

OCTOBER 2020

ASTRO HILL NEWS

Connecting Our Community

@lifeinthearctic

Tenant Survey Summary

Thanks to all of you that participated in our Summer 2020 Tenant Survey. We are pleased to present a few survey highlights.

When we asked you, "How likely is it that you would recommend a friend, family member, co-worker or acquaintance to live at Astro Hill?"

82% would recommend living at Astro Hill

When we asked you, "How satisfied are you with the rental accommodation at Astro Hill?"

94% were satisfied living at Astro Hill

The purpose of the survey is to improve the quality of services we provide to our tenants by helping to assess your satisfaction with our services in key areas, including repairs and maintenance, safety, tenant engagement, and others.

Of course, there is always room for improvement and there were many excellent suggestions made by Astro Hill residents on how to improve your tenant experience. There will be more information on future improvements in the next edition. Thank you for your feedback!

@gypsy_moose

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2020 Improvements

- Removed carpeting in a majority of rental units to make them more attractive and hygienic
- Expanded staffed security services and security camera monitoring to 24 hours to ensure a safe and secure place to live work and play
- Air handling system upgrades in the 6 & 8-Storey to improve temperature control and reduce the impact of foul smells
- Installed air deionizer purifier in the main garbage room for 6 & 8-Storey buildings to eliminate foul smell
- Quarterly cleaning of hallway carpets on each floor of 6 & 8-Storey buildings
- Expanded energized parking for Astro Hill Complex tenants
- Painted the interior of the fitness center, installed a new water station
- Upgraded the interior finishes and exhaust fans in the elevators
- Refurbished the entire mall area, including the Caribrew Café area
- Added digital tenant directory and information signage in the mall area and at the base of the 8-Storey
- Installed new Inuit-English signage throughout the Astro Hill complex
- Implementing lamp replacement program to LED type fixtures and bulbs to improve lighting levels and reduce energy consumption
- Continuation of our low water use fixture program with replacement low flow/low water use toilets and faucets
- Installed card system for laundry machine use to eliminate need for cash



"Continuous Improvement is Better Than Delayed Perfection"

MARK TWAIN

What is on the horizon?

- Completion of the new Astro Hill Place building with retail, entertainment and office tenants and services.
- Opening Iqaluit's largest retail health store by North West Company in Astro Hill Place. Inuulisautinut Niuvirvik will feature a pharmacy, eyecare, health care advisory services and fresh food. (Opening February 2021).
- Complete refurbishment of the Astro Theatre.
- Complete overhaul of one of the 8-Storey elevators to reduce the incidence of problems and breakdowns.



ASTRO THEATRE OPENING EARLY DECEMBER 2020!



RESIDENTIAL TAX INCREASES (BY-LAW #861)

A tax inequity was created when City Council passed a By-Law on August 28, 2018 that effectively created a new mixed-use property class with a commercial mill rate. Numerous citizens in residential units within mixed-use (commercial and residential) buildings in Iqaluit now attract 54.2% higher property tax rates and ultimately pay much higher rent, simply because the buildings they reside in contain a component of commercial space.

We are doing our best to keep rent costs as low as possible, yet all levels of government continue to increase housing costs well above inflation. Insurance costs have also increased at an average of 18% per year over the past two years and is forecast to increase by 17% in 2021. In fact, increases in the range of 36% to 54% on some major items reflect hyper-inflation. We only passed on a small portion of these costs to our renters. This is not sustainable. It is getting more and more difficult and costly to build and operate housing and keep rent increases to reasonable limits in Iqaluit.



COVID-19 Update

During this COVID-19 crisis, we have significantly increased our expenditures on cleaning, sanitation, signage, more labour-intensive procedures, and much more! You can also review the long list of other projects in 2020 and 2021 that we have initiated to help maintain and improve the quality of accommodation at Astro Hill. Due to the COVID-19 crisis, some projects will get deferred. Thankfully, there has been some assistance from the Federal government, but not enough to offset the additional costs.

The safety of residents and team members at Astro Hill is a business priority.

That is why Astro Hill is committed to:

- Cleaning regularly, especially in high traffic areas
- Wiping down and disinfecting surfaces (i.e. inside elevators, doorknobs to public access areas)
- Providing access to hand-sanitizer
- Encouraging staff to stay home and away from others if sick
- Adhering to social distancing and gathering protocols recommended by Federal and Territorial public health agencies