

Tenant Info

Community Housing Tenant Guide

BUDGET

IMPORTANT TELEPHONE NUMBERS:

EMERGENCY

for danger to life or property

911**LHA Office**

for information and referrals:
24 hour & 7 days /week

(403) 329-0556**Police Department****(403) 328-4444****Fire Department****(403) 327-3333****Electric****(403) 320-3940****Gas**

(gas odours, ruptured lines, no heat)

1-800-511-3447**Quick Links**[Important General Information](#)[Tenant Fire Safety Information](#)[Maintenance Information](#)[Move-out Information](#)[Newsletters](#)

IMPORTANT GENERAL INFORMATION: PLEASE READ YOUR LEASE CAREFULLY

- **Rent:** Due and payable on or before the **FIRST** day of each month, along with income verification.
- **N.S.F. RETURNED CHEQUE** charge is **\$15.00**.
- **Property Maintenance:** Please read information under 'Maintenance Information' carefully.

- **Family Status:** Any change in marital status, family composition or employment must be reported to the LHA Business Office (329-0556).
- **No Permanent Guests Allowed**, unless authorized.
- **No Pets** except for fish or caged birds.
- **Waterbeds:** Not allowed, unless covered by Tenant's Personal Liability Insurance.

- **Winter:** Keep walks clear of snow and ice. Normal thermostat setting for winter is 20° - 22° C (or 70° - 75° F) ***PLEASE BE ENERGY CONSCIOUS***
- **Summer:** Keep lawns well watered, weeded and cut regularly.

- **Garbage:** To be deposited in containers.
- **Neighbour Relations:** The Tenant is expected to maintain harmony within the neighbourhood. If a serious problem arises, call Police or LHA's Business Office for advice (329-0556).
- **Mail Delivery:** Super Mail Box keys can be picked up from the Main Post Office. Proof of residency will be required, i.e. lease.
- **Moving Out:** One month's written notice must be given on or before the first day of a tenancy month to be effective on the last day of that tenancy month.

TENANT FIRE SAFETY INFORMATION

- In Case of Fire: **Call 911**
 - Notify your neighbours if possible.
 - Do not go back into a burning building.
- **Smoke Detectors:** All housing units are equipped with smoke detectors. Smoke detectors are, for the most part, wired directly to the electricity. (A few detectors are battery powered and they will be labelled by our Maintenance Department.) Smoke detectors are checked each year during the Fall Inspections, and during Move-in and Move-outs. Furnaces are serviced at this time also.
- **If Smoke Detectors Sound:** Check to see if there is a fire. The most common false alarms are from burning toast or steam from the bathroom.
- **Do Not Disarm:** detectors for any reason. Incidents should be reported to the LHA Business Office at 329-0556 for follow-up .

...BE PREPARED...

- **Prepare an Evacuation Plan.** Plan your escape NOW and practice it!
- **Decide upon a meeting place** outside so everyone can be accounted for.

- **Personal Property and Liability Insurance:** All Tenants are required to have adequate personal property and liability insurance.
- **Keep the area around the furnace and hot water heater** free of flammable materials; e.g. newspapers, paint, clothing, etc.

MAINTENANCE INFORMATION from the Maintenance Division of LHA

Tenant Insurance: We encourage each Tenant to have a Tenant Insurance policy. See your Lease: Tenant Obligations, Tenant's Insurance.

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**Regular Maintenance:** **Call 329-0556.** LHA Business Office hours are weekdays Monday to Friday 8:30 AM - 12:00 PM and 1:00 PM - 4:30 PM. This call gives LHA permission for entry to complete repairs.

**Note:** The degree of urgency should be stressed when you call.

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Emergency Maintenance: If an **EMERGENCY** occurs after normal business hours, **call 329-0556.** The answering service will relay the emergency to the appropriate personnel, who are "on call". If the after hours call is NOT an emergency, a \$35.00 Maintenance Fee will be charged to the Tenant.

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**Inspections:** Units are inspected every six months to a year. When a Tenant moves in or out of a housing unit, the Tenant will have the opportunity to inspect the unit together with LHA staff to determine condition.

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Furnaces: LHA maintains the furnaces. Tenants should check the **filters** and clean/replace them **every 3 months.** A new filter is supplied by LHA once a year

during the Fall Inspection.

***** If a furnace quits at any time, the first step should be for you to call ATCO Gas at 1-800-511-3447.** ATCO Gas will check the furnace and re-light the pilot if necessary; and then advise if other repairs are necessary, which will be done by the appropriate Maintenance Staff or a Contractor.

Heat Flow: Keep furniture away from all heating ducts and cold air returns.

Hot Water Tank: The hot water tank is designed to handle the requirements of a family of five. It is pre-set, works automatically, and therefore requires little attention.

*****However, if the Tenant is going away for more than 3 days, please turn the temperature dial at the bottom of the tank to 'low'.**

Kitchen Range & Refrigerator: The manuals explaining their operation should be located in the cupboard drawer nearest the range. Please read the cleaning instructions, and keep the appliances up accordingly.

Flooring: Must be cleaned on a regular basis. NO WAX.

Yard and Sidewalks: If landscape maintenance or snow removal is not kept up to reasonable standards, it will be necessary for LHA to get the work done, the costs of which will be charged back to the Tenant. We ask everyone to help out in keeping all the common areas as clean as possible. Please pick up loose debris. Stop vandalism, or at least report it to the most appropriate authority, be it LHA or City Police. With your cooperation, the entire neighbourhood will benefit.

Garbage: All household waste should be properly packed in a plastic bag and placed in the garbage containers. Peak periods, such as moving, can strain container capacity - so please recycle whenever possible.

Home Occupations: Anyone wishing to start a business in their home must request approval from LHA before applying for a City of Lethbridge Business License.

Conclusion: Lethbridge Housing Authority is interested in maintaining all homes to a commendable community standard. Each year a considerable amount of money is spent to provide accommodation that is both affordable and pleasant to live in. Please assist us by doing what you can in order to keep the standard high! Thank you for your cooperation and assistance. Do not hesitate to call our office if you have any questions at 329-0556.
