

▼ Lethbridge Housing Authority

Tenant Handbook

Community | Seniors | Affordable Housing Programs



Lethbridge Housing



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Welcome Home

Dear Resident,

We are pleased to welcome you to Lethbridge Housing Authority. We hope your new home provides you with comfort and meets the needs of yourself and/or your family. Access to safe, secure, and affordable housing is the mission of Lethbridge Housing Authority. We pride ourselves in assisting over 2500 individuals throughout Southern Alberta.

We understand that a home is essential. Individuals and families can grow and succeed when they are able to access affordable housing.

Lethbridge Housing strives to provide a house you can call home in inclusive neighborhoods throughout the City of Lethbridge. We also provide housing for seniors in the Town of Magrath and Community Housing for in the Town of Coalhurst.

This handbook is provided to all tenants when they move in. It provides useful information and will answer questions you may have.

Our helpful and friendly staff will be happy to assist you with any further questions you may have regarding your tenancy with Lethbridge Housing Authority.

Thank you for choosing Lethbridge Housing Authority to be your landlord. We will do our best to ensure your tenancy is an enjoyable one.

Respectfully,

Robin James

Robin James

Chief Administrative Officer

Lethbridge Housing Authority

Lethbridge & Region Community Housing Corporation

Quick List

Welcome to LHA

Emergency	911
Police Department.....	403-328-4444
Diversion Outreach Team.....	403-392-3707
Fire Department.....	403-327-3333
Electric Emergency.....	403-320-3940
Water/Sewer Emergency.....	403-320-3850
Gas Emergency (Gas odours/ no heat)	1-800-511-3447
Ambulance (non-emergency).....	403-327-3340
Chinook Regional Hospital.....	403-388-6111
Poison & Drug Info Line.....	1-800-332-1414
AB Health Addictions Helpline.....	1-866-332-2322
AB Health Mental Health Helpline.....	1-877-303-2642
AB Family Violence Info Line.....	310-1818
24 Hour Child Abuse Hotline.....	1-800-387-54-37
Health Link Alberta.....	811

LHA Business Office

403-329-0556

(open Monday- Friday)
8:30 am- 4:00 pm
Closed 12-1pm

24- Hour Answering Service

403-329-0556

For after hours EMERGENCY issues with your unit. A \$35.00/hour call out charge will apply for non-emergency issues.

If there is a threat to life or safety, call 9-1-1.

Important Contacts

Eviction Prevention Worker	403-308-2609	Hope For Wellness Help Line	1-855-242-3310
Community Support Worker	403-317-4904	(for all Indigenous peoples of Canada)	
Canada Revenue Agency	1-800-959-8281	Lethbridge Victim Services	403-320-5176
City of Lethbridge Large Item Report Drug/Gang Issues	403-320-3934	Lethbridge Corridor Victim Services	403-393-8107
Lethbridge Food Bank	403-328-4444	LGBT Youth Line	1-800-268-9688
Interfaith Food Bank	403-320-1879	National Indian Residential School Crisis Line	1-800-721-0066
Lethbridge Soup Kitchen	403-320-8779	National Overdose Response Service	1-888-688-6677
Community Links	403-320-8688	One Line for Sexual Violence Alberta	1-866-403-8000
Child Intervention Crisis Unit	403-328-5465	Trans Lifeline Hotline	1-877-330-6366
Crisis Services Canada	1-800-638-0715		
Distress Line of SW Alberta	1-833-456-4566		
Kids Help Phone	403-327-7905		
	1-888-668-6868		

Rent Payment- E-Transfer

LHA Units	LHA-ar@shaw.ca
L&RCHC Units	LRCHC-ar@shaw.ca
Castle Apartments	castle-ar@shaw.ca

LHA Serving a Need

Welcome to LHA

The tenant Handbook has been prepared to provide you with an understanding to the approach and policies that Lethbridge Housing Authority (LHA), and our subsidiary company, Lethbridge & Region Community Housing Corporation (L&RCHC), follows to help make your home a safe, affordable, and comfortable place to live.

Although we have not included detailed information for specific locations, we have provided you with an overview of how LHA operates, as well as what is required of you as a tenant.

There are different types of housing supports:

We suggest you keep this handbook in a convenient location for future reference. If you have further suggestions or ideas to offer us for future editions, please feel free to let us know by contacting the property management staff.

Lethbridge Housing Authority currently serves **over 2,500** Albertans by providing homes in social housing and the Rent Supplement program.

Residents are selected from a priority list of applicants seeking subsidized or affordable housing in Lethbridge.

