Wood Buffalo Home

Quarterly Tenant Newsletter

Vol: 10 Issue #2 April/May/June 2022

Office Hours:

- Monday – Friday, 8:30 a.m. – 4:00 p.m.
- All WBH offices will be closed on:
  - Victoria Day - Monday, May 23

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

Emergency items include:

No Heat • Flood
Sewer backup

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

Siltstone Promotion

For new 12-month leases only

Siltstone Promotion - ends May 30, 2022

257 Siltstone Place (includes Internet 75, cable, utility allowance and one parking space)

- 1 bedroom - $1000
- 1 + den - $1050
- 2 + den - $1150

261 Siltstone Place (includes utility allowance and one parking space)

- 1 bedroom - $950
- 1 + den - $1000
- 2 + den -$1100

Security deposit at both locations is $299.00. Call **780-799-4050** for more info, or email **applications@wbhousing.ca.**

Tenant Referral Program

Did you know that current tenants of WBH can get a discount on their rent if they refer someone to live with us and a lease is signed?

Refer up to 12 households to live with us and you could earn six months rent-free! Call 780-799-4050 for more information on program requirements.

Spring Reminders:

- **Smokers and propane fire pits are not permitted on balconies.** Only seasonal furniture (BBQ and one propane tank) is permitted on the balcony. No other items are to be stored on the balcony due to it being a safety hazard. Apartment balconies need to remain free of garbage and debris. This includes recycling and garbage. Those who do not comply will be fined.
- **Please note that you are responsible to ensure your barbeque is installed according to the Alberta Fire Code.** The fire department invoices WBH a cost recovery fee of $1,500 for any incident that is found to be the result of a barbeque installed in contravention to the Code. This fee is then passed onto the tenant of the unit responsible for the incident.
  The Alberta Safety Code restricts the location of propane cylinders to:
  - o A maximum of one 20 lb. cylinder per unit;
  - o Be 1 metre (3 ft) from doors and windows;
  - o Be 3 metre (10 ft) from source of ignition;
  - o Be 1 metre (3 ft) from any combustible surface unless otherwise directed by WBH
- **Replace the batteries in your smoke detectors.** This is something few think about, but it can save your life.
- **Large garbage items are the responsibility of the tenant for disposing at the landfill.** If it does not fit completely in the large mallocs bins you are responsible to arrange transportation to dispose of the items at the dump. Charge backs to tenants will occur if you are caught on cameras violating this rule.
- **Please drive with caution and SLOW DOWN!** As the days get longer more people will be coming out of hibernation. This means more people, especially kids, will be on our premises and in our playgrounds and parking lots.
- **Be a good neighbour and respect that not everyone is on the same schedule as you and/or your family.** We realize more people will be out and enjoying the warmer days. Keep noise to a minimum, especially if you are watching TV or playing music at night. Also, the hallways and parking lots are not appropriate places for playing, cycling, skateboarding or hanging out.
- **Air conditioners that sit in the windows are not permitted.** With the warm weather soon arriving we want to remind our tenants that only portable, floor-model type air conditioners are allowed in WBH units.
- **Do not leave lower windows open to cool your home.** Don't give criminals a "window of opportunity" on hot nights.
- **Please DO NOT grant access to the building to anyone that does not have a key.** It is not impolite, it is necessary to ensure the safety of all our tenants. Any tenants having visitors must either utilize the intercom system or come to the entrance to allow their visitors access to the building. Tenants are responsible for the behavior of all guests while on the property. If issues arise due to a visitor, that tenant will be held accountable.
- **All WBH buildings are smoke-free buildings.** We've received frequent complaints noting a strong cigarette or cannabis odour in the hallways. This behaviour is NOT acceptable and goes against the terms of your lease agreement with WBH. If you or someone visiting your unit is found in violation of this rule you will be given a warning, and if it persists an eviction notice. Smoking is only permitted outside of the building and must be a minimum of three meters from the entrance. Smoking, whether tobacco or cannabis, is not permitted on balconies.
- **Planter Pots are Not Ashtrays.** Every year we hear of fires started by smokers using plant pots as ashtrays. Please do not use dried flower pots as an ashtray when smoking outside.

Tenant Respect for Shared Spaces/ Common Areas

- Laundry areas are shared spaces in our buildings, and we ask that you please respect your neighbours by not leaving clothes in the washers and dryers and cleaning any mess that you make.
- Do not leave garbage outside your units or in the hallways/entrances. All garbage must be disposed of in the proper bins outside.
- Furniture and garbage should NOT be stored outside next to the bins. This attracts unwanted pests and leaves the property looking a mess. If the bins are full please notify maintenance immediately. Unwanted furniture is the responsibility of the tenant and should be discarded at the landfill by the tenant. If a tenant is seen discarding this furniture on WBH property they will be notified and charged the cost of removal.

