



Resident Living

Spring/Summer 2022

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



Office Hours of Operation

Monday-Friday 10AM-1PM, 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!

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KITCHENER HOUSING INC.

11 Weber Street West
Kitchener, ON N2H 3Y9

Spring Maintenance Reminders

As we welcome the warm weather this year, remember that your front and back yard area must be free of debris for the landscapers to complete grass cutting and landscaping activities. 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. If the weather is not suitable for grass cutting, the landscapers will come the next day that is suitable.

Please see the chart below that indicates which days grass cutting will take place at your property.

For any questions about landscaping, please email khimaintenance@kitchener.ca

Landscaping Schedule*

Monday: 20 Union Lane
454 Lancaster Street
110 Lancaster Street
15 Linden Avenue
25 Joseph Street
35 David Street
73 Church Street
64 Saint George Street
35 Cedar Street
355 Charles Street E

Tuesday: 45 Howe Drive
278 Carwood Avenue
59 Vanier Drive
430 Connaught Street
103 Gage Avenue

Wednesday: 76 Penelope Drive

Thursday: 31 Oprington Drive

Friday: 5 Maurice Street

*Weather permitting

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

Maintenance requests must be submitted through the website or by calling maintenance line (see back for directory)

Maintenance Request

Important Numbers to Remember

Non-Emergency Police Line: 519.570.9777

If you feel you are in danger or concerned for your safety **call 911**

After Hours Emergency: 519.749.3813

Call if you have an emergency at any time.

Resident Reminders

- If you have a pet(s), please ensure you are cleaning up after them 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 other tenants. We ask that you respect the rights 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 KHIIHelp@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 KHIIHelp@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 (NEW)
4. Debit (at head office)
5. Cheque
6. Cash

Tax Information:

Rent Geared to Income households are required to file and submit income taxes. The Notice of Assessment or Proof of Income Statement from the previous tax year is a requirement for your annual income verification. The following resources are available should you need assistance filing your taxes:

Region of Waterloo Community Volunteer Income Tax Clinics - 2021 Tax Clinics begin on March 2, 2022. For more information, please visit the Region of Waterloo website*.

Canada Revenue Agency CRA – Free tax clinics

For information about CRA free tax clinics, please visit their website*.

Working Centre-The Working Centre's Free Income Tax Clinic is drop-off only and will open on Monday, March 2, 2022. For more information, please visit their website*.

*for direct links, please visit the "Residents" page on kitchenerhousinginc.ca

Interested in hosting a tenant event? Have a skill you'd like to share with others? Want to build community?

Reach out to Rebecca at Rebecca.Warren@kitchener.ca to share your thoughts on possible tenant guided events.

Spring is HERE!

Spring has arrived at Kitchener Housing, both in terms of improvement in the weather as well as the greening up of our properties.

After the long period of restrictions due to COVID 19, we are pleased to say that our Facilities Services team is out in full force. We have retained the services of an additional skilled tradesperson from Dakon Construction, on a temporary contract basis, to assist in unit repairs and maintenance as well as common space repairs and maintenance. His name is Steve, and he will be with us for a few months. KHI Facilities Services staff who you know well, Stephen, Chris and Jake will be ramping up our unit inspections, general repairs, maintenance, and spring cleanup.

We ask for your patience and cooperation. Unit inspections are vital for us to assess the condition of the units so we can identify and plan for needed repairs and maintenance. We do these annually in addition to the fire safety equipment inspections and make every attempt to be as least intrusive as possible, however, we do need access to the space under cupboards and vanities, walls, and flooring to determine if there are issues that need to be addressed. If you could ensure that when your unit is scheduled for inspection, our staff have an unobstructed view and access, that would be very much appreciated.

If you have a pest infestation, please be sure to let our Facilities Services staff know as soon as possible. Early detection and treatment go a long way to solving the problem and preventing it from reoccurring and spreading. We have skilled resources available to us to deal with pest infestations and advise on preventative measures. If you're not sure, please ask.

In the coming days and weeks, you will see our grounds maintenance contractor as well as KHI staff, Jake, on the properties doing spring cleanup. Canadian winters are long, cold and harsh – they take a toll on the grounds, and it takes some time to get the salt and sand residue cleaned up, plants and landscaping trimmed and to get ready for grass cutting season. Keeping your "yard" areas clear of debris and items so that the grounds maintenance contractor can get access to complete yard maintenance, is very much appreciated.

If you need something repaired, please do let us know. You can email us at KHIMaintenance@kitchener.ca. The request will be recorded in our system and prioritized based on urgency of repair. Please notify us as soon as possible about leaks – water damage can be quite costly to repair and very inconvenient for you the resident – let us know as quickly as possible if you are seeing a persistent and consistent water leak.

Lastly, thank you for being residents of KHI and for your cooperation in maintaining your home and our properties.

Lori Trumper
Executive Director

Need something repaired in your unit?

Visit our website at kitchenerhousinginc.ca or email KHImaintenance@kitchener.ca to submit a work order request.

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

Happy Spring!
Brighter Days are
ahead!

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	Executive Director	Lori.Trumper@kitchener.ca
Dave Van Houwelingen	Manager of Accounting and Administration	David.VanHouwelingen@kitchener.ca
Mark Thompson	Manager of Facilities	Mark.Thompson@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
Lorna Frederick	Housing Information Clerk	Lorna.Frederick@kitchener.ca



Alternate formats available upon request.