

HOUSING YORK INC.

Resident Handbook

York Region



Land Acknowledgement

We acknowledge that York Region is located on the traditional territory of many Indigenous Peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community.

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The Resident Handbook is designed to provide Housing York Inc. (HYI) residents with important information, guidelines and rules. Please note that the content in this handbook may change over time or become outdated. For the most accurate and up-to-date information on specific issues, refer to your lease agreement or the related policy documents. If there is any discrepancy between this handbook and applicable HYI procedures, the law, policy, or procedure will take precedence. This handbook does not constitute legal advice or a promise, agreement, or offer of service by HYI.



YOU AND YOUR HOME

Moving In

Welcome to your new home!

Thank you for choosing HYI as your community. As a responsible and caring landlord, our team strives to provide safe, well-maintained homes and foster a welcoming environment for all residents.

Your unit was inspected before you moved in and all repairs have been completed. If you need any repairs after you move in, please submit a Maintenance Request by visiting the Resident Portal at york.ca/HousingYork. Please report any issues you find during the move-in inspection as this report will be used to assess any potential damage when you move out.

Resident resources, including more detailed information on processes and topics outlined in this handbook are available at york.ca/HousingYork

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Keys and Fobs

The keys and fobs given to you when you moved in give you access to your unit, mailbox, the building and, depending on your community, parking garage. For security, all unit locks are changed each time a new resident moves in. Residents are not allowed to change or install any locks without prior written approval from HYI.

If you lose or forget your keys contact HYI at HYI@york.ca or by calling 1-866-308-2226.

If you lose or forget your keys after business hours, you will be charged a service fee to have staff open your door. An additional fee will be charged to issue new keys.

Tenant Insurance

All residents moving into HYI buildings must have valid tenant insurance.

Tenant insurance offers you protection in the event of fire, flood or incident by covering the cost to repair or replace personal belongings. It may also provide living expenses, temporary accommodation, or legal defense costs in the event of a lawsuit if you are responsible for damage or other liability issues.

HYI maintains records for insurance and asks all residents to submit proof of tenant insurance under the Housing York Tenant Insurance Policy. The insurance must name Housing York Inc. as an additional insured and include a waiver of subrogation.

Parking

If you were assigned a parking space as noted in your lease, you must provide your license plate number and vehicle ownership to us. If this information changes, you must provide the new information to HYI.

Your license plate number and vehicle ownership ensure the parking spot is reserved for you. Parking is limited at all HYI properties, and most cannot accommodate requests for additional parking. To see if there are spaces available at your building, contact the HYI team at HYI@york.ca or by calling 1-866-308-2226.

Parking areas are monitored to make sure everyone follows the rules. Do not park your car in an unreserved or visitor space. The parking spaces are for parking only. Vehicle repairs, storage or other unauthorized activities are not allowed in these spaces. Unauthorized vehicles parked in visitor parking will be ticketed and/or towed without notice. Repeat violations may result in further actions.

In the winter season residents are responsible for clearing snow around their vehicle. HYI clears parking lots and common areas. You may be asked to move your vehicle to support snow removal, also known as curb-to-curb snow clearing. You will be given notification when you are required to move your vehicle. Residents living in townhouses are required to clear their driveways.

HYI is not responsible for loss or damage to vehicles in the parking areas.

HYI provides communal electric vehicle charging stations at select properties through a third-party provider. These chargers are available on a pay-per-use basis and are not dedicated to individual residents. Individual, dedicated chargers are not permitted. If you are interested in an EV charger at your property, please feel free to reach out to HYI to make the request at HYI@york.ca or by calling 1-866-308-2226.

Visitor Parking

Please let visitors know that they must park in visitor designated areas only. Visitors cannot use a resident's parking space. If your guest will have a car parked in visitor parking overnight, from 2 a.m. to 8 a.m., contact the parking company to register the vehicle.

If your visitor will be parking for longer than 3 days, please contact HYI. For parking guidelines and overnight guest parking instructions, please visit york.ca/HousingYork.

Pets

Pets can be important members of any household. If you have a pet, you are responsible for your pet's behaviour in our buildings and towards other residents. If your pet disturbs other residents or causes health concerns, HYI may take legal action requiring you to remove the pet from the unit.

