ATTENTION: KFN MEMBERS AFTER HOUR REPAIR REQUEST

22

After-Hour Emergency Repair Request

Please refrain from contacting Chief and Council regarding Housing repair issues after hours or weekends.

If you require immediate housing repair assistance after hours (i.e. pipe leak)

Please contact

Rosanna or Ian

at

<u>778-877-1943</u>





Recycling and Keeping Items Out of the Landfill

Storing and Organizing Your Recycling

We're spending more time at home, so we have compiled some tips and tools to help you store, reuse and organize your recycling.

• Keep separate bins for general waste, recycling and compost

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- Wash out recyclable food containers, make sure it clean, empty and dry
- Use biodegradable bags in your compost
- Flatten, squash and squeeze all your recyclables! Save as much room in your bin as possible.

The following are acceptable:

• Cans, bottles, paper, boxboard, cardboard, and any plastics that have a recycling logo on them are all recyclable.

Also please ensure your 'blue bin' recyclables are in a sealed Clear bag to ensure COVID safety or Captain Recycle will not accept it.



Recycling and Keeping Items Out of the Landfill



Fruits & Vegetables Bread & Pastas Dairy Products Meat & Seafood Coffee Grounds & Filters Food Solled Paper & Cardboard Napkins & Paper Towels Paper Cups & Plates Paper Take-Out Food Containers Yard Trimmings

- Organics "Compost" can contain anything food soiled or biodegradable.
- Food waste, napkins, paper plates, plant trimming, pizza boxes.

If you require a Compost container or Recycling Bin please contact, Jamie at 604-465-8961 Ext# 408 or by email

jamie@katzie.ca





Attention:

22

CMHC Section 95 and Rental Housing Tenants (IR 1, 2 and 3)

RENTAL ARREARS

For any tenants who currently have Rental Arrears, please be advised that KFN Housing Dept. Staff and Managers will be reviewing all tenant files in the coming weeks and will be reaching out to anyone who currently does not have a current re-payment agreement in place.

Please be aware that your arrears debt contributes to the following problems for every current and future Band Member in the Social Housing Program:

- Reduction to important Maintenance and Repair's to all rental units due to reduced budgets,
- Prevents repairs from being done in a timely manner,
- Unfairness to waitlisted KFN Member housing applicants who are willing to pay rent on time and eager to obtain a rental or rent-to-own home on KFN and more...

Please note that we have a zero tolerance policy in place for late rental payments. If rent is not paid by the 1st of each month, eviction proceedings will commence as per the Eviction clause within our KFN Rental Agreement.

If you have any questions or would like to schedule a meeting to discuss a payment plan please contact, Rosanna Leon, Housing Administrator 604-465-8961 Ext# 415 or via email at rosannaleon@katzie.ca







Housing Repair Request Safety Procedures

Housing Maintenance Safety Procedures

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The Housing Department has implemented new safety practices and protocols when preforming Housing Repair Requests. We understand these changes may be difficult and we are here to support you. Our goal is to collaboratively ensure you feel safe and secure so together we can navigate the complexities of our "new normal"

Here are some procedures we are implementing to help keep our team safe and to support you:

- Repair Request Form is required for any repairs to be Scheduled
- There will be a Covid-19 Screening Questionnaire when Scheduling a Repair Request and follow-up on the Date of the Appointment.
- Our team is required to wear a face mask, hand sanitize and wear gloves upon accessing your home when preforming home repairs.

Here are some procedures we expect you to implement to help keep our team and yourself safe:

- Repair Request:
 - A Completed Repair Request Form is required to schedule any work orders. You can forward your completed Repair Request form in person or by emailing <u>rosannaleon@katzie.ca</u> and cc jamie@katzie.ca
 - If you need assistance in filling out the form, you can contact Jamie Pierre at the office at 604-465-8961 Ext# 408 and she will gladly assist you in filling out the form *over the phone*
- If you or anyone in the household is sick and/or in isolation please notify Jamie Pierre ASAP at 604-465-8961 Ext# 408
- It is the tenants responsibility to clean and create a safe access to the premises for the Maintenance Team or Contractors
- Wash your hands and sanitize work area prior to the service call;
- Stay at least 6 feet apart when our Maintenance team are repairing
- Be considerate of our Maintenance team or Contractor (remember, we're all in this together)

If you have any questions, please do not hesitate to call Rosanna Leon at (604) 465-8921 ext. 415 or by email: rosanna@katzie.ca.





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Process for Maintenance Repair Request

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Process for Maintenance Repair Request

- Head of Household (name on Rental Agreement) is required to fill out the repair request or contact Jamie Pierre, 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 Administrator– Rosanna and sent to 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 Administrator
- 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

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

- 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 Rosanna Leon at (604) 465-8961 or by email at rosannaleon@katzie.ca





ATTENTION IR#1 MEMBERS GARBAGE DISPOSAL MAINTENANCE

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Garbage Bins

If the bin is full please DO NOT place garbage bags or debris on top of the overflow bin .

