



KITCHENER HOUSING INC.

Tenant Handbook

Mission Statement

Kitchener Housing Inc. (KHI) is a non-profit housing corporation committed to developing and managing innovative and affordable housing in an environment that encourages personal and community growth.

Vision Statement

Kitchener Housing Inc. will expand and diversify our rental housing by mobilizing community support and financial resources through the development of innovative partnerships.



Kitchener Housing Inc.

IMPORTANT CONTACTS



**CALL 911 IF YOU NEED AMBULANCE, FIRE DEPARTMENT OR
POLICE**

Kitchener Housing Inc.

519-744-6655

Use this number to contact our office during office hours: 8:00 a.m. to 5:00 p.m. Monday to Friday, except holidays. The office is closed from 12 noon to 1 p.m. for lunch.

Maintenance Repairs

519-744-6655

**extensions 202, 206 or
207.**

After Hour Emergency Repairs

519-749-3813

Call this number for maintenance emergencies after regular office hours, holidays and weekends if:

- There is no heat, electricity or water in your unit
- There is a water leak or flood in your unit
- Your toilet is plugged and you only have one washroom
- Your basement sewer drain is flooding



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Other contacts:

Tenant Placement Officer.....519-744-6655 ext. 205
Accounts Analyst for Rental Payments.....519-744-6655 ext. 201
General Inquiries.....519-744-6655 ext. 200

On-site Resident Managers

If you reside at one of the following properties, your Resident Manager can be contacted to arrange for maintenance services during regular office hours.

454 Lancaster Street West519-745-0595 or 519-749-7011 pager #51202
15 Linden Avenue.....519-571-9516
20 Union Lane.....519-745-0595 or 519-749-7011 pager #51202
25 Joseph Street / 35 David Street.....519-897-6943
31 Oprington Drive.....519-575-1868



TENANT HANDBOOK

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Introduction

Welcome to your new home. This Tenant Handbook gives you important information and helps answer some of your questions as you settle into your new community. Inside this Handbook, you can find helpful answers to some frequently asked questions, as well as information about what is expected and required of you as a tenant living in a Kitchener Housing community. We hope you will find this Handbook helpful and encourage you to contact us if you have any questions.

Who We Are

Kitchener Housing Inc. was incorporated in November 1986. We are a not-for-profit housing developer and manager with a portfolio of over 730 units that provides rental assisted housing as well as market rent housing.

About Kitchener Housing Inc.

Kitchener Housing portfolio is concentrated in the heart of downtown Kitchener. The units include low and high-rise apartment buildings, townhouses and single family homes. Units vary in size from bachelor apartments to four bedroom homes, with a selection of units being accessible for individuals with physical disabilities. Kitchener Housing provides independent living rental housing with no support services.

How to contact us

If you have any questions or concerns during your tenancy, you can contact Kitchener Housing Inc. by calling **519-744- 6655**.

Our office is located at **11 Weber Street West, Kitchener, Ontario, N2H 3Y9**. You can also reach us at KitchenerHousing@kitchener.ca or at our website www.kitchenerhousinginc.ca.

Office hours are 8:00 a.m. to 5:00 p.m. Monday to Friday, except for holidays. The office closes for lunch from 12 noon to 1 p.m. daily.



Moving In

Welcome to your new home! We hope you enjoy it.

Move in Inspections



Your unit was inspected before you moved in, however you will be asked to complete a Move-in inspection with your Resident Manager or Property Manager so we can record any deficiencies that we may have overlooked. A Move-In Inspection Report will be completed with your Resident Manager or your Property Manager within 10 days of moving in. If you do not note any deficiencies on the Move-In Inspection Report, this indicates that the unit is in good condition and that no repairs are needed. Please inspect everything as soon as you move in, such as doors, ceilings, walls, windows, screens, etc. Check to make sure that the light fixtures, plumbing fixtures, appliances, smoke alarms (located on every level of the home including the basement) and all plugs are working.

Keys



You will be given a set of keys only when you have completed all the requirements of your Tenancy Agreement as follows:

- Your lease has been signed by all tenants
- You have provided verification of hydro and gas utility contracts
- You have provided verification of your tenant insurance
- You have paid both your first and last months rent

In all cases, the locks to your suite were changed when the former tenant moved out. Since all the keys you will receive are mastered to the building master system, you **may not** change your locks without permission from Kitchener Housing.



Townhouses and Single Homes

The keys that you were given when you moved in give you access to your unit. There may be additional keys for central laundry (if equipped), underground garage (if equipped), and your mailbox (if applicable).

Apartment Buildings

The keys that you will be given will access the front door of your building, your suite, your mailbox, central laundry facilities and underground parking (if applicable).

If you lose or forget your keys during business hours (8:00 a.m. to 5:00 p.m.), please ask your Resident Manager or other office staff for help.

If you lose or forget your keys after normal business hours, you will be charged a fee to have your key (s) replaced or for staff to open your door. Call the after hour emergency service for assistance.

We recommend that you arrange to have a spare key available with a friend or family member.

Parking



Due to limited tenant and visitor parking at Kitchener Housing sites, we ask that you only park in your assigned parking space. There is limited parking available at all KHI sites. **A Vehicle Registration Form must be completed** before a parking spot will be assigned to you.

Please respect the following rules:

- Your vehicle must be roadworthy, in good repair, licensed with current plates and insured.
- In order to be assigned a parking space, your vehicle must be registered in your name or in the name of the leaseholder.
- Any damage to the pavement caused by oil or gas leaks will be repairs at the vehicle owner's expense.
- You are not permitted to repair or service your vehicle on site.



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- All vehicles without current license plates, not registered with KHI, parked in a fire route or no parking area will be ticketed and towed.

Please note we do not allow commercial vehicles such as school buses, 18 wheelers, recreational vehicles and boats, to name a few, to be parked on our sites. Vehicles with no plates or expired validation tags must not be parked on our properties; they will be tagged and towed and you will be invoiced for this expense.

