



Kitchener Housing Inc.

11 Weber Street West, Kitchener, ON, N2H 3Y9

Phone: 519-744-6655 **Fax:** 519-744-9365

Attention all residents:

After 5:00 p.m. and on weekends, emergency calls must be directed to our emergency answering service number (519-749-3813). **The answering service will only deal with emergency calls. Staff will not respond to the call if it is not an emergency.**

What is an emergency? FIRE, FLOOD, NO HEAT

You may think something is an emergency when in fact it is not. Here is a list of **non-emergency** problems and what you should do until the office re-opens.

- Fighting between tenants and/or guests – **call the police 519-653-7700**
- Loud noise, music, party – **call bylaw enforcement 519-741-2330**
- Fridge stops working – **KEEP THE DOOR CLOSED. If it's a weekend ask a neighbour to store your food or keep it in a cooler**
- Oven or burners stop working – **check the fuses**
- Toilet plugged – **Make sure you have a plunger**
- If your toilet is overflowing – **turn off water at the shut off valve behind the toilet**
- Lost key – **Make sure you have spare unit and mailbox keys in case you lose them**
- Lost key fob – **Call a neighbour to let you into the building**
- Dripping taps – **Place a bucket underneath the leak**
- No hot water/hot water tank leaking (excluding 20 Union Lane tenants) – **call Kitchener Utilities 519-741-2529**

Your full cooperation is appreciated.

Property Maintenance