



## Kingston & Frontenac Housing Corporation Newsletter

### MESSAGE FROM THE CEO

#### *In this issue*

- Snow removal
- Tenant insurance
- Upcoming events

#### **Holiday Closures**

December 26, 2011  
Boxing Day – Closed

December 27, 2011  
In lieu of Christmas –  
Closed

January 2, 2011  
In lieu of New Years –  
Closed

February 20, 2011  
Family Day - Closed

#### **Office Hours**

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



On behalf of our Board of Directors and everyone at Kingston & Frontenac Housing Corporation, I would like to extend our best wishes to you and your family this Holiday Season.

It has been an exciting year for us. Our Tenant Engagement Committee has met monthly and worked with our staff on projects from garbage issues and neighborhood cleanups, Communities in Bloom, our float for the parade, Christmas baskets and Clothes for Kids to name a few. Construction of our new Senior's development on Queen Mary Road is well underway and we still expect to start moving our tenants in over the summer of 2012.

In 2011, sixty-two units at Weller received new kitchens, new playgrounds were built at Block D, Weller/Wilson/Compton, high efficiency furnaces were installed at 80 Daly, parking lots were replaced at Weller/Wilson/Compton, a new parking lot was constructed for 36 Cliff, sidewalks were replaced at Nickle/Curtis, 30 kitchens were replaced at 80 Daly, and many other projects were achieved, such as replacing piping for plumbing, a new septic system at Verona, fuel tank upgrades, new signage and fencing, and more.

I am thrilled to announce that KFHC is working on its first Strategic Plan. This plan looks at our strategic direction for 2012 through to 2014. Our commitment to provide "Desirable Homes, Improved Wellbeing and Stronger Communities" will continue to be based on:

- ❖ Being responsive to our tenant needs, waiting list applicants and homeless people
- ❖ Strengthening partnerships
- ❖ Delivering service excellence

KFHC serves over one thousand households and we are keen, through our corporate strategy, to demonstrate our value to the community by working closely with our tenants, stakeholders and partners to building stronger communities by providing desirable homes, and improving the wellbeing of our tenants.

Thank you for your efforts and involvement this past year, and we encourage each and every one of you to work with us to help us, help you!



**From the Property Management Department**

**KFHC Board of Directors**

Our Board Chair, Linda Wood resigned in September as she had moved outside of the Kingston & Frontenac area. Linda served KFHC and the Board since December of 2007 and as Chair since 2009. KFHC was undergoing many changes during that tenure, and Ms. Wood was the perfect person to take the lead. During her time with KFHC, we not only had a major shift of staff at the senior level, but worked through many recommendations from the Welch Group and the City of Kingston. Policies were streamlined, and internal strategies were strengthened. We will miss Linda very much.

This month we also say good bye to Bill Glover, who has served KFHC since December, 2008. Bill Chaired the Finance and Administration Committee, and worked closely with staff to review purchasing policies, arrears reports, capital and current budgets, and was an active participant in our Strategic Planning. Bill's expertise and guidance were invaluable to us, he too will be missed more than he knows.

KFHC is pleased to welcome two new members to our Board. Karen Pagratis has joined us as a public member, and Councillor Jim Neill will fill the elected membership. Karen is owner/resident of Kingston and lives in the east downtown area Kingston, which is largely populated by absentee landlords. She has expressed her caring for how the community develops in terms of neighborhood engagement and good citizenry. Councillor Neill represents the Williamsville District, part of the west downtown/uptown of Kingston. Jim is serving his third term on City Council, and has worked with the Library Board, Environment Committee, recycling committees to mention a few.



**APPOINTMENTS**

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

**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.

**RESOLVE KINGSTON**

We have been working closely with Resolve Kingston over the past few months and will continue into the New Year. If you or someone you know is having issues with another tenant, colleague, neighbour or even friend and cannot seem to resolve the issue on your own, there is an agency that can help! The service is free of charge and confidential. If you would like more information, please contact Resolve Kingston or Kasia (ext 123) for contact information.

**TAX RECEIPTS – 2011**

April 30<sup>th</sup> 2012– Income tax Deadline

Do you need a rent receipt to file your return? You must come in and pick it up in person. For any other questions please call Heather at extension 101.

**Tenant Corner**

*Twas not the words-worth that hurt you,  
Twas the words back.*

*Anonymous*

*Don't cry...cold cash warms  
Like apply pie, but cools one  
As does the clear blue sky*

*Anonymous*



## From the Technical Department

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

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.

### HEATING SEASON IS HERE

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.**

### SNOW REMOVAL

Just a reminder snow is on the way whether we like it or not, and it will be here before we know it. Please be aware the snow removal activities will begin after a snow fall of 50mm (approx. 2") or more. On large snowfalls, the contractor will require more time to attend to all areas, so please be careful if you need to venture out during these snowfalls. We will be monitoring our walkways, and parking lots, but if you notice **icy** areas please do not use these areas until they have been salted or sanded.

### DISPOSAL OF TREES

All items such as natural trees **MUST** be wrapped securely in large plastic bags before going in the corridors. Christmas trees must be dropped off at Kingston Area Recycling on Lappan's Lane.

**Note:** Artificial trees are recommended in all apartment buildings.

### AFTER HOURS MAINTENANCE EMERGENCIES

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

For emergency calls, call (613) 546-5591

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

## PROTECT YOURSELF With low-cost tenant insurance

SoHo Tenant Insurance protects you from loss or damage to your personal property from fire, theft, and water damage. It also pays additional living expenses if you are forced to leave your home because of a covered loss and offers other benefits.

If you are an Ontario Works client or you receive Ontario Disability Support Program benefits, your shelter allowance may cover the cost of this insurance. To find out more:

**1.866.440.2492**

**tenant@sohoinsurance.ca**

**www.sohoinsurance.ca**



You can also contact your OCH Tenant Service Centre for a brochure and application.

SoHo Insurance is not an OCH product. OCH does not receive any compensation or other remuneration.



**NEWS AND UPDATES  
WHATS HAPPENING THIS WINTER**



**Community Clean Up Success**

On Sept 22, 2011 KFHC hosted their fall clean-up day in the north end. A total of 22 tenants came to help out! One lucky tenant was the recipient of a \$50.00 gift certificate to Walmart, for helping to beautify their neighborhood. Thank you to Pathways, Street Health, Better Beginnings and North Kingston Community Health Centre and all participating KFHC staff for their support and help with the clean up. After all the hard work a hot dog lunch was provided for those who helped and Del Blakney from the Kingston Fire Department also made an appearance and handed out "fire safety" gadgets to the children. We look forward to organizing the next clean-up in the spring!

**Clothes for Kids**

It was another successful year for Clothes for Kids!!! Pick up was December 1<sup>st</sup> to the 3<sup>rd</sup>. Everything went smoothly and everyone who needed a coat received one!! Thank you CORUS Entertainment.



**Night Time Santa Parade**

Our first ever Christmas float was a huge success! We would like to extend a huge thank you to Kasia our Parade float Chair and everyone else involved. It was a real team effort. Thank you to LCVI for building the float and providing us warm space in which to decorate. The float was well received and several tenants yelled out to us in support. It was a very positive experience and I encourage everyone to get involved next year. Thanks again for all who assisted in making this a historic event for KFHC.

**The Salvation Army Food Baskets & FLY FM Toy Drive**

The Salvation Army Food Baskets & FLY FM Toy Drive sign up has finished. The pick-up of baskets is on Tuesday, December 20<sup>th</sup>, at 100 Montreal St, the P.W.O.R Armories from 9am – 7pm, have your I.D. with you!!

Mary-Louise and Kasia will be delivering food baskets for those who cannot pick-up on Wednesday, December 21<sup>st</sup>, 2011 from 8:30-4:00, please be home that day, as we will only make one delivery attempt!! After that they will be available to pick up at 119 Van Order Dr until December 23<sup>rd</sup>, 2011 after which they will be returned to the food bank.



**KFHC Turkey Dinner**

KFHC is providing turkey with the trimmings to our apartment buildings for those interested. These are not for individual units. If a group of tenants in the apartment building would like to get together in the common room and share a turkey dinner, we will be happy to deliver the food, and tenants must decide who will be responsible for cooking and serving. Final date for a turkey request is December 20<sup>th</sup>!!! If you have any other questions, please contact Kasia or Mary-Louise for more information.

**Winter Lights Contest**

Notices have been sent out for the Winter Lights Contest and we need a minimum of 20 participants in order to go ahead!! Prizes of gift cards to Walmart will go to 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place. If you would like to sign-up and haven't yet done so, please call Kasia or Mary-Louise and let them know by December 16th!!