If you have any questions about your assigned parking space, please call General Inquiries 519-744-6655 ext. 200.



Basements

Do not consider or use basements as living space – **they are not habitable spaces.** Basements do not have proper fire exits or ventilation. Items that you store in your basement should be placed on raised platforms in case of hot water tank leaks, foundation leaks or sewer back-ups. KHI is not responsible for damage to any items being stored in basements. If some of your personal items are damaged as a result of a basement leak, you should contact your insurance company. Please let your Resident Manager or Property Manager know if you are aware of any basement leaks.

Decorating



In order to make your new home feel like your own, we understand that you may want to decorate it to suit your personal taste. However, please be aware, that Kitchener Housing Inc. has a decorating policy. A decorating agreement is also part of your signed lease so before you begin painting, permission must be granted by Property Management staff.

- Exterior surfaces of the building may not be painted, stained, or altered in any way.
- Wallpaper is not allowed.



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- When you move out, there will be extra charges to you for the removal of fixtures, shelving and any furniture, appliances and garbage that you have left behind.

Please note that you cannot make any permanent changes to your home. For example, do not replace floors or remove doors. Written permission from your Property Manager is required if you wish to install carpet, tile, or make any other significant alterations.

We encourage you to always check with your Property Manager before you decorate.



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Your Rent

We ask that you read this section on rent very carefully, and we encourage you to contact our Accounts Analyst if you have any questions at all. Your rent is due on the first day of each month. Please do not jeopardize your tenancy by not paying your rent or paying your rent late.

About Your Rent

Kitchener Housing tenants pay a monthly rent that is either at market value or geared to the household's total monthly income.

Rent-Geared-to-Income (RGI) assistance is the financial subsidy provided to a household in order to reduce the amount the household must otherwise pay to occupy a unit with Kitchener Housing. Rent Geared to Income is based on approximately 30% of the household's gross monthly income before deductions. Contact the office if you require further clarification.

Paying Your Rent



Your rent is due on or before the 1st of every month.

To ensure that your rent is always paid on time, we strongly encourage you to inquire about setting up either a pre-authorized payment plan or providing a series of post-dated cheques. For more information about the pre-authorized payment plan, please speak to our Accounts Analyst at ext. 201.

Cash and debit payments will only be accepted at head office, 11 Weber Street West, Kitchener.



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Reporting Changes to Your Income or Household (RGI Tenants Only)

As a **Rent-Geared-to-Income Tenant (RGI)**, you pay rent which is based on the amount of income received by you and anyone else that lives in the unit with you. It is calculated according to the rules set out in the Housing Services Act, 2010 and policies developed by Kitchener Housing.

Rents are reviewed once a year. You will receive a package in the mail explaining this process, with the list of required documents and timelines involved. Failure to respond to this annual request will result in your household losing its rent geared to income assistance.

It is very important that you understand that your rent may change more than once a year. If there is a change in your income – an increase or a decrease – these changes must be reported, in writing, to the Tenant Placement Officer within thirty (30) days of the change. Failure to do so may result in your household losing its rental assistance.

Do not wait for your annual review to report changes in your income.

Your RGI subsidy and tenancy could be jeopardized if you do not report changes. You may be required to pay money back to Kitchener Housing should you fail to report changes within the 30-day time period. Ultimately, you could lose your rent-geared-to-income assistance if you do not report changes within the 30-day time period.

A change to your household composition (the number of people living in the unit) also affects your rent-geared-to-income status. If you would like to add someone to your household you must notify the Tenant Placement Officer in order to complete the necessary paperwork. Kitchener Housing also needs to provide authorization for the addition. Both of these steps need to occur before someone moves in.

Any information provided at the time you signed your lease, needs to be updated as soon as the information changes. This includes:

- **Pets**
- **License plate number**
- **Vehicle information**
- **Phone number**
- **Email**
- **Next of kin**
- **Emergency contacts**

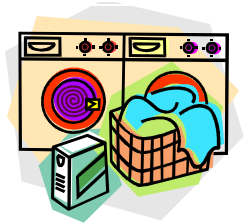
You can send the information in writing to the office, by e-mail or contact the KHI office general inquiries at ext. 200.



You and Your New Home

This section of the Guide has been created to answer some of the common questions that you will naturally have when moving into your new community, and to provide you with some of the do's and don'ts that you need to be aware of. If ever you are unsure about anything, contact your Property Manager or Resident Manager.

Laundry



All Kitchener Housing apartment complexes have coin-operated laundry machines for tenant use. We ask that you leave the washer and dryer clean after your laundry is finished, and that you do not leave your laundry unattended once the cycle is complete. If you have difficulties with the laundry machines, please contact your Property Manager or Resident Manager for assistance.

If you live in an apartment, you are not permitted to install a washer or dryer in your unit. They could overload the system and cause flooding and/or other plumbing problems.

If you live in a townhouse or single detached home, installing a washer and dryer is permitted if there are existing hook-ups for these appliances. KHI does not provide the dryer hose.

Garbage



For apartment buildings

Large Apartment Buildings with garbage chutes on each floor

- Make sure the garbage is doubled bagged and small enough that it will not block the chute. Make sure you push the bag down the chute and that the chute door is securely closed.
- Do not drop bottles or other glass objects down the chute.



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- Kitty litter must never be put down the garbage chutes.
- Do not leave garbage bags in hallways, garbage chute rooms or on your balcony.
- If you do have an accident, be considerate and clean it up.
- Please be careful when carrying garbage through the hallways so that liquids do not drip on the floor.

