



SERVICE CHARTER



You will be served within 10 minutes of arrival if you have an appointment

We will advise you in advance of any delays in attending to you

We will acknowledge e-mail requests and return all calls within 1 business day

We will identify ourselves by wearing a name tag

Kingston Municipal Non-Profit Housing Corporation's office will be safe for all people regardless of sexual orientation, gender orientation or expression, race, ethnicity, national or ethnic origin.

We will accommodate your accessibility needs according to the Accessibility for Ontarians with Disabilities Act

Emergency maintenance is available 24 hours a day by calling 613-542-0443 ext. 9

Maintenance response is triaged into 3 categories:

Emergency 24 hours

Priority 12 days

Routine 28 days

Contact us:

www.townhomeskingston.ca

(Maintenance Requests and Complaint Forms are online for your convenience)

613-542-0443

mail@thk.ca