Social Housing

LHA directly manages approximately 700 units:

- 403 units for seniors
- 300 units for families with dependent children

Affordable Housing

We have more than 100 units available for rent, priced at approximately 90% of the local market rates. As of September 2022, we had a total of 64 affordable units designated for senior citizens aged 65 and above.

Rent Supplements

LHA also provides rental assistance to qualified residents who are renting in the private market by way of Rent Assistance Benefits.

Applicants are assisted according to **Need** and **Availability**

Welcome to LHA

Rent Responsibility

You may pay by the following payment systems:

Pre-authorized payment (PAP) – (preferred) Pay your rent by arranging to have automatic monthly bank withdrawals from your account. Contact our business office for more information.

Debit card – Our business office has the bank debit card system. (Unfortunately, we do not accept credit cards)

Cheque- If you choose this option, you may submit a cheque each month or send post-dated cheques for one year to the business office. Please make sure your name and address are on your cheques as well as on the envelope. You can mail or drop them off at our business office.

Cash- If you pay with cash, please bring the money directly to our business office. Remember **DO NOT** send cash in the mail. It could be lost or stolen. Our building maintenance technicians and/or our community workers **CANNOT** accept cash on site.

E-Transfer - You can pay via e-transfer to the email address that corresponds to your unit/building. Your placement worker will also advise you of the correct email address when you sign your lease.

LHA units – LHA-ar@shaw.ca

L&RCHC units – LRCHC-ar@shaw.ca

Castle apartments- castle-ar@shaw.ca

Forms Of Payment

Pre-Authorized
Payment (PAP)

Debit Card
Cheque

Cash

E-Transfer

**Rent MUST be
paid on or
before the
first day of
every month**

If you are unable to pay your rent on time, you must contact our business office to make payment arrangements that are acceptable to LHA. Once acceptable payment arrangements have been made and signed by both parties, the arrangements must be kept. If your rent is not paid by the first of the month, you may be issued a notice to vacate the premises.

Lethbridge Housing Authority

How your rent is calculated

For residents who pay rent geared to income (RGI), your monthly rent is 30% of your total household gross income.

(Subject to minimum & maximum rental rates, & does not include utility charges).

Please notify our office of changes in your income as it may affect your rent amount.

You may be asked to provide income verification such as paystubs, student funding, etc. Should you be eligible for a rent reduction, you will be contacted by our business office.

Please call the LHA business office if you require assistance or have any questions. Appointments are also available.



Annual Review

Under the Alberta Housing Act, Lethbridge Housing Authority is required to annually verify the income of all tenants to determine continued eligibility. The annual income review package will be mailed to you 4 months before your anniversary date. Your rent amount is calculated on the information provided by you in that review.

Your rent may be reduced if your household's characteristics change resulting in a decrease in the household's total annual income such that the household's basic rent would decrease by at least

\$50.00 per month.

Total Household Gross Income



■ Rent (30%) ■ Other (70%)

For residents who pay rent geared to income (RGI), your monthly rent is 30% of your total household gross income.

Moving In

Lethbridge Housing is interested in maintaining all homes to a commendable community standard.

Please assist us by doing what you can to keep the standard high!

DETAILS

DOWNSPOUTS AND DRYER VENTS

Downspouts extend 4 – 6' beyond the side of your unit to direct water or melting ice/snow AWAY from the foundation and your basement. Please be advised that Tenants will be charged for any damaged or missing downspouts attached to their units. It is Tenants' responsibility to replace any broken or missing dryer vents.

WINDOWS

Putting foil on your windows can cause major damage to the thermal and double pane windows. The space between the panes holds heat & may expand causing cracks. You will be responsible for any damage caused by the use of foil on windows.

EXTERIOR/YARD

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 cost of which will be charged back to the Tenant.

We ask everyone to help out in keeping all common areas as clean as possible. Please pick up loose debris. Stop vandalism, or report it to the most appropriate authority, be it LHA or City Police. With your cooperation, the entire neighborhood will benefit.

FRIDGE/FREEZER/RANGE

Do NOT overstock the freezer section of your fridge (a charge will apply to defrost by the Maintenance Technician)

Manual will be in cupboard closest to the range

Cleaning instructions are provided

FURNACE

LHA maintains furnaces- tenants should check their filters every 3 months
Keep furniture and all obstructions (ie toys/clothes) away from heating ducts, cold air returns, furnace and hot water tank

HOT WATER TANK

Hot water tank is designed to handle requirements of a family of 5. It is pre-set and works automatically

After Hours Callouts

Please call our business office if you require any maintenance in your residence. (403) 329-0566
When you sign the residential lease agreement for your home, you will receive a list of the business hours.