Townhouses, Single Homes and Small Apartment Buildings without chutes

- If you have a common garbage room, it is important to securely tie your garbage bags and place them in appropriate bins.
- Trash must never be left on the ground beside the bins.
- If you have furniture or other large items to be discarded, you are responsible to take these items to the Regional Landfill or to make private arrangements for disposal.
- If you have a large outdoor bin, it is important that your garbage goes inside the bin and not left on the ground around the bin area. Small children may have difficulty getting the garbage in the large bins so it is up to the adults to ensure that it goes inside the bin. Trash must never be left on the ground beside the bins.
- If you have curb side pick-up, you can only place garbage to the curb on the scheduled pick-up day.
- Front yards should not be used as a storage area for garbage bins. Store garbage bins with secure lids in your rear yard/patio area only.
- When purchasing a large garbage container to hold your garbage for the week, ensure that you buy one with a secure lid to keep the smells and animals out until garbage day. We suggest that you line your container with a very large garbage bag and then place your small grocery size bags inside the large liner. This makes it much easier to transport it to the curb for your scheduled pick-up day.

Tenants will be invoiced for the cost of improper garbage disposal. If you are unsure of pickup days, contact your Resident Manager or the office.



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Hazardous Waste

Arranging for the disposal of hazardous waste, such as needles, paint, paint thinner, electronics and batteries is your responsibility. Remember that items such as needles must be disposed of properly for safety reasons. Contact your Doctor or Pharmacist for safe disposal instructions of these types of items.



Recycling

We encourage you to participate in the blue bin or blue box recycling program in your community. If you live in an apartment complex, your Property Manager or Resident Manager will advise you where the blue bins/boxes are located. If you live in a townhouse or single home, and you are unsure of where to find the bins/boxes, please contact your Property Manager and they will advise you of how to obtain the blue bin.

It is important that you properly sort your recycling before placing your items in the large bins. If the bins are full, please hold on to your items until the bins are emptied by the Region of Waterloo. Recycling must never be left on the ground beside the blue bins/boxes.



Pets

In many households, pets are important members of the family. Please keep in mind that if you have a pet, you are responsible for your pet's behaviour and its effect on the building and other tenants. Kitchener Housing permits tenants to own pets within the bound of the following legislation: Residential Tenancy Act, City of Kitchener Municipal By-Laws and K-W Humane Society. The Pet Policy will be provided to you upon lease signing or upon request. If you move in with a pet we will provide you with a Pet Registration Form that you are required to complete and return to the office. If you obtain a pet after you have moved in with us it is your responsibility to advise the office and complete the Pet Registration Form within 30 days.

Your dog or cat must be on a leash at all times while outside of your home, this includes the hallways of all apartments. Kitchener Housing enforces provincial and municipal by-laws concerning pets, including a "stoop and scoop" policy in all of our communities. We ask that you be mindful of local by-laws, as fines will be applied if you fail to follow them. Do not let repeated problems jeopardize your tenancy!



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Accessibility



The majority of Kitchener Housing apartment buildings are wheelchair accessible.

Insurance



Tenant Liability Insurance is a mandatory lease requirement for all Kitchener Housing tenants independent of rent charges at market value or rent geared to income. You will be required to provide proof of insurance prior to moving into a unit and during your annual review. KHI will pursue eviction for all tenants that do not have Tenant Liability Insurance in good standing throughout their tenancy.

Kitchener Housing insures the buildings; however this insurance does not cover your personal property. If there is a flood (water or sewer) or fire in your unit, you need to have your own insurance to cover any damages to your personal property. If your neighbour has a fire or flood in their unit and the damages impact your personal property, having personal property insurance is vital to you to cover any losses that you might incur. In addition, you will be held responsible for damages that are found to be caused by you or your guest(s) as a result of negligence on your part.

Community Space

Many KHI buildings are equipped with a community room. This space is available to residents and their guests for meetings and recreational activities. Private bookings can be arranged for a fee with a portion refunded when the room is returned in a clean damage-free state.

Please contact the KHI office ext. 200 to make arrangements and complete the necessary forms. We recommend that you do this up to six-weeks in advance of your scheduled event in order to ensure availability of the room.



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Elevators

Elevators are a safe and essential part of apartment living. Unfortunately, elevators sometimes do stop working. Here are a few ways that you can help to reduce elevator problems:

- Do not hold doors open for long periods of time.
- Do not kick the doors.
- Do not block the doors with any objects to 'hold' the elevator. If you would like to place the elevator on service, request assistance from your Resident Manager or Property Manager.
- If the elevator door is not closing, check for anything that could be blocking it, such as debris on the tracks.
- If the elevator is damaged or not working, please contact your Resident Manager or Property Manager immediately.
- If the elevator stops between floors, there is a phone or intercom in each elevator that allows you to call for help. Lift the telephone off the cradle, or press the intercom button. Stay calm. Do not try to exit the elevator before it returns to the floor level. (Note: some elevator phones are behind a closed door. Once the handset is picked up, or the alarm button has been pushed, wait for someone on the other end of the line to communicate with you.)
- If you discover that someone is stuck in an elevator, try to maintain verbal contact, if possible, and provide assurance that help is on the way. If you think medical attention is required, call 911.



Pest Control

Unfortunately, pests can become a problem in any household. To control this problem, staff and tenants need to work together. Make sure that food is stored in airtight containers, and that garbage is stored in sealed containers and put out on regular garbage days. We ask that you contact your Resident Manager and/or your Property Manager to report any pest infestations as soon as it is noticed. By contacting your Resident Manager and/or your Property Manager pest control services can be contacted in a timely manner.



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We also ask that you do not feed birds, squirrels or stray animals, as this may attract unwanted pests to your building. Bird feeders are not permitted on KHI properties.

Bed Bugs



With the recent increase of bedbugs in Ontario, we are reminding tenants to be aware of bugs in their unit. Although bedbugs do not carry any diseases, they will bite and cause itchy red welts. You can get many bites at one time, which could cause severe itching and discomfort. It is impossible to treat bedbugs on your own. If you find any bedbugs in your unit or are suspicious of bedbugs, contact your Property Manager and they will arrange for a professional to inspect your unit.

