

KLH Housing Corp. Newsletter

Dear Tenants;

Well 2020 has been quite a year so far. A pandemic and now we are all practicing social distancing, using hand sanitizer and wearing face masks everywhere we go. Tenants have done a wonderful job following the direction of our local health unit. As we try to manage through a second wave of COVID –19, its imperative that all residents who do not share the same family unit and are outside of their unit, wear a face mask. Please also instruct your guests, support agency staff and family to wear masks when entering any of our communities, and includes all common areas of the building. Thank you for your continued patience as we continue to work through this pandemic. This has been the first time in the history of KLH Housing Corp. that we have experienced such drastic measures to ensure the safety of our tenants and staff. KLH Housing is continuously learning how to communicate differently and work remotely. Please be patient with us as we work through catching up and establishing our new normal.

Our offices in both Lindsay and Haliburton continue to remain closed; however, our staff can be reached during normal business hours 8:30am – 4:30pm Monday to Friday. If you have a maintenance or housing concern you can reach our CRR's by calling 705.324.9870 or 1.877.324.9870 or Email: klhhrequests@kawarthalakes.ca.

RENT

Here are the ways you can pay rent while our offices remain closed:

- Pre-authorized bank withdrawals.
- On-line payment through your bank. Pay to: Kawartha Lakes (city of) Accounts Receivable or A/R. Account # is lease number, Include an *8* in front of lease number.
- Payments can also be delivered through Canada Post by money order, bank draft or cheque.
- Using the drop box by our parking lot entrance, 68 Lindsay St. N. to drop off cheques or money orders. Do not leave cash in the drop box.

KLH Housing staff will be in contact with tenants on an as-needed basis who have Landlord and Tenant Board orders and/or payment agreements. We will make every attempt to be flexible in order to support individuals and families in our housing communities.

Rent Calculation, Annual Reviews, Reporting Income and Occupancy Changes

We are in the process of catching up with annual reviews and rent calculations. If you need assistance submitting your information please contact us and together we will try to come up with a reasonable solution.

If you received the CERB or any other financial benefit, you need to report this income so your rent may be calculated appropriately. For some tenants this may result in a retroactive rent adjustment and possible rental arrears. KLH Housing will be flexible and attempt to work with you to help get you caught up. Please remember that all changes in income or occupancy are to be reported to housing within 30 days of the change.

RENT FREEZE FOR 2021

The Government of Ontario has passed legislation to freeze rent at 2020 levels. This means that rents will not increase in 2021 for the vast majority of rented units covered under the *Residential Tenancies Act*.

The rent freeze applies to most tenants living in: rented houses, apartments and condos (including units occupied for the first time for residential purposes after November 15, 2018), basement apartments, care homes (including retirement homes), mobile home parks and lease communities, rent-geared-to-income units and market rent units in community housing affordable housing units created through various federally and/or provincially funded programs. While the rent freeze will end on **December 31, 2021**, landlords can give proper 90 days' notice beforehand for a rent increase that takes effect in 2022.

Exceptions

Above guideline increases approved by the Landlord and Tenant Board prior to October 1, 2020 may be applied to 2021 rents. New above guideline increases may still be approved by the Landlord and Tenant Board and may still be applied to 2021 rents if they are for costs related to eligible capital repairs and security services, but not if they are for extraordinary increases in municipal taxes and charges.

Tenants and landlords can still agree on rent increases in exchange for an extra service or facility (for example, air conditioning or parking)

KLH Housing will still be requesting annual review updates from tenants. However rents will not be increased for the period of January 1, 2021—December 31, 2021.

NOTICES OF TERMINATION (N4'S, N5'S ETC)

Please note KLH Housing will resume its normal processes of issuing notices of termination where necessary. Attempts will be made to resolve issues. If KLH Housing is unsuccessful in reaching a resolution it **may** be necessary to file an application and apply for a hearing with the Landlord and Tenant Board.

WHAT IS TENANT INSURANCE?

Tenants insurance (also called renter's insurance or content insurance) is very similar to a home insurance policy. The big difference is that there is no coverage for the building or house. That is the responsibility of the landlord who owns the house, condo unit or apartment building you live in. Coverage for renters is specifically designed to protect your personal property, liability and additional living expenses in the event of a claim. **Tenant insurance is mandatory and you must provide proof of coverage. Tenant's who do not provide proof of coverage could put their tenancy at risk.**

TENANT INSURANCE COVERAGE

Insurance coverage varies slightly depending on the company and options you choose. However, most policies in Ontario include the following basic coverage:

Liability – This is your personal protection from accidents causing bodily injury or unintentional damage to someone else's property.

