



Our Vision

We are a non-profit organization that develops and manages affordable housing, encouraging community and personal growth.

Newsletter Feedback

We would love to hear your comments and feedback about the newsletter.

Do you have any suggestions on what you would like to see in upcoming editions?

You can email us at khihelp@kitchener.ca



Office Hours

10:00AM-1:00PM and 2:00PM-4:00PM

Closed on Statutory Holidays

The fastest way to get in contact with staff is **via email or our website**, however we understand that isn't always possible.

Flip to the back for our staff directory!

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KITCHENER HOUSING INC.

11 Weber Street West

Kitchener, ON N2H 3Y9

Resident Reminders

- Rogers Connected for Success internet is available to residents of Kitchener Housing for as low as \$9.99/month. If you are interested in this, please call us or email KHIIHelp@kitchener.ca and we will provide you with a pin code associated with your address. Rogers will ask that you provide this pin when setting up your internet account.
- If you receive a rent geared to income subsidy you are required to report any major changes to your income. Major changes to your income or household composition may mean that you are eligible for an in year review of your rent amount.
- You are also required to report if you plan to move someone in or out of your unit. There are processes in place for this that will require you to complete paperwork.
- For any questions with regards to your rent geared to income subsidy, please email KHIIHelp@kitchener.ca

Rent is due in full on or before the 1st of every month. If rent payments are not received it may result in the termination of your tenancy, and we want to help you avoid that! Kitchener Housing offers a variety of ways to pay your rent:

- 1. Pre-authorized withdrawal**
- 2. Automatic payment through OW/ODSP**
- 3. Online bill payment through resident's bank accounts**
- 4. Debit (at our head office)**
- 5. Cheque (by mail or dropping off at our head office)**

Paying Your Rent

Problems Paying your Rent

There is a \$30 fee for any payments not cleared by the bank. If you don't have enough money in your bank account and need us to wait before cashing your cheque or processing your pre-authorized payment, contact Patric Pintea our Account Analyst at patric.pintea@kitchener.ca at least 4 days before the first of the month. If you can't pay your rent, please contact us right away to make arrangements.

Winter Maintenance Reminders

Kitchener Housing is responsible for the clearing of snow and ice from parking lots and any common walkways that are shared by Residents within the property. Our snow contractor follows the City of Kitchener By-law timeframes to have snow cleared within 24 hours after the snow stops falling.

Please do not expect the contractor to begin clearing the snow until the snow stops falling or over 5cm of accumulation has occurred.

Below is a list of actions that the Resident is responsible for:

- Residents are responsible for clearing the snow from around their vehicles.
- Residents living in townhouses that have their own private driveways and front porches are responsible for clearing snow and ice from those areas.
- Residents living in townhouses must clear snow and ice from their private sidewalks to the central sidewalks.
- Residents may use the sand/salt mixture provided in the yellow bins to address any ice that they identify may need attention.

After a significant snowfall (over 10cm) occurs, cleanup of the parking lots will be conducted the next day following the end of the snow fall. For example, if the storm occurs on a Tuesday evening into Wednesday, the cleanup will occur on Thursday morning.

Residents must move their vehicles from the parking lot area for the vendor to clear the entire lot of snow and properly salt the surface. If residents do not move their vehicles, it will be their responsibility to clear snow from their spot.

Maintenance Service Standards

As a reminder, KHI manages maintenance requests based on urgency. We prioritize requests to ensure that repairs are completed in an appropriate timeline. Requests are categorized as Emergency, Immediate, or Urgent.

Emergency: response from the maintenance department within 2 hours phone after hours emergency number during off-hours)

- Flooding
- Fire
- Loss of Heat
- Smell of Gas

Immediate: response from the maintenance department within 24 Hours
Security risks (Broken locks, smoke alarms, etc.)

