



## WE'VE MOVED

The Housing Unit has moved to the Kahnowà:ke Office Complex building (next to route 132 upramp of Mercier Bridge).

The cashier will also move to the KOC in October

2006 Old Malone Hwy 1st Floor,  
Kahnowà:ke, Quebec J0L 1B0

**NEW PHONE  
WHO DIS'?**

### A NEW WAY TO REACH CLIENTS

Did you know that the Housing Unit now has the capability to send text message reminders, confirmations, and notifications for Housing clients. In order to benefit from this feature, please confirm with our Housing Information Intake to ensure that your current contact information is up to date in your file.

### MARK YOUR CALENDARS



#### FINANCIAL LITERACY WORKSHOP

Date: Thursday, September 28, 2023

Time: 5:30pm - 8:30pm

Location: Caisse populaire Kahnowà:ke

Contact Housing Unit to Register

Read More on  
the Team

[kahnawake.com/org/sdu/housing/](http://kahnawake.com/org/sdu/housing/)



## FOREWORD FROM THE EDITOR

There have been many changes within Housing as we work together to provide the community with more communication opportunities to access current services and programs. Our goal is to provide clients with all the information needed to obtain housing and to work with them every step of the way.

Lead Newsletter Designate  
Shyann White  
Client Experience Manager

Lead Newsletter Designer  
Tehotenion Skye  
Client Information Intake Lead



# CANADA MORTGAGE AND HOUSING CORPORATION PROGRAMS

## RRAP

Residential Rehabilitation Assistance Program (Regular RRAP): Is intended to repair substandard homes to a minimum level of health and safety. The house must lack basic facilities or be in need of major repair in one or more of the following categories: Structural, electrical, plumbing, heating or fire safety. CMHC Inspector identifies/specifies what work must be carried out.

## RRAP-D

Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D): Is intended to undertake accessibility work to modify dwellings occupied or intended for occupancy by persons with disabilities. In order to receive RRAP-D assistance, all work required to bring your home up to minimum standards of health and safety must be completed.

## ERP

Emergency Repair Program (ERP): Is intended for emergency repairs to your home that are needed immediately such as repair or replace a broken heating system; repair structural damage to your foundation, roof or exterior walls; repair plumbing problems preventing potable water from getting to your home; repair wiring and electrical systems (safety hazards).

## HASI

Home Adaptations for Senior's Independence (HASI): Helps seniors who have difficulty with daily living activities by carrying out minor home adaptations. Must be 65 years of age or older and home is permanent residence.

NOTE: The renovation budget allocation received from CMHC is very limited and addresses all the 4 programs and is subject to CMHC approvals.



**WANT TO  
APPLY?**



IF INTERESTED IN ANY OF  
THE ABOVE-MENTIONED  
PROGRAMS, WE HAVE  
CONTINUOUS INTAKE TO  
START/COMPLETE YOUR  
APPLICATIONS.

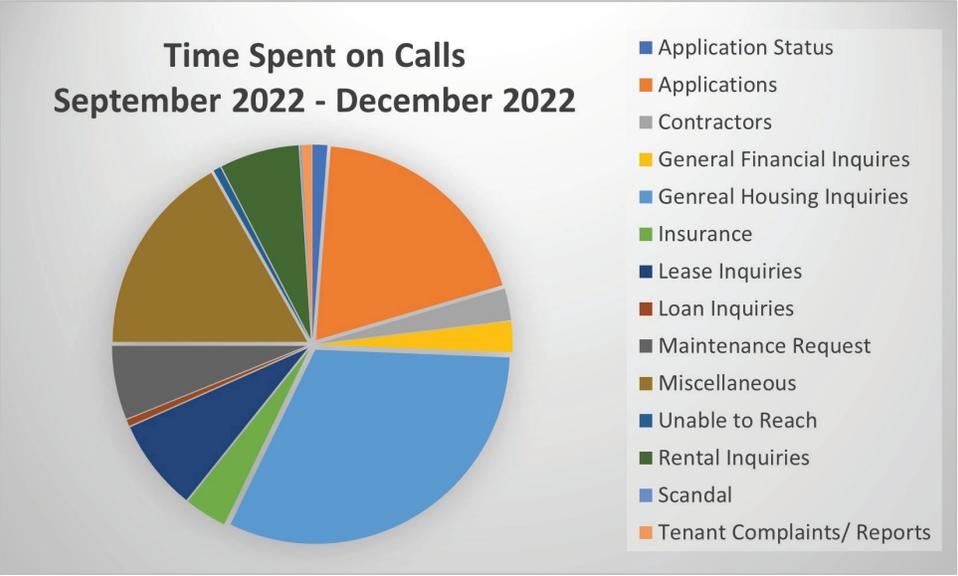
# MOVE-INS COMPLETED SINCE JUNE 2023

The Housing Unit has completed 5 Move-ins, and 1 client transferred to another unit.



We receive many calls to the Housing Unit. The chart shows that a majority of callers are seeking general information about housing programs, like rental or loan programs, and how to create applications. In a span of 4 months, we received 606 calls to the unit, spending around 34 hours on calls alone.

As part of our documentation, we track all calls received by the unit.



**From July to September 2023**  
**Repaired/ Maintained Units**

**31**

# UPDATES ON NEW HOUSING HIRES



## **Shyann White**

Client Experience Manager

Under the supervision of the Housing Director, provides full life cycle for the client experience, including education, on-boarding, support, and off-boarding, including all steps in the process, from initial contact with the Housing Unit.

Meet with clients to review requirements, client obligations, and provide financial guidance. Informs applicants about their status, welcomes successful applicants to their new units, manages all communications with existing tenants, follow-up regarding payments, etc.

This position is accountable for the administrative and operational components of the customer experience, and develops and monitors client service standards.



## **Keira Diabo**

Housing Administrative Generalist (Maternity Leave Replacement)

Provides administrative and operational support to the Client Experience Manager and the Director of Housing, as needed. Enters and maintains up to date electronic files for community housing (rental) applications, liaises with clients during the intake process, provides information and criteria on various housing programs and provides day to day support to the Housing Unit.



## **Keely Paul**

Housing Maintenance

Under the supervision of the Interim General Manager of Properties and Construction, provides general building and property maintenance service to all Mohawk Council of Kahnawà:ke owned Community Housing assets.

**KEEP AN EYE OUT FOR OUR NEXT NEWSLETTER AS WE ARE WORKING ON NEW PROGRAMS TO PROVIDE BETTER OPPORTUNITIES FOR OUR COMMUNITY.**