Cleanup After Your Pets

- Tenants are responsible to clean up after their own pets. We all live here, and no one wants to accidentally step in your pet's waste. We are introducing a new monitoring system and if a tenant is seen NOT cleaning up after their pet, they will receive a $175 fine. We love our furry tenants, and we want our properties to remain pet friendly, but that will depend on pet owners.

WBH Tenant Perks

- **Planning a birthday party or event?**
  Did you know that WBH tenants can rent one of our common rooms at Stony Mountain or the Meadow Creek Clubhouse for special events and occasions? For information on cost to rent and availability please contact 780-799-4050 or 780-750-0085, or email info@wbhousing.ca.
- **Marks Work Wearhouse Tenant Discount**
  WBH tenants get a 10% discount at all Fort McMurray Marks Work Wearhouse locations? Get your discount card by calling our office at 780-799-4050.
- **Seniors Discount -** We offer a discount of 10% at all our affordable housing properties for any residents 65 and older. This discount cannot be used by anyone already on a program or residing at one of our senior properties.
  We've revised the application to include this information: **https://bit.ly/3xLuKwh**

Important Reminders for Tenants

- Tenants are reminded to only flush toilet paper down the toilet. Also, do not pour grease or any other substances down the sink. These substances should be collected and discarded in the garbage. Tenants are responsible for any clogged drains in their home that are caused by their own negligence, and maintenance requests for clogged drains will incur a tenant charge of $175.
- Cost to replace a lost key is $25.
- Cost for maintenance to clean-up cluttered backyards and balconies is $100.
- Please ensure your tenant insurance is up-to-date.
- Visitor parking is for visitors only, not tenants. These spaces are meant to be used temporarily by a visitor to the building. If a vehicle is parked there for an extended period of time it will be towed at the owner's expense.

Temporary Rent Assistance Benefit (TRAB)

Are you employed but struggling to pay your rent? Have you recently lost your job? Are you on CRB or EI? You could qualify for the new Temporary Rent Assistance Benefit (TRAB) under the provincial Rent Supplement Program. Call **780-799-4050** and speak to an agent. Please check out **https://wbhousing.ca/about/our-services/** for information or to see if you qualify. Priority is based on first-come, first-serve, so don't wait!

Senior Housing in Wood Buffalo

Do you have a senior in your life who is looking for affordable housing? Or are you a senior 65+ who is looking for affordable housing in a senior-specific environment, with all the perks of independent living?

Find the Support you need at Rotary House Seniors Lodge in Fort McMurray. Come and go as you please and leave everything else to us.
We have apartments ready and waiting for you! Call Rotary House today at 780-791-1160 to book a tour. Check us out on YouTube for more information: **https://bit.ly/3OpYl4e.**

Rentcafé Bulletin Board and Social Media

Have you liked us on Facebook yet? Visit **@WoodBuffaloHousing** today and like us to stay in-the-know on all of the latest information for WBH tenants, including promotions, contest updates, office hours, etc. You can also check out the Bulletin Board in the RentCafé Resident Portal. Sign up and stay informed!

Some Useful External Resources

MAC Calendar

Want to stay in-the-know about all events taking place across the region, then check out the MAC Calendar online: **https://maccalendar.ca/**

MAC CALENDAR
Connecting residents of the RMWB with events and activities in our communities.

Community Legal Clinic
Fort McMurray

FREE Legal Advice

May 10, 2022
May 24, 2022

- Tenant Law
- Employment Law
- Wills and Estates
- Criminal Law
- Family Law
- Civil Law/Debt
- Traffic Law/Bylaw
- Immigration

587.674.2282

Clinics are held on the second and fourth Tuesday of each month.
Please call to see if you qualify for the next available appointment.

Community Legal Clinic-Fort McMurray @FortMacLegal @clclfortmac

www.communitylegalclinic.net

Digital-Communication-Adaptability-Reading-Numeracy

Writing-Collaboration-Problem Solving-Creation & Innovation

Are you an unemployed Northern Albertan* looking to improve your life and career skills? This exciting new program will help you learn skills needed to participate and thrive in learning, work and life. We will help you develop those digital, critical, essential and pre-employment skills from the GROUND UP!

SCAN QR CODE

- 16 weeks of Virtual In-Class Skills Building
  - 8 weeks half day classes
  - 8 weeks full day classes
  - 1 on 1 coaching
- Need the technical equipment to participate? No problem! We can help with that!

OR CONTACT US AT:
780-815-0048
jan@employabilities.ab.ca

*Athabasca, Barrhead, Bonnyville, Cold Lake, Edson, Fort McMurray, Grand Cache, Grand Prairie, High Level, High Prairie, Hinton, Jasper, Lac La Biche, Peace River, Slave Lake, St. Paul, Vegreville, Westlock and Whitecourt

Canada Alberta

The Province of Alberta is working in partnership with the Government of Canada to provide employment support programs and services.