Please ensure your pet is licensed as required by your local city or town bylaw. Keep pets on a leash at all times while out of your unit. We strictly enforce a stoop and scoop policy in all our communities, including resident backyards in townhome communities. Failing to follow pet policy rules can result in fines and charges and may jeopardize your tenancy.

Decorating and Renovations

If you would like to decorate or make changes to your unit (exterior and interior), you must get written permission from HYI.

Changes include, but are not limited to:

- Paint
- Wallpaper
- Carpet
- Installation of ceiling fans or air conditioners

When you decorate, please remember:

Do not make any permanent changes. When you move out, you may have to restore the unit to its original condition or pay to have it returned to standard. If renovations or alterations were completed without permission, you may be subject to a chargeback for the cost of reversing the changes. For example, you may be charged a service fee if staff need to remove fixtures, shelving or repaint the unit.

When decorating, please:

- Use picture hooks to hang pictures
- Do not use nails, staples or glue if you have permission to install new carpeting
- Use "dry strippable" wallpaper which will not damage the walls when you remove it

In apartment buildings, decorations on your exterior suite door are not allowed. Contact HYI at HYI@york.ca or 1-866-308-2226 if you have any questions.

Utilities

Some HYI residents are responsible for setting up and maintaining utility services that are not included in their rent, such as electricity, water, natural gas and water heater rental. Responsibilities vary based on your unit and lease agreement. Please check your lease.

Resident Responsibilities:

- **Setting up utilities:** Residents required to manage their utilities must contact the appropriate providers to set up accounts and make sure services are active from the first day of tenancy.
- **Maintaining utility accounts:** Residents must keep utility accounts current and pay bills on time. Failure to do so may lead to service disruptions and potential lease violations.
- **Proof of utility accounts:** HYI will require proof that your utility accounts are active. Please provide account details when requested.

Energy and the Environment

Energy use is a growing concern for everyone because the cost of energy is increasing and many forms of energy involve burning fuels, creating pollution. HYI has a long-term plan to reduce energy use.

Please help support conservation efforts. From time to time, HYI will share information on how you can help reduce energy consumption and costs.

Appliances and Air Conditioners

HYI is happy to provide essential appliances to make your home comfortable and convenient. Your lease includes a list of appliances provided with your unit, such as the refrigerator and stove, with newer buildings also including a dishwasher. These appliances will work best and last longer if you clean them regularly. Keep your burner pans and ovens clean and grease-free to reduce the possibility of fire.

You must obtain written permission from HYI to install any other appliances, including washers, dryers and air conditioners, in your unit.

Laundry

HYI offers convenient pay-per-use laundry machines in most communities. Please read the notices in the laundry room to make sure you use the appropriate detergent and use the equipment safely. You can also download an app to receive notifications when your laundry is done. If you have any problems with the laundry machines, please contact the service provider phone number listed in the laundry room or submit a work order. For any emergencies, contact the HYI team by calling 1-866-308-2226.

The installation of laundry equipment may be allowed in some townhome locations. You must ask permission to install your washer and dryer and make sure the installation meets all building code requirements.

Recycling, Organics and Garbage

Reducing waste is important and we encourage everyone to use our recycling and green bin programs. All townhome sites use the blue box recycling program and organic green bin collection. Check with your local city or town for details.

Not sure where your waste should go? Visit York Region's Bindicator at york.ca/Bindicator to find out the best way to dispose of your items and help keep our communities clean and sustainable.

Please follow these guidelines to help keep our building clean, safe and environmentally friendly:

Apartment buildings:

- Separate all recyclables and organic waste before disposing of your garbage. Blue recycling and green organics bins are located on each floor, and we encourage their use before garbage goes down the chute.
- Tri-Sorter systems are installed in some apartment buildings. Waste and recyclables are disposed of using a single chute on each floor. Before placing items in the chute, residents need to select the button for recyclables, garbage or organics. The light will indicate the chute is ready and the items can be deposited.
- Put all garbage in small, securely tied plastic bags before you drop it down the garbage chute. Bags must be small enough to fit into the chute.
- Do not put glass, items under pressure (e.g., aerosol cans) or pizza boxes down the chute. Take them directly to the designated area. If you need help locating it, contact HYI.
- Use double bags on kitty litter and diapers.
- Do not leave garbage bags in hallways, garbage chute rooms or on balconies.
- **Do not leave large items outside of the garbage bins.** Talk to HYI if you need to get rid of large items such as furniture. You may be charged a service fee if you deposit these items in the outside bins or at the curb.
- Never pour fats, oils or grease down sinks or toilets, as it can cause serious plumbing issues. For grease disposal, use the grease containers provided in some buildings or place grease in a sealed container and dispose of it with your garbage.