Please use an empty bin on IR#1

Thank you, Housing Department





7

Preventative Measures: Home Repair

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Gutters

Gutter need to be cleaned at least twice a year. Check siding for any cracks or broken pieces and clean the exterior of the home annually. Do not stack debris against the house, it voids your home insurance. Keep an eye on your deck if it is soft or you see hole develop-



ing from insects. Check dryer ducting make sure there is no debris or small birds nest, it is a fire hazard. If you don't notice much exhaust, you may have a blockage, vacuuming the vent will also help the dryer's performance.

Dishwashers

Dishwashers work by spraying water out of their spinning arms onto the dishes inside. When those arms aren't spinning properly or the holes in them are full of buildup, your dishes won't be getting thoroughly cleaned. Check to make sure that the arms spin correctly and clean out any debris that has accumulated inside the holes with a small piece of wire, a toothpick, or small pliers. At the very bottom of your dishwasher is the drain, and this area can be a common place where food debris, buildup, and other matter can end up. Leaving these obstacles near the drain will eventually create a clog. When your dishwasher drain is clogged, it will become less efficient and have a harder time cleaning. Use an Acid to Remove Buildup by using white vinegar or lemon juice.



Katzie Housing Department | 604-465-8961 Ext# 415| rosannaleon@katzie.ca



Preventative Measures: Home Repair

Katzie Public Works and Housing Department

PLEASE DO NOT DISPOSE OF ANY COOKING FATS, OILS, OR GREASE DOWN THE DRAIN!



WHAT HAPPENS WHEN FATS OILS AND GREASE ARE PUT DOWN THE DRAIN?

As seen in the picture fats, oils and grease that are put down your household drains cause problems further down the pipe as well resulting in a backup and blockages. Liquefied fats, oils and greases will solidify and clog pipes and contribute to blockages and blockages may cause a backup into your home.

<u>FATS -</u> DAIRY PRODUCTS, SALAD DRESSINGS, MARGARINE, SHORTENING, ETC

<u>OILS</u> - COOKING OILS (OLIVE, COCONUT, CANOLA, VEGETABLE) AND SAUCES

GREASE - MEAT DRIPPINGS, LARD



When disposing Fats, Oils, and Grease:

- Pour all used cooking oils and grease into a small container so it can cool and harden.
- When the container is full, cap the container or cover it tightly, place in a bag to prevent leakage and put in garbage container.
- Dry wipe all pots, pans and plates before washing in sink or dishwasher. Use paper towels and wipe grease and food contents into a garbage container.
- If you have a kitchen sink garbage grinder, use this as little as possible since food particles and grease from the grinded material will still clog your pipes and affect the downstream sewer system.





Attention All Housing Tenants



Methods of Paying Rent

- 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 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 or Finance Department.

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

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







Resources

2 2

How Often You Should Clean Everything in Your House

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Everyday

- Make Bed
- Clean Coffee Maker
- Clean Dirty Dishes
- Wipe Down Benches
- Do Laundry
- Wipe Down Bathroom Surfaces
- Wipe Down Shower Walls

 Sanitize Bathroom Basin and Kitchen Sink

- Clean Toilet
- **Every Month**
 - Dust Blinds
 - Clean Dishwasher and Washing Machine
 - Empty Vacuum Cleaner

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- Clean Vents
- Clean and Dust Lights

Every Year

- Clean Fireplace and Chimney
- Deep Clean Carpet and Upholstery
- Clean Windows
- Clean Dryer and Vents
- Clean Curtains and Blinds
- Clear Out Gutters
- Pressure Clean Paths and Outside of House

Every Week

- Mop Floors
- Clean All Bathroom Surfaces
- Clean Mirrors
- Dust Furniture
- Vacuum Floors and Furniture
- Change Bedding
- Clean Out Fridge and Toss Old Food
- Wipe Kitchen Appliances
- Clean inside Microwave

Every 3 - 6 Months

- Clean Oven
- Vacuum Mattress
- Wash Pillows and Quilt
- Vacuum and Clean Under Furniture
- Descale Coffee Machine
- Clean Rangehood
- Clean Shower Curtain
- Clean Inside Fridge
- Clean Outdoor Furniture and Deck

Clean Out Freezer

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Resources and Reminders

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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



PITT MEADOWS RUBBISH REMOVAL

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

(778) 771-4222

JUNK REMOVAL, FURNITURE REMOVAL, CONSTRUCTION DEBRIS REMOVAL, SCRAP CARS FOR CASH



Next Pick Up:

Katzie IR#1

Saturday, May 21,2022

<u>Starting: 10:00 AM</u> Have your bins out before 10:00