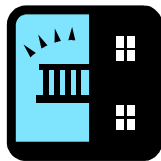
Satellite Dishes and Receiving Equipment



All requests to install a satellite dish must be made to the office prior to installation. The application request form can be picked up at the office or mailed to your home. KHI has a strict policy regarding the installation and removal of outside receiving equipment and any installation that has not been pre-approved by staff will be removed immediately at your cost.

Some phone systems interfere with building intercom systems. Make sure when setting up your phone, or if you change phone companies, that your service provider checks that your intercom is working before they leave.

Balconies



Balconies can be great for enjoying those warm summer days and evenings, and we encourage you to put out patio chairs and table planters. There are some rules, however, that we need to enforce for safety reasons.

Help keep our communities safe for everyone by following the simple rules listed below:



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- Balconies should not be used as a storage area. Materials may blow off the balcony, or children may climb on objects and fall off the balcony.
- Carpet is not allowed on the balcony as it will result in rapid deterioration of the concrete.
- You may hang planters on the inside of the balcony railing, but please ensure that they are securely hung. Planters are not allowed to hang over the balcony railing.
- Barbequing is not allowed on your balcony for fire safety reasons under local municipal by-laws. Propane tanks may not be stored on the balcony.
- Sweeping dirt off of or throwing anything (such as water) off a balcony is not permitted.
- Balconies are not to be used as a place for your dog and/or cat to relieve themselves.
- You are not permitted to enclose your balcony in any fashion.



Yards

You are responsible for keeping your outside areas neat, clean and orderly.

- Please do not use yards, balconies or front porches as storage areas.
- KHI hires landscape contractors to cut your lawn but it is your responsibility to keep your lawn clear of litter and toys.
- Pick-up all animal feces on a daily basis. Landscapers do not remove any animal feces. This is your responsibility.
- Landscapers will not mow the lawn if your belongings are scattered on the grass or if your gate is locked.
- Gates and rear fences that were not installed at the time of construction are forbidden. If you have any questions, contact your Property Manager.

Flowers and plants add to the beauty of your home. We encourage you to use planters and pots to show off your green thumbs. Containers are a great way of enjoying your summer plants.

Please remember that carving out sod in yards to plant a new garden or flower bed is not permitted.



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Snow Removal

Kitchener Housing is responsible for the clearing of snow and ice from central parking lots, central walkways and central sidewalks within the property (with of exception of single dwellings). The snow contractors hired by Kitchener Housing are under contract and they arrive on site as soon as the snow stops falling.

Our snow contractors follow the City of Kitchener By-law timeframes to have snow cleared within 24 hours after the snow stops falling. Do not expect the snow contractors to begin clearing the snow until the snow stops falling. Be prepared to deal with the snow yourself or make alternate arrangements to get to work, school or appointments.

- Tenants living in townhouses that have their own private driveways and front stoops/porches are solely responsible for clearing these areas of snow and ice.
- Tenants living in townhouses must also clear snow and ice from their private sidewalks to the central sidewalks.
- All tenants may use the aggregate provided in the salt/sand bins to address the snow and ice that they identify may need extra attention.
- The contractors are not responsible for the snow and ice between cars. Please be cautious and apply salt/sand from the bins in these areas.
- Remember to take extra care when traveling to and from your home throughout the winter season as black ice is not always visible.



Playgrounds

If your home has a central play area for children, please respect the playground hours. From spring to fall, the playground hours are from 8:00 a.m. to 9:00 p.m. Children should not be on or near the playground equipment before or after these hours as it is unsafe and disturbing for residents. Children must be supervised by an adult at all times while in the playgrounds.

Graffiti and vandalism are considered illegal acts. If you see anyone committing an illegal act, please call the police and report the crime. Call your Property Manager to report the incident as well.



Your Rights and Responsibilities

Your Lease



Your Tenancy Agreement sets out your rights and responsibilities as a tenant, and we ask that you read it very carefully. Your lease protects you as the tenant and Kitchener Housing Inc. as the landlord. If you have any questions about your lease, please contact your Property Manager or the Tenant Placement Officer.

Transferring to a Different Unit



When you first meet with Kitchener Housing staff and are offered a unit to rent, every effort is made to ensure that you are appropriately housed. We are aware that life situations can change from time to time and there are reasons why tenants would want or need to transfer.

Approval for a transfer is given based on tenant need, tenant rent paying history and the care/condition of the current unit. KHI will not transfer tenants who have not taken care of their current unit.

A request to transfer must be made to the Tenant Placement Officer at the KHI office through the completion of a Community Housing Access Centre (CHAC) application. This application can be obtained at the KHI office or by calling the Region at 519-575-4833. Once completed, the CHAC office will input, approve and communicate with you regarding your request to transfer.

Tenants who are overhoused under the Social Housing Reform Act must transfer to keep their rental subsidy. Overhoused households are identified as those that are receiving Rent Geared-to-income (RGI) assistance in a unit that is larger than they require under the local occupancy standards. For more information, please contact the Tenant Placement Officer to discuss the KHI Transfer Policy.



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Internal Review

Under the Social Housing Reform Act, (2000), you have the right to an Internal Review if you are unhappy with certain decisions that have been made by Kitchener Housing Inc. You must write to our office and request the internal review within 10 days of receiving a Notice of Decision. You can ask us for a review if you believe:

- We have based a rent subsidy decision on incorrect information;
- We have calculated your rent subsidy or housing charge incorrectly;
- Your rent subsidy was discontinued without appropriate cause;
- Your request for a transfer has been unfairly refused; or
- You have been wrongly asked to move to another unit because you are overhoused (e.g. fewer people in your unit than the rules allow).

Guest Policy

You are welcome to have a guest stay overnight or for up to two days on an occasional basis without seeking KHI's approval. If you would like for your guest to stay longer, you will need to ask us, in writing, and then wait for us to give you written permission. This must be done before your guest arrives. Without KHI's permission you may lose your rent subsidy assistance. Your home is meant to only house those people who are listed on your lease. Please contact your Tenant Placement Officer if you have any questions.

