

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

Furnace

- Keep the area around the furnace clear of any debris, dirt and dust.
- Check the filter every six months to ensure the filter is not clogged and is able to breathe freely, if the filter is clogged the furnace will start over working then the sensors will start failing.
- If you have a reusable filter make sure to wash with mild soap and warm water every six months. Let dry completely before inserting back into the furnace.
- If the pilot light goes out, read the lighting instructions and follow the step by step instructions to re-light.
- Check the battery in the thermostat frequently and change frequently, Housing Department do not provide filters or batteries.



- Clean your gutters
- Turn off your outdoor faucets and disconnect hoses
- Put your AC to rest
- Get ready to turn up the heat and change your filter in the furnace
- Check for drafts
- Bring your outdoor furniture in or stack chairs
- Clean your yard of debris
- Look up chimney for blockages and consider having it swept



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, Administrative Coordinator at (604) 465-8961 Ext# 408 or email 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 Supervisor.
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 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: ☒

☐ Washer	☐ Dryer	☐ Refrigerator	☐ Stove	☐ Hot Water Tank
☐ Gas	☐ 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 accept 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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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, September 23, 2024

Pick Up Time: 10:00AM

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

