

Holidays

October:

- 1 International Day for the Elderly
- 8 Thanksgiving Day in Canada
- 27 Make a Difference Day
- 31 Halloween

November:

- 4 Daylight Savings time ends
- 11 Remembrance Day

December:

- 2 Advent begins
- 3 Hanukah
- 21 Winter Solstice
- 25 Christmas Day
- 26 Boxing Day
- 26 Kwanzaa
- 31 New Year's Eve

Tenant Survey

We will be launching an online Tenant Satisfaction Survey this fall. A link to the survey will be sent out via the Resident Portal email on file, so please ensure we have your updated information.

We will also be posting a link to the survey on our website and social media channels. We encourage everyone that lives with WBH to fill it out and help us make your experience better!

Office Hours:

All site offices will be closed on
October 8 — **Thanksgiving**
November 12 — **Remembrance Day**
December 25 — **Christmas Day**
December 26 — **Boxing Day**

Resident Portal

Wood Buffalo Housing (WBH) has launched its new online Resident Portal. The portal can be found on our website at www.wbhousing.ca.

The Resident Portal provides tenants of WBH with online access to:

- check their account ledger "live" and make payments,
- submit and track online maintenance requests (coming in November),
- receive building announcements,
- view and print the Resident Guide.

Tenants can access the Resident Portal on any device by downloading the RENTCafé

Resident Portal App and much more, 24 hours a day, 7 days a week from the comfort of their home or office.

To register and start using the new portal, tenants must use their unique Registration Code. Please speak to your Property Administrator today if you did not receive yours.

****Please note that as of October 15, 2018, payments will no longer be accepted on site by the Property Administrator.**

Tenants can make payments via the Resident Portal, through direct payment at their personal banking institution, or in person at Administration Office on Franklin. Please call **780-799-4050** for more information.

Crime Free Designation Earned for Prospect View and Stony Mountain

For the past nine months, Wood Buffalo Housing has been working with the Wood Buffalo RCMP and bylaw services to implement its "Crime Free" housing program. The goal of this initiative is to ensure our apartments, houses and complexes are more secure and safe environments for occupants, as well as welcomed part of the communities in which they exist.

During the summer we held a Crime Free Housing Clean-up at our Stony Mountain Plaza and Prospect View properties. Our grounds and maintenance staff worked diligently to ensure we met all requirements. Inspections were coordinated early in September with the RCMP and we are pleased to announce that both buildings have met all the requirements and officially received the 'Crime Free' designation.

The "Crime Free" housing program is based on Crime Prevention Through Environmental Design (CPTED), which has proven to reduce crime significantly. CPTED is a set of proactive principles that discourage criminal behavior and reduce the fear of crime, like:

- Safety features built into the door and window systems of each home,
- Landscaping design including fencing and shrubbery allows for natural surveillance all year,
- Adequate area lighting both on the grounds and in the buildings promote a safe night time environment,
- Annual reviews conducted by the RCMP to ensure the facilities are maintaining set standards of the program for its tenants,
- Safety Socials are held every two years and are intended to keep tenants up-to-date with the program and help create a sense of community.

The program was initiated in 2017 with the assistance of Capital Region Housing in Edmonton and there are numerous steps our facilities must go through before they become certified under the program. Our goal is to have most, if not all, of our properties certified through the program within the next year.





Join us for our **Halloween Tenant and Staff Social**.

Bring the whole family to the Meadow Creek Clubhouse in Timberlea for an afternoon of fun, food and prizes.

Date: Wednesday, October 31 • **Time:** 3:00 p.m. – 4:30 p.m.

Please RSVP if you wish to attend to admin@wbhousing.ca.

Trick-or-Treaters Welcome

We realize that this is a shift work community, and that many of our tenants cannot partake in trick-or-treating festivities.

In an effort to help those that do not wish to be disturbed, or those that want as many treaters as possible, WBH will have available a Halloween door hanger that will distinguish between the two. The door hangers will be available at the site offices after October 22, and it will simply say “Trick-or-Treaters Welcome” to indicate to kids and parents that they can knock.

