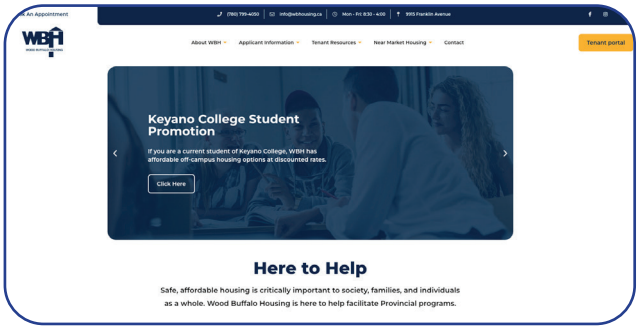
Wood Buffalo Home

Quarterly Tenant Newsletter

Vol: 11 Issue #2 Spring 2023

New Website



Have you checked out WBH's new website? Tenants can now access all of the resources they need in one spot, login to the tenant portal to pay their rent, or make a maintenance request.

Interested in becoming a tenant or finding out how to apply for our programs and services? Well, you can do that too! Check it out, and don't forget to follow us on Facebook (@WoodBuffaloHousing) and Instagram (wbhousing) to stay in the know on all our promotions and contests!

Seniors Week in Wood Buffalo

Did you know that approximately 10% of all WBH's near market tenants are seniors? We have a large and vibrant seniors' community in Wood Buffalo, and this June we celebrate you all!

Seniors' Week runs from June 5 – 9 this year and there will be lots of activities including:

- Opening ceremonies on Monday, June 5th, followed by a seniors luncheon with Mayor and Council.
- A tailgate party organized by St. Aidan's Society, Wood Buffalo Regional Library, and the Salvation Army.
- Activities like 'Social Art', 'Gentle Yoga', and 'Zumba Gold'.
- A BBQ and car show at Rotary House.
- As well as lunch organized by the Fort McMurray Heritage Society.

We will post the full calendar of events on our @WoodBuffaloHousing Facebook page once it is complete. You can also check out the MAC Calendar for a full listing of events happening throughout our region at **www.maccalendar.ca**

If you'd like more information on what Wood Buffalo Housing has available in seniors housing, please call us at **780-791-1160** or **780-799-4050.**

Office Hours:

- Monday – Friday, 8:30 a.m. – 4:00 p.m.
- All WBH offices will be closed on:
  - Victoria Day - Monday, May 22

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**

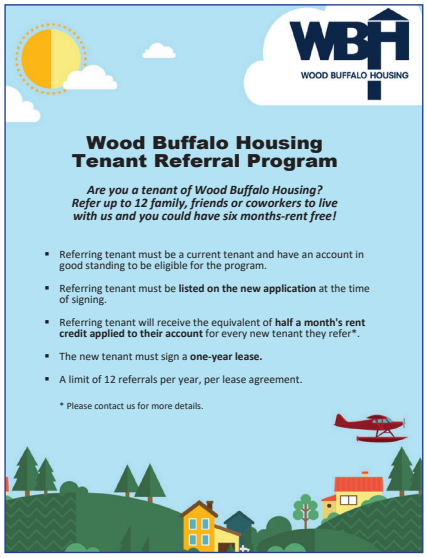
Spring Reminders:

- 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.
- 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.
- Furniture and garbage should NOT be stored outside your units or in the hallways/entrances. All garbage must be placed in the proper bins, not next to them. This attracts unwanted pests and leaves the property looking a mess. If the bins are full, please notify maintenance immediately.
- Be a good neighbour and respect that not everyone is on the same schedule as you and/or your family. 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.
- All WBH buildings are smoke-free buildings. 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.
- 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. Clean up spills and messes that you make.
- Pet Clean-up. If you have a pet, it is your responsibility to clean up after them. We all live here, and no one wants to accidentally step in your pet's waste. Please be respectful. If you are caught violating this rule, we will issue a fine for the cleanup. If the problem persists, you will be issued an eviction notice.

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.



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.

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.

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!

Faces of WBH - Melissa Helm

Name and Job Title? Melissa Helm -- Rent Supplement Administrator

How long have you worked here? I have worked for Wood Buffalo Housing since September 2016.

What does your typical day look like? Every day holds a wonderful surprise! Between managing tenant issues and concerns, signing leases and rent subsidy contracts, completing government reporting and many other things in between, it can be extremely busy and sometimes very challenging. Knowing that I can make even a small difference truly makes those hectic days worth it!!

What is your favourite part of your job? My favourite part is helping individuals to access affordable rent, and seeing their faces when they know that they have secured a safe place to call home for themselves and their families.

What do you like to do on your days off? I love spending time with my boys and, now that the weather is nicer, I will be heading out to my lake lot any chance I get.

Tell us something interesting about yourself. I have lived in Fort McMurray for 23 years and I am a very proud mother to one amazing human and two handsome fur babies. I plan on becoming a 'snowbird' in 10 years and travelling the world to experience different cultures.

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: **www.maccalendar.ca/**

MAC CALENDAR

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