Townhomes:

- Separate all recyclables and organic waste before disposing of your garbage. Blue recycling and green organics bins are provided at each site and we encourage their use before discarding items as garbage.
- Place all garbage in securely tied plastic bags and put it out before 7 a.m. on pick-up day. After pickup, remove garbage containers, green bins and blue boxes promptly.
- Do not use your yard as a garbage storage area.
- Large items may require a "pick-up sticker". It is your responsibility to purchase these stickers from your local city or town.
- Never pour fats, oils, or grease down sinks or toilets, as it can cause serious plumbing issues. For grease disposal, leave it in the pan to cool or pour the liquid into a container such as a tin can or bowl to cool then empty it into a green bin.

Household Hazardous Waste

It is your responsibility to arrange for the disposal of hazardous waste such as needles, paint, paint thinner and batteries.

Additional information on how to dispose of hazardous waste can be found on York Region's website at york.ca/HHW

Not sure where your waste should go? Visit York Region's Bindicator at york.ca/Bindicator

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Pest Control

Staff and residents need to work together to help control cockroaches, bed bugs and other pests. Make sure that food is stored in airtight containers and garbage is sealed and put out regularly.

Do not feed birds, squirrels, stray animals or wildlife. This could attract mice, rats or other pests. Contact HYI at HYI@york.ca or 1-866-308-2226 if you need pest control services.

Unit Exteriors

If you want to attach items such as satellite dishes, antennas, clotheslines, basketball nets, etc. to the exterior of your unit, you must contact Housing York Inc. first.

If you have a balcony:

- Enjoy the fresh air
- Do not use it for storage. This is not safe because items may blow off the balcony or children may climb on objects and fall
- Do not put carpet on the balcony. The carpet will cause rapid deterioration of the concrete.
- Do not hang planters or anything else over the railings
- Do not feed the birds or squirrels
- Do not put a barbecue on the balcony

Lawns and Walkways

Townhome residents are responsible for raking, watering and weeding their yard and garden, as well as keeping this area neat. Townhome residents with enclosed backyards are responsible for cutting the grass.

During the winter months, townhome residents are responsible for removing the snow and ice from their walkway and driveway. HYI will clear snow and ice from common walkways and roadways.

Common Areas

Recreation rooms:

Each HYI community has a recreation room available to all residents for community related events. If you wish to rent this room for a private function, please contact HYI at HYI@york.ca or 1-866-308-2226. Many programs are organized in your community's common rooms. Check for notices for events and programs that may be offered in your community.

Elevators:

Elevators are essential to apartment living. Here are some tips to help avoid elevator problems:

- Don't hold doors open for long periods of time.
- If the elevator is damaged or is not working, please contact HYI at 1-866-308-2226.
- Each elevator has an emergency call button to use if there is any problem with the elevator. Press the emergency call button to ask for help. Stay calm and if the call button is ever not working, a bell will sound locally. Do not try to exit the elevator until it has returned to floor level.

Moving Out

The HYI team knows that moving out can be a busy time, so we're here to make it as easy as possible. Here are a few important reminders to help you prepare:

1. HYI staff inspect your unit at move-in and move-out to document its condition. Be sure to leave the unit clean and in good condition (except for normal wear).
2. Contact HYI at HYI@york.ca or 1-866-308-2226 for approval before moving items in or out. For apartment buildings, book a time to use the moving elevator.
3. You are responsible for any damage caused by moving items into or out of the building. Make sure items do not exceed floor weight limits.
4. If you plan to move out at the end of your lease, provide HYI with 60 days' written notice, ending on the last day of a month. You're responsible for rent, utilities and other charges during these 60 days, even if you move out earlier. For direct-billed utilities, notify your provider to arrange a final bill.
5. Once you give notice, it's final. You and everyone in your household must leave by the move-out date, or you may face eviction and be charged for each extra day you stay.
6. Remove all belongings and return your keys and fobs upon move-out. Any items left behind will be disposed of, with disposal costs billed to you.

