



## Kingston & Frontenac Housing Corporation Newsletter

### *In this issue*

- Illegal Dumping and Garbage disposal
- Complaint procedure

### *Holiday Closures*

September 5, 2011  
Labour Day – Closed

October 10, 2011  
Thanksgiving – Closed

November 11, 2011  
Remembrance Day – Closed

### *Office Hours*

Monday to Friday  
8:15 am - 4:15 pm  
now open during the  
lunch hour

## Help Us, Help You! GARBAGE



### **All City of Kingston Residents have 2 Bag limit for garbage every week!**

All other bags must be tagged. You can purchase extra tags for \$2 each at:

- Cataraqui Town Centre, Customer Service Booth
- City Hall, 216 Ontario Street
- Family News Stand, 506 Days Road (LaSalle Park Plaza)
- Gordon's Daily, 139 Drennan Street
- Gordon's Grocery, 1182 Montreal Street
- John Counter Boulevard Municipal Building, 1211 John Counter Boulevard
- Medical Arts Pharmacy, 800 Princess Street
- Quik Chek, 730 Front Road (Reddendale Plaza), 613-389-7426
- Sunshine Variety, 263 Weller Avenue, 613-549-0253

**Kingston By-Law states you must not place your garbage out sooner than 6 a.m. on your collection day.**

### **ILLEGAL DUMPING**

**It is illegal to place large items at the curb.**

**Illegal dumping means more than 2 bags, large items, dumping by someone not living in the area. You can be charged and fined up to \$5000.**

Take your large articles and excess garbage to the Waste Management transfer station at 62 St. Remy Place (off Dalton Avenue) Or call Glen Bates (613) 544-2100. For a small fee he will come and pick them up.



### **REWARD**

We are offering a reward for tips that lead to the conviction of illegally dumping garbage on KFHC property. Your identity is protected.

If you see anyone dumping illegally **please** report the vehicle type, license number or the name of the person to City of Kingston by-law at 613-546-4291. Ext 3135 **And then** email us at [kfhcinfo@kfhc.ca](mailto:kfhcinfo@kfhc.ca) and Help us, Help you!

## From the Technical Department

**ALL maintenance phone calls – Call Dawn at ext. 106**

### AFTER HOURS MAINTENANCE EMERGENCIES WHEN AND WHY TO CALL

KFHC's after-hours service is available for tenants, 24 hours a day when it comes to **EMERGENCIES ONLY**.

These are **NOT** emergencies and you can be charged back:

- Leaky taps
- Plugged sinks
- No hot water
- Broken windows
- Broken locks to interior doors
- Leaky ceilings during a rain storm or snow melt.
- Stove & fridge not working

Please call the office during regular business hours

Some examples of emergencies are:

- Power out in all or half of your unit
- Large volume water leaks that will cause damage if left for more than 1 day
- No heat, during the winter months
- An immediate threat to your safety and security

For emergency calls, call (613) 546-5591 and listen to the message, it will direct you on how to reach the person on call.

Never Disconnect or Disarm your smoke detectors!  
You can cause serious danger to your family and your neighbours. You can be fined and/or evicted.

**Thank you to our summer helpers for Cleaning up your neighbourhood!**



### HEATING SEASON IS COMING

Furnace filters are an important part of your home heating. The filter removes dust, pet hair and dirt from the air and sends the clean air back upstairs. This helps you and your children breathe easier. If the filters are not changed they will get clogged causing less heat to travel upstairs and eventually your furnace will quit.

Furnace filters can be purchased at stores like Canadian Tire, Rona and Home Depot for about \$3 for a package of three. Filters should be replaced every 2 months.

### Suggestions for cutting down your garbage:

Old clothes, furniture, bicycles and appliances may be taken to, or in some cases, picked up by some non-profit agencies.

Before throwing out unwanted items, have a garage sale, post a free ad on kijiji or have them fixed.



## From the Property Management Department



Property Management Department:  
Pat, Jody, Wendy, Kasia, Mary Louise & Anabel

### APPOINTMENTS

To better help us serve you please make an appointment. See the list of extensions on the last page of the newsletter.

### HOUSEHOLD CHANGES:

Changes in your income source or the amount?  
Did someone move in or out of your unit?

Remember the 10 DAY RULE-  
Report all income changes in writing within 10 days or risk losing your rent subsidy.

