



KITCHENER HOUSING INC.

Resident Handbook

Mission Statement

Kitchener Housing is a non-profit organization that develops and manages housing, encouraging community and personal growth.

Vision Statement

Building inclusive communities together.

Values

Community: We enable inclusive communities to grow and prosper

Homes: We support the creation of homes

People: We are a people centered organization

Service: We serve our communities with respect and dignity

Quality: We provide high quality housing

Innovation: We innovate and collaborate to create solutions

A User's Guide for Residents

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: 8:30 a.m. to 4:30 p.m. Monday to Friday, except holidays.

Maintenance Repairs

519-744-6655 ext. 202

519-744-6655 ext. 207

After Hour Emergency Repairs

519-749-3813

See page 31 for “What Is An Emergency?”

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

Repairs and Maintenance.....519-744-6655 ext. 202

519-744-6655 ext. 207

TENANT HANDBOOK

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Introduction

Welcome to your new home. This Resident 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 750 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. Our homes include low and high-rise apartment buildings, townhouses and single family homes. Homes 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.

Moving In

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

Move in Inspections



Your home was inspected before you moved in, however you will be asked to complete a Move-in inspection with our property staff within ten days of moving in. This inspection is to determine if there are any repairs that need to be done, to ensure the work outlined in the lease is complete and to answer any questions that you may have.

Keys



You will be given a set of keys once you have completed the following:

- 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 resident 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 home. There may be additional keys for central laundry, underground parking, and your mailbox.

Apartment Buildings

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

If you lose or forget your keys during business hours (8:30 a.m. to 4:30 p.m.), you can come to the Kitchener Housing office if a replacement key is needed.

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

Parking



Due to limited resident and visitor parking at Kitchener Housing sites, we ask that you only park in your assigned parking space. A Vehicle Registration Form must be completed and ownership must be provided 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.
- Any damage to the pavement caused by oil or gas leaks will be repaired at the vehicle owner's expense.
- Repairing or servicing your vehicle on site is not permitted.
- All vehicles without current license plates, not registered with KHI, parked in a fire route or no parking area maybe 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 ;they will be ticketed and towed at your expense.

If you have any questions about your assigned parking space, please call our office at 519-744-6655.

Basements



Basements are not to be considered 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 call maintenance staff if you become 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. Written permission must be granted by the Management office to change your original decorating agreement.

- Exterior surfaces of the building may not be painted, stained, or altered in any way.
- Wallpaper is not allowed.
- When you move out, there may 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 the Management office is required if you wish to install carpet, tile, or make any other significant alterations.

We encourage you to always check with your Management office before you decorate.

Your Rent

Your rent is due on the first day of each month. Please do not jeopardize your tenancy by not paying your full rent on time. We encourage you to contact our Accounts Analyst if you have any questions at all.

About Your Rent

Kitchener Housing residents 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 home with Kitchener Housing. Rent Geared to Income is based on approximately 30% of the household's gross monthly income before deductions. Contact the Tenant Placement Officer if you require further clarification.

Paying Your Rent



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.

Cheque, money order, debit, and cash payments will only be accepted at head office, 11 Weber Street West, Kitchener.

We do not accept credit cards as a method of payment.

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

As a **Rent-Geared-to-Income (RGI) Resident**, you pay rent which is based on the amount of income received by you and anyone else that lives in the home 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 can 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 our Management office.

Laundry



Kitchener Housing apartments provide pay per use laundry facilities for resident 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 our maintenance staff for assistance.

Personal laundry equipment is not permitted if you live in an apartment building. 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.

Garbage



For apartment buildings

Large Apartment Buildings with garbage chutes on each floor

- Make sure the garbage is properly 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.
- Please ensure bottles and other glass objects are placed in recycling containers rather than disposed of as garbage. Kitty litter must never be put down the garbage chutes.
- Garbage bags should not be left in hallways, garbage chute rooms or on your balcony.
- Please be careful when carrying garbage through the hallways so that liquids do not drip on the floor. If you have an accident please be considerate and clean it up.

For 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 or rooms.
- 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.
- If you have curb side pick-up, place garbage to the curb after 7pm on the evening prior to 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 garbage containers we suggest that you buy one with a secure lid to keep the smells and animals away.

Residents may be invoiced for the cost of improper garbage disposal. If you are unsure of pickup days, contact maintenance staff at our office.