Damages & Charge backs

It is your responsibility to make sure that your guests comply with the rules and regulations described in your Tenancy Agreement. Please be aware that if you cause property damage, or a person (guest) whom you permit on the property, causes property damage, Kitchener Housing will charge you with the cost to repair or replace the damaged property. This cost may include staff time. Staff will take the condition and age of the damaged property into consideration when assessing the chargeback. For damage to minor items, such as broken door stops or broken light shades, you may choose to do your own repairs. Damage to window screens is your responsibility, but any damages to other, larger items should be discussed with your Property Manager.



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Smoke Free Policy

The Smoke Free Policy came into effect on **April 1, 2012** extending across all KHI / KNPPMI properties. On this date, new tenants (including internal transfers) and their guests/visitors are not allowed to smoke or hold lit tobacco of any kind (cigarettes, pipes, cigars, etc.) anywhere on their Leased Premises. This means inside the rental unit, on balconies or patios.

Tenants who have signed lease agreements before April 1, 2012 have been “grandfathered” (exempt) from the policy that applies to smoking indoors as long as they continue to live in the same unit. This means they can continue to smoke in their rental unit, on balconies and patios. If they transfer however, the Smoke Free Policy will come into effect.

When smoking outside, all tenants and their guests/visitors must be at least five (5) metres away from any windows, entrances or exits to the building. Non-smoking and smoking areas will be clearly marked and ashtrays provided outside apartment buildings.

Smoke-Free Buildings

Effective February 15, 2011, 35 David Street has been designated as a “Smoke Free Building”. Tenants, their guests and visitors must follow this “Smoke Free Building Policy” and will not be allowed to smoke or hold lit tobacco or similar products inside their unit or anywhere inside 35 David Street.

Eviction

Eviction is always a last resort. Your unit is your home and our goal is to help you keep your home. If you have a problem paying your rent on time, let us know right away and our staff will try to work with you to find a solution.

The Residential Tenancies Act provides the following grounds for eviction:



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You may be evicted if you:

- Do not pay your rent on time
- Frequently fail to pay your rent on time
- Have more people living in the unit than health, safety, or housing standards allow
- Give false information about your income, the income of other family members living in a rent-g geared-to-income unit, or about the number of people living in your home.



You may be evicted if you or your guests:

- Cause serious damage to your unit, the building, or the residential complex
- Make noise or act in a way that seriously bothers any other resident or the landlord
- Threaten the safety of another resident or the landlord
- Commit an illegal act.



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 tenants or the landlord (e.g. not picking up after your pet).

Note: this section is not intended to be legal advice. For legal assistance, you can contact the Community Legal Clinic and the Landlord and Tenant Board.



Air Conditioning Policy

An Air Conditioning Operating Agreement must be completed and submitted to your Resident Manager/KHI Property Staff for approval prior to installation of an air conditioner.



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1. Each and every air conditioner has to be professionally installed and **can only be installed using a KHI air conditioning (A/C) tray.**
2. **Tenants must acquire and pay a \$25.00 deposit for an A/C tray prior to the installation. The deposit will be refunded when the A/C tray is returned and only if it is in good condition.**
3. **The A/C tray can be kept in your unit throughout your tenancy but must be returned for refund at move out time. If your tray is not returned or is damaged the deposit will be forfeited and the tenant will be responsible for the replacement cost of \$250 per A/C tray.**
4. Air conditioners can not be installed prior to May 1st and must be removed by September 30th. If you fail to remove the air conditioner by September 30th, KHI will have it removed at a cost to you of no less than one month hydro payment.
5. All costs and liability incurred are the sole responsibility of the tenant.
6. Tenants who reside in units where hydro is included in their rent, will be charged a hydro surcharge based on the size of the air conditioning unit and the average hydro usage for June, July and August. Full payment or post dated cheques for July and August must accompany the Air Conditioning Agreement **along with the \$25 deposit for the A/C tray.**

Swimming Pool Policy



According to the National Safety Council, drowning is the leading cause of death, especially for children under five. The water depth of any pool is sufficient for drowning to occur. Protecting young children from accidental drowning and near drowning in all water environments, whether natural or constructed is a primary concern. It is the responsibility of the parent, caretaker and pool owner to prevent accidents.



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Only wading pools are permitted to a maximum depth of 45 centimeters (16 inches).

Tenants are responsible to supervise at all times.

- Never leave a child alone out of supervisory eye contact in or near the pool – not even for a second. There is absolutely no substitute for constant adult supervision.
- If you must leave the pool area, even for one minute, take your child with you. One lapse in supervision can spell tragedy.
- Floating toys attract youngsters. Remove toys from the pool when not in use. A child can easily fall into the pool while trying to retrieve one.
- Wading pools must be emptied immediately after use and positioned such as it cannot fill up with rain water. Untreated water left in pools become breeding ground for mosquitoes and bacteria.



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Safety and Security

For all medical and fire emergencies, call 911.

For building and unit-related emergencies, contact your on-site Resident Manager, your Property Manager or the office at 519-744-6655. After hours, call Kitchener Housing Inc. at 519-749-3813.



Smoke Alarms

For your safety, your unit is equipped with one smoke alarm located on each level of your home. Your smoke alarms will be tested annually. However, it is recommended that you test and gently vacuum around your smoke detector on a monthly basis. If you suspect that your smoke alarm is not working properly, please contact your Resident Manager or your Property Manager immediately.

Never disconnect your smoke alarm.

It is a provincial offence to tamper with a smoke alarm.

Electricity and Water



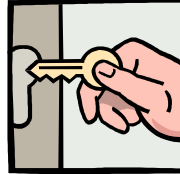
Electrical appliances and water can be a lethal combination. If an appliance falls into a sink or tub of water, or if you touch an appliance with wet hands or while standing in water, you risk severe electric shock and possibly death.



