



**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: Freezing Temperatures

**1. Guard your water pipes:** Keep outdoor plumbing from freezing. Disconnect garden hoses and store them away. Leave the kitchen cabinet door and bathroom vanity door open where the pipes are located to keep them warm over night.



**2. Seal holes and cracks:** Foam insulation is great to close up entry points of freezing air around windows and door jams.

**3. Know where the water shut off valve is:** If your water lines were to freeze or burst you will need to shut off your homes water supply. Keep the area easy to access in case of emergency.

**4. Clean your gutters:** Full gutters increase your chance of having ice form on your roof, which could lead to more damage.

**5. Keep the heat in the house:** Add plastic film to insulate your windows, add a door draft stopper to prevent freezing air coming through the cracks, make sure your heating vents are open, keep interior doors open to let heat flow evenly, open curtains on a sunny day.





# 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, Admin. Assistant at (604) 465-8921 Ext# 408 or email [jamie@katzie.ca](mailto:jamie@katzie.ca) to discuss the matter.
2. The service request is reviewed by the Housing Supervisor 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 Department.
5. If any parts or services are needed– Wait for Housing Supervisor 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 with written pre-approval letter from C &C or reimbursement will not be approved.**

If you have any questions, please feel free to contact Rosanna Leon at (604) 465-8921 ext. 415 or by email at [rosannaleon@katzie.ca](mailto:rosannaleon@katzie.ca).



# KATZIE FIRST NATION HOUSING REPAIR REQUEST FORM

**LOCATION:**

- |   |  |
|---|--|
| <input type="checkbox"/> Tenant/Katzie Member   | <input type="checkbox"/> Health and Community Centre |
| <input type="checkbox"/> EYC; Daycare/Preschool | <input type="checkbox"/> EYC; Administration Office  |
| <input type="checkbox"/> Band Office            | <input type="checkbox"/> Lands Department            |
| <input type="checkbox"/> Other                  | <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.

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**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			
<b>Maker:</b>	<b>Model:</b>	<b>Serial #</b>		

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

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# 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 Rosanna Leon 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 Rosanna Leon, Housing Supervisor.**

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](mailto:pickup@renewcrew.com)**

### Contact

**Allen Erickson**

Services:

Dead car removal for cash,  
rubbish removal

**Call for more inquiries**  
**604-649-3124**



### PITT MEADOWS RUBBISH REMOVAL

**IT'S Quick...It's Easy...It's Gone!**

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

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



**Next Pick Up: Katzie IR#1**

**Monday January 13, 2025**

**Pick Up Time: 10:00AM**

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

