



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.)

Please note Rosanna Leon is currently on leave. For assistance after hours, be sure to contact the above number for your housing related issues.



Preventative Measures: Plumbing

Plumbing

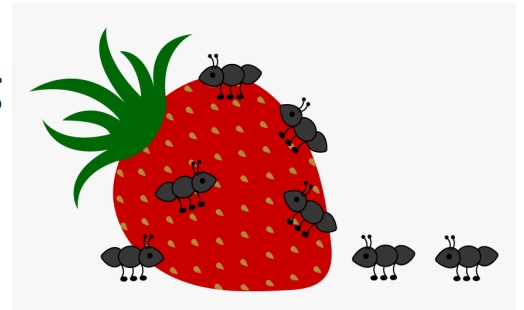
- Inspect all visible pipes for corrosion, if you notice any signs of corrosion on your pipes, whether it's blue/green deposits or rust, this is a sign that you will have a leak on your hands soon.
- Examine toilet tanks remove the lid off of your toilet tank and inspect for any signs of wear.
- Maintain your hot water tank every year, flush your water heater. Turn the water shut off for hose bibb in the winter and remove the hose; if this is not done it is possible for the frozen pipe to burst. If any leaks occur use your water shut off valve.
- Do not flush anything other than toilet paper down.
- **Do not drain any Fats, Oils, or Grease (FOG) down any drain, this will clog and cause backup to your home and in the city drains.**
- **Check for leaks around your hot water tank, kitchen sink, dishwasher, bathroom sink, laundry sink and washer machine.**
- Check the caulking around showers/bathtubs and sinks if it cracked or wore away reseal with more caulking. If you have poor water pressure out of a faucet, the aerator is the likely culprit and it can be easily fixed. Be aware of the location of all the shut off





Preventative Measures: Ants

What is the best way to stop ants getting in the house?



- ⇒ Keep surfaces in and around your home clean and make sure to wipe down the counter tops and tables.
- ⇒ Store food in sealed containers
- ⇒ Seal off cracks and entrances to your home, for example loose baseboards, or window frames
- ⇒ Remove ant trails by sweeping and mopping daily.
- ⇒ If possible, set out ant bait around your home. Some examples that are available at your grocery store or hardware store: Ant Be Gone disks, Raid Traps, Terro Ant Steaks.
- ⇒ Borax has a long track record against indoor ants. Mix Borax with a little sugar and water to make a syrup that ants will consume.



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:

- Tenant/Katzie Member
- EYC; Daycare/Preschool
- Band Office
- Other

- Health and Community Centre
- EYC; Administration Office
- Lands Department
- 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:

- GENERAL MAINTENANCE
- PLUMBING
- HEAT AND AIR
- SMOKE ALARM
- ELECTRICAL
- GLASS
- 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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**JUNK REMOVAL, FURNITURE
REMOVAL, CONSTRUCTION DE-
BRIS REMOVAL, SCRAP CARS FOR
CASH**



Next Pick Up: Katzie IR #1

Monday, July 15, 2024

Pick Up Time: 10:00AM

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

