

SUMMER EDITION – 2011



Kingston & Frontenac Housing Corporation Newsletter

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- Maintenance Emergencies
- Meet our Staff
- Community Events

Holiday Closures

July 1, 2011
Canada Day – Closed

August 1, 2011
Civic Holiday – Closed

September 5, 2011
Labour Day – Closed

New Office Hours

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

119 Van Order Drive, Kingston ON, K7M 1B9
Telephone: (613) 546-5591
Fax: (613) 546-9375
www.kfhc.ca



AFTER HOURS MAINTENANCE EMERGENCIES WHEN AND WHY TO CALL

KFHC and its Maintenance Department are proud to be available to you and help in any way we can. Our 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

You will need to call the office during regular business hours (613) 546-5591 x 106 or email kfhcinfo@kfhc.ca

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.

If you smell smoke, call 911

If you smell a rotten egg smell, Call Utilities Kingston 613-546-1181

If you have a noise complaint, call City of Kingston By-law 613-546-4291

If you are concerned about your personal safety due to another person, call 911

If you are having problems with your hot water and your hot water tank has Kingston Utilities sticker on the front, call them directly

Meet some of our Staff



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



Finance Department:
Heather, Dan & Kelley

Welcome Back Kasia!!! Kasia returned to her position as ATSC in May, 2011. Thank you to Anabel for doing a great job filling her shoes while she was gone. Anabel will be returning to her position as Property Management Assistant.

Welcome back Catherine!!!! Catherine will be returning to her position as Financial Services Supervisor in late June.

From the Technical Department

Please dial extension 106 to speak with Dawn for **ALL maintenance phone calls.**

WATER RESTRICTIONS

**Odds water only on odd days,
evens on even days starting June 15**

Starting June 15, residents with odd-numbered addresses can water their yards only on odd numbered days and those with even-numbered addresses can water only on even-numbered days according to Kingston's water use by-law.

On scheduled watering days, residents must restrict their use of sprinklers to between 5 a.m. and 10 a.m., but other outdoor water can be used anytime throughout their scheduled day with a handheld hose or watering can.

ILLEGAL DUMPING

The bins located in your area are being filled by people other than yourselves. This is illegal and it leaves you with nowhere to put your extra bags of garbage.

If you see anyone dumping illegal material **please** report the car/truck type, the license number and person driving the vehicle to your maintenance supervisor Mike at 613-546-5591 ext 130 and Dave at ext 109 or call City of Kingston by-law at 613-546-4291.

It is also illegal to place large items at the curb. If you have any large items to dispose of call **Glen Bates** at (613) 544-2100 and for a small fee he will

From the Property Management Department

HOUSEHOLD CHANGES:

Have there been any changes in your income source or the amount? Did someone move in or out of your unit?

Remember the 10 DAY RULE – you must report all income changes in writing within 10 days or risk losing your rent subsidy. A change form can be obtained in our office or on our website.

You must apply to have someone added to your lease prior to them moving in. Any changes in the number of persons living in your unit must also be reported within 10 days. Please don't wait until you are facing an arrears situation. Household Composition forms and Request to add a household member forms are also available in the office or on our website.

UPDATE YOUR INFORMATION

If you have recently changed your phone number or contact information please call the office to ensure we have the correct information on file. This will make it quicker and easier for us to get information to you.

TENANT & COMMUNITY ENGAGEMENT COMMITTEE'S 2011 SURVEY RESULTS

Are you interested in.....

Out of town trips	86 Yes	76 No
In town trips	108Yes	54No
Yard sales/ Cook books/ Bake sales	96Yes	66No
Fire Safety/ Crime prevention	94Yes	68No
Agency resource Information	91Yes	71No
Is Child care/ Transportation A barrier	63Yes	99No
Receiving KFHC Info by email	49Yes	110No
Representative On T&C engagement Committee	38Yes	124No

WINNERS OF THE FOOD VOUCHER DRAW

Colleen Jackson	\$50
Bom Wicheng	\$50
Summer Ferguson	\$50
Kathleen Snider	\$25
Nancy Whyte	\$25
Gail Becksted	\$25
John Rodgers	\$25

APPOINTMENTS

Save your gas! If possible please make an appointment with the person you wish to see to make sure they are available. See the list of extensions on the last page of the newsletter.