More details about the move-in and move-out processes are included in your lease. Always refer to your lease for accurate information.



MAINTENANCE AND REPAIRS

Regular Maintenance

During business hours (Monday to Friday from 8:30 a.m. to 4:30 p.m.):

Please submit maintenance requests electronically through the Resident Portal available at york.ca/HousingYork.

Examples of regular maintenance:

- Drywall repair
- Minor electrical repair
- Bathroom or kitchen tap repair

Minor Maintenance

As a resident, you're responsible for taking care of basic upkeep in your unit. This includes things like unclogging toilets, replacing lightbulbs in non-LED light fixtures and keeping the unit clean and in good condition. Doing these tasks helps prevent bigger problems and keeps your home safe and comfortable.

If residents find issues such as major plumbing or electrical problems, these should be immediately reported to HYI at HYI@york.ca or 1-866-308-2226.

Maintenance Emergencies

Please call HYI at 1-866-308-2226.

Examples of a maintenance emergency:

- There is no heat, electricity or water in your unit
- There is a water leak or a flood in your unit
- Your only toilet is clogged and will not clear

HYI's Maintenance and Repairs Service Standards outline the three levels of service and response times:

- Emergency Repairs (Within 24 hours)
- Priority Repairs (Within five days)
- Routine Maintenance and Repairs (Within five days)

Consult the Maintenance and Repairs Service Standards any time a repair is needed in your home to find out how quickly it will be done or visit york.ca/HousingYork.

For emergencies requiring urgent attention, such as a fire or gas leak, get to a safe place and dial 9-1-1 immediately.

Entry to your Home by HYI Staff

Under normal circumstances and out of respect for your privacy, HYI staff will only enter your unit with at least 24 hours' written notice.

In an Emergency

In the event of any emergency, if lives are threatened, or when substantial damage could be done to the building, building staff are **not required to provide any notice** before entering.

Not an Emergency

If you need repairs to your unit, and it is not an emergency, please fill out a Maintenance Request Form on the Resident Portal. This form includes an option to provide our staff permission to enter your unit.

When access to your unit is needed, 24-hour written notice will be provided unless you are home and willing to accommodate the staff.

Winter Grounds Maintenance

During big winter storms, snow and ice removal may take time to complete. After significant snowfall, HYI may also provide curb-to-curb clearing, however, residents are still responsible for clearing snow around their own vehicles. Additionally, residents of townhouse sites are responsible for clearing their own driveways and walkways. Please take care when walking outdoors, as conditions may be slippery until maintenance crews have completed their work.

Annual Unit Inspections

To maintain high quality buildings, HYI staff do annual inspections to check appliances, heating, plumbing, safety devices and general upkeep. This helps us find and fix maintenance issues early. Thank you for helping us keep your home in great condition!



RENT

Paying Your Rent

Rent is due on the first day of the month. To ensure your rent is always paid on time, we strongly recommend setting up a pre-authorized payment. Not paying your rent or paying your rent late on a regular basis could risk your tenancy.

For more information about the pre-authorized payment plan, talk to HYI at HYI@york.ca or 1-866-308-2226.

Types of Rent

HYI offers two kinds of leases:

1. **Market Rent:** Residents in market rent units pay rents similar to rents charged in the private sector.
2. **Subsidized Rent:** Residents in subsidized units pay rent based on income, typically 30% of the gross household income. Subsidized rent eligibility is reviewed annually. If you do not submit your annual review package, you will lose your subsidy and be required to pay market rent.

Changes in Your Rent and Income

Market rents are increased annually. You will receive a notice indicating the new rental rate and the effective date of the change.

HYI offers various subsidy programs, each with specific rules. Please review your lease agreement or annual review form to understand the rules that apply to your subsidy. If you are unsure of the rules, contact HYI at HYI@york.ca or 1-866-308-2226 to ensure you understand when to report changes on matters such as people who move out of your unit, who may want to join your household, changes in assets, and income changes. Contact HYI promptly to report changes, following the timeline outlined in your subsidy program rules.



Transferring to a Different Unit

There are instances when residents will need to transfer to larger or smaller units or to other locations. This may be due to health reasons or changes in family size.