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 these must be

disposed of properly for safety reasons. **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, our Management office 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 our Management office and they will advise you of how to obtain a 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. Recycling should not 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 residents. Kitchener Housing permits residents to own pets within the bound of the following legislation: Residential Tenancy Act, City of Kitchener Municipal By-Laws and K-W Humane Society. a Pet Registration Form is included in your lease. If applicable, please complete and return it to the office. If you obtain a pet after you have moved in with us please advise the office and complete the Pet Registration Form.

All dogs or cats must be kept on a leash at all times while outside of your home, including all common areas in 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 may be applied if you fail to follow them.

Insurance



Tenant Liability Insurance is a mandatory lease requirement for all Kitchener Housing residents. You will be required to provide proof of insurance on an annual basis. KHI may pursue eviction for residents that do not maintain Tenant Liability Insurance in good standing.

Kitchener Housing insures the buildings however this insurance does not cover your personal property. If there is a flood or fire in your unit you need to have your own insurance to cover any damages to your personal property.

Community Space

Many of KHI's properties 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 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.

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 the Management office.
- 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 our Management office 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 residents 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 our Management office to report any pest infestations as soon as it is noticed.

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 residents 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 our Management office 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:

- Balconies should not be used as a storage area
- 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.
- .
- You are not permitted to enclose your balcony in any fashion.



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 is responsible for cutting 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 will not remove any animal feces and your grass will NOT be cut if there is dog feces present.
- 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 by Kitchener Housing are not permitted. If you have any questions, contact the Management office.

Flowers and plants add to the beauty of your home. We encourage you to use planters and pots to show off your green thumbs. But please remember that carving out sod in yards to plant a new garden or flower bed is not permitted.



Kitchener Housing is responsible for the clearing of snow and ice from central parking lots, central walkways and central sidewalks on our properties (with of exception of single dwellings).

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.

- Residents are responsible for clearing the snow from around their vehicles.

- Residents living in townhouses that have their own private driveways and front stoops/porches are solely responsible for clearing these areas of snow and ice.
- Residents living in townhouses must also clear snow and ice from their private sidewalks to the central sidewalks.
- All residents 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 should 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 our Management office 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 our Management office 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 residents would want or need to transfer.

Approval for a transfer is given based on residents need, residents rent paying history and the care/condition of the current unit. KHI will not transfer residents 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.

Residents who are overhoused under the Housing Services 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.



Request for Review

Under the Housing Services Act, you have the right to a review if you do not agree with certain decisions that have been made by Kitchener Housing Inc. You must complete the Request for Review form which was included along with the decision within 30 days of receiving the decision. Please contact your Tenant Placement Officer with your questions. You can ask us for a review if you disagree with the following:

- The amount of rent geared to income charged
- The removal or discontinuation of a subsidy
- The size of home you are eligible for

If you believe your request for a transfer has been unfairly refused, you may request an Internal Review. You must write to our office and request a review within 10 days of receiving the decision.

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. 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.

It is your responsibility to ensure that your guests comply with the rules and regulations described in your Tenancy Agreement.

Damages & Charge backs

Please be aware that if you or a guest causes property damage Kitchener Housing may charge you with the cost to repair or replace the damaged property.

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 our property staff.



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.

Residents 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 residents 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”. Residents, 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.

Effective September 1, 2016 the entire property located at 25 Joseph Street and 35 David Street were deemed non-smoking properties. Smoking is prohibited in all common areas and all outdoor space. Only those residents who are “grand parented” are allowed to smoke within their leased premises.

Exceptions to the Smoke Free Policy

Medicinal use of Marijuana

The Smoke Free Policy does not prohibit the smoking of marijuana for medicinal use for those who are suffering from grave and debilitating illnesses. Residents who fall under this exemption must provide the necessary documentation. Please contact the Tenant Placement

officer or the Management office to obtain a list of the required documents.

Traditional Use of Tobacco

The Smoke Free Policy does not prohibit an Aboriginal person from smoking or holding lit tobacco in their unit, if the activity is carried out for traditional Aboriginal cultural or spiritual purposes, nor does it prohibit a non-Aboriginal person from smoking or holding lit tobacco if the activity is carried out with an Aboriginal person for traditional Aboriginal cultural or spiritual purposes. The sacred use of tobacco does not include the recreational use of tobacco. Residents must provide the necessary documentation. Please contact the Tenant Placement officer or the Management Office to obtain the list of required documents.