If you have a **serious problem** after hours, we have a 24-hour emergency answering service. After-hours calls are for **EMERGENCIES ONLY**. This would include a flood, elevator breakdown, power, or heat system failure, etc.

After hour call outs that are not an emergency will result in the tenant being charged \$35.00/HR for the maintenance technician's time.

Do's and Don'ts

GOING AWAY?

Please advise the Business Office if you plan to be away from your unit for more than a couple of days. We need to know who is looking after your unit and a contact number for them in case of emergency.

Do NOT turn thermostat to the highest setting

DON'TS

WATERBEDS

Unless insured and covered by Tenant's Personal Liability Insurance, they are not allowed

PETS

Pets are not allowed unless approved by Landlord

PERMANENT GUESTS

No permanent guests unless approved by LHA

HOME OCCUPATIONS

No home businesses unless approved by LHA BEFORE applying for a City of Lethbridge Business License

RENOVATIONS

LHA upgrades units and buildings as provincial funding allows. Please note that tenants are **not** permitted to renovate or alter their units without prior written permission from their placement worker. Renovations include but are not limited to painting, wallpapering, installing a satellite dish etc.

DO's

INSURANCE

We strongly encourage each Tenant to have a Tenant Insurance Policy
See Lease Item 9.8 Tenant's Insurance

BOXES

Please collapse and recycle boxes

MAILBOX KEYS

Super Mailbox keys can be picked up from Main Post Office. Proof of residency will be required (lease)

Utilities and Insurance

See what you are responsible for as a tenant in LHA properties.

Do NOT sign a Contract for Electricity or Natural Gas Service



Cable and Telephone

RESIDENTS ARE RESPONSIBLE FOR THESE SERVICES AND ACCOUNTS

Residents are responsible for contacting the cable and telephone companies to arrange for hook up services.

Heat, Water, Waste Removal

LHA IS RESPONSIBLE FOR THESE SERVICES AND ACCOUNTS

Heat, water, sewer and garbage removal are included in your rent. These utilities are contracted by LHA, **do NOT sign any contracts** for these services.

Electricity

RESIDENTS ARE RESPONSIBLE FOR ELECTRICITY CHARGES

For the Senior High-Rise buildings, electricity is provided at a flat REDUCED, bulk contract rate.

There may be an additional annual fee for the use of air conditioners. Please contact the business office for more information.

Insurance

RESIDENTS ARE RESPONSIBLE FOR PERSONAL TENANT INSURANCE

LHA insures the building only, not the tenants' belongings. We highly recommend that you purchase contents & liability insurance to protect your belongings in case of theft, fire or any other damage that may occur.

Conserving Energy

All of us can cut the cost of heating and electrical bills by conserving energy. Here are a few ways you can do your part:

- When it's cold outside, keep the temperature at 20 degrees Celsius.
- Lower the temperature at night.
- Turn off the lights in rooms that are not being used and whenever you leave a room.

Tenant Insurance

It is important that you and your belongings are protected with insurance to avoid loss and liabilities. Protect yourself from fire, flood, weather damage or break-ins. Tenant insurance can be purchased from any licensed insurance company or broker.

Basic Insurance Coverage:

Personal Belongings

Compensation for any stolen or damaged belongings not including high valued items like jewelry, art, collectibles, and other items specifically excluded in your insurance policy.

Liability Coverage

Coverage for the cost of lawsuit and legal fees for third party injury in your property or unintentional damage to a third party.

Additional Living/Relocation Expense

Compensation for temporary accommodation if your rental place is not in a livable condition or reimbursement for relocation expense if the rental place is uninhabitable.

Additional protection?

Jewelry insurance, identity theft insurance, overland flooding, earthquakes, and landslide insurance, etc.

Where can I purchase Tenant Insurance?

Search online using the keyword "tenant insurance" to find a list of local insurance brokers specializing in tenant insurance. It is good to shop around for the best rates since they can vary from company to company. Often, the most cost effective method, is adding tenant insurance to your automotive policy. Note: You do not require insurance to be able to rent, but is required for tenants with pets.

Service- Exteriors

Notes for the uses and maintenance of the outside/exterior of your property.



Satellite Dishes/Bird Feeders

Satellite Dishes can not be affixed to the building/balconies.

Bird feeders are not permitted due to health reasons.

Yards

If you live in a house with a fenced yard, it is your responsibility to water and mow the grass. It is also your responsibility to shovel snow from the walks and steps to your unit.