We ask all our tenants to respect the signs and if someone does not have one, they could be sleeping or away. Either way, they won't have candy...so it'll save your treaters time to get more from the next house!

Happy Halloween everyone!



Submit your best Halloween-themed photo to our Facebook page, **@WoodBuffaloHousing**, for a chance to win a prize basket full of goodies (value \$100).

It could be a photo of you, your kids, your pet, or your decorated home. Use the hashtag **#WBHalloween**.

Contest closes October 31st and a winner will be chosen randomly from all submissions by November 2nd. You must be a tenant of WBH to enter.

Good luck!!

CAUTION! Watch for Kids

Now that the days are shorter and colder and the school year has begun, please be aware of children waiting for or exiting from school transit buses.

Please drive slowly through streets, parking lots and around playgrounds. Also watch for young children darting out in front of cars.

Link to RCMP Crime Map

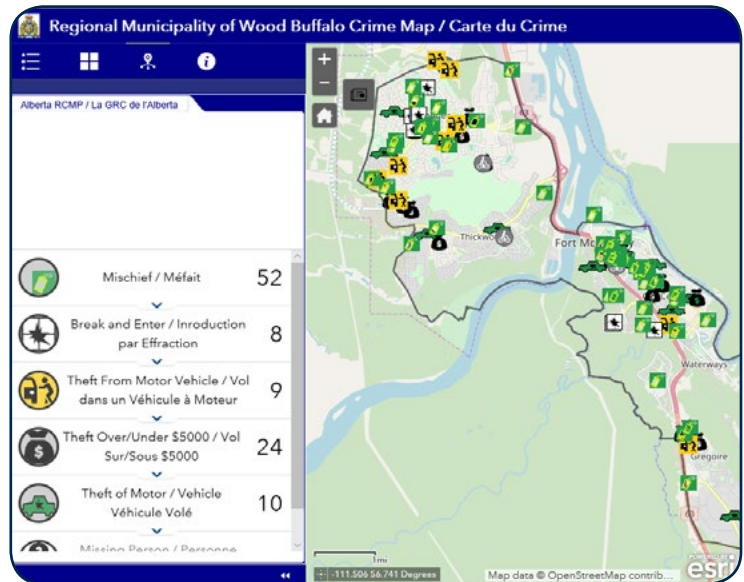
The Wood Buffalo RCMP have launched a new online Crime Map, which enables them to share up-to-date information on criminal incidents with members of the communities they serve across the municipality.

Neighbourhood crime isn't just about numbers; it's about knowing where crime is happening in our region. This new tool gives residents an opportunity to be an extra set of eyes and ears for the Wood Buffalo RCMP.

The map can be found here:

www.woodbuffalorcmp.ca/crimemap/.

To report suspicious activity, contact the RCMP Administration Line at **780-788-4040**.



Marshall House – 'COLD DAYS, WARM HEARTS' Campaign

At Wood Buffalo Housing, we believe in helping people in our community stay safe and warm during the long, cold winter months. Every year our staff holds a winter clothing drive where we collect donations of new and gently used winter clothing, as well as some essential toiletry items, for our patrons at Marshall House.

This year we will be setting up collection boxes at our Administration Office on Franklin, at Rotary House, as well as in the main lobby of our properties.

If you would like to help, we are asking for donations of the following items;

- gently used/new winter coats and boots
- new socks
- new regular and thermal underwear (for men and women in sizes S, M, L and XL)
- hats
- gloves
- scarves
- new toiletry items like shaving cream, razors, toothbrushes, toothpaste, deodorant.

If you have any questions about donations, please contact Christina MacKay at **780-799-4034**, christina@wbhousing.ca or Irene Dempsey at **780-715-1870**, irene@wbhousing.ca.

If you know someone interested in applying for housing, ask them to call 780-799-4050 or they can fill out an inquiry form online at www.wbhousing.ca.

Don't forget to like us on Facebook to stay in-the-know on events and promotions (@WoodBuffaloHousing).

Home Ownership Program

Since 2004, Wood Buffalo Housing (WBH) has helped more than 326 families, couples and individuals realize their dream of home ownership in Fort McMurray through its Affordable Home Ownership Program.

