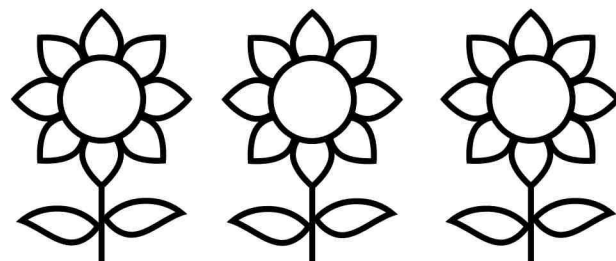
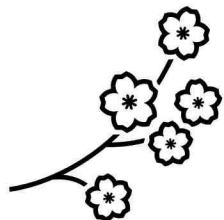
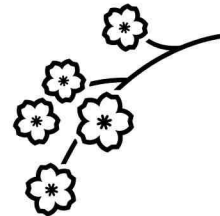


SPRING NEWSLETTER



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 newsletters?

You can email us at khihelp@kitchener.ca



Office Hours of Operation

Monday-Friday 10AM-1PM, 2PM-4PM

Closed Statutory Holidays

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

Flip to the back for our staff directory!

What's Inside:

Service Standards	2
Tax Information	2
Paying Rent	2
Neighbourhood Nurses	3
Resident Reminders	4
Community Resources	5
Staff Directory	6



KITCHENER HOUSING INC.

11 Weber Street West
Kitchener, ON N2H 3Y9

Ways to pay rent:

1. Pre-authorized withdrawal
2. Automatic payment through OW/ODSP
3. Online bill payment through resident's bank accounts
4. Debit (only at the office)
5. Cheque
6. Cash (only at the office)

Paying Rent

Tax Season Information

Rent Geared to Income households are required to file and submit income taxes. The Notice of Assessment or Proof of Income Statement from the previous tax year is a requirement for your annual income verification.

The following resources are available should you need assistance filing your taxes:

Region of Waterloo Community Volunteer Income Tax Clinics - Tax Clinics begin on March 1, 2023, and will be running from Monday-Friday 8:30-4:30. For more information, please visit the Region of Waterloo website.

Canada Revenue Agency CRA – Free tax clinics- For information about CRA free tax clinics, please visit their [website](#)*.

Working Centre-The Working Centre's Free Income Tax Clinic is drop-off only and will open on Monday, March 1, 2023. For more information, please visit their [website](#)*.

*for direct links, please visit the "Residents" page on kitchenerhousinginc.ca

Maintenance Service Standards

KHI manages maintenance requests based on urgency. We prioritize requests to ensure that repairs are completed in an appropriate timeline.

Emergency, Immediate, Urgent and Regular.

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

- Flooding
- Fire (Please call 911)
- 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

- Screens
- Furnace filter
- Inspections

Tenants are required to change their own lightbulbs.

Come and see your Neighbourhood Nurse!



Tammany Kinnear, RN,



Kristen Jones, RN



Riki Hillier, RN

Do you have questions about your health?

- System Navigation
- Connection to other community supports
- Sexual Health
- Pregnancy
- Infant feeding
- Child care and development
- Connection to dental care
- Vaccines
- Sexual Health
- Harm reduction supplies

Nurses can also be reached by email @ PHNeighbourhoodnurses@regionofwaterloo.ca

Tel: 519-575-4400 ext. 5987

519-575-4400

TTY: 519-575-4608



Resident Reminders



If you receive an RGI subsidy, it is your responsibility to contact the office if there is a change to your income or household composition. You may be eligible for an in-year review of your income and rent amount. If there are any changes to report, please contact KHIIHelp@kitchener.ca



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 contact the office at 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.



Paperwork can be submitted via email! All documentation can be submitted by emailing an attachment to KHIIHelp@kitchener.ca. Please ensure you include all identifying information on the documents when taking photos.



Garbage must only be placed in appropriate bags and inside the appropriate garbage bin. If bags are left outside of the bin it may attract rats or other rodents. It also makes the property look unpleasant. It is up to all residents to keep the property clean of garbage. If you see something, pick it up. If you notice someone throwing garbage in the inappropriate place, remind them where it belongs.



If you choose to have a dog it is your responsibility to pick up after it. The snow has melted, and the unsightly reality of winter dog mess is here. Pets are also required to always be on leash. Our grounds maintenance crew require you to clear your backyard of poop as well.



