



Resident Living

Fall 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



NEW Office Hours!

Walk-In 10AM – 1PM

By Appointment Only 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:

Rent Freeze Information	2
Paying Your Rent	2
Guest Information	2
Fall Maintenance Reminders	3
Pest Control Reminders	3
Service Standards	3
Annual Review Requirements	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

Rent Freeze Information

On August 28, 2020, the Provincial government announced its intention to freeze rents for the period of January 1st to December 31st, 2021 and on October 1, 2020, the Helping Tenants and Small Businesses Act, 2020 was passed. This law changed the Residential Tenancies Act, 2006 (RTA) and the Housing Services Act, 2011, to make sure that no rent increases to most of the tenants that live in Ontario during 2021.

If your annual review for 2021 resulted in an increase to your rent, your rent increase will be effective January 1, 2022. Please be mindful that you are paying the appropriate rent amount on January 1st, 2022.

If you have a received a notification that your subsidy will be removed for any reason, that will also be effective January 1, 2022.

If you have any questions with regards to your rent calculation or annual review, please feel free to contact us.

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:

- Pre-authorized withdrawal
- Automatic payment through OW/ODSP
- Online bill payment through resident's bank accounts
- Debit
- Cheque

Paying Your Rent

Guest Information: Requests and the Guest Policy

With the prior written consent of Kitchener Housing, residents may request a guest to stay for an extended period. If you wish to have a guest, be that a family member or friend stay in your unit for an extended period, please contact the office for approval before you make plans for your guest. As stated in your lease, there is a guest policy that you have agreed to follow.

Please allow enough time for your request to be received and reviewed before your guests arrive. In some cases, we can provide parking to your guest if it is available.

Residents are not permitted to invite guests on an extended visit without notifying Kitchener Housing first. Doing so may put you at risk of losing your subsidy.

Having a visitor stay for more than 4 hours or having a guest staying overnight?

You can request a parking pass for your guest by emailing KHIMaintenance@kitchener.ca or calling the office 519-744-6655 x 8206. Please provide us with at least 24 hour notice for a parking pass to be picked up at the office or 48 hour notice for a pass to be delivered.

Fall Maintenance Reminders

Please welcome Troy Life & Fire Safety as our new fire safety vendor, if you see them on site feel free to say Hi!

We are busy preparing for our annual fire alarm testing in the apartment buildings in October. Notices will be provided with specific date and time closer to the inspections. We would also like to notify you that the monthly fire alarm inspections will be completed within the first week of each month and you will hear the alarms being tested.

Landscapers will also be cutting down trees and pruning and limbs that need to be removed in preparation for the winter months.

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.

Pest Control Reminders

You are responsible for informing us of pest control concerns in your unit. As soon as you are concerned about pests, contact khimaintenance@kitchener.ca immediately, DO NOT WAIT!

Two common pests are cockroaches and bed bugs. Below is where they are commonly found.

Cockroaches – kitchens, cracks in cabinets, near sinks or where food is stored, etc.

Bed bugs – seams of chairs, between cushions, folds of curtains, in electrical receptacles and appliances, etc.

Rest assured that informing us of maintenance concerns will not reflect negatively on you as a resident. It is better to share your concerns with us than keep them to yourself.

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.

Annual Review Requirements

As a recipient of Rent Geared to Income (RGI), you are required to verify your household income and household composition on a yearly basis. This is called your Annual Review and Income Verification.

You will receive a package in the mail 3 months before your annual review date. Please read that package carefully to ensure you are submitting all required information. If you are having difficulty collecting any documentation, please review the community resources on the last page of this newsletter, or call our head office, we may be able to assist you. There is a checklist included with your package, please use this to ensure all the right documents are being submitted by the due date stated on your letter. Documents like Proof of Income and your Notice of Assessment can be found on your MyCRA page.

An annual review of information is an important part of rent geared to income. It is important to submit all required documentation by your due date. If we do not receive your information, you may be at risk of losing your subsidy. Please feel free to contact us if you require any assistance with this process.

Submitting RGI Paperwork

- There are a few different ways that you can submit your Annual Review information:
- Drop off paper work in the mail slot at the head office
 - Scan items to KHIHelp@kitchener.ca
 - 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

We ask that resident continue to follow the directives placed by the government, wear masks, and continue to practice physical distancing. 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.



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	wcswr.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

Well wishes to all residents starting new beginnings this season!

ADDRESS :11 Weber Street West
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 our updated website at:
kitchenerhousinginc.ca

Office Staff Directory

Lori Trumper	General Manager	Lori.Trumper@kitchener.ca
David Van Houwelingen	Manager of Accounting	David.Vanhouwelingen@kitchener.ca
Rebecca Warren	Manager of Resident Engagement	Rebecca.Warren@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
Rachel Bridgehouse	Resident Services Coordinator	Rachel.Bridgehouse@kitchener.ca
Patric Pintea	Account Analyst	Patric.Pintea@kitchener.ca



Alternate formats available upon request.