

November 2021

KLH Housing Corp. Newsletter

Dear KLH Tenants;

I am excited to be the Kawartha Lakes-Haliburton Housing Corporation's new Chief Executive Officer. I have spent much of my first four months in the job learning, listening, and meeting people. I see many opportunities for KLH and tenants, as well as several challenges for us to tackle together and with community partners.

The past 20 months have been hard for everyone, but harder for some than others, and differently for different people. More people are hurting and in need. Everyone has been doing the best they can; we are all tired, frustrated, and anxious to put the pandemic behind us. Recovering will take time and effort. We have been disconnected from others throughout the pandemic. Building a better future means working together with new people and in new ways.

In 2022 KLH is focusing on collaborating in new ways with existing and new partners to provide more and better services and supports for current and new tenants. Collaboration and working together isn't just for KLH staff, however. You can make a positive difference in your community too. I encourage you to reach out a helpful kind hand to your neighbours and others. What can you do to make your KLH and whole community a better place for everyone to live? Let's work together to not only recover from the pandemic quickly, but build back our communities and the lives of every tenant and every staff member even better than before and together we can do it.

Kirstin Maxwell
CEO, Kawartha Lakes-Haliburton Housing Corp.

KLH Board member and Tenant message:

As a tenant in an apartment building during this pandemic lock down, I could see how much I was being kept safe from any possible contact from Covid19. I was well informed about safety protocols. Our front line staff whether it be answering my calls or concerns made me feel heard and cared about. They never wavered in their support of myself as a tenant. They have done so much behind the scenes that I became aware of and can not thank them enough for their efforts in keeping me well. Staff have been right there in the trenches with us, especially our maintenance staff as they are with us every day.

When we had to self isolate at the beginning of this pandemic my mental health took a kicking. Thankfully I had a dog to get me out of my place but it was running into staff that helped me stay some what sane. Having contact with call in's, I also had a friendly ear. They got my crazy and not one time judged me for it. I'm forever grateful during these difficult times to our housing staff. They have had their own 'stuff' in life affect them and not one time did they bring it to work with them. They always stayed professional with me.

I live with maintenance more on the day to day stuff. They see the worst and best of us as result, especially in apartment building settings. Also, with call in's staff are always professional and courteous. I appreciate them more than words can say.

Sincerely, Dana Bowman



KLH HOUSING CORP. OFFICE CAN BE REACHED BY PHONE

MONDAY – FRIDAY, 8:30AM TO 4:30PM.

Tel: 705.324.9870 or toll free

1.877.324.9870 or email:

klhhrequests@kawarthalakes.ca or

Access the link at www.klhhousingcorp.ca

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.

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 or someone trapped in the elevator.

Non-emergency maintenance requests/tenant concerns can be reported after hours by leaving a voicemail at 705.324.9870 ext. #6.

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 first 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.6) and we will attend. Or the after hours number (705.324.9870 ext.5) for emergencies only.

WATER ISSUES: If you suspect water issues at all please contact the maintenance concern line.

Example: Running toilet.

REPORTING: Tenants are required to call the office , email or submit through the website to report concerns or repairs. Please **don't** approach maintenance staff directly with issues. Concerns or repairs need to be recorded in our system.

SNOW REMOVAL: 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. We also do not shovel around your vehicle.**

BOUNCE BACK= RECLAIM YOUR HEALTH WHAT IS BOUNCEBACK?

It's common to feel low, stressed out, worried, depressed, irritable, angry, or nothing at all. With the right tools and practice, you can reclaim your mental health. You have the power to make beneficial changes, and we are here to help.

BounceBack- gives you access to materials and resources that can be customized to fit your needs. You will have access to workbooks, activities, videos, and a trained coach who can provide up to six telephone sessions.

<https://bouncebackontario.ca/adults-19/>

<https://bouncebackontario.ca/what-is-bounceback-youth/>

Tel-1-866-345-0224 or Email: bb-referral@cmha-yr.on.ca.

AGENCY "SPOTLIGHT"



VCCS Employment Services

At VCCS Employment Services our vision is to be the premier employment service agency and resource centre in the City of Kawartha Lakes and surrounding area. We help both job seekers and local employers with their employment needs.

Job Help, Job postings, resume assistance and more!

No appointment necessary!

Address and Hours:

370 Kent Street West
Whitney Town Centre,
Lindsay, Ontario K9V 6G8

Telephone: (705) 328-0180

Fax: (705) 328-3649

Toll Free: 1 855-825 -0180

Email: info@vccs.work

Hours of Operation:

Monday: 8:30 am – 4:30 pm

Tuesday: 8:30 am – 4:30 pm

Wednesday: 8:30 am – 4:30 pm

Thursday: 8:30 am – 4:30 pm

Friday: 8:30 am – 4:30 pm

TENANT LEASE HIGHLIGHT

GARBAGE DISPOSAL AND RECYCLING



All garbage must be in clear garbage bags and securely tied.

Large amounts of garbage cannot be stored in units, storage units or back yards.

All tenants must participate in Municipal Recycling Programs. Recyclables must be recycled.

Cardboard should be broken down and recycled.

For tenants in buildings with 'garbage chutes', please only use small clear kitchen size garbage bags and do not force large bags or oddly shaped items down the chute. This will avoid items getting stuck in the chutes. Take your recycling items down to the main garbage room and place in appropriate recycling bins. Do not put garbage in the recycling bins.

For tenants with separate 'garbage sheds' on the site, take your garbage and recycling to the shed and dispose of in the containers provided. Ensure the shed is locked when you leave.

Tenants on the second level at Mary/James St in Lindsay must bring their garbage down to the curb on garbage pick up day.