You must **apply** to have someone added to your lease before they move in.  
Changes in the number of persons living in your unit must also be reported within 10 days.

### REMEMBER

Please put your name and address on all information that you drop off to the office.

For those that are employed and have their rent calculated monthly, hand in your paystubs by the 20<sup>th</sup> of each month to ensure your rent is calculated and you are notified by the first.

### COMPLAINTS

Complaints must be in writing and submitted to our office. Our official complaint form is called a Tenant Incident Report. You may find it on our website [www.kfhc.ca](http://www.kfhc.ca) or in our office. All complaints receive high priority and are forwarded to the appropriate property manager who will try to respond and resolve issues within 10 days. Criminal activity or immediate or serious threat to safety, contact the police immediately.

### NEWS AND UPDATES



#### Communities in Bloom

Thank you to everyone who participated in Communities in Bloom, 2011. All winners have been notified. What a great job!!! Are you planning for 2012?



#### Thousand Island Boat Cruise

The Boat cruise was a huge success and we hope to have more events like this in the future! Give us your ideas! [KFHCinfo@kfhc.ca](mailto:KFHCinfo@kfhc.ca)



#### Camp Maple Leaf

We are so thrilled to have had the tremendous opportunity to send 35 of our children to Camp Maple Leaf Summer Camp, a residential co-ed children's camp on Pigeon Lake in the Kawarthas. A special thank you to Ryan Hanes and the Kingston Kinsmen Club for generously sponsoring this event. Thanks to them and Kingston & Frontenac Housing Corporation our kids got to have fun swimming, canoeing, rock climbing, doing crafts and meeting new friends. We hope our campers got to feel good about themselves and take home new skills, as well as, great memories. We really hope we can send more kids next summer!



## WHATS HAPPENING THIS FALL



- In collaboration with the North Kingston community Health Centre, we're hosting Diabetes Prevention Education;
- Resolve Kingston, Conflict Management Services will be hosting presentations;
- Fall Clean-up is scheduled for September 22<sup>nd</sup>, 2011 at 9:30 in the parking lot of 70 Compton St
- Fire and Crime Prevention Seminars will be held at all KFHC apartment buildings
- Annual meeting with Corus Entertainment on September 28<sup>th</sup>, 2011 in regards to Clothes for kids. Sign up for snow suits will begin after that date.
- The apartment buildings are busy forming Tenant Groups. We anticipate great success from these newly formed groups and are looking forward to working with them.



### Tenant Corner

*Rome wasn't built in a day.  
How long shall I roam for you?*

*Anonymous*

*My hearts suit turns to the North  
I know when summers solstice does glow  
Alas with winters trumpets blasts  
My heart is Southern fried.*

*Anonymous*

### KFHC

119 Van Order Dr  
Kingston, ON  
K7M 1B9

PHONE:  
613-546-5591

FAX:  
613-546-9375

E-MAIL:  
kfhcreceptionist@kfhc.ca



We're on the Web!

See us at:

[www.kfhc.ca](http://www.kfhc.ca)

### Kingston & Frontenac Housing Corporation Staff Phone Extension List

#### Property Management

**Patricia Price – 118 – Property Manager**  
**Jody Riddle – 117 – Property Manager**  
**Wendy Sproule – 107 – Property Management Assistant**  
**Anabel Almeida – 108 – Property Management Assistant**  
**Kasia Malecki – 123 – Applicant/Tenant Services Coordinator**  
**Mary-Louise Heroux – 116 – Applicant/Tenant Services Coordinator**

#### Technical Service Department

**Scott VanderSchoor – 110 – Technical Services Manager**  
**Dave Sulpher – 109 – Technical Services Supervisor**  
**Mike Hobbs – 130 – Technical Services Supervisor**  
**Dawn Makpah – 106 – Technical Services Assistant**  
**Mary Clair – 115 – Technical Services Assistant**

#### Finance

**Dan Song – 103 – Finance and Administration Manager**  
**Catherine Purdy – 102 – Financial Services Supervisor**  
**Heather Maxwell – 101 – Financial Assistant**

**Kelley Sarris – 0 – Receptionist**

#### Administration

**Mary Lynn Cousins Brame – 113 – Chief Executive Officer**  
**Pam Cook – 120 – Executive Assistant**