



Resident Living

Summer 2023

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:

Maintenance Updates	2
Resident Reminders	3
Message from Executive Director	3
Pest Control Do's and Don'ts	4
Community Resources	5
Staff Directory	6



KITCHENER HOUSING INC.

11 Weber Street West
Kitchener, ON N2H 3Y9

NEW! RentCafe – Tenant Portal

We are making things easier for you to submit work orders and review the status of those work order requests!

In the coming days you will see an email in your inbox inviting you to register to the tenant portal. Please do this as soon as possible. We will be using the portal to communicate directly with you about your tenancy and unit maintenance.

If you need to update your contact information with us, please email khihelp@kitchener.ca, as it is your requirement to keep your contact information up to date with us.

We are very excited about this change and hope you are too!

Warm Weather Reminders

As we welcome the warm weather this year, please remember that your front and backyard area must be free of debris for the landscapers to complete grass cutting and landscaping activities. Your grass cannot be cut if the back gate is locked/latched, contains dog feces or if items are left on lawns. If access has not been available on a weekly basis and yards become overgrown, it will become the resident's responsibility to return their own lawn to a manageable state before the landscapers resume regular cutting.

If the weather is not suitable for grass cutting, the landscapers will come the next day that is suitable.

Please see the chart below that indicates which days grass cutting will take place at your property.

For any questions about landscaping, please email khimaintenance@kitchener.ca

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
light bulbs, screens, inspections

Landscaping Schedule

Monday

45 Howe Drive
76 Penelope Drive

Tuesday

35 Linden Ave
103 Gage Avenue
355 Charles St. E
5 Maurice St.

Wednesday

73 Church St.
64 Saint George St.

Thursday

25 Joseph S.
35 David St.
15 Linden Avenue
35 Cedar Street S.
110 Lancaster Street E
278 Carwood Avenue
430 Connaught St.

Friday

31 Oprington Ave

*Rain dates TBD based on availability.

Resident Reminders

- If you have a pet, please ensure you are cleaning up after your pets immediately. Your lease agreement states that you will not allow your pet or any pet you bring on the premises to disturb the reasonable enjoyment of the premises by us or other tenants. We ask that you respect the right of your neighbors and manage your pets accordingly.
- 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 attachment to KHIIHelp@kitchener.ca. Please ensure you include all identifying information on the documents when taking photos.

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 (NEW)
4. Debit (at head office)
5. Cheque
6. Cash

All tenants are responsible for paying rent on time. If you have questions about paying rent or your account ledger, please contact Patric at Patric.Pintea@kitchener.ca

Message from the Executive Director

I am pleased to announce that Macy Maclean has joined the KHI Facilities team as Property Manager. In her role Macy will be directing the work of the maintenance team and vendors, responding to, coordinating, and overseeing requests for repairs, ensuring units are made ready for new tenants when vacated and providing leadership in the property management area.

Macy will be onsite from time to time and will be sending out communications to all residents about various updates and general information related to property management services.

Please join me in welcoming Macy to the KHI team.

Lori Trumper
Executive Director

Pest Control Do's and Don'ts

These are a set of recommendations and guidelines for dealing with pests in your home. Here are the DOs and DON'Ts summarized:

DOs:

1. Remove sources of food, water, and shelter such as produce, cardboard boxes, and rice bags.
2. Store food in sealed plastic or glass containers. Dispose of food items and garbage regularly.
3. Notify Kitchener Housing to fix leaky plumbing and prevent water accumulation in the home, including house plants and refrigerator trays. Remove pet food and water overnight.
4. Clear clutter to eliminate hiding places for pests. Remove items like newspapers, magazines, or cardboard.
5. Check packages or boxes for pests before bringing them into your home.
6. Follow the preparation sheets provided by Kitchener Housing.
7. Inspect furniture carefully before bringing it into your home, especially if it's second-hand.

DON'Ts:

1. Don't ignore your pest problem; inform Kitchener Housing as soon as possible to prevent the spread of pests throughout the community. Failure to communicate infestations may result in charges to your account.
2. Don't use store-bought pest control products before, during, or after a professional pest control treatment. This can interfere with the effectiveness of the treatment.
3. Don't allow pets or children to ingest pesticides. Follow instructions regarding staying out of the unit if required after treatment.
4. Don't remove any items left behind to protect or monitor pests after treatment.

By following these guidelines, you can help prevent and control pest infestations in your home. It's important to communicate with Kitchener Housing and seek professional assistance when needed.

We do not treat for any external environmental pests such as wasps/bee's and ants that are outside of your unit.



Community Resources

<p>City of Kitchener Information about living in the City of Kitchener.</p>	519.741.2345	www.kitchener.ca/en/index.aspx
<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 to help get settled into the community.</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/SelfAssessment
<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>Telehealth Provides fast free medical advice</p>	1.866.797.000	https://www.ontario.ca/page/get-medical-advice-telehealth-ontario

Office Staff Directory

Lori Trumper	Executive Director	Lori.Trumper@kitchener.ca
Dave Van Houwelingen	Manager of Accounting and Administration	David.VanHouwelingen@kitchener.ca
Macy Maclean	Property Manager	Macy.Mclean@kitchener.ca
Rebecca Warren	Manager of Resident Engagement	Rebecca.Warren@kitchener.ca
Rachel Bridgehouse	Resident Services Coordinator	Rachel.Bridgehouse@kitchener.ca
Patric Pintea	Account Analyst	Patric.Pintea@kitchener.ca
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca



Alternate formats available upon request.