Contents – A good way to think about contents is to visualize your home or apartment as a box. Now turn that box over and shake it, anything that falls out would be your contents. All of your belongings like clothing, TVs, computers, furniture, appliances, sporting equipment, jewelry, make up, etc. would all be covered within the limit of your tenant insurance policy.

Additional Living Expenses – This will help you pay for any necessary expenses like food, clothing and hotel accommodations during a claim or other situation that forces you out of your home for an extended period of time.



MAINTENANCE

The Maintenance Department have been concentrating on building sanitation and emergencies only, during this Pandemic. We have only recently started working towards our standard level of service inside the units, performing regular maintenance. Our Staff will follow precautions when entering a unit and will be wearing proper Personal Protective Equipment. Please continue to follow the Ministry of Health's guidelines, our signage in the buildings and practicing social distancing.

Thank you for understanding.

As a reminder:

- For units with regularly scheduled garbage/recycling pickup - please ensure garbage and recycling is put out the day of your scheduled pick up before 7:00am. Do not throw mattresses or large items out without arranging for a tag from the office and calling Miller Waste for a scheduled pick up. Tags can be provided at no charge and arrangements can be made to get the tags to you.
- Do not throw sharps (needles) in the garbage or recycling. Use proper sharps containers. If you need a sharps container please let us know and we will make arrangements to provide you with one.
- If you are in a unit where you provide your own appliances please make sure your dryer is vented properly and always make sure to clean out your dryers lint trap before each use.

Do not remove your smoke detector under any circumstance. If it is beeping call the office (705.324.9870 ext.2) and we will attend. Or the after hours number (705.324.9870 ext.5) for emergencies only.

**THANK YOU
MAINTENANCE!**
**We appreciate
you!!**

AFTER HOURS MAINTENANCE CONCERNS

KLH HOUSING CORP. OFFICE IS OPEN MONDAY – FRIDAY, 8:30AM TO 4:30PM.

Tel: 705.324.9870 or toll free 1.877.324.9870

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:

klhrequests@kawarthalakes.ca

When requesting Facilities Maintenance staff to perform work in your unit, please give your name, address, including apartment number, phone 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 1.877.324.9870 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.

Non-emergency maintenance requests/tenant concerns can be reported after hours by leaving a voicemail at 705.324.9870 ext. 2.





PETS

Many KLH Housing Corp. tenants enjoy the companionship of a pet. With pet ownership comes 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 CKL Municipal Law Enforcement Office at **705.324.9411 x 1212** After hours **705.928.3054** Minden Municipal Law Enforcement at **705.286.1260 x.511**

Haliburton-Dysart Bylaw Enforcement at—
705.457.1740 x634

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

WINTER SNOW CLEARING

Snow removal work may be performed 7 days a week. Snow removal efforts begin at 7am and continue until all parking lots and sidewalks have been plowed. Ice melt is applied by maintenance staff to all parking lots and sidewalks as required. All common areas will be cleared. Individual parking spots will **NOT** be cleared.

NEW TITLE FOR KLH HOUSING CORP. STAFF

Community Housing Support Workers will now have the title of 'Client Services Worker'.

CKL SALVATION ARMY 2020 CHRISTMAS FOOD HAMPERS

Applications available October
19th, 2020 thru to November
30th, 2020.

Monday, Wednesday, Friday-ONLY.
10am to 12pm and 1pm to 3pm.
30 Peel St. (2nd Floor)

**SEE ATTACHED CHRISTMAS
ASSISTANCE BULLETIN FOR CKL
AND COH INFORMATION ON
FOOD AND TOY DRIVES.**

**REMINDER: AIR CONDITIONERS TO BE
REMOVED FOR THE SEASON!**



**KLH HOUSING
CORP.
Holiday Hours:**

December 24th	Closed at 12pm
December 28th	Closed
December 29th	Open
December 30th	Open
December 31st	Closed at 12pm

OPERATION BALCONY CLEAN-UP THIS SUMMER 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!!**