



Resident Living

Spring 2021

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

Our office remains closed to the public. Staff are available via phone and email during 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.

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KITCHENER HOUSING INC.

11 Weber Street West
Kitchener, ON N2H 3Y9

COVID-19 Update

We thank you for your cooperation and understanding as we do our part to slow the spread of COVID-19 as the pandemic continues. The Region of Waterloo is currently in the **Red Zone** as identified in the COVID-19 Response Framework. Please visit the Government of Ontario website [here](#) for more information.

We ask that all residents in apartment buildings continue to follow the mask bylaw and practice social distancing when using shared spaces including the laundry rooms, garbage rooms, and elevators. For more information and covid-19 specific resources, please visit the Residents page on our website.

Tax Clinic Information

Rent geared to income households are required to file their income taxes every year, this information is used to calculate your income. Additionally, as part of your annual income verification, we require your notice of assessment or proof of income from the previous tax year.

Tax season will begin in March and the following resources are available should you need assistance filing your taxes.

Region of Waterloo Community Volunteer Income Tax Clinics

- For low income households
- The 2021 Information Flyer that you can reference and/or share with your residents. More information is also posted to the [Region's website](#)

Canada Revenue Agency CRA – Free tax clinics

- For information about CRA free tax clinics you can check their website [here](#).
- To find a free clinic in Cambridge Kitchener or Waterloo click [here](#).

Working Centre:

- Details on The Working Centre tax clinic have not yet been released, however you can reach out for more information at taxclinic@theworkingcentre.org

Fire Safety Reminders

- Reduce clutter in your unit, be sure there is clear access to all entrances and exits
- Be sure you know where your fire extinguisher is located at all times
- Always clean the lint trap from the dryer, it can turn into a serious hazard
- Never smoke where oxygen is being used

Important Numbers to Remember

Noise Complaints or Questions about COVID Guidelines

City of Kitchener ByLaw:
519.741.2330

Behavior Complaints

Non-Emergency Police Line:
519.570.9777
If you feel you are in danger or concerned for your safety **call 911**

Humane Society

519.745.5615
Call if you notice an animal that may need assistance.

Our Maintenance Team

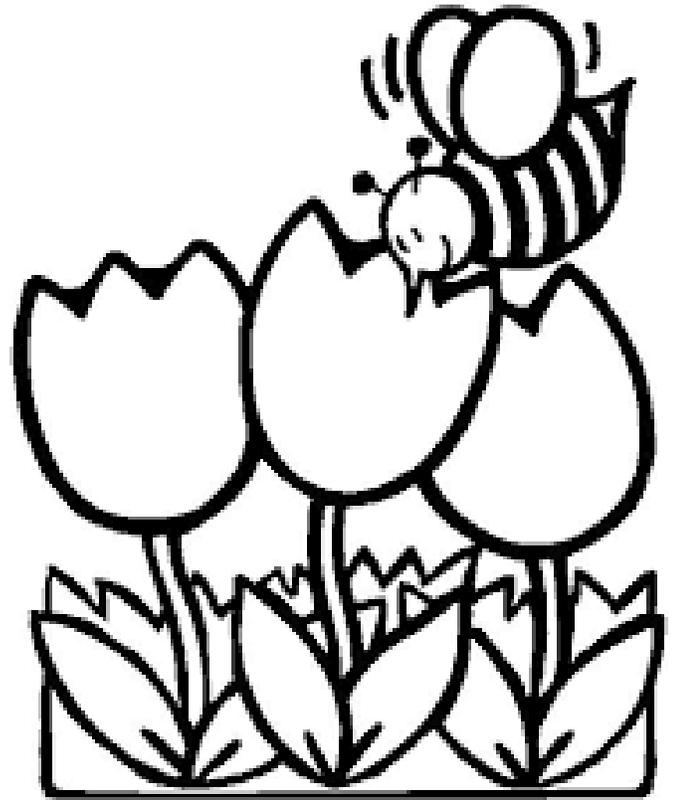
Thank you to our maintenance technicians for all their hard work. Our maintenance team works hard every day to keep our properties safe and clean. Thank you, Chris, Jake and Stephen!

Paying Rent

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 (when head office reopens)
5. Cheque
6. Cash (On an as-need basis.)

If you have any questions about paying your rent, please contact Patric Pintea at patric.pintea@kitchener.ca

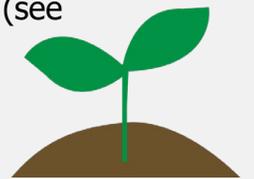


Colouring Break!

Spring Cleaning

With spring just around the corner, here are some useful tips to practice before we move into the summer months:

- Change or clean your furnace filters
- Declutter and clear out items you no longer need in your home
- Ensure sump pumps are in working order
- Ensure downspouts are attached and water is being directed away from the building
- Contact Community Support Connections if you need help cleaning your home! (see page 5 for other community resources)



We are happy to help!

If you have any questions or require assistance with your rent calculations or lease compliance please contact Rachel Bridgehouse at 519.744.6655 x8210 or by email at KHIIHelp@kitchener.ca

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

Spring Maintenance Reminders

As we approach spring and summer it is important to ensure your front and back yard area are free of debris for the landscapers to complete grass cutting activities. The landscape company will be onsite weekly. Below is a chart that indicate which days grass cutting will take place.

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

Please remember, 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 will resume regular cutting.

Landscaping Schedule

Every Monday: 73 Church/64 St. George

15 Linden

35 Linden

25 Joseph

35 David

454 Lancaster

355 Charles

20 Union

Every Tuesday: 278 Carwood

430 Connaught

59 Vanier

5 Maurice

103 Gage

45 Howe

Every Wednesday:

31 Oprington

76 Penelope

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*

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, 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.

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



Address: 11 Weber Street W, Kitchener, ON
N2H 3Y9

Phone: 519.744.6655

Fax: 519.744.9365

E-mail: khihelp@kitchener.ca

After Hours Emergency: 519.749.3813

We're on the Web!
Visit us at:
kitchenerhousinginc.ca

Office Staff Directory:

Lori Trumper	General Manager	Lori.Trumper@kitchener.ca
David VanHouwelingen	Manager of Accounting	David.VanHouwelingen@kitchener.ca
Greg Osinga	Manager of Facilities	khimaintenance@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
Stephanie Holloway	Facilities Services Coordinator	khimaintenance@kitchener.ca
Dilek Esen	Facility Service Admin	khimaintenance@kitchener.ca
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca



Alternate formats available upon request.