Smoking is not allowed on balconies or front steps. Smoking must take place at minimum 5 metres from any door or window to the building or unit. If you are a resident who moved in prior to April 2012 and are exempt from this policy, smoking must remain in your unit. If you are exempt and would like to voluntarily sign onto this policy, please contact khihelp@kitchener.ca.



Pools are not allowed due to health and safety reasons. Please review your lease if you have questions about what is allowed or not allowed. Contact Rachel Bridgehouse with questions regarding the content of the lease.

Recommended Spring Cleaning Checklist

Kitchen

- * Dust on top of cabinets
- * Wipe out cabinet and shelves
- * Wipe out drawers
- * Clean cabinet doors front and back
- * Disinfect all knobs and pulls
- * Clean oven and stove top
- * Wipe out and disinfect fridge inside and out
- * Disinfect kitchen countertops
- * Disinfect kitchen sink
- * Wipe down pantry shelves
- * Sweep and steam clean floor
- * Pull out fridge and oven and clean under and behind them

Bathrooms

- * Dust vents and bathroom fan
- * Dust/clean vanity light fixtures
- * Wipe out all cabinets and clean shelves
- * Wipe out all drawers
- * Clean cabinet doors front and back
- * Disinfect all knobs and pulls
- * Disinfect countertops
- * Disinfect sink(s)
- * Disinfect bathtub/shower
- * Clean shower head(s)
- * Thoroughly clean the toilet
- * Sweep and steam clean floor

Living Spaces

- * Dust walls and corners to remove cobwebs
- * Dust vents and ceiling fans
- * Dust/wash light fixtures
- * Wash blinds/window coverings
- * Wipe down window and door moldings and doors
- * Disinfect door handles
- * Clean baseboards
- * Vacuum and/or steam mop floors
- * Wash windows
- * Disinfect stair railings & banister
- * Clean grout in house and seal it

Laundry Room

- * Dust vents and fans
- * Dust/wash light fixtures
- * Wipe out all cabinets and clean shelves
- * Wipe out all drawers
- * Clean cabinet doors front and back
- * Disinfect all knobs and pulls
- * Disinfect countertops
- * Disinfect the sink
- * Sweep and steam mop floor

Community Resources

City of Kitchener Information about living in the City of Kitchener.	519.741.2345	www.kitchener.ca/en/index.aspx
Region of Waterloo Information about living within the Region of Waterloo.	519.575.4400	www.regionofwaterloo.ca/en/index.aspx#section1
Grand River Transit Provides transit service in Kitchener, Waterloo, Cambridge, Elmira, St. Jacobs and New Hamburg.	519.585.7555	www.grt.ca/en/index.aspx
KW Multi Cultural Centre Provide supports to help get settled into the community.	519.745.2531	kwmulticultural.ca/home
Women in Crisis Centre Provide supports to women and children in crisis.	519.742.5894	wcswr.org/
The Working Centre Provides a variety of supports for the community, including tax preparation, housing needs, job search and drop-in hours.	519.743.1151	www.theworkingcentre.org/
Low Income Energy Assistance Online application for energy bill assistance.	-	ontarioelectricitysupport.ca/SelfAssessment
Community Support Connections Provides a range of supports and services that enable people to live at home with independence and dignity.	519.772.8787	communitysupportconnections.org/
Connex Ontario ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling.	1.866.531.2600	www.connexontario.ca/
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.	519.884.7755	www.lutherwood.ca/
Telehealth Provides fast free medical advice	1.866.797.000	https://www.ontario.ca/page/get-medical-advice-telehealth-ontario

Kitchener Housing Inc. (KHI)

Happy Spring!
Brighter Days
are ahead!

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

PHONE: 519.744.6655

FAX: 519.744.9365

E-MAIL: khihelp@kitchener.ca

After Hours Maintenance Emergency:
519.749.3813

Visit our updated website at:

kitchenerhousinginc.ca

Office Staff Directory

Lori Trumper	Executive Director	Lori.Trumper@kitchener.ca	Ext.
Dave Van Houwelingen	Manager of Accounting and Administration	David.VanHouwelingen@kitchener.ca	8204
Rebecca Warren	Manager of Resident Engagement	Rebecca.Warren@kitchener.ca	8210
Rachel Bridgehouse	Resident Services Coordinator	Rachel.Bridgehouse@kitchener.ca	8205
Patric Pintea	Account Analyst	Patric.Pintea@kitchener.ca	8201
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca	8200



Alternate formats available upon request.