York

Housing York Inc.
April 5, 2018

Report of the
General Manager

2014-2018 Housing York Inc. Board Accomplishments on Council Priorities

1. Recommendation

1. It is recommended that this report be forwarded to Community and Health Services section of the May 3, 2018 Committee of the Whole.

2. Purpose

This report highlights some of the major accomplishments, events and successes of the Board of Directors of Housing York Inc. (the Board) during the 2014 to 2018 term delivering on Regional Council's housing priority.

3. Background

Housing York Inc. is delivering on Regional Council's priority to increase and sustain the rental housing supply

Quality and affordable housing is the foundation of vibrant and healthy communities. As housing prices escalate, Regional Council is strategically investing to make more affordable housing options available for residents. This report provides information about major initiatives achieved by Council through the Board over the last four years.

Housing York is the Region's largest social housing provider with 2,598 units spread across 35 properties. Housing York provides safe and affordable housing to more than 4,000 residents, as shown in Attachment 1. Housing York also owns five emergency and transitional housing facilities.

4. Analysis and Implications

Housing York Inc.’s work is guided by a strategic plan that balances focus on the management of the properties, people and finances

In [November 2016](#), the Board released Housing York’s 2017 to 2020 Plan *Achieving New Heights Through Innovation and Sustainability*. It builds on its strong foundation as a progressive housing provider and embraces the innovative through a balanced set of strategic directions, outlined in Figure 1.

**Figure 1
Housing York’s Strategic Directions**



2014-2018 Housing York Inc. Board Accomplishments on Council Priorities

With the support of Council, Housing York has increased housing units for individuals and families

- Lakeside Residences opened in 2014. It is located in the Town of Georgina and contains 97 units, including 12 accessible units.
- Belinda's Place opened in 2015. It is the first emergency and transitional housing facility, including drop-in services, for homeless and at risk women over 18 years of age. The multi-service centre has 28 emergency beds and nine transitional units.
- Richmond Hill Hub opened in 2016. It contains 202 units, 16 of which are barrier free and accessible for seniors, singles and small families with a mix of incomes. The main floor includes a youth hub and social enterprise space. Housing York won the ONPHA's 2016 Innovation Award for its collaborative efforts to create a mixed-use, community hub model in affordable housing.
- Woodbridge Lane redevelopment work began in 2017, with completion anticipated in 2019. This six-story building with 160 units will include one, two, three and four-bedroom units (including some that are accessible) for seniors, singles, couples and families with a mix of incomes.
- Unionville redevelopment work will begin in 2018, with completion anticipated in 2021. York Region is redeveloping a portion of the Unionville Home Society campus to include an affordable rental building for seniors to be owned and operated by Housing York. The new Housing York building will include approximately 260 apartments for seniors, a public community centre and senior's hub offering seniors-focused services to the community.

Housing York is helping to strengthen communities across the Region

Families, seniors, single adults, new Canadians and people with disabilities all call Housing York home. Housing York supports tenant needs in a variety of ways through a range of partnerships with community agencies. With all programs, services and events, the goal is to create strong communities where the residents can live meaningful, productive lives. Some of these initiatives include:

- Supporting senior residents by hosting programs such as coffee chats, music programs, laughter yoga and potlucks to encourage social interaction within seniors' communities

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- Developing a “front-door” bus service working with York Region Transit and City of Vaughan to add more transit options for seniors
- Partnering with over 20 community agencies to provide services including community safety, healthy living programs, employment readiness and youth leadership
- Celebrating Housing York youth creativity through a photo contest where young people up to the age of 25 submitted photos offering their interpretation of life in their communities
- Recognizing Housing York residents who help their neighbours and build pride in their communities through the “Good Neighbour Award” event
- Implementing a smoke-free policy in 2014 that transitions buildings towards becoming smoke-free with each new tenancy

Housing York Inc. continues to be an efficient and effective organization

Housing York strives to ensure the organization is efficient, effective and responsive so that it can deliver the programs and services that matter most to our tenants. Some of the actions taken to promote efficiency include:

- Developing a new Fiscal Plan to strengthen Housing York’s long-term financial sustainability, an important goal as the corporation seeks to pursue new ways of delivering its services and growing its portfolio, while maintaining its assets as they age. The plan will help manage Housing York’s finances prudently and proactively.
- Establishing a new rent subsidy model, in 2015, for the Richmond Hill Hub. By establishing standard rental rates for the entire year based on income range, this model simplifies the administration of rents. This also allows for serving more people on the waiting list for subsidized housing and reducing the need for government subsidies as rental revenues are more predictable.
- Introducing a naming process to ensure facilities will be named in an efficient, consistent manner that aligns with Board-established principles and considers feedback from municipal stakeholders. Priority is given to names carrying geographic, historical, cultural, or architectural significance with consideration for short easy to spell or pronounce names.
- Developing an Energy and Utility Management Plan to achieve reductions in energy savings areas by installing proven technologies which will reduce the operational costs and greenhouse gases. Reduced electrical consumption

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and peak demand reduces the burden on the local utility supply and infrastructure.

- Investing in information technology systems to provide the right and most current technical tools to support our business and operational objectives. For example, the use of Yardi Voyager software application has been upgraded. This system supports Housing York service delivery by tracking tenant leases, maintenance work orders, and payments. It is also the system that produces financial statements and statistical reporting.

5. Financial Considerations

There are no direct financial implications associated with this report. The costs of implementing the programs and initiatives cited in this report have been managed by Council in its administration of annual budgets between 2014 and 2018, and longer-term financial planning. Table 1 provides an overview of Annual Capital Expenditures. Table 2 provides an overview of Annual Operating Expenditures.

Table 1
Annual Capital Expenditures (in 000's)

	2015 Actuals	2016 Actuals	2017 Actuals	2018 Budgeted	4 Year Total*
Annual Capital Expenditures	\$3,337	\$4,534	\$5,905	\$8,487	\$22,263

*Total represents 3 years of actuals (2015 through 2017) and 1 year forecast (2018)

Table 2
Annual Operating Expenditures (in 000's)

	2015 Actuals	2016 Actuals	2017 Actuals	2018 Budgeted	4 Year Total*
Annual Operating Expenditures	\$29,036	\$32,812	\$36,137	\$38,875	\$136,860

*Total represents 3 years of actuals (2015 through 2017) and 1 year forecast (2018)

6. Local Municipal Impact

Housing York has buildings in all nine local municipalities. Regional Council's continued support of Housing York will benefit tenants across the Region as it continues to strengthen the health of its communities.

7. Conclusion

Housing York provides safe, well maintained affordable housing to over 4000 residents in York Region. It remains focused on providing the right supports to residents, engaging them in decisions that affect them, ensuring revenues are maximized, and maintaining the existing portfolio. Regional Council's support has allowed the Board to embrace innovative ways of thinking to provide affordable housing options and quality services that reflect the rich diversity of our residents, while managing resources efficiently and maintaining high quality, healthy and inclusive communities.

For more information on this report, please contact Rick Farrell, General Manager, at 1-877-464-9675 ext. 72091.

The Senior Management Group has reviewed this report.

Recommended by:

Approved for Submission:

Rick Farrell
General Manager

Katherine Chislett
President

April 4, 2018

Attachment (1)

#8279578

Accessible formats or communication supports are available upon request

HOUSING YORK INC.

at a glance - 2017

A non-profit housing provider



regulated by the *Housing Services Act*, 2011 and incorporated under the *Ontario Business Corporations Act* and owned by York Region



5 emergency and transitional housing properties

2014 to 2017

Reduction of energy and utility expenses by over

 **\$560,000**

and a reduction of over

1,000 tonnes

of greenhouse gas emissions as a result of energy management initiatives



800+  smoke-free units

35 properties and two under development and adding an additional 42 future units 

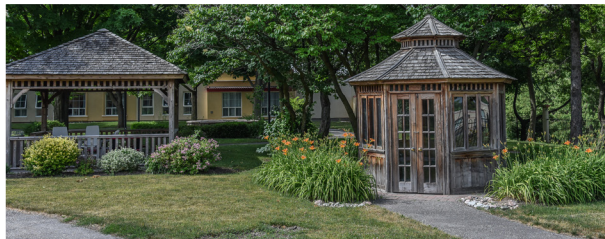
Nearly  **2,600 units**

More than 1,450 units for seniors 

2014 to 2017

Capital investment in building repairs, retrofits and enhancements of \$17.3 million through over

300 projects 



Over  **4,000 tenants**

2014 to 2017

Maintained all of our facilities to a State of Infrastructure grade of **'B' or higher** 