Balconies

Balconies must not be used for storage. Electric barbeques are permitted on the balcony, but propane or gas BBQ's are not permitted due to the potential health & fire hazards.

Smoking and vaping are prohibited on balconies.

Parking

You will find that parking is available for most locations. Vehicles must be registered, insured and in good working condition. A parking spot is assigned to you at the time of your lease signing. If parking is not available, your name will be placed on a parking lot wait list. You will be notified when a spot becomes available.

Keys and Locks

A new lock will be installed on your front door before you move in.

*Please note there will be a fee charged should you lose any of your keys. You may NOT change your locks or add security devices without prior written approval from LHA. Should you need your locks changed, please contact our business office or your building maintenance technician to make the appropriate arrangements.

Maintaining Your Home

PREVENTATIVE MAINTENANCE

An ounce of prevention is worth a pound of cure! Our Maintenance Technicians are professionals with your wellbeing in mind. If you have any questions or something isn't working like it used to, call the Maintenance Technician in your building or the LHA office and schedule a visit.

LHA is committed to providing safe housing for our residents. Therefore, LHA maintenance staff may need to conduct repairs and preventative maintenance in your home or building to ensure it remains healthy and safe.

We conduct an annual inspection of units to ensure that the fire alarms, furnace, plumbing etc. are in good working condition. You will be notified at least 24hrs prior to the date of inspection. We will make every effort to accommodate you to minimize disruption while preventative maintenance takes place.

Furnace Filters are provided yearly to the units, however to maintain optimum airflow and air quality, a new filter is recommended every 3 months.



It is your responsibility to keep your home clean and safe. It is also your responsibility to report any maintenance concerns.

BATHROOM/HOUSEHOLD CONDENSATION

You may have condensation problems in your bathroom. It may appear on windows, or walls (as yellow spots), dark marks between ceramic tiles, peeling paint or a musty smell.

CAUSES

- Excessive house humidity
- Moisture from baths/showers
- Dampness from wet mats/towels
- Inadequate ventilation

WHAT TO DO

- Turn on the bathroom fan or open the bathroom window while showering/bathing
- Turn on the heat lamp during your bath/shower if equipped
- Keep the kitchen stove or fan running
- Keep the kitchen window open while cooking/washing dishes

PEST CONTROL

If you suspect pests, NOTIFY us IMMEDIATELY.

You can reduce the incidence of pests by keeping food stored in glass, metal, or other hard containers with tight-fitting lids.

If pests become a problem in your home, LHA may have to contact an exterminator to control the pests. We may have to spray the unit(s) in the building to keep the bugs under control. If we must spray, you will receive a notice that explains what must be done before any treatment can be completed.

It is the tenant's responsibility to ensure proper access to the premises for the purpose of pest control.

You can help control pests by doing the following:

- Keep garbage, including recyclables, in tight closing, hard containers.
- Keep your floors free of food scraps.
- Clean behind your fridge and stove every six- months.
- Keep the grass & shrubs in your yard trimmed where applicable.

GARBAGE AND RECYCLING

Please bag your garbage and place it inside disposal locations. If you live in a single dwelling, you will have an outside garbage, recycling and compost bin and /or regular curbside tubs that are picked up as per the city schedule. High-rise buildings have a central location in each building for garbage and recycling.



CITY CLEAN UP – LARGE ITEMS

The City has changed their large item pick up program. LHA properties with curb-side, back alley/ back lane pickups can request large item pick up twice per year. Before you call The City (403-320-3934) to schedule a pick up, you must have your utility account number (available from our Business Office).

COMPLEXES WITH LARGE BINS OR DUMPSTERS CANNOT TAKE ADVANTAGE OF THIS PROGRAM.

If you live in a complex with a large bin or dumpster, your large items can be taken directly to the landfill on Saturdays between 7 am – 7 pm. They will accept the first 500 lbs free! The landfill is closed when the wind is blowing, so call the scale house (403-327-3288) if in doubt!

SMOKING AND VAPING

No Smoking or Vaping within 16'/5 meters of any doorway or window that opens.

All buildings are designated NON-SMOKING & NON-VAPING

- Building exteriors should be kept clear of cigarette butts or similar products.
- Use a proper disposal, method such as a metal container with sand.
- There are designated smoking and vaping areas at our senior high-rise buildings.

Residents must also comply with Alberta Government's The **Tobacco, Smoking and Vaping** Reduction Act and regulation which came into force on July 31, 2021.

Smoking and vaping prohibited

Section 3 Subject to section 5, no person shall smoke or vape:

1(1) For the purposes of section 3(i) of the Act, the prescribed distance from a doorway, window or air intake of any place referred to in section 3(a) to (e) or (h)(vii) of the Act is 5 metres.

