



Wood Buffalo Home

Quarterly Tenant Newsletter

Vol: 8 Issue #1 January/February/March 2020



Business Model Changes

As you may have noticed, we've been making some changes to the way we conduct our business in the past year in an effort to operate in a more financially sustainable manner. We hope that you will also see improvements in customer service and maintenance as a result of these changes. Here are a few of the ways we are improving to serve you better:

- **New 2020 Tenant Referral Program** - We are very excited to announce our new Tenant Referral Program for 2020! Every person that you refer to live with us could earn you a credit of half month's rent if they sign a one-year lease. Refer up to 12 friends or family and you could be living six-months rent-free!! Call us for more details today – **780-799-4050**.

Holidays

January:

- 1 New Years Day (Stat Holiday)

February:

- 14 Valentines Day
- 17 Family Day (Stat Holiday)
- 29 Leap Day

March:

- 17 St. Patrick's Day

Office Hours:

- Monday – Friday, 8:30 a.m. – 4:00 p.m.
- All site office will be closed on January 1st – New Years Day
February 17th – Family Day



Wood Buffalo Housing
WOOD BUFFALO HOUSING

Wood Buffalo Housing Tenant Referral Program

*Are you a tenant of Wood Buffalo Housing?
Refer up to 12 family, friends or coworkers to live
with us and you could have six months-rent free!*

- Referring tenant must be a current tenant and have an account in good standing to be eligible for the program.
- Referring tenant must be **listed on the new application** at the time of signing.
- Referring tenant will receive the equivalent of **half a month's rent credit applied to their account** for every new tenant they refer*.
- The new tenant must sign a **one-year lease**.
- A limit of 12 referrals per year, per lease agreement.

*Please contact us for more details.

Continued on page 2.



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 new Bulletin Board feature in the RentCafé Resident Portal. Sign up and stay informed!

Tenant Reminder:

Please remember to check and/or change the batteries in your smoke detectors and carbon monoxide monitors.

Business Model Changes contd.

- **Property Administration/Site Offices** - The site offices will not be reopening, but your building will continue to have a property administrator assigned to it. That property administrator will be able to help you with any questions you might have regarding your tenancy, new applications, etc. All property administrators will work out of the main office on the 9th floor of the Provincial building on Franklin. Please direct all property administration inquiries to our main reception line at **780-799-4050**.
- **Maintenance Labourer** - Each property also has a maintenance labourer responsible for overseeing the assignment of all daily maintenance duties for your building/unit. This allows you to become familiar with the maintenance labourer, and they will have better insight into the daily needs of that building. If you have an issue in your unit and wish to make a maintenance request, you can do so via the online Maintenance Portal or by calling **780-799-4050**.
- **Rent Payments** - All rent payments must be made either in-person at the main administration office on the 9th floor of the Provincial building at 9011 Franklin Avenue, online via the RentCafé tenant portal, or through direct debit via your banking institution. We encourage all of our tenants to sign up for the tenant portal, and your property administrator can help you with setting that up.
- **Credit Card Payments Now Accepted** - We have received numerous requests from our tenants over the past few years to be able to pay rent using a credit card. We know there are many loyalty cards out there and points you can collect. So we are pleased to announce that we will begin accepting payments by credit card very soon. Please watch for updates on our Facebook page or in the tenant portal. Tenants will be responsible for all credit card fees associated with this payment option.

Winter Tips for Tenants

Here are some useful “winter weather smart” tips to get you safely through the colder months in Fort McMurray.

Please read, especially if you are travelling and will be away from your unit for any length of time.

- First, if you notice a draft in your apartment, please alert the office right away - **780-799-4050** - so the issue can be resolved before it gets worse.
- If you are going to be away from your unit, please turn down your thermostat but do NOT turn it off. The heat will help prevent pipes from freezing. If pipes freeze and burst it can cause a lot of water damage to the property and to your possessions. Burst pipes can usually be traced back to a negligent act (leaving a window open, heat off, etc.) and it is the tenant’s responsibility to pay for any damages if this is the case. Tenant insurance is critical in this instance to protect the tenant from having to pay for the repairs directly.
- As stated in our lease agreement, the tenants must hold a current tenant insurance policy and WBH should have a copy of that insurance documentation.
- **Note:** The heat does not have to be kept as high as you normally would keep it if you were actually at the property, but keeping it set above 10 degrees Celsius is a good idea. This should provide enough heat to keep the pipes warm and to prevent the water inside from freezing.
- Allow a faucet to drip slightly if you plan to be away from your unit. Allowing the faucet to be open like this will alleviate pressure in the system. Once a pipe freezes, it is actually pressure that is created between the blockage and the faucet that will cause the pipe to burst, so allowing the faucet to be open will prevent this pressure from building up and thus, the pipe from bursting. You do not want to let it drip too much or too long however, in case there should be a blockage.
- Keep interior doors open. Pipes are often located in cabinets, and when the temperatures drop it is a good idea to keep these cabinet doors open so that the heat from the rest of the house can keep the pipes warm as well. You should also keep all interior doors open so that the heat can flow throughout the home.



