



Resident Living

Photo by Resident
Fall 2023

Our Vision

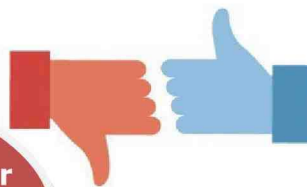
We are a non-profit organization that develops and manages affordable housing, encouraging community and personal growth.

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



Sign up to receive documents about your tenancy through email by contacting us at khihelp@kitchener.ca

What's Inside:

Maintenance Reminders	2
Resident Reminders	3
Complaint Process	3
Community Resources	4



NEW! RentCafe – Tenant Portal

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

You should have already received an email to register for 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!

WASTE MANAGEMENT

It is everyone's responsibility to keep the properties and buildings clean and clear of mess. How can you help?

1. Store garbage and compost in closed and locked garbage bins.
2. Put bins to the curb the night before or morning of pick-up to avoid a mess.
3. Secure recycling in the blue bins so it cannot blow away.
4. Make sure to break down boxes and clean out containers so rodents are not attracted to the containers.
5. For properties with large garbage receptacles, make sure the bags are put **INSIDE** the bin and not next to it.
6. For properties with garbage chutes, make sure the garbage bag goes **DOWN** the chute and do not leave items in the garbage room.



Rodents and pests feed on garbage, which can increase their presence in the area.

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 KHIHelp@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 KHIHelp@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**

Other options: Debit, Cheque, Cash

All tenants are responsible for paying rent on time.

If you have questions about paying rent, contact Patric at Patric.Pintea@kitchener.ca

Complaints and Concerns

KHI has a complaint process that requires all official complaints to be documented in writing. The complaint form is located on our website, [linked here](#). You may also submit an email to KHIhelp@kitchener.ca sharing the details of the incident. Please ensure you include the date or span of dates the incident occurred, the time or times it occurred, details about the incident and how it affected your tenancy. All details are important in ensuring we have tangible information on the incident(s).

It is your responsibility as a tenant to inform us as the landlord of situations that are affecting your tenancy. If you do not share it with us, we will not know and we will not be given the appropriate chance to resolve it. **However, not all complaints and concerns can be resolved by the landlord.** If it is an interpersonal conflict (such as gossiping or conflicting personalities) this is not typically something we as a landlord can resolve. This would be something to resolve between the parties and if needed with the support of mediation or conflict resolution. Please contact Community Justice Initiatives with questions about mediation. CJI - <https://cjiwr.com/mediation/#housing-mediation> 519.744.6549

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

There have been changes to our team, please see below for up-to-date contact information.

Rachel Bridgehouse	Resident Services Coordinator (Rent calculations, internal transfers, etc.)	Rachel.Bridgehouse@kitchener.ca
Patric Pintea	Account Analyst (Rent payments)	Patric.Pintea@kitchener.ca
Rebecca Warren	Manager of Resident Engagement (Complaints, community resources)	Rebecca.Warren@kitchener.ca
Macy Maclean	Property Manager	Macy.Mclean@kitchener.ca
Dave Van Houwelingen	Manager of Accounting and Administration	David.VanHouwelingen@kitchener.ca
Lori Trumper	Executive Director	Lori.Trumper@kitchener.ca



Alternate formats available upon request.