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- Never use any electrical appliances - radios, TVs, hair dryers, etc. - near sinks, toilets or bathtubs
- Always dry your hands before touching electrical appliances
- Keep the floor around your washer and dryer clean and dry

Building Safety and Security



Protecting your safety and security is paramount. The security of your building and community depends largely on the precautions you take to ensure your safety and the safety of your fellow tenants. Below are some precautions you can take to ensure the safety of your building/community:

- Always keep hallways clear of items such as scooters, wheelchairs, walkers, boot trays, baby buggies and doormats. This will help emergency workers and cleaning staff. The Ontario Fire Code also requires clear access in all common hallways
- Close and lock your apartment/unit and building doors at all times
- When using the intercom system, be sure to ask the caller to identify him or herself so that “uninvited” persons cannot gain access to the building or your unit
- Do not let salespersons or canvassers into your building. Kitchener Housing does not permit soliciting in apartment buildings. Salespeople may claim to be Kitchener Housing employees or claim to have permission to enter your building. Always ask for identification of anyone you do not know, or who claims to be an employee or contractor with Kitchener Housing.
- 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 wish to visit
- If you plan to be away from your home for an extended period of time, notify your Resident Manager, post office, newspaper office and all other routine delivery people. Be sure to close and lock all of your doors and windows before you leave. Consider using window locking devices for additional security



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- Do not remove window screens as it makes unwanted entry easier.
- Do not remove window security blocks/stops.
- Do not tamper with childproof windows.

Fire Safety



An important note to tenants who live in apartment buildings:

You must **NEVER** disconnect your apartment door closer. The door closer is a critical fire safety device, and we ask that you report any problems with your door closer to Kitchener Housing. Tenants who disconnect or tamper with their door closer may jeopardize their tenancy.



If you discover a fire:

- Leave the fire area immediately
- Do not use elevators; take the stairs
- Close any doors in fire area but do NOT lock them
- Pull the nearest fire alarm station
- Confirm the alarm/emergency by phoning 911 from a safe location



When the fire alarm sounds:

- Stop what you are doing
- Feel your apartment door for heat



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- Check the corridor for smoke by standing behind the door and opening it very slowly
- If corridor is clear, leave your apartment, close the apartment door, and exit using the stairway
- Do **NOT** try to use elevators
- If you encounter smoke in the stairway, use an alternate stairway



For Apartment Buildings:

If smoke is heavy in the hallway outside your apartment door, it may be safer to remain in your apartment. If so:

- Remain calm
- Keep your apartment door closed but not locked
- Place a wet towel at the base of door and tape around the door if you can
- Call 911
- Wait on your balcony or by the large living room window
- Signal your position by waving to emergency workers

For Townhouse Communities & Single/Semi-Detached Homes:

- Plan an escape route with your family in advance that establishes a meeting place outside of the home
- Remain calm
- Exit your home as quickly as possible
- Meet family in predetermined area
- Call 911

Help save your life and the life of others. Plan ahead and never disconnect fire safety equipment, such as: fire alarms, smoke alarms and door closers.



Maintenance and Repairs

Unit Inspections



Kitchener Housing Staff will periodically inspect your unit. Typically, this is done once every other year. This inspection helps us check on the operating condition of appliances, heating, plumbing, safety devices, smoke alarms and the general condition of your unit.

Rather than waiting for your unit inspection for repair work to be noted, we ask that you report any maintenance problems as soon as possible. Your assistance in early detection of maintenance problems is greatly appreciated.

All KHI tenants are given proper 24 hours notice of entry prior to the commencement of any work with the exception of cases of emergency.

Maintenance Emergencies

The following are examples of maintenance emergencies:

- There is no heat, electricity, or water in your unit
- There is a water leak or flood in your unit or there is a water leak in your unit coming from another unit within the complex
- Your toilet is plugged and you only have one washroom
- Your basement sewer drain is flooding

If you have a maintenance emergency during normal working hours, please contact your Resident Manager or Property Manager immediately. For after hour emergencies contact 519-749-3813 and state what type of emergency you are experiencing.



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Remember that in the event of a maintenance emergency that can potentially cause substantial damage to the building or unit(s), staff is not required to provide 24 hour notice before entering your home.



Non-emergency Repairs

If you need repairs to your unit that are not considered an emergency, contact your Resident Manager or your Property Manager, and complete a Request for Maintenance Form. When you complete this form, you are giving us permission to either enter your home to perform the repairs when you are not at home, or if you prefer, you can have someone at your home when we arrive. We also ask that you inform us about any pet(s) that may greet us when we enter your home.

Contractors and Kitchener Housing Inc. staff begin work at 8 a.m. Please be prepared for maintenance to begin work repairs at this time.

Your maintenance request will be acknowledged within 48 hours and typically most repairs will be completed within 14 days. If the repairs take longer or cannot be completed for some reason, staff will advise you of this.

Basic Maintenance Instructions for Your Home



No Heat? Check this list first before you call.

- Have you checked to ensure that the furnace power switch is in the ON position? The furnace power switch is located near the furnace, either high on the wall or on the basement ceiling, and is similar to a light switch
- Check that the furnace filter is clean. As a tenant, you are responsible for changing the furnace filter once a month. On most furnaces, the filter slides out where the cold air ductwork returns to the bottom of the furnace
- Check the fuse or circuit breaker, which is located in the main electrical panel of your home
- Turn your thermostat down all the way, wait a minute, and then turn it up to a temperature that is warmer than the average room temperature



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- Ensure that your warm air registers and cold air returns are free of any items that could restrict air circulation
- If your heating system fails to operate, contact your Resident Manager or Property Manager

Safety Hint: Always ensure that there is a three foot clearance around furnaces and water heaters.



No Hot Water or Leaking Hot Water Tank

Hot water tanks are rented from Kitchener Utilities. If you have **no hot water or the tank is leaking**, call Kitchener Utilities at 519-741-2529. Kitchener Utilities will make arrangements to inspect your hot water tank and they will take appropriate action to repair or replace your tank.