- Loss of services (Only toilet blocked, no water, fridge not working, etc.)
- Elevator out of order

Urgent: response from the maintenance department within 24 Hours to 48 Hours

- Leaking taps, leaking pipes
- Pest control

Regular: response from the maintenance department within 5 days

- light bulbs, ballasts, screens

Community Agency Highlight



- Prenatal and Parent Child Residence
- Supportive Housing Program
- Section 23 School Program, with free childminding on site
- Prenatal and Parenting Education
- Outreach Support
- Early Literacy Support
- Counselling



📞 519-743-0291

✉️ reception@monicaplace.ca



- Parenting support
- Emotional support and crisis planning
- Advocacy
- Supportive ideas for language, social development
- Ages and Stages Questionnaire (developmental screening)
- Programs to connect with other young parents and their children
- Connection to community resources/supports, such as education/employment, healthcare, childcare

Connect with
Andrea, Family Navigator 519-573-7498
Judy, Early Literacy Specialist 519-477-2489



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Submitting Electronic Paperwork

It is important when submitting documents that you include the entire piece of paper in the scan or photo, including identifying information like your full name and address. Please feel free to send photo/scans of any documents that need to be submitted into our KHIIHelp@kitchener.ca inbox.

Community Resources

<p>City of Kitchener Information about living in the City of Kitchener.</p>	519.741.2345	www.kitchener.ca/en/index.asp_x
<p>Region of Waterloo Information about living within the Region of Waterloo.</p>	519.575.4400	www.regionofwaterloo.ca/en/index.aspx#section1
<p>Grand River Transit Provides transit service in Kitchener, Waterloo, Cambridge, Elmira, St. Jacobs and New Hamburg.</p>	519.585.7555	www.grt.ca/en/index.aspx
<p>KW Multi Cultural Centre Provide supports and translation services.</p>	519.745.2531	kwmulticultural.ca/home
<p>Women in Crisis Centre Provide supports to women and children in crisis.</p>	519.742.5894	wcsvr.org/
<p>The Working Centre Provides a variety of supports for the community, including tax preparation, housing needs, job search and drop-in hours.</p>	519.743.1151	www.theworkingcentre.org/
<p>Low Income Energy Assistance Online application for energy bill assistance.</p>	-	ontarioelectricitysupport.ca/Self-Assessment
<p>Community Support Connections Provides a range of supports and services that enable people to live at home with independence and dignity.</p>	519.772.8787	communitysupportconnections.org
<p>Connex Ontario ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling.</p>	1.866.531.2600	www.connexontario.ca
<p>Lutherwood Lutherwood is a progressive, not-for-profit health and social service organization that strengthens people's lives in our community by providing mental health, employment and housing services to more than 19,600 people annually in Waterloo Region and Wellington County.</p>	519.884.7755	www.lutherwood.ca
<p>Tax Clinics Social Development Centre Waterloo Region provides free online tax clinics.</p>	519.579.3800	To book an appointment email tax-clinic@waterlooregion.org
<p>Telehealth Provides fast, free medical advice</p>	1.866.797.000	https://www.ontario.ca/page/get-medical-advice-telehealth-ontario

Kitchener Housing Inc (KHI)

Well wishes to all in 2023!

We're on the web!

kitchenerhousinginc.ca

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

PHONE: 519.744.6655

FAX: 519.744.9365

E-MAIL: khihelp@kitchener.ca

After Hours Emergency: 519.749.3813

Office Staff Directory

Lori Trumper	Executive Director	Lori.Trumper@kitchener.ca
David Van Houwelingen	Manager of Accounting	David.Vanhouwelingen@kitchener.ca
Rebecca Warren	Manager of Resident Engagement	Rebecca.Warren@kitchener.ca
April Tendanilla	Facility Services Administrator	khimaintenance@kitchener.ca
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca
Rachel Bridgehouse	Resident Services Coordinator	Rachel.Bridgehouse@kitchener.ca
Patric Pintea	Account Analyst	Patric.Pintea@kitchener.ca