Voluntary Smoke-free Lease Signing

If a KHI or KNIPPMI resident would like to have their grand-parented lease/unit designated a smoke-free unit under this policy, staff should follow the process for signing a smoke-free lease addendum.

Eviction

Kitchener Housing expects its residents to respect their homes and their neighbours and pay their rent on time. Should you be unable to consistently abide by these guidelines, eviction may be pursued.

Eviction is always a last resort. Our goal is to help you keep your home.

You could be evicted if you:

- Do not pay your rent on time
- Frequently fail to pay your rent on time
- Do not provide information about your income, the income of other family members living in a rent-geared-to-income unit, or about the number of people living in your home.



You could be evicted if you or your guests:

- Cause serious damage to your home, the building, or the residential complex
- Make noise or act in a way that seriously bothers your neighbours 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).

Swimming Pool Policy



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

Residents 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.
- Wading pools must be emptied immediately after use and positioned such as it cannot fill up with rain water.

Safety and Security

For all medical and fire emergencies, call 911.

For building and unit-related emergencies, contact the Management office at 519-744-6655. After hours, call Kitchener Housing Inc. at 519-749-3813.

Smoke and Carbon



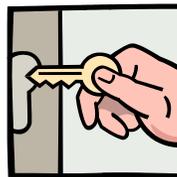
Monoxide Detectors

For your safety, your home is equipped with smoke alarms and carbon monoxide detectors which are 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 the property department immediately.

Never disconnect your fire safety devices.

It is a provincial offence to tamper with a smoke alarm and also grounds for eviction.

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 neighbours. 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 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 home
- 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 ask them to use the intercom to contact the person they wish to visit. Do not let them into your building.

If you plan to be away from your home for an extended period of time, notify our office, the 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.

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

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 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 a 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 residents are given proper 24 hours notice of entry prior to the commencement of any work with the exception of cases of emergency.

Maintenance Emergencies

After 4:30 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, SECURITY

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 residents and/or guests – **call the police 519-653-7700**
- Loud noise, music, party – **call By-law enforcement 519-741-2330**
- Fridge stops working – **KEEP THE DOOR CLOSED. If it's a weekend ask a neighbor to store your food or keep it in a cooler.**

- Oven or burners stop working – **check the fuses**

- Toilet is plugged – **make sure you have a plunger**
- If your toilet is overflowing – **turn off the water at the shut off valve behind the toilet**
- Lost key – **make sure you have spare unit & mailbox keys in case you lose them**
- Lost key fob – **ask a neighbor to let you into the building**
- Dripping taps – **place a bucket underneath the leak**

If you have a maintenance emergency during normal working hours, please contact the property department at our office immediately. For after hour emergencies contact 519-749-3813 and state what type of emergency you are experiencing.

Non-emergency Repairs



If you need repairs to your home that are not considered an emergency, either complete the maintenance request form on our website or contact the property department at our office.

Contractors and Kitchener Housing Inc. staff begin work at 8:30 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 resident, 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
- 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 property department

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



clearance around

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 our property department.

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.
- If your refrigerator or freezer breaks down in the evening or on the weekend, perhaps a neighbour would store your food for you. Call our property department 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 day.



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** pour grease or oil down the sink or toilet forms, this can lead to clogged drains.
- **Never** put kitty litter or 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 may be charged accordingly for the service call.

Water Shutoff Information

On occasion, you may need to shut off the water if you have a leak or if your toilet is plugged and begins to overflow. Please familiarize yourself as to where water shutoffs are located throughout your home 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 could freeze and may 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 your toilet is still clogged, call our property department.

Toilets



Sometimes the water in a toilet will start to run all the time. If you notice your toilet or any other tap in your home running water constantly please contact our property department.

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



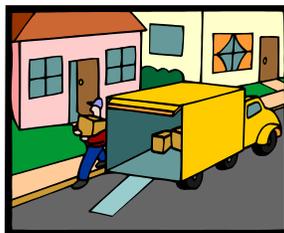
- Know where your breaker panel is located. Each unit has its own circuit breaker box. The only fuses you may need to change are located at the top of your stove.
- Know the correct sizes of any fuses needed in your stove and keep spares on hand.

- 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 the property department.

Moving Out

The Residential Tenancies Act states that if you want to move out of your home, you must give **at least 60 days written notice** to be 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, our property department 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.



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

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