



**KITCHENER HOUSING INC.**

11 Weber Street West, Kitchener, Ontario, N2H 3Y9  
Phone: 519-744-6655 Fax: 519-744-9365

To: Kitchener Housing Inc. residents  
Re: Fall/Winter memo

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Thank you to those tenants who continue to follow the rules within the complex.

**RESIDENT RESPONSIBILITIES**

**Attic:** The attic of your unit is not to be used as a storage area; this is a fire hazard.

**Basements:** Basements are not considered living space. Sleeping areas are not permitted in the basement; this is against fire code.

**Furnace:** The air return (outside vent) is not to be blocked as this is a fire hazard and will stop the furnace from working properly. The area around the furnace must be kept clear of any items; this is a requirement fire code. Furnace filters are your responsibility to replace and they should be replaced every three months. Dirty filters can damage the furnace and can drastically increase gas consumption by reducing the air flow from the furnace. If you have no heat make sure that your furnace is turned on and that the air return is not blocked before calling the office. Also, check to see if you have a battery operated thermostat; the battery may need to be replaced. These are causes for chargebacks if we send a contractor.

**Outside Taps:** For townhome residents, it is very important this time of year to shut off the outside water taps. The shut off water valves are located in your basement. Once these are turned off, the outside valves are to be left in the **ON** position to let any drips or built up water to escape, which prevents freezing.

**Air Conditioners:** Please remove all air conditioners as soon as possible to avoid damaging the windows.

**Satellite Dishes:** Prior permission from KHI and proper forms are available at the office to be completed and signed prior to installation. Please do not attach satellite dishes to the building.

**Landscaping:** Please ensure your front and back yard areas are free of debris at all times. *Birdfeeders are not permitted on KHI properties. Please DO NOT feed any wildlife.* Townhome residents are responsible for shoveling their own private driveway and keeping your main entrance clear of snow and ice.

**Garbage and Recycling:** For those tenants with door to door pickup, please ensure all items are packaged properly and only put out to the curb after 7:00 p.m. on the evening before the scheduled pick up day. If this is not done correctly, your items will be left on the curb and are your responsibility to remove. Please call the Region of Waterloo 519-883-5100 if you have any large items to be picked up. **Garbage must be kept in a sealed container.** Those tenants with onsite bins must ensure garbage is placed inside the bin and not around the bin area. Make sure you follow the pictures on the recycling bins as the waste removal company will not pick them up if they are contaminated with garbage. Help us keep the property clean by following these rules.

**Balconies:** Balconies are meant to be enjoyed; however they are not to be used for storage. Household furniture (couches, chairs, mattresses) are not permitted on balconies. Please use your balconies for seasonal furniture only and remember to remove it at the end of the season. Composters are not permitted on balconies as this attracts wildlife. Please do not throw anything off your balcony, including cigarette butts and food scraps. Please do not use any nails, hooks, screws or any other permanent materials that will damage brick or stucco to hang holiday decorations.

**Propane, Charcoal & Gas BBQs:** It is against the City Of Kitchener bylaw, to use a propane, charcoal & gas BBQ on a balcony. For townhome residents, propane tanks must be left outside the unit; they become a fire hazard when taken inside the unit.

**Playgrounds:** Playground and common play areas hours are 8:00 a.m. to dusk during the winter season. The playground equipment is designed for children under 12 and in most cases is not intended for teenagers. **Parents are responsible to ensure small children are supervised at all times and that children are not playing in parking lots.** Please report any damaged equipment to Kitchener Housing.

**Parking:** Residents are responsible for having their guests' vehicles removed from the visitor parking when snow removal is in operation. Tenants are responsible to clear the snow and ice in their parking spot. The snow removal company will not shovel in between the vehicles.

It is very important that all current vehicles are registered with the Kitchener Housing office as vehicles that do not match our files may be ticketed and/or towed. Tenants may not park in visitor parking at any time. Please remind all guests, if there are no visitor parking spots available or if the property does not provide visitor parking, they cannot park in a reserved or numbered spot. For those properties with a Resident Manager, overnight visitors must be registered.

**General Notices:** All tenants are responsible for keeping the entire outside of their unit tidy. Front porch areas are not to be used for storage of garbage / recycle bins, toys, bikes etc. Holiday decorations are to be removed when the season is over. For example - Christmas lights and patio furniture are seasonal and need to be taken down and put away in the off season.

Alcoholic beverages are to be consumed in the privacy of your unit and are not permitted in the common areas. When listening to music outside, please be courteous of your neighbours. Pets are to be on a leash at all times when not in the fenced yard. This applies to dogs and cats. **All feces must be picked up immediately.**