Appliances

If an appliance does not work, first check to be sure that it is plugged in. Also, check the circuit breaker and fuses that serve the appliance's circuit to make sure that it hasn't tripped or blown. If you own the appliance that is not working, you are responsible for repairing it. If the appliance is owned by Kitchener Housing, please contact your Resident Manager or Property Manager.

Appliance Tips:



Refrigerators:

- The rubber door stripping around your refrigerator must be kept clean in order to prevent sticking and ensure proper adhesion. Loose particles in the freezer can easily fall into the drain cup which causes water to accumulate under the crisper – it is important to regularly clean this area out
- Pull your refrigerator out and vacuum the back of it often. This will ensure it is working efficiently



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- If your refrigerator or freezer breaks down in the evening or on the weekend, perhaps a neighbour would store your food for you. Call the office the next business day and we will arrange for a service contractor



Stoves:

- Tin foil should not be used on burners to catch drips. Tin foil tends to short out the burner. If your stove breaks down, call the office the next business



Electric Baseboard Heaters

Placing things in front of or on top of baseboard heaters and vents can be a fire hazard and can also stop the heating system from working properly. We therefore ask that you keep all flammable materials away from heating sources. For example:

- Do not hang clothes to dry on or near your heater or heating vents
- Avoid placing furniture and blankets close to heaters



Plumbing

- **Never** pouring grease or oil down the sink or toilet forms hard masses and clogs the drain.
- **Never** put kitty litter and sanitary products down toilets as these products will plug the toilet

If a contractor must be called to unplug the toilet or drain, and KHI is advised that it has been caused by something you or your family inappropriately put into the system, you will be charged accordingly for the service call.



Water Shutoff Information

On occasion, you may need to shut off the water if your drain is dripping below your sink or if your toilet is plugged and begins to overflow. Please familiarize yourself as to where water shutoffs are located throughout your unit and follow the step-by-step instructions as needed.

1. Individual shutoff valves are found on most sinks and toilets. They are generally located underneath the sink at the supply tubes feeding the taps. Turn the valve clockwise to stop water flow, then open a faucet or flush the toilet to release water standing in the lines. Do not flush the toilet if your toilet is already overflowing.
2. If you live in a townhouse or single home, the main shutoff valve is usually located in the basement near the water meter, and it can be closed to shut off all water in your home. Open faucets at the highest and lowest points in your home to drain water lines.
3. When you are turning off the water to a sink, tub, toilet, or at the main shutoff, please be careful not to turn the handles too hard. You can break the valve stem inside the shutoff valve.
4. If you receive a notice advising that the water will be off for maintenance work, try to plan ahead. If the water will be off for several hours, you may want to fill a sink, bathtub or a few buckets so you will have water available.

Outdoor Tap: Winter Shutoff



If you live in a townhouse or single home, you will need to shut off the outside tap when the weather starts getting colder in the fall otherwise the water line will freeze and could cause damage in your home. The valve for this is likely located in the basement ceiling area close to where your tap is. When shutting this valve off, it is best to open the outside tap, so just a little water is flowing, and then shut off the inside valve. This will allow any water that is left in the line between the outside faucet and the shutoff valve to drain fully, preventing a burst pipe due to frozen water in the line.



Clogged Toilets: Step-by-Step Instructions

1. Get a plunger and place the cup over the opening at the bottom of the toilet bowl (hint: a flanged plunger works best on toilets).
2. Pour enough water into the bowl to cover rubber cup.
3. Plunge down and up rapidly, but be careful as some water will splash.
4. Pour a bucket of water into the bowl. If the water passes through, flush the toilet a few times to help wash debris through drain.
5. If a plunger doesn't seem to help, you may choose to use a hand-operated 'drain snake' instead. A 'drain snake' is an inexpensive tool that can usually be found at any hardware store.
6. Some blockages are not easily cleared. If this happens, please contact your Resident Manager or Property Manager. A reminder that only waste and toilet paper should be flushed down a toilet. If a blockage is determined to be from something other than waste or toilet paper that you, or someone in your home, flushed down the toilet, you will be held responsible for the cost of the plumbing call.



Toilets

- Sometimes the water in a toilet will start to run all the time. This can be caused by a float arm that doesn't rise high enough, a float ball that has become waterlogged, a tank stopper (flapper) that doesn't sit in the outlet valve properly, or an inlet valve that doesn't shut off.
- Sometimes, by just reaching into the bottom area of the tank and resetting the tank flapper valve, (water in the tank is clean tap water), you can stop the water from running. You can also try to adjust the float arm or tighten the plastic screw located on top of the inlet valve.
- If you try these tips, and you still notice your toilet or any other tap in your home running water constantly, please contact your Resident Manager or Property Manager to report the problem. Running taps/toilets are costly.

Electricity Tips

Know where your home's main electric switch is, so you can turn off the electric supply to your entire home quickly in case of an emergency.



Cords



- Do not place electric cords under rugs, where they can be walked on, or in a place where damage can go unnoticed.
- Check for cords that are broken, frayed, damaged, tied in knots, or that have melted insulation. Unplug them and replace immediately.
- Extension cords should only be used as a temporary measure.
- Insert and remove plugs by grasping the plug, but be careful not to let your fingers touch the metal prongs. Removing a plug from a receptacle by pulling on the cord will damage it.
- Avoid overloading circuits.

Fuses or Circuit Breakers



- Know where your circuit-breaker is located. Each unit has its own circuit breaker box. The only fuses you may need to change are located at the top of your stove.
- Know the correct sizes of any fuses needed in your stove and keep spares on hand.
- If a circuit breaker blows, disconnect or turn off the appliance(s) that may have caused the problem.
- Re-set the circuit breaker, after disconnecting the item/appliance that may have caused the problem, by pushing it all the way to the 'off' position, then to the 'on' position. If the overload is cleared, the electricity will come back on.
- If your circuit breakers continually trips off, there could be a problem with some of the other appliances or devices on that circuit. Ensure all appliances, lamps or devices are unplugged and try again.
- If the circuit breaker continually trips off or if the fuse continually blows in your stove, please contact your Resident Manager or Property Manager.