In this newsletter we'd like to feature our Prairie View townhouses on Mustang Road.

Property Details

- Purchase price is dependent on fair market appraisal
- Three bedrooms, 1.5 baths
- Fridge, stove and dishwasher included
- Close to all amenities
- Located in Gregoire neighbourhood on quiet residential street that backs onto greenspace land
- Each unit is freehold -
NO CONDO FEES

- Unique functional layout and is plumbed for in-suite washer and dryer

To qualify for the program, the applicant(s) must:

- be a current resident of the Regional Municipality of Wood Buffalo (proof of residency)
- have a gross household income less than maximum (\$145,000/year)
- be a first-time homeowner in Municipality (except joint property ownership in previous marriage/common law relationship)
- be able to qualify for the first mortgage amount from a lender (ATB Financial and Servus Credit Union support this program)

For more information on the program, or to see if you qualify, please call **780-799-4050**.

Seasonal Fire Prevention Tips

Wood Buffalo Housing wants everyone to be safe during the holiday season and winter months. The following fire prevention tips will help you and your family safely celebrate the season.

Candle fires: Candle fires commonly occur during the holiday season. Never leave burning candles unattended and always extinguish candles before leaving the house or going to bed. Ensure that candles are in sturdy holders and keep them away from anything that can catch fire, including decorations, Christmas trees, wreaths and curtains. Keep candles out of reach of children and pets. NEVER put a candle in the microwave as wax is highly flammable. Consider using battery-powered candles as an alternative.

Kitchen safety: More fires start in the kitchen than in any other room in the home. Never leave cooking unattended. To extinguish a grease fire, cover the pan with a lid. Turn off the heat immediately. If you have a stove top fire, do not turn on the overhead fan as this could spread the fire. NEVER use water on a grease fire.

Christmas trees: Wood Buffalo Housing does not permit live Christmas trees in its units. If you are using an artificial tree, make sure that it is flame retardant. Christmas trees and decorations should never obstruct doors or windows.

Extension cords: Use only CSA certified extension cords and light sets on your Christmas tree or when decorating your home. Always use the proper light sets for the environment -- indoor sets inside and outdoor sets outside. Inspect all cords and light sets before use each year and discard any defective ones. Insert plugs fully into receptacles and do not overload outlets. Do not coil or bunch an extension cord when in use and never cover it with a carpet or rug. Take care not to place heavy furniture on an extension cord, which can fray or damage the cord. Remember to turn off all tree and display lights before going to bed for the night or leaving the house.

Fire safety gift ideas: Fire safety gift ideas include smoke alarms, carbon monoxide detectors, ABC multi-purpose fire extinguishers, and flashlights with batteries. Practicing fire safety greatly increases your chances of survival in the event of a fire. Make sure you have a fire exit plan and practise it with your family members.



Marshall House Emergency Homeless Shelter

Marshall House emergency homeless shelter is a clean and safe environment, with security on site, for adults over the age of 18.

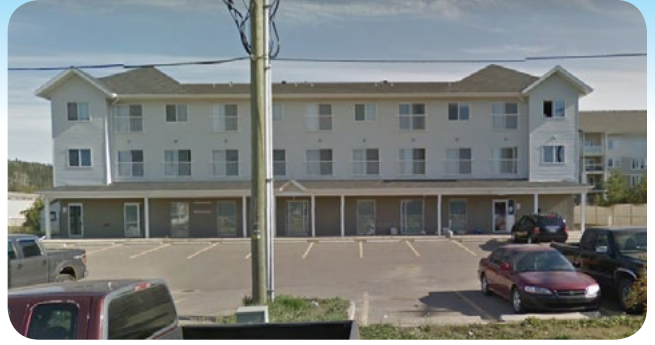
Location: 10095 Marshall Street Fort McMurray, Alberta

Phone: 780-715-1870

Hours of Operation: 5 p.m. to 8:30 a.m., 7 days a week.

Marshall House provides the basic necessities to our homeless population:

- Hot meals are provided from 5 p.m. to 8 p.m.
- Marshall House has cable TV, which is available from 5 p.m. to 11 p.m.
- We provide hot showers from 5 p.m. to 10 p.m.
- Continental breakfast is available from 6 a.m. to 8:20 a.m.
- Emergency clothing & toiletries can be provided if needed.



