Summer 2026 Tenant Newsletter

THE WBH HOME HUB

WOOD BUFFALO HOUSING

Recently Moved In?

WE WANT TO HEAR FROM YOU!

Welcome to the Wood Buffalo Housing community! As you settle into your new home, we want to ensure your move-in experience is as smooth and enjoyable as possible. To help us achieve this, we kindly request you complete the move-in survey by scanning the QR code below:

If you have any questions regarding your new home, please speak to your Property Administrator or email **info@wbhousing.ca**.

In This Issue

- Balcony Construction Update
- Vacation Reminders
- Summer Tips

Office Hours:

Monday - Friday
8:30 a.m. - 4:00 p.m.
Closed daily for lunch from 12:00 - 12:30 p.m.

Offices will be closed on:

August 3 - Heritage Day
September 7 - Labour Day
September 30 - Truth and Reconciliation Day

Be sure to follow Wood Buffalo Housing on Facebook and Instagram to stay informed on important dates and information

Tenant Information

Balcony Rehabilitation Project

Work will begin this summer to make essential repairs to balconies at our Horizon View, Breakwater, Edgewater Court and Prospect View properties. Not all balconies at these properties require rehabilitation, but for those that are impacted tenants will be notified.

The work will be completed in phases and extend over two full construction seasons, starting at our Horizon View C building. That building will also receive new siding, and some window and door replacements.

We ask for your continued patience as we work through this project over the next two years. Please exercise caution and be mindful of any potential hazards. We want to ensure everyone's safety during this construction. Please alert your Property Administrator or email info@wbhousing.ca if you see any potential hazards.

Stay Informed and Pay Online

Sign up for the RentCafé Resident Portal today! It's your one stop shop for all your Wood Buffalo Housing needs.

- pay your rent online
- submit a request
- communicate with your neighbours
- log your maintenance works orders
- stay informed on all upcoming tenant events and notices!

You will need your tenant code, so please call 780-799-4050 to request that and click here to register: Tenant Portal or go to https://wbhousing.ca and click on the Tenant Portal button at the top of the page.

Vacation Time

Please let your property administrator know if you plan to be away for an extended period, or you can email info@wbhousing.ca. Here are some other important reminders if you plan to be away from your unit:

- Put a hold on your mail and newspapers
- Clean out your fridge before you leave
- Remove all garbage from your unit
- Don't forget to lock your door!
- If you have parking, make sure you have someone that can move your vehicle if necessary
- Sign up for RentCafé so you can stay informed on any important notices

If you have an After Hours Emergency please call

780-799-4050

Emergency Items Include:

Flooding/Burst Pipe

Sewer backup

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

Please Note: If you call After-Hours and it is not an urgent issue you could receive a chargeback.

If you have a clogged toilet, please get a plunger.

Summer
TIPS FOR TENANTS

Now that the days are longer and summer has finally arrived in Wood Buffalo, we have some useful tips on how to stay safe and be a respectful neighbour!

- **Use Caution when driving through the parking lots.** Now that school is out for summer, please drive slowly in parking lots and near playgrounds.
- **Visitor parking is for visitors only, not tenants.** If a vehicle is parked there for an extended period of time it will be towed at the owner's expense.
- **Smokers and propane fire pits are NOT permitted on balconies.** Only seasonal furniture (BBQ and one propane tank) is permitted on the balcony.
- **Respect for Common Areas.** If you have children, please ensure they pickup their toys/bikes/etc. from outside. Do not leave garbage or personal items outside your units or in the hallways/entrances. Anything left in the hallways and common areas will be disposed of by staff during their daily rotations.
- **Furniture and garbage should be placed IN the bins - not outside.** If a tenant is seen discarding furniture on WBH property or leaving waste outside the bins, they will be notified and fined. If you see someone doing this, please report it to your property administrator immediately!
- **Staying Cool.** If you're planning on buying a fan or a floor-model cooling system for your unit, make sure not to overload electrical sockets with too many appliances. Please note: window air conditioners are not permitted.
- **Respect Your Neighbours.** Summer is the best time for gatherings and socializing with friends and family. But it is essential to be aware of your neighbours and keep the noise level at a minimum.
- **Tenants MUST pickup their pet's waste.** If you notice an issue involving pets, please call the RMWB Bylaw Services Complaints Line at 780-762-5858.
- **Smoke outside but not on balconies.** Smoking is NOT permitted in your units or on the balconies and must only take place in designated areas. Many people leave their windows open in the summer months and they do not want to breathe in your second-hand smoke. Please be respectful.
- **Planter Pots are not ashtrays.** Dry potting soil can easily ignite. Please do not use flower pots as ashtrays.