Energy Conservation

Energy conservation is a joint responsibility between you and Kitchener Housing. Remember, you are directly affected by the rising cost of utilities, whether you pay for them yourself or through your rent.

You can help conserve and reduce your utility bills!

Tips to remember:

- Keep your home temperature consistent at 20 degrees Celsius. If you continually play with the thermostat adjusting it up and down, your utility bills will increase substantially. Consider wearing slippers and an extra sweater on those cold evenings. Children learn from your example and will be interested in how the family can save dollars for other family activities.
- Consider purchasing a programmable thermostat which will allow you to preset temperatures at different times of the day and night which will work with your daily schedules. Set them and forget them!
- Micro furnaces or electric baseboard heaters are not permissible. These heaters can be extremely dangerous if kicked over or left unattended. The electrical draw of these units is huge and can overload the electrical panel or breaker in your unit.
- Do not adjust the heat in the main corridors of apartment buildings.
- Avoid using your toilet as a garbage can.
- Take a shower instead of a bath. KHI has installed water efficient showerheads and flow restrictors to save water. Remember fresh water is a limited resource on Earth.
- Keep a container of drinking water in the refrigerator instead of running the tap until it gets cold.
- When washing fruits or vegetable, plug the sink drain or use a small pan of water rather than running the tap.
- Put a lid on your pot! You use less water and energy by placing a lid on your cooking vegetables, water or soup. Save water from cooked vegetables to give your plants a good drink!
- When washing dishes by hand, don't wash or rinse with running water. Use tubs or plug the sink.



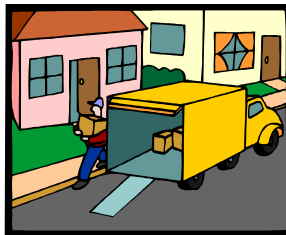
- For heavy cleaning of grills or oven parts, presoak overnight. Wash with an abrasive scrub brush or pad and use plenty of elbow grease to minimize water use.
- For household cleaning, use a pail or basin instead of running water. Use a sponge mop instead of a string mop – you’ll be amazed at the results.
- When doing laundry, use the load selector to match the water level to the size of the load. If you do not have a selector, only wash full loads, but do not overload the wash as this reduces the cleaning action and the clothes remain dirty.
- Consider purchasing a front-load washing machine if you are in the market to replace your washer. Front-load machines use less water and soap.
- Powdered laundry soap is difficult to rinse out of your laundry. Liquid soap are much more gentle on clothing, rinses easier and more cost efficient than powdered soap.
- Use cold water as often as possible to save energy and to conserve hot water. Cold water will also keep the colours in your clothing looking better.
- Dry full load of laundry to save energy. Dry consecutive loads to take advantage of retained heat in the dryer. Overloading the dryer makes it work longer to get clothes dry.
- Know what you are looking for in the refrigerator before opening the door.
- Preheat the oven only for baking. Peeking in your oven loses you 15 to 30 degrees each time. Cook whole meals in the oven at one time.
- Be a “switch hitter” and turn off the lights when you leave a room.
- Use energy efficient compact fluorescent bulbs. They may cost a bit more when you purchase them but they save 75% less energy than regular bulbs and give off less heat.
- Turn off home computers and televisions when not in use. Unplugging your electrical appliances from the outlet will save you tremendously on your kilowatt consumption – even a computer or television, that remains plugged into an outlet but is turned off, continues to draw electricity.
- Turn off your air conditioner if you leave your home for an extended period of time. Close your blinds or curtains during the hottest part of the day in the summer.



Moving Out

The Province's Residential Tenancies Act states that if you want to move out of your unit, you must give **at least 60 days notice**. **This notice must be in writing** and received in the office no later than the last day of the month. For example, if you want to move out on August 31st, you must provide your written notice no later than June 30th. **Your written notice or completed "Notice to Vacate" form is to be given into the office.** Upon receipt of your notice to vacate, your Property Manager will arrange a pre-move-out inspection.

Remember to contact all utility companies (where applicable) to notify them of your move-out date, so they can prepare the final bills.





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Community Contacts

Bell Canada.....	519-310-2355
Canadian Mental Health Association.....	519-744-7645
Community Core Access Centre, Waterloo Region.....	519-748-2222
Community Information.....	519-579-3800
Family & Children’s Services.....	519-576-0540
Food Bank.....	519-743-5576
Grand River Transit Information.....	519-585-7555
KW Multicultural Centre.....	519-745-2531
Kitchener Housing Inc – 11 Weber Street West.....	519-744-6655
Lutherwood Rent Bank.....	519-743-2460
Ontario Rental Housing Tribunal.....	1-888-332-3234
Ontario Disability Support Program (ODSP).....	519-886-4700
Ontario Works (OW).....	519-883-2100
Rogers Cable TV.....	1-888-764-3771
Waterloo Regional Homes for Mental Health.....	519-742-3191
Waterloo Region Legal Services.....	519-743-0254
Waterloo Region Police Department.....	519-653-7700



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General Information

Kitchener-Wilmot Hydro.....	519-743-3600
Kitchener Utilities – hot water tank services.....	519-741-2529
Kitchener Utilities - general.....	519-741-2626
Kitchener By-Law Enforcement (parking, pets, excess noise).....	519-741-2330
Waterloo Region Public School Board.....	519-570-0003
Waterloo Region Separate School Board.....	519-578-3660



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Thank you for reading this information guide.

We want your stay in your home to be a positive experience and we encourage you to contact us if you have any questions.

We also welcome your suggestions as we work to continuously improve this Tenant Handbook. Please contact the office at 519-744-6655 with your comments.