Market Rent Residents: Please speak with Housing York Inc. to explore your options under HYI's transfer policy. To be eligible for a transfer, you must be in good standing, which includes having no arrears, outstanding orders, or pending LTB notices or hearings.

Transfer Policy:

Your written request for a transfer is reviewed by the Internal Transfer Committee for evaluation. If your transfer application is approved, it will be placed in order of application date on our internal transfer wait list. If your transfer request is denied, you may fill out an Appeal Request form, which is available by contacting HYI. HYI must receive your written request for an appeal as indicated on your notice of decision.



YOUR RIGHTS AND RESPONSIBILITIES

For the most current information on your rights as an HYI resident , please refer to the Landlord and Tenant Board at TribunalsOntario.ca

Your Lease

Please read your lease carefully. It sets out your rights and responsibilities as an HYI resident. It protects you as a resident, and HYI as the landlord. If you have any questions about your lease, please contact HYI at HYI@york.ca or 1-866-308-2226.

Visitors, Boarders and Lodgers

You are welcome to have friends or relatives stay overnight or for short periods of time. Please keep in mind that you are responsible for your visitors and their actions. If you have visitors, it is important that you follow the rules, regulations and respect your neighbours.

For more details, please refer to the HYI Overnight Guest Policy at york.ca/HousingYork

Your home is meant to accommodate only those who are listed on your lease. Residents are not allowed to have boarders or lodgers under any circumstances.

Eviction

HYI only pursues evictions as a last resort, when attempts to work with the resident and connect them with the appropriate supports are unsuccessful. The best outcome is one that keeps our residents in their homes.

If you are struggling to pay your rent on time, please contact HYI right away and staff will try to assist you.

Under the *Residential Tenancies Act* **you may be evicted if you:**

- Do not pay your rent
- Frequently pay your rent late

- Have more people living in the unit than health, safety or housing standards allow
- Give false information about your income or the income of other family members living in a rent-geared-to-income unit

You may be evicted if you or your guests:

- Cause serious damage to your unit or the building
- Make noise or act in a way that seriously bothers any other resident or the landlord
- Threaten the safety of another resident or HYI staff member
- Break the law on York Region property

You may be evicted if you keep a pet that:

- Injures someone
- Causes damage and you fail to pay the cost of repair when asked to do so
- Makes an unreasonable amount of noise or is an unreasonable nuisance
- Disturbs the reasonable enjoyment of the other residents (i.e. not picking up after your pet)

Smoke-Free Building Policy

When you signed your lease with HYI, you agreed to follow HYI's smoke-free policy. This means smoking or vaping of any substance, including tobacco and cannabis, is not allowed inside your home or on your balcony.

For all residents and visitors, smoking or vaping is also strictly prohibited in any indoor common areas, including hallways, stairwells, lounges and elevators. In outdoor common areas, smoking or vaping must be done at least five metres away from any doors, windows or vents.

Some HYI building leases signed before the policy's 2014 implementation did not contain a no-smoking clause. As a result, some households may still allow smoking (including on balconies and in yards) until those units transition to new leases under the smoke-free policy.

Respecting One Another

HYI has zero tolerance for abuse and is committed to a positive and respectful community. Everyone—residents, staff and visitors—must interact with kindness and respect. If issues arise, follow the proper process to resolve concerns efficiently.

Complaints and Feedback

Feedback is a valued way to improve our service to residents. We want to hear from you if you have a complaint or concern, and we aim to resolve your concern in a timely and fair manner.

Step 1: Resident-to-Resident Concerns

If your concern involves another HYI resident, we encourage you, where appropriate and safe to do so, to try resolving the matter directly with that individual first.

If you are unable to resolve the issue, please proceed to Step 2.

If you are not comfortable addressing your concern directly, please submit your concern in writing and include the date(s) and time(s) of the incident, and related details to HYI.

Step 2: Contact Housing York Inc.

For unresolved resident-to-resident concerns, or for any other complaint related to building operations, maintenance, tenancy matters, staff interactions, or documentation, please contact HYI at 1-866-308-2226 or HYI@york.ca.

Your inquiry will be reviewed and directed to the appropriate staff member responsible for that service area to ensure proper follow-up.

