



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



Our office is currently closed until further notice due to recent COVID19 concerns. Please contact us through email, our website or phone.

The fastest way to get in contact with staff is **via email or our website**, 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

A Letter from our New Manager of Facilities

Effective November 8th, I was hired as the new Manager of Facilities. I come to KHI with decades of experience in property and facilities management as well as project management, and I have served as an advocate and volunteer for caring charities and nonprofits.

I'm proud to join KHI Facilities! This is a conscientious team of caring people who bring hearts, minds and professionalism to the job in coordination with our other equally-caring KHI departments. Our team addresses maintenance requests, ensures property management contracts are in place, implements preventative maintenance, and supports residents in respecting their homes and neighbours. We are a team of six dedicated individuals, and each of us considers it a joy and a privilege to provide safe, affordable housing to members of our community. I look forward to visiting all of the KHI properties and hope you will say hello if you see me onsite.

Meanwhile...

Some reminders as we move into the colder weather:

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

On behalf of the KHI Facilities team, we wish every KHI resident warmest wishes for a healthy, safe and happy Winter, and a peaceful and prosperous New Year!

Gena Brumitt, Manager of Facilities

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
 1. Debit
 2. Cheque

Paying Your Rent

See something? Say Something — Crime Stoppers

See something? SAY something! It is important to report incidents of crime to Waterloo Crime Stoppers. This is an anonymous way to share information you have with the team investigating the crimes themselves.

CALL 1-800-222-TIPS(8477) to report a crime.

You can also report a tip online at: <https://www.p3tips.com/tipform.aspx?ID=152&CX=353535>.

Submitting your tip online allows you to upload images such as photos you might have taken. If you have any follow-up, you just enter the tip ID number and password that you set for the original tip.

From Waterloo Crime Stoppers:

Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy.

Crime Stoppers provides a telephone number and Web Tip platform to encourage citizens in the community to volunteer vital information that may be helpful to law enforcement agencies in their fight against crime.

Tipsters can remain anonymous and are eligible to receive a cash reward if the information given leads to an arrest or charges laid.

Let's Talk About Mould

Facilities Team Fun!



Winter brings many things... snow (coming in on your boots) ... and extra visitors (which often means extra cooking and washing of dishes). These everyday activities add moisture to the air.

Know what moisture and humidity can cause in our homes? MOULD.

Have you ever asked yourself what causes humidity? In basic terms, humidity is the measurement of water vapour in the air. When the air retains more water vapour, the environment will feel more humid. When the air retains less water, the environment will feel dry. Humidity is a normal condition for humans living indoors. You may be surprised to learn that many of your daily routines could be introducing excess moisture into your home. Everyday actions like cooking, washing the dishes, running the washing machine, taking a shower, sweating and even breathing can cause moisture to build in your home – especially if you've got a big family.

KHI Advice:

VENTILATE

Activities like boiling food and taking hot showers produce moisture in your home – moisture that will get trapped if it has no way to escape. That's why proper ventilation is essential to preventing high humidity. You can help ventilate your home by doing several simple things. Cracking open windows, particularly in high-moisture areas like the bathroom, is very helpful. Also, leave interior doors open to allow good air circulation. Opening drapes and blinds in the Winter allows warmth to reach the interior glass. Some condensation may occur, but the improved circulation makes it less likely to accumulate. Bathroom exhaust fans, dryer exhausts and ducted kitchen exhaust hoods that vent to the outside will remove moisture created by showering, bathing, clothes drying, dishwashing and cooking. Keep these devices free of dust, lint, grease or anything that you see clogging them – this is a responsibility of all home dwellers.

COOL DOWN YOUR SHOWERS

To reduce humidity, taking shorter, colder showers can help. Also, take care to not leave wet towels lying around. Run your bathroom exhaust fan during and after your shower or bath.

BE MINDFUL OF YOUR COOKING HABITS

When you cook, make sure to switch on the exhaust fan over your stove and cover your pots. You may also want to try using slow cookers, which produce less moisture than oven and stovetop cooking.

MOVE YOUR HOUSEPLANTS

Did you know that water can evaporate from the exposed soil of your houseplants? Avoid overwatering your indoor plants, as this can contribute to a moisture problem.

When you see moisture accumulating, dry off water droplets promptly and deal with the source of the problem. Your best bet for controlling moisture buildup in the home is minimizing cool surfaces and reducing humidity.

If you see mould accumulating in your bathroom, kitchen or windows, **clean it promptly to prevent additional growth.** Spray on some white vinegar and wipe. Alternatively, 1 cup bleach into 1 gallon of water put into a clean spray bottle is another recommended mould cleaning solution. Allow bleach-water or vinegar to set before giving it a scrub. Then rinse well and wipe to dry. Hardware stores also carry ready-made sprays, and dollar stores often carry clean spray bottles. Never mix your cleaning solutions, and make sure you have a window open nearby when you are cleaning with these.

KHI will promptly address building conditions like water penetration or inadequate ventilation, which may cause mould – that is a part of our responsibilities. **However, mould caused by basic household maintenance or cleanliness standards not being met, is the occupant's responsibility under the City's Municipal Code.**

Resident Reminders

- **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 call us 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.
- **All official communication is delivered via Canada post in the mail.** It is your responsibility to check your mailbox on a regular basis to ensure you are receiving communications from us on time.
- **The Rent Freeze will no longer be in effect as of January 1, 2022.** Please ensure you pay your appropriate rent amount following any changes to your rent during your 2021 Annual Review. If your annual review resulted in an increase, you are required to pay your new rent

Submitting Electronic Paperwork

It is important when submitting documents that you include the entire piece of paper in the scan or photo, including identifying information like your full name and address.

Please feel free to send photo/scans of documents into our KHIFHelp@kitchener.ca inbox when submitting

Are you an artist who paints or draws?

We are looking to showcase resident artists on our website, newsletters and soon-to-be resident handbook.

Reach out to us by emailing khihelp@kitchener.ca to learn more!

COVID-19 Update

We all must do our part in slowing the spread of COVID19. We are all required by City of Kitchener ByLaw to wear a mask in common areas, unless medically exempt.

If you see anyone not wearing a mask, please phone ByLaw and

Please 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 Govern-

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	wicswr.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/Self-Assessment
<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)

Well wishes to all in 2022!

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

Office Staff Directory

Lori Trumper	General Manager	Lori.Trumper@kitchener.ca
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