



ATTENTION KFN Members
REPAIR REQUEST AFTER HOURS/WEEKENDS

Housing Related Issues

Please refrain from contacting Chief and Council regarding Housing repair issues.

If you require immediate Housing repair assistance please contact the Emergency Repair Line:

After Hours #: (778) 877-1943

(Emergency Repair e.g. heating issue, pipe or roof leak etc.)



Preventative Measures: Home Maintenance

Refrigerator

- ◆ Clean the appliance inside and out regularly
- ◆ If the temperature is set lower than necessary, your system will be working too hard, which can shorten its life.
- ◆ Defrost on schedule, make sure you follow the manufacturer's recommendations for defrosting.
- ◆ Clean out units to prevent crowding; the air will not be able to freely circulate in a refrigerator packed to the gills, which will make the unit work harder to maintain its set temperature.
- ◆ Clean frequently and keep items away from the vents inside the refrigerator
- ◆ If the gaskets or seals on your doors are ripped or loose, air can escape, which is another reason why your unit might be overworked. Minor gasket leaks can be repaired with silicone caulk.
- ◆ Clean the mould and mildew off you your gaskets using full-strength hydrogen peroxide or vinegar in a spray bottle, spray the gasket, then wipe off all the mold with a clean cloth, then rinse with clean water leave open to dry.
- ◆ Make sure your unit's door hinges and latches are tightly secured. If the doors are not properly aligned, cool air is likely escaping.
- ◆ Also, you should inspect and clean your unit's condenser and evaporator coils. If your coils are caked in dirt and grime, it will interfere with the transfer of heat from your system.





Process for Maintenance Repair Request

Process for Maintenance Repair Request

1. Head of Household (name on Rental Agreement) is required to fill out the repair request or contact Jamie Chalmers, Administration Assistant Housing at (604) 465-8961 Ext# 408 or email jamie@katzie.ca to discuss the matter.
2. The service request is reviewed by the Housing Manager and sent to the Maintenance Team to assess the issue
3. Before the visit please have the area **CLEANED, ACCESSIBLE AND SANITIZED**
4. Maintenance Crew will go to your house to assess the issue and report back to Housing Manager
5. If any parts or services are needed– Wait for Housing Manager approval
6. When Approved:
 - A. Maintenance will purchase/order parts
 - B. If services are needed Housing Admin. will contact vendor to set-up time and date

Please understand that there is a time delay when it comes to purchasing/ordering parts when Housing Admin have to communicate with vendors.

7. ****If necessary**** Maintenance team will return to the home to do a repairs/ replacement after receiving the part needed or the technician will be at the house to repair.
8. Service Request Complete.

Please note that all purchase's or renovations are required a written pre-approval letter from C & C or reimbursement will not be approved.

If you have any questions, please feel free to contact the Housing Department at (604) 465-8921 ext. 408 or by email at jamie@katzie.ca.



KATZIE FIRST NATION HOUSING REPAIR REQUEST FORM

LOCATION:

- | | |
|--|---|
| <input type="checkbox"/> Tenant/Katzie Member
<input type="checkbox"/> EYC; Daycare/Preschool
<input type="checkbox"/> Band Office

<input type="checkbox"/> Other | <input type="checkbox"/> Health and Community Centre
<input type="checkbox"/> EYC; Administration Office
<input type="checkbox"/> Lands Department
<input type="checkbox"/> Youth Centre |
|--|---|

Work Location:

(Office, Kitchen, GYM etc.) _____

CONTACT INFORMATION: (Tenant, Employee)

FULL NAME	
ADDRESS	
EMAIL ADDRESS:	
DAY-TIME PHONE NUMBER	EVENING PHONE NUMBER

TYPE OF WORK:

- | | | | |
|--|-----------------------------------|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> GENERAL MAINTENANCE | <input type="checkbox"/> PLUMBING | <input type="checkbox"/> HEAT AND AIR | <input type="checkbox"/> SMOKE ALARM |
| <input type="checkbox"/> ELECTRICAL | <input type="checkbox"/> GLASS | <input type="checkbox"/> LOCKSMITH | |

DESCRIPTION AND DETAILS OF REPAIR, MAINTENANCE, OR OTHER REQUEST:

Please be as specific as possible and attach photos or extra page if required.

COMPLETE IF APPLICABLE:

<input type="checkbox"/> Washer	<input type="checkbox"/> Dryer	<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Stove	<input type="checkbox"/> Hot Water Tank
<input type="checkbox"/> Gas	<input type="checkbox"/> Electric			
Maker:	Model:	Serial #		

TENANT INSTRUCTIONS FOR TRADESPERSON/MAINTENANCE TO ENTER AND ACTION OR QUOTE ON REPAIR OR MAINTENANCE:

Attention All Housing Tenants



Rental payment methods

- Each tenant is responsible for contributing towards the monthly rent.
- Rent is due on the first of each month.

Payment Options:

- **Cash**
- **E-transfer:**
 - Send E-transfer payments to **payments@katzie.ca** (include your name and address) Once we receive confirmation of your payment we will email your receipt.
- **Pre-Authorized Debit (PAD):**
 - If you would like to have payments withdrawn from your bank on either the 1st or 15th of each month, please contact Suzanne Fernando to arrange payment plan and to receive a preauthorization debit form. **Note: we will also need a void cheque or pre-authorization debit form from your bank. Verbal/written banking information will not be accepted.**
- **Money Order or Cheques**
 - If you wish to pay via cheque or money order, you can deliver your payment to Finance at the Band Office. A receipt will be emailed to you on the day of deposit. Please make cheque payable to **Katzie Social Housing**
- **Payroll deduction for Katzie Band Employees– please arrange payment plan with Suzanne Fernando, Housing Coordinator.**

We encourage e-transfers or PAD to decrease the risk of COVID-19 transmission.

Also please remember to contact Katzie Housing Department if your phone number or email address has changes.





Resources and Reminders



Donate to Big Brother, they accepts Clothing and household items .

Each time you make a donation to Big Brothers, you're helping fund important mentoring programs for children in our local community.

Toll Free: 1.866.521.4393
pickup@renewcrew.com

Contact

Allen Erickson

Services:

Dead car removal for cash,
rubbish removal

Call for more inquiries
604-649-3124



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[\(778\) 771-4222](tel:778-771-4222)

**JUNK REMOVAL, FURNITURE
REMOVAL, CONSTRUCTION DE-
BRIS REMOVAL, SCRAP CARS FOR
CASH**



Next Pick Up: Katzie IR #2 & IR#3

Monday, August 19, 2024

Pick Up Time: 10:00AM

- Please no banned/hazardous material
- All refuse must be bagged and tied in order to be picked up