PET OWNERS

- Dogs/cats must be on a leash in the yards and in all apartment buildings
- Dogs & Cats must have a license
- Barking dogs bother your neighbours and it is against the noise by-law.
- You must clean up any messes left by your dog or cat.

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, it is important to hand in your paystubs by the 20th of each month to ensure your rent is calculated and you are notified by the first.

**Spring is here,
the rain is falling
and things are growing!**

**Mark your calendars for the
following events:**

June, 2011

Strawberry Socials - Adult Buildings
(watch for flyers)

July 14th, 2011

Communities in Bloom judging day

July 14th, 2011

Calypso Water Park

August, 2011

Gananoque Boat Line Cruise
Adults only (watch for flyers)

CALYPSO WATER PARK

Thursday, July 14th, 2011

20 minutes east of Ottawa

The biggest them Water park in Canada!

Cost is \$35.00, children under 1.32m or 4.3ft is \$27.00. Children
two (2) years and under are FREE!

Includes General Admission and Transportation

For More Information please call Kasia at (613) 546-5591 ext 123



COMMUNITIES IN BLOOM

Each household to enter receives a free bag of soil
Winners receive gift certificate to Wal-Mart or Canadian Tire

1st prize: \$150 2nd prize \$100 3rd prize \$50

Judging on **Thursday, July 14th** starting at 9:00am



CAMP OPPORTUNITY for KFHC KIDS AGES 8-14

Camp Maple Leaf during August 22nd-27th, 2011

Kinsmen Club & KFHC to sponsor thirty (30) KFHC Children

Camp is three hours north of Kingston

Camp is fully sponsored

We are requesting a ten dollar (\$10.00) contribution per child

First come, first serve!

More details will be available after June 15th, 2011

Call either Kasia or Mary-Louise at the KFHC Office.



Summer in Kingston

June 23-25 **Kingston Jazz Festival**

July 1 **Canada Day Celebrations**
 Two locations to choose from!
Confederation Park/City Hall
Grass Creek Park

July & August **Little Tree Huggers**
 Saturdays MacLachlan Woodworking Museum
 10 a.m. (2-6 years old)

July 6 – August 31
 7pm-8pm **Music in the Gardens**
 Free evening concerts in Lions Civic Gardens, beside the
 Cataraqui Town Centre. Wednesday and Sunday evenings,
 weather permitting.

Splash Pads

May 21 – August 31 weather permitting

City Park Splash Pad – 33 Bagot St. 9am til dusk
 Memorial Centre Splash Pad – 303 York St. 9am til dusk
 Ronald Lavallee Park Splash Pad – 53 Fourth Avenue 9am til dusk
 Shannon Park Splash Pad – 199 Wilson St. 9am til dusk

NEW! Outdoor Aquatic Centre

303 York Street
 Opens Friday June 24
 Features: 25 Meter pool, Lazy River, Tot Pool, Waterslide

Sundays	11:30am-8pm	Leisure Swim
Monday-Friday	8:30am-11:00am	Water walking
	11:30am-8pm	Leisure Swim
	4:30pm-5:30pm	Aquafit
Saturday	9:00am-11:15am	Water walking
	11:30am-8pm	Leisure Swim



Outdoor Aquatic Centre Membership Options			
Swim pass	Season	Drop in: Day	Drop in: Evening
Adult	\$204	\$8.50	\$6
Senior	\$156	\$6.50	\$4
Child	\$120	\$5	\$3

You may qualify for membership at the new Outdoor Aquatic Centre
 Municipal Fee Assistance Program
 To Apply:
 Forms available at:
www.cityofkingston.ca/fee-assistance,
 City Hall, INVISTA Centre, Artillery Park
 Call 613-546-2695, ext. 4906 for an appointment

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

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

Updates on our New Seniors Development

Sister building to 129 Van Order Drive

Official name is Royal Catarauqui

Ground breaking June 3rd, 2011

Non smoking building