Feedback Survey

HYI is committed to creating a positive living environment for residents and resident feedback plays a key role in shaping our services. Each year, we conduct a survey to hear directly from you about what's working well and where we can do better. In this survey, you can share your thoughts on:

- Communications
- Building upkeep and maintenance
- Resident well-being

Resident Inclusion Plan

In September 2018, HYI endorsed York Region's Inclusion Charter, reflecting our commitment to creating safe, welcoming communities for all. HYI's Resident Inclusion Plan outlines steps for fostering accessible, inclusive spaces where every resident feels valued.

Our Approach: Ask, Listen, Adapt

HYI strives to make services accessible, respect resident diversity and adapt practices based on community needs. Residents play a vital role in building this welcoming environment by sharing feedback, respecting neighbours and participating in community life.

Residents can access the full Resident Inclusion Plan at york.ca/HousingYork.



SAFETY AND SECURITY

Emergency Contact

For medical and fire emergencies, dial 9-1-1.

For building or unit-related emergencies, HYI at HYI@york.ca or 1-866-308-2226

Smoke Detectors

Every unit has a smoke detector and some units have combined smoke/carbon monoxide detectors. You must test the unit monthly and HYI will test and clean it yearly. Residents are responsible for testing the detectors monthly; instructions for testing are included in the move-in package. It is recommended residents replace batteries twice a year.

Please remember, it is against the law to remove any smoke detector. If you believe your smoke detector is not working, please contact HYI immediately at HYI@york.ca or 1-866-308-2226. Never disconnect or disable your smoke detector.

Carbon Monoxide Detectors

All townhomes have a carbon monoxide detector to alert the residents if gas-fired appliances such as furnaces or water heaters malfunction.

Only some apartments have carbon monoxide detectors. Generally, these are apartments located above, below or adjacent to a service room with a gas-fired appliance.

If your home has a carbon monoxide detector, please make sure it is plugged in at all times and dial 9-1-1 if the alarm sounds.

Building Safety and Security

Protecting your safety and security is very important. The security of your building depends on the precautions you take to ensure your own safety and the safety of your neighbours.

Below are some precautions you can take to help keep your building safe:

1. Always keep hallways clear of items such as scooters, wheelchairs, walkers, boot trays and door mats. This helps emergency workers and cleaning staff and prevents tripping hazards.

2. Close and lock your apartment and building doors at all times. When using the intercom system, be sure to ask the caller to identify themselves so that "uninvited" people cannot get into the building or your apartment.
3. Do not let salespersons or solicitors into your building. HYI does not permit soliciting in its buildings. Always ask for identification of anyone you do not know. All York Region and HYI staff carry identification and will be happy to show it to you.
4. If someone you do not know is trying to enter the building, do not let them in. Ask them to use the intercom to contact the person they want to see, and that person can let them in.

Fire Safety

Each household will receive important fire safety information at move-in, available in multiple languages. Please review this information regularly with everyone in your home to stay prepared. If any residents need assistance during an evacuation, please contact HYI in advance, either at move-in or if your needs change, so that we can document and prepare for your safety.

If you discover a fire:

- Leave the fire area immediately
- Do not use elevators
- Close the door in the fire area; do not lock it
- Pull the nearest fire alarm station
- Confirm the alarm by dialling 9-1-1 from a safe location

For apartment buildings:

When the Fire Alarm Sounds:

- Stop what you are doing
- Feel the door for heat
- To check hallway for smoke, stand behind door and open very slowly
- If hallway is clear, close apartment door and exit using the stairs
- Do not use elevators
- If you encounter smoke in stairs, use a different set of stairs

Note:

- If smoke is heavy in the hallway, it may be safer to stay in your apartment
- Keep apartment door closed
- Place wet towel at bottom of door
- Wait on balcony
- Signal your position by waving
- Stay calm

For townhome communities:

- Plan your escape route in advance
- Exit the townhome
- Meet family in predetermined area
- Remain calm
- Dial 9-1-1



17150 Yonge Street, 5th Floor Newmarket, Ontario L3Y 8V3
1-866-308-2226
After Hours Emergency Maintenance Service: 1-866-308-2226
Email: HYI@york.ca
york.ca/HousingYork

Accessible formats or communication supports are available upon request by contacting 1-866-308-2226.

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