



Community and Health Services
Housing York Inc.

Memorandum

To: Members of the Housing York Inc. Board

From: Rick Farrell
General Manager

Date: October 5, 2017

Re: **Housing Operations – Monthly Activity Update**

This Housing Operations update highlights activities that have taken place over the end of summer and into the early fall.

Site Activities

Basement Repairs from Flash Storm at Thornhill Green

A strong summer thunderstorm, referred to as a microburst, caused flooding in a concentrated area of the City of Markham in early July affecting Housing York's Thornhill Green 102-unit family townhouse community. The intense rain could not be absorbed by the ground and storm infrastructure and as a result, several streets and basements were flooded. Tenants reported water damage from the storm through Housing York's After-Hours Emergency Response Line. Staff opened Thornhill Green's site office and worked over the weekend following the Friday night storm to support tenants with insurance claims and to organize emergency repairs. The City of Markham sent out notices to affected communities permitting additional garbage, including carpet and drywall debris, resulting from the water damage.

Twenty households at Thornhill Green reported water damage to their finished basements. Housing York submitted an insurance claim for basement repairs. The claim has been approved and renovations are expected to commence in October.

Housing York's preventative maintenance program includes a number of measures including regular cleaning of eavestroughs and downspout repairs to mitigate water damage from active weather events.

Tenant Engagement and Events

Thank you lunch for Mackenzie Green's Tenant-led Garden Committee

Housing York contracts summer grounds maintenance work at each of its properties. In many communities, tenants further enhance site gardens and demonstrate their green thumbs by planting flowers and taking care of gardens.

In early spring, several tenants at Mackenzie Green in Richmond Hill organized a garden committee to enhance the look of their home by planting annuals, purchasing large planters for building entrances, weeding and caring for many gardens throughout the site. Tenants prepared a budget and undertook their gardening tasks throughout the summer months.

Staff organized a thank you lunch on September 13th to thank the garden committee for their beautiful summer grounds work and to encourage further participation among the residents at Mackenzie Green. The event, along with the committee's work, helped tenants get to know each other. The lunch was well attended by residents and the gardens continue to enhance the curb appeal at Mackenzie Green.



Flowerbed cared for by garden committee at Mackenzie Green



Thank you lunch for Mackenzie Green Gardening Committee

Partnerships and Programs

Information sharing about Children's Recreation Programs by the Town of Richmond Hill and the Town of Georgina

Housing York hosted a barbeque at the family townhouse community of Springbrook Gardens in Richmond Hill on August 29, 2017. The event's goal was to promote

community engagement and encourage participation in children's recreational programs. Regional staff shared details about various recreation opportunities and related funding programs for lower income families. Staff assisted families with registration and funding applications. Approximately twenty-five families attended the event.

A similar event was held on September 6th at Glenwood Mews, a 64-unit family townhouse community in Keswick. Staff assisted families in completing recreational funding assistance forms and with program enrollment. Families were also told that Glenwood Mews community would be receiving a new playground. Construction of the play area and structure is expected to begin in October.

Promoting Cultural Awareness through Food and Art

Beginning in September, four Housing York seniors' buildings located along Dunlop Street in Richmond Hill will share in hosting an Art Garden Café. The garden cafes will provide an opportunity for residents to gather to share their cultures and traditions through stories in art and food. This series of events is organized and run by the York Region Food Network (YRFN). YRFN is a non-profit organization promoting food security. Food security is about achieving reliable access to a sufficient quantity of affordable and nutritious food.

Capital Works Updates

Kitchen Upgrades completed at Springbrook Gardens and Mulock Village

A contractor was retained in May 2017 to complete kitchen upgrades at two family communities, Springbrook Gardens in Richmond Hill and Mulock Village in Newmarket. The contractor originally awarded the kitchen upgrade work in 2016 was unable to complete the work due to contractual issues. Kitchens at both properties were successfully completed by the end of August, 2017. The new contractor's larger workforce and scheduling efficiencies enabled them to complete twelve units per week, minimizing the duration of construction and the overall impacts to tenants. Tenants from both properties have indicated that they are happy with their new kitchens and some also noted their satisfaction with the contractor's professionalism and quality of work.

Hadley Grange Patio Deck Replacement

Beginning early in October, the back patio deck will be replaced at Hadley Grange in Aurora. The work includes replacing the deck's base in wood and adding new aluminum railings to enhance the patio's look. The patio plays an important role for tenants by acting as an extension of the common space during the spring, summer and fall months. While the patio work is underway, tenants will not have access to the patio. The work has been scheduled for the fall so that tenants could continue to maximize the patio use during the summer months.

Rick Farrell
General Manager

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