



Community and Health Services Department
Housing York Inc.

Memorandum

To: Members of the Housing York Inc. Board of Directors

From: Rick Farrell
General Manager

Date: January 26, 2017

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

This Housing Operations update provides highlights of progress made against the 2016 Business Plan as well as other updates. It includes a summary of: the Woodbridge Housing Redevelopment; site activities and events; tenant engagement and programs; financial information; and staffing updates.

2016 Business Plan

Woodbridge Housing Redevelopment, Vaughan

The Woodbridge Housing Redevelopment achieved a significant milestone in December 2016 with the unanimous approval by Vaughan City Council of the planning applications.

Local Woodbridge residents and Vaughan Councillors are largely in support of the plans for the new building and are continuing to provide feedback which will help make the new building a vibrant, safe, and beautiful place for tenants to live.

Council approval clears the way for construction of the project to begin in spring 2017, allowing the Region to receive approximately \$10.5 million in provincial and federal funding through the Social Infrastructure Fund for this redevelopment. Our construction partner, VanMar, is anticipating the first construction work on-site will begin in March 2017.

Woodbridge Lane Tenant Relocation, Vaughan

In early December 2016, Housing York staff met with the nine remaining tenants of Woodbridge Lane, 64 Abell Avenue in Vaughan, to discuss relocation to their new homes over the first quarter of 2017 to allow for demolition of the site. The meetings were private one-on-one appointments where each tenant's current financial status and family composition were reviewed and relocation options were discussed.

Eight tenants have indicated they are prepared to move as soon as the end of March. One tenant, with school age children, would prefer to stay until the end of June however; she has been made aware that is not possible. Two tenants are now seniors and have requested to be transferred to Blue Willow or Mapleglen in Vaughan. One tenant has requested to transfer to Thornhill Green in Markham. One tenant is relocating to the next available Housing York property anywhere in the Region. The five remaining tenants wish to remain in the Woodbridge area and are currently seeking to relocate to rental housing in the private market. If the unit is legal and the landlord is willing to accept a monthly payment directly from the Region, the Region will subsidize the rent until the new building is ready for occupancy.

Overall, the meetings went well and tenants understood the information. The tenants would like Housing York to offer more support in terms of finding a private landlord and setting up agreements. Housing Programs is assisting Housing York with this request.

Site Activities**Elevator Modernization, Fairy Lake Gardens, Newmarket and Evergreen Terrace, Richmond Hill**

Elevator refurbishment commenced at Fairy Lake Gardens in Newmarket on November 7, 2016 and at Evergreen Terrace in Richmond Hill on November 14, 2016.

The elevator work was completed ahead of schedule with the elevators at both sites back in service by December 12, 2016. The implementation of Support Workers to assist tenants while the elevators were out of service was well received. Scheduling the Support Workers to align with local bus schedules ensured the tenants received assistance, when needed. Having engaged tenants early in the process and providing tenant notices prior to starting the work, allowed the tenants to better plan for the interruption and make alternate arrangements to minimize the disruption. Overall, the project was a success.

Rose Town, Richmond Hill

After months of kitchen renovations and other capital and insurance work at Rose Town, Housing York thanked the residents for their understanding, patience and graciousness by throwing them a "thank you" party. For a few days prior to the party,

the lounge was kept locked while it was secretly transformed by Housing York with new paint and artwork as well as a brand new flat screen television.

On December 1, 2016 the new lounge was unveiled during a barbeque lunch provided by Housing York staff that included wrapped door prizes under the Christmas tree. The Housing York Operations and Technical Service team, along with several contractors stopped by to say thank you and Merry Christmas to the happy Rose Towners.

Capital Updates

Completion of the 2016 Capital program is progressing as year-end approaches with final deficiencies and project closeouts underway. Planning for the 2017 Capital program has already begun and project schedules are being developed in preparation for the new year.

Events

The Richmond Hill Hub was pleased to participate when 360°Kids hosted the Honourable Chris Ballard, Minister of Housing and Minister Responsible for the Poverty Reduction Strategy on December 13, 2016. The Minister announced increased funding for York Region through the Community Homelessness Prevention Initiative.

Beginning in 2016-2017 through to 2019-2020, Ontario has allocated \$52.5 million in total funding under the Community Homelessness Prevention Initiative to York Region to support local efforts to prevent and reduce homelessness.

For 2019-2020, Ontario is investing an additional \$15 million dollars in the initiative across the province, bringing the government's annual contribution to \$338.7 million through 2020. This funding builds on the \$15 million in each of 2017-18, 2018-19 that was announced in October 2016.

Adelina Urbanski, Commissioner of Community and Health Services, accepted the funding allocation on behalf of Chairman and CEO Wayne Emmerson.