For tenants with individual pick ups, please put your garbage and recyclables out at the curb side or designated spot on your scheduled pick up day. All garbage and recycles should be securely stored in your unit or back yard until garbage pick up day. If animals rip open your garbage, it is your responsibility to clean it up immediately.

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. 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.

- ➡ **Tenants are only permitted to provide access to guests associated with their unit by buzzing them in at the main entrance.**
- ➡ **Please note that if you provide access to the building to someone you then become responsible for their behavior while in the building.**
- ➡ **Tenants should only be providing access to guests they are associated with.**
- ➡ **Unknown individuals should not be granted access to the building, they will need to use the intercom to buzz the unit they would like to visit.**

Tips for Effective Conflict resolution

1. Be a calming agent:

Your response to the conflict can escalate or decrease the intensity of the problem. Try to provide a neutral point of view and plan out how you are going to work with the other party to achieve resolution.

2. Listen actively:

Work through how you feel, what the specific problem is and what impact it is having on you. Try using I-based statements: I feel (strongest feeling) when you (objective description of behavior) because (specific impact or consequences) I would like (what you want to happen in the future to prevent the problem).

3.

Analyze the conflict:

Ask yourself questions like what triggered the conflict? Who are you angry with? What are you not getting that you want? Is your conflict/anger accurate or over exaggerated?

4.

Model neutral language:

Profanity, name calling and exaggerations all escalate a conflict. Try to make information less emotional and more useful for future discussions.

5.

Work together:

This requires that each person stop placing blame and take ownership of the problem. Try to make a commitment to work together and listen to each other to resolve the conflict.

6.

Maintain confidentiality:

Encourage others who are in conflict to deal with that person directly. Avoid venting to others, this tends to escalate the conflict and fuels the rumor mill. If rumors are already part of the conflict, encourage them to work out a plan to put an end to the gossip. Do your part to prevent rumor.

INSURANCE IS MANDATORY FOR ALL TENANTS!

Every year, tenants in our communities lose belongings due to damage or loss which may have been caused by water or fire. Any damage that occurs in your home is your responsibility.

Without any insurance, it may cost you hundreds of dollars to pay for the lost items affected by fire and any damage to property. Insurance will cover the replacement and/or repair of belongings and property up to a certain amount, depending on your plan.

All new tenants and tenants who are transferring within the KLH Housing Corp. are required to show proof of insurance before signing a lease. The tenant insurance policy protects you and your family in the case of a fire,

theft, or water damage to your possessions. It also may protect you if you cause damage to your home and/or the property of others.

Protect yourself and your belongings— purchase tenant insurance. If you do not have tenant insurance, contact KLH Housing Corp. to get more information on insurance options.

Your insurance fees may be covered

You might be able to include your insurance fees as part of your shelter allowance under Ontario Works (OW) benefits or the Ontario Disability Support Program (ODSP). Please speak to your caseworker for more details.



PETS

Many KLH Housing Corp. tenants enjoy the companionship of a pet. With pet ownership comes many responsibilities.

As outlined in the Management Directive Pets–2006, Dog owners must annually provide proof of registration and abide by all applicable By-Laws.

Tenants are allowed a maximum of 2 pets contained in tanks or cages as long as they are enumerated on the pet form, always contained within the unit, and humanely cared for.

Dogs and cats must remain inside their units at all times, unless they are leashed and under direct control of their owner. Maximum leash length –10 feet. Animals are not allowed in any common areas of the building owned by the Corporation.

Tenant must clean up after feces immediately. Any accumulation of animal feces on KLH Housing Corp. property is strictly prohibited.

Pets must not cause problems for other tenants or cause damage to KLH Housing Corp. property. Costs incurred to repair damages are payable by tenant. Staff time required to clean up animal waste on any KLH Housing Corp. property could result in a charge to the pet owner.

FOR ANIMAL WELFARE CONCERNS

PLEASE CALL:

1-833-9-ANIMAL (264625)

24 hours a day/ 7 days a week

SANTA CLAUS PARADE'S 2021

Minden– 11:00am November 20, 2021 (Bobcaygeon Rd)

Lindsay– 2:00pm to 4:30pm
November 21, 2021

Haliburton– 6:30pm November 26th, 2021

Fenelon– Santa Day– 3pm to 7pm.
November 27th, 2021 Santa will be on Water Street. (no parade)

CKL SALVATION ARMY 2021 CHRISTMAS FOOD HAMPERS

In person registration Nov 2- 25th.
Tuesday and Thursdays 1pm-3pm.
30 Peel St. (2nd Floor)

Online registration available until
December 3rd, 2021.

[www.cognitoforms.comTheSalvationArmyLindsay/Christmashampers2021](http://www.cognitoforms.com/TheSalvationArmyLindsay/Christmashampers2021)

Call Janet Rodin for assistance and
questions. 705-324-7771 ext. 2

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



KLH HOUSING
CORP.
Holiday Hours:

December 24th Closed at 12pm
December 29th Open
December 30th Open
December 31st Closed at 12pm
January 4, Open

REMINDER: AIR CONDITIONERS TO BE REMOVED FOR THE SEASON!

MERRY CHRISTMAS

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BOW
CANDY CANE
CAROLS
CHRISTMAS
ELF

FAMILY
GIVING
JINGLE
JOY
LIGHTS

NORTH POLE
PRESENTS
REINDEER
SANTA
SLEIGH

SNOW
STAR
STOCKINGS
TREES

FREE FOR PERSONAL USE FROM WWW.FUNLOVINGFAMILIES.COM

A copy of this newsletter can also be found at:

<https://www.kawarthalakes.ca/en/living-here/klh-housing-corporation>