Some Useful External Resources:

- Wondering what is going on in Fort McMurray during the winter months? Check out **McMurray All Connected (MAC) Community Calendar**, a social calendar connecting the residents of Fort McMurray and surrounding area with events and activities in the community. The MAC calendar is an easy way to find any event from sporting events to hobbies and workshops to learn new skills. Search the calendar based on dates, ages or interest. There is something fun, new and exciting for everyone!

Visit <http://mcmurrayallconnected.ca> for a detailed list of events available in the Region, or like us on Facebook [@mcmurrayallconnected](#).

- Have you ever wondered why we assume that babies wearing pink are girls? Or assessed a job candidate by saying that you’d feel comfortable having a beer with them on a Friday evening? Or noticed that most men in leadership are over six feet tall? All of these are examples of different forms of bias – and they have a significant impact on our day-to-day work and the culture that we create in our organizations.

The **Coalitions Creating Equity (CCE)** group is hosting a workshop on **January 31st from 9:00 a.m. – 12:00 p.m.**, entitled **‘Unconscious Bias Training’** which will address questions like these and help us to better understand our own biases and to develop the skills to teach others about their biases and means of mitigation. The workshop will be facilitated by Dr. Sara-Jane Finlay. PhD. To register for this session, please visit: <https://www.eventbrite.ca/e/unconscious-bias-training-tickets-88211056645>.

- FuseSocial is committed to supporting local agencies and organizations looking to improve the way they do their work and to understand more about the systems and structure that enables them to be the change they wish to see in the world. They have launched their **2020 Winter Academic Calendar**, entitled the **‘Key to Social Learning’**, which strives to provide accessible and relevant professional development opportunities for the Wood Buffalo social profit sector. You can check out the wide variety of professional development opportunities here: <https://bit.ly/2R65Y2Q>.

- The **Multicultural Association of Wood Buffalo** brings you the **Multicultural EXPO 2020** on February 8th from 11 a.m. – 6 p.m. at MacDonald Island Park! Come immerse yourself in the unique cultures that are represented within the Wood Buffalo region, where you’ll find:

- multicultural food and cuisine
- a multicultural fashion show
- cultural performances
- a youth talent show
- a diverse range of cultural crafts
- balloon animals, face painting and henna tattoos for the kids!

** Vendors accept cash only for all purchases ** This is an event you won’t want to miss!

- Come down to Snye Park from February 28 – March 1 to embrace the magic of winter and partake in the festivities of **WinterPLAY 2020**. For a full listing of all activities visit www.rmwb.ca.
- **Girls Inc. of Northern Alberta** will honour five amazing women in the Wood Buffalo Region that ignite change and break gender stereotypes at its annual **‘Women of Inspiration Gala’**. America’s Got Talent Golden Buzzer Winner, Mandy Harvey– who lost her residual hearing at the age of 19 will perform and share her inspiring story. The gala will take place on March 7, 2020 at 6:00 p.m. at the Fort McMurray Golf Course. Tickets can be purchased online at <https://bit.ly/2FMpEDX>.



Newcomer Welcome Centre

A one-stop-shop for newcomers in Wood Buffalo to be connected with organizations that cater to their needs.

WHAT DOES THE WELCOME CENTRE DO?

- Listens to clients' needs, and matches them with appropriate services in the community,
- Sets up appointments with support services on behalf of clients,
- Eliminates frustrations experienced by newcomers when they are trying to find the services in the community that they need.

Visit us and get to know more about the programs and services offered in your new hometown!



The infographic features the Welcome Centre logo at the top, which includes a stylized human figure with arms raised in a 'V' shape. Below the logo, the text reads 'WELCOME CENTRE' and 'Newcomer Interagency Network'. The main heading is 'New to Fort McMurray? Visit the Welcome Centre for information and referral services!'. The location is specified as 'Located at MacDonald Island 2nd Floor - Library!'. A central graphic shows four interconnected circles representing different service areas: 'LIVE' (Housing, Healthcare & Doctors, Directions, Transportation), 'PLAY' (Cultural Associations, Community Events, Children's Activities), 'LEARN' (Schools, English Classes), and 'WORK' (Jobs & Employers, Resume Workshops). At the bottom, it states 'Walk-ins Accepted! Everyone Welcome!'.

Phone: 587-536-0216 - Email: welcome@mcwab.org

Planning a 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.



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**