Planning a Holiday Party?

Meadow Creek Clubhouse is available to all WBH tenants for special events and occasions.

For information on cost to rent and availability please contact **780-750-0085** or mcvcondo@shaw.ca.

Hours of operation are Monday to Friday, 5 p.m. to 6 p.m.
Saturday 11 a.m. to 1 p.m. Closed Sundays.

Issues Or Concerns?

You can contact your Site Office Administrator

Community Housing/Edgewater Court:

Contact Hillary at **780-788-4663**

Horizon View:

Contact Melinda at **780-714-2132**

Meadow Creek Village: Breakwater A & B, Creekside, The Delta, The Shores, Cascades.

Contact Tina **780-799-4656**

Sandpiper Cove

Contact Hollie at **780-749-0185**

Siltstone Place:

Contact Eva at **780-799-4072**

Stony Mountain Plaza/Prospect View:

Contact Elaine at **780-743-4440**

Maintenance:

Contact Veronica at **587-539-2964**

If you have an After Hours Emergency please call 780-799-4050

Emergency items include:

No Heat • Flood • Sewer backup

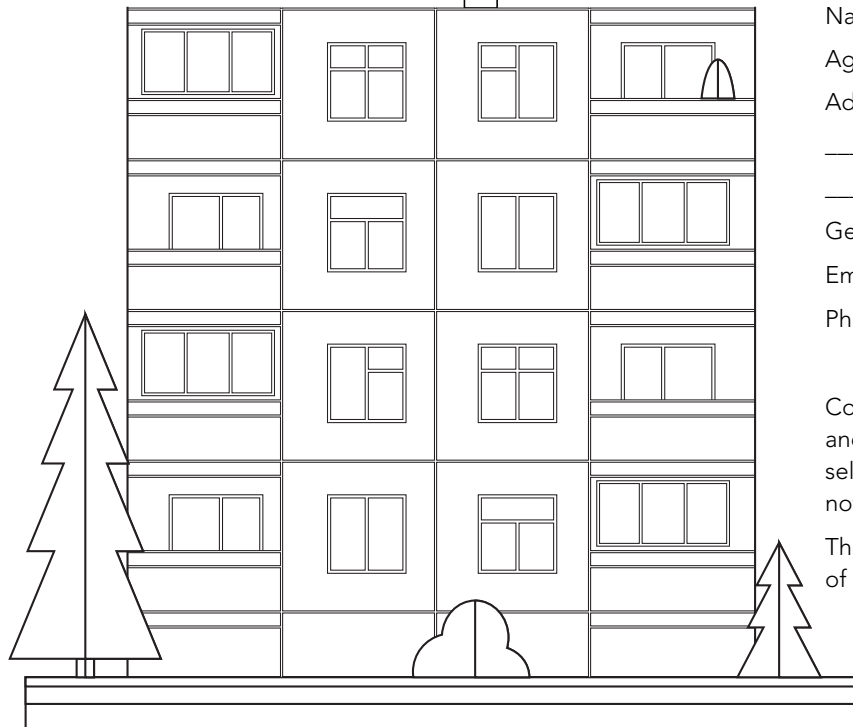
Please do not use this number for non-emergencies or tenancy issues.

For police/fire/ambulance — any situation involving immediate threat to person or property, **Call 911**



Wood Buffalo Housing Christmas Colouring Contest

Open to all tenants of WBH 12 and under. Submit your page in person to our head office at: 9011-9915 Franklin Avenue, Fort McMurray, AB T9H 2K4. Or you can take a picture of your coloured sheet and send to admin@wbhousing.ca or post on our Facebook page [@WoodBuffaloHousing](https://www.facebook.com/WoodBuffaloHousing) with the hashtag [#wbhcontest](https://twitter.com/wbhcontest).



Name: _____

Age: _____

Address: _____

Gender: _____

Email: _____

Phone #: _____

Contest closes December 14th and a winner will be randomly selected from all participants and notified by December 21st.

The winner will receive a basket of Christmas goodies!

