

KLH Housing Corp.

COVID19—Unusual times

We are under unusual times we have been placed in due to the Coronavirus virus. We want to thank Maintenance Staff for all they have done to continue caring for the tenants, buildings and surrounding properties.

CORONAVIRUS CONCERNS

The well being of our tenants and staff is always our top concern. In light of the recent COVID19 situation we wanted to let you know that we continue to monitor the situation closely and are ensuring we follow the latest guidelines set by the Federal Health Authorities and Public Health Agency of Canada.

At this time common rooms have been closed and we have staff who are continually cleaning common areas, buttons on elevators and door knobs with disinfectant.

We remain committed to keeping our tenants safe and following government guidelines.



A BIG THANK YOU TO TENANTS WHO HELPED MAKE THIS HAPPEN!!

BALCONY DO AND DON'T'S

DO'S

- **Do** add some personality to your balcony.
- **Do** feel free to have planters on your balcony to help create your oasis.
- **Do** relax on your balcony with seasonal patio furniture. Please avoid having any indoor furniture outside.
- **Do** keep things away from the balcony railing for safety to avoid hazards.
- Most importantly **Do** enjoy your outdoor space this summer season!

DON'T'S

- **Don't** put out bbq's (gas, electric or coal) propane tanks , laundry, satellite dishes, antennas, garbage, boxes, household furniture, toys, paint cans.
- **Don't** put flower pots with dried or dead plant material (fire hazard) or hang planters over balcony railings, as these can fall.
- **Don't** sweep water, dirt or pet hair off your balcony, or let your pet relieve themselves there, as it could end up on balcony below.
- **Don't** throw cigarette butts over the balcony. This is a serious fire hazard.

BBQ REMINDERS

BBQ's are only permitted in town house housing. if they are away from any unit opening by 9 (nine) feet. Propane cylinders are not to be stored indoors, including garages, basements or storage areas.

FIRE PIT'S

Tenants are strictly prohibited from having open fires on KLH Housing Corp. property including any burning of wood, grass clippings and leaves. You cannot burn any items in Burn

Barrels or fire pit containers. All requirements of the KLH Housing Corp. Fire Pit Policy must be adhered to. Propane fueled fires are permitted in propane fired appliances which must meet the manufactures' setback requirements plus be at least 3 meters from any building structure. All appliances must be supervised when in use and be removed from all common areas when not being used.



AFTER HOURS MAINTENANCE CONCERNS

KLH HOUSING CORP. OFFICE IS OPEN

MONDAY – FRIDAY, 8:30AM TO 4:30PM.

Tel: 705.324.9870 or toll free 1.800.463.4120

We prefer that you call in any non-emergency maintenance or tenant concerns during office hours so that you can speak directly with a Customer Relations Representative (Housing CRR-705.324.9870).

However, you can also email:

klhhrequests@kawarthalakes.ca

When requesting Facilities Maintenance staff to perform work in your unit, please give your name, address including apartment number, full details of the repair and if there are any pets. Dogs must be secured in a room away from the work area.

EMERGENCIES: After hours, and only for emergencies call 705.324.9870 or 1.800.463.4120 and listen for the prompt—Maintenance **#5**.

Emergencies include but are not limited to-
Loss of water supply, flooding, burst water main, no Heat, fire damage, smoke detectors, unsafe structures, someone trapped in the elevator are deemed emergencies.

LARGE ITEM STICKER

For large items, such as furniture, Tenants must request a Large Item Sticker. These are provided free of charge to the tenant by requesting from KLH Housing Corp. staff or at KLH Housing Corp. office. Tenants must call the Waste Company who will advise what day to put out your large item. Place the sticker on the large item and put it out for pick up on the day noted by the Waste Company. Do not place items out without a sticker on them and do not put out items before the date given.

TENANT INSURANCE

Tenants are required to provide proof of Tenant Insurance before signing the lease and annually thereafter. KLH Housing Corp. will take formal action at Landlord Tenant Board if a tenant does not provide proof of insurance coverage. A minimum of \$500,000 liability is required. Tenant insurance will also cover items spoiled in the fridge as a result of lack of power. Tenants are required to report maintenance requests on their fridge immediately. Food in the freezer will stay frozen for approximately 24 hours which will give KLH Housing Corp. time to repair or replace.

1st ever FREE produce giveaway organized by UNITED WAY at Hamilton St.
Pilot started Friday July 17th, 2020 and will continue every other Friday. Huge Success!!!





PETS

Many KLH Housing Corp. tenants enjoy the companionship of a pet. With pet ownership come many responsibilities. As outlined in By-Law 2012-209, every owner and other person who is in charge of a dog must pick-up and dispose of any excrement left by the pet. The by-law also advises that no owner shall cause or permit their dog to run at large. Failure to comply could result in fines of up to \$500.00 and/or other legal action by the Municipality for repeat offences. Any tenant can contact the Municipal Law Enforcement Office at **705-324-9411 ext. 1212**.

After hours contact number: **705-928-3054**.

If you call by-law with a concern, please also call KLH Housing so we can document the incident and take appropriate action as the Landlord. The KLH Housing Corp. lease also limits the number of pets to a maximum of 2 pets plus 2 caged animals. All pets must be on a leash when outside the units. Please note that this includes cats.

FOR ANIMAL WELFARE CONCERNS

PLEASE CALL:

1-833-9-ANIMAL (264625)

24 hours a day/ 7 days a week

TENANT INSURANCE

Tenants with access to a computer can apply online for HSC Tenant Insurance by visiting www.tenant.hscorp.ca. To reach by phone call: 1-866-940-5111.

ODSP and OW recipients may be eligible to receive assistance with the cost, please contact your caseworker for further information.

AIR CONDITIONERS

Air conditioners must be installed properly to avoid damage to the property or impair the safety of others. If your air conditioner causes others to be disturbed by continuous dripping, you will be required to install a drip pan under the air conditioner.

OPTIONS TO PAY RENT

1. Online or telephone banking
Pay to: Kawartha Lakes (city of) Accounts Receivable or A/R. Account # is your lease number. (include *8* in front of lease number.
2. Cheque or certified Cheque or money order.
3. Tenants on OW/ODSP can set up Pay Direct.

CASH IS NOT ACCEPTED AT THIS TIME.

Cheques and money orders in envelopes can be dropped in the silver box outside the entrance door of the KLH Bldg.

OPERATION BALCONY CLEAN-UP WAS A HUGE SUCCESS! A big thank you to tenants of 4977 County Rd. Haliburton, 123 Need St. Bobcaygeon and 40 Francis St. Fenelon for your participation!!