(2) For the purposes of section 3(i) of the Act and this section, "window" means a window that can be opened to admit air.

(vii) any other place that is prescribed or otherwise described in the regulations,

or

(i) within a prescribed distance from a doorway, window or air intake of any place referred to in clauses (a) to (e) and (h)(vii), as the case may be.

Offences

8(1) A person who contravenes section 3 or a provision in the regulations designated by the regulations as a provision the contravention of which is an offence is guilty of an offence and liable

- for a first offence, to a fine of not more than \$1000, and
- for a 2nd or subsequent offence, to a fine of not more than \$5000.

Vandalism

Vandalism can result in costly repairs. Graffiti on brickwork is difficult to remove and it is very unsightly. We ask that you call the police immediately as well as notify our business office or security if you see anyone damaging property.



SAFETY

Protect yourself and your home:

Only allow maintenance workers into your home if you have been notified of necessary maintenance, or if you have requested a repair.

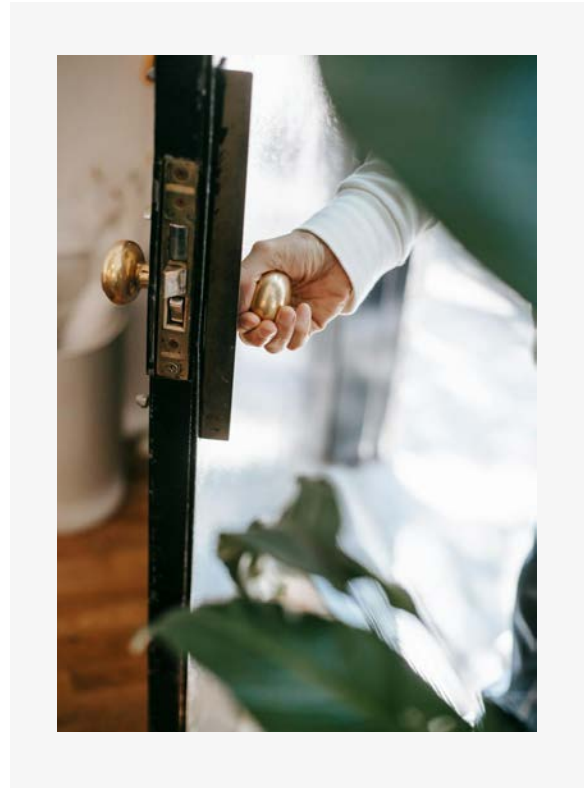
LHA staff are easily identified by their attire.

DO NOT let strangers into your building.

Reminder ** You are responsible for your guests.

If you see strangers loitering around the building, please contact the police, building security personnel or our business office.

If you observe suspected criminal activity, do not attempt to intervene. **Phone the police immediately, and notify our business office.**



BE PREPARED

In an emergency you will need some basic supplies. Be prepared to be self-sufficient for at least 72 hours. These items may not apply to every situation or every person; refer to the appropriate section in this guide for additional recommended items and select them according to your own needs. Check your kit twice a year to ensure contents are up to date. Re-stock as needed.



- Water – at least two litres of water per person per day. Include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- Manual can-opener
- Wind-up or battery-powered flashlight (and extra batteries)
- Wind-up or battery-powered radio (and extra batteries)
- First aid kit special items such as prescription medications, MedicAlert® bracelet or identification
- Extra keys to your car and house
- Cash in smaller bills, such as \$10 bills and change for payphones
- Special items according to your needs (i.e., prescription medication, infant formula, special equipment, pet food and water, etc)
- A copy of your emergency plan and contact information

Community Housing and Affordable Housing Units

Families are encouraged to have a well-practiced fire escape plan in place and everyone in the household must understand and practice the plan. The plan should include drawing a floor plan of your home showing two ways out of each room where possible.

Practice **CRAWLING LOW** to avoid heat and smoke and the **DROP & ROLL** technique should clothes catch fire. Make sure your children know what your smoke detector sounds like. Decide on a meeting place outside at the front of the house (i.e. by a tree or light post).

Everyone should be reminded to **GET OUT** and **STAY OUT** once the escape plan is put into motion. It is advisable to place a piece of furniture under basement windows to aid in escaping and to remove any obstacles blocking an escape route.

PRACTICE YOUR ESCAPE PLAN WITH EACH FAMILY MEMBER & MAKE BABYSITTERS AWARE OF YOUR PLAN!

If you smell smoke, see fire, or hear a smoