



Resident Living

Fall 2020

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 of Operation

Due to COVID-19 our office will be closed to the public until further notice. Staff will be available via phone and email during our office hours:

Monday-Friday 9AM-4PM

Closed for lunch between 1PM-2PM

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:	
New RGI Rules	2
Paying Your Rent	2
Income Verification and Taxes	2
Fall Maintenance Reminders	3
Waste and Recycling Practices	3
Service Standards	3
Resident Responsibilities	4
Submitting RGI Paperwork	4
Important Contact Info	4
COVID-19 Updates	4
Community Resources	5
Staff Directory	6



KITCHENER HOUSING INC.

11 Weber Street West
Kitchener, ON N2H 3Y9

New Rent-Geared-to-Income Rules

On July 1st, 2020 the process to confirm your income for rent geared to income calculations changed as a result of amendments to the housing legislation. You will receive requests for your income verification as you have in the past, however, the firm timeline to submit your information has changed and your response is needed much more quickly. These changes are designed to provide benefits like less reporting of income changes, less paperwork during your annual review process, and better stability and consistency of household rent.

This means that you will receive your annual income verification package 1 month before it is due. Please be mindful of these shortened timelines. If you have any questions or would like more in-depth information about the changes and its effect on you, please contact KHHelp@kitchener.ca and staff will respond as soon as they can.

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 (NEW)
4. Debit (unavailable due to COVID-19)
5. Cheque

Paying Your Rent

Income Verification and Taxes

As the new rules for calculation have come into effect, you must complete your income taxes as part of your annual review. It is important that you do your taxes every year to stay eligible for RGI as your income verification requires income tax documentation. You may also be able to claim other government benefits that you will receive in your refund. If you need help working through this process, please reach out to the free tax clinics available in the community.

Social Development Centre Waterloo Region:

519.579.3800. To book an appointment, email tax-clinic@waterlooregion.org.

The Working Centre:

<https://www.theworkingcentre.org/income-tax-returns/479>

We are happy to help!

If you have any questions or require assistance with your rent calculations or lease compliance please contact KHHelp@kitchener.ca.

If you have any questions or require information regarding rent payment options, please contact Patric Pinteá, Account Analyst at 519.744.6655 x8201 or by email at patric.pinteá@kitchener.ca.

Fall Maintenance Reminders

We thank you for your patience and cooperation as we continue to complete maintenance and construction projects across all properties this year. As we move into the fall, we will be completing eavestrough cleaning in the townhouse complexes and annual fire alarm and sprinkler inspections will be completed in apartment buildings in September and October. Notice will be provided with the date and time your eaves and alarms will be addressed. Landscapers will also be preparing our properties for the winter season by removing dead trees and pruning limbs that are close to or touching any property.

Some reminders as we move into the colder fall weather:

- This is a great time to check your furnace filter and if needed replace them to ensure proper airflow.
- Take a look at your thermostat, if the battery needs to be changed please call the office to schedule an appointment.
- Check the batteries in all your smoke and CO2 detectors. If you need a replacement, please call the office to schedule an appointment.

Waste and Recycling Practices

Help keep pests away by placing your garbage directly into the bins provided. This will help by not allowing easy access to any unwanted rodents. We ask that you sort your recycling properly by rinsing all items and placing them in the appropriate bins as well. It is best practice to put garbage bags inside the bin and/or onto the street no earlier than 7:00 PM the night before the scheduled pick-up day.



Please note: We are gradually implementing a bulk pick up day throughout all properties, you will receive a separate communication when this begins at your location.

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

Maintenance requests must be submitted through the website or by calling the number below.

[Request for Maintenance](#)

519.744.6655 x 8202

*Due to COVID-19 all technicians and vendors will be equipped with PPE when they visit your home. We ask that you practice physical distancing during your appointments.

Resident Responsibilities

As a resident of Kitchener Housing you are responsible for following the rules and regulations detailed in your lease. Please find a few of those rules and regulations below;

Smoking is not permitted on the leased premises. Unless you live in a grand parented unit, we ask that you do not smoke on KHI Property.

Excessive noise and disturbances are not permitted. We ask that you be mindful of the noise coming from your unit at all hours of the day and night.

Report and cooperate with pest control programs. If you notice a pest control issue in your unit, please report those to maintenance right away and we will manage them accordingly.

Park in your assigned spot and register your vehicle. If you park elsewhere in a vehicle that is not registered with us, you may be subject to being ticketed or towed. Please call the office to register your vehicle.

If you plan to move, please report this to us and provide 60 days' notice of your move out.

Submitting RGI Paperwork

You may be required to drop off paperwork for your annual income verification. Please drop off any paper work in the mail slot at the head office, scan items to KHIHelp@kitchener.ca, or fax them to 519.744.9365. If you need to provide original documents, please know that they will be returned to your home as soon as possible.

Important Numbers to Remember

Noise Complaints

City of Kitchener ByLaw:
519.741.2330

Behaviour Complaints

Non-Emergency Police Line:
519.570.9777

If you feel you are in danger call 911

Humane Society

519.745.5615

Call if you notice an animal that may need assistance.

COVID-19 Updates

While we remain in the COVID-19 pandemic and in Phase 3 of reopening in Ontario, we ask that all residents follow the directives placed by the government, wear masks, and continue to practice physical distancing. You will be receiving a separate communication in the mail that outlines specifics of COVID-19 at KHI. For the latest news and resources, please visit the Government of Ontario website at <https://covid-19.ontario.ca/> as well as the "Residents" page on our website.

Protect
each other.

**Wear a face
covering.**

Nose, mouth and
chin must be covered.



Required by the Face Covering By-law.

Does not apply to children under the age of five
and those who are unable to wear a face covering
as a result of a medical condition or a disability.



Region of Waterloo

regionofwaterloo.ca/MaskBylaw

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 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/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>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)

ADDRESS

11 Weber Street West
Kitchener, ON N2H 3Y9

PHONE:

519.744.6655

FAX:

519.744.9365

E-MAIL:

khihelp@kitchener.ca

We're on the Web!
Visit our updated website at:
kitchenerhousinginc.ca

After Hours Emergency: 519.749.3813

Office Staff Directory

Lori Trumper	General Manager	Lori.Trumper@kitchener.ca
Greg Osinga	Manager of Facilities	khimaintenance@kitchener.ca
Patric Pintea	Account Analyst	Patric.Pintea@kitchener.ca
Stephanie Holloway	Facilities Services Coordinator	khimaintenance@kitchener.ca
Dilek Esen	Facility Services Administrator	khimaintenance@kitchener.ca
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca
Rebecca Warren	Resident Engagement Coordinator	Rebecca.Warren@kitchener.ca



Alternate formats available upon request.