Michael Braithwaite, Executive Director of 360°Kids, acted as Master of Ceremonies. A 360°Kids client and youth at-risk of homelessness spoke about her story and how 360°Kids has helped her receive the support she needs to put a roof over her head and get her life back on track.

Tenant Engagement and Programs

Community Champions at Lakeside Residence, Georgina

At Lakeside Residences tenants have continued to come together to build a strong community as part of the "Connecting Lakeside" initiative. Through the help of this

initiative a group of tenants have raised over \$500 from tenant functions held at the building. Tenants who helped raise the funds decided to donate them to the Youth Shelter in Sutton. The operators of the youth shelter, The Salvation Army, were very appreciative of the generous donation including the dedication and hard work tenants at Lakeside have accomplished in connecting Lakeside in 2016. Tenants were extremely appreciative of having their contribution recognized in January's local SNAP Georgina paper.

Housing York and 360°Kids

Mulock Village, Newmarket

Housing York was pleased to receive the following feedback from the staff of 360° Kids who have been providing service to the Youth of Mulock Village in Newmarket.

"You have an extraordinary group of kids in your community!! Everything has been going so wonderful these last couple months. We have kicked off our free lunch program for all of the kids who attend program, (younger + older), collectively as a group the kids take turns helping make lunches for the next day. It has been amazing!!!"

We have a couple of the older youth interested in applying to college/university next year so we are working with them in program and will be taking care of their application fees. We will also be looking at accompanying them to college fairs in the New Year to look at some of the new schools! Resumes and Job support have been another popular topic among the older kids – we have been doing mock interviews and helping youth apply online.

There has been a wonderful "homey" feel with the younger group as well, helping each other with homework, experimenting with new foods and engaging in different group discussions that we did not see last year ! We have seen some amazing progress over the last couple months. I just thought I should share!!"

-Brittany Jimmo, Team Lead, After School Programs, 360°Kids

360°Kids extended their program over the holidays, staying open December 23, 28, 29, and 30, 2016. Activities included a Christmas party bowling trip.

Richmond Hill Hub, Richmond Hill

On December 15, 2016, in an effort to build relationships with residents, 360°Kids hosted a pasta dinner. They created a delicious four-course meal prepared in their commercial kitchen and served it to the residents and Housing York staff on the 6th floor Lounge. Over 80 residents were served. Those attending brought non-perishable food items as a donation.

Financial Update

As year-end approaches the finance department is focused on year-end closure. During this critical period we endeavour to capture and record all fiscal year-end relevant data ensuring that it is complete and accurate. We are also setting up the basis for the financial reporting on the 2016 successes and achievements that will take place early into the new year. Plans are being made for early deployment on the strategic initiatives projected for the 2017 fiscal year.

Housing York's 2016 fiscal year-end will be completed by end of February 2017. KPMG, will commence work on their annual audit in mid-March. The auditors will confirm all of the final figures as well as provide assurance the company's financial statements are accurate and complete. More information on the year-end results will be presented to the Board in June when the financial statements are tabled.

Housing York Staff Update

Kerry Hobbs has assumed the Director, Housing Operations, position as of January 9, 2017.

Kerry has more than 20 years' experience in the housing sector. She began her career in property management and over a ten-year period managed a number of community based non-profit housing communities. She continued her work in the sector as the Manager of Municipal Relations and Member Support for the Ontario Non-Profit Housing Association before joining the Region in 2003. During her time with the Region, Kerry's responsibilities have included leading the Region's partnerships with community based housing providers, designing and implementing new housing programs and policies, and development of the Region's 10-Year Housing Plan. Kerry has also played a key role in the broader housing sector, representing the Region in a broad range of Provincial working groups.

As we move forward with our "profit for a purpose" foundation and introducing new initiatives like Key Performance Indicators and Risk Management, Kerry is well equipped to lead this work in concert with Michelle Willson and the leadership team.

Nick Savino, Manager, Housing Operations, left Housing York on January 13, 2017 to become the Executive Director of the Non-Profit Housing Division with Del Management Solutions. Over the last eight years Housing York has greatly benefitted from his industry knowledge and steadying influence ensuring the Operations Team always stayed on track in a business that has faced many changes and unprecedented growth. Nick has also served as Acting Director. Staff and tenants alike have appreciated Nick for his professionalism as well as for his compassionate and considerate nature.

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In his new role Nick will be working with a number of non-profit groups. As the world of social housing changes, so do the operations of many private non-profit providers who will greatly benefit from his experience and wisdom. We offer our sincere thanks to Nick for his contribution and wish him the very best in his new position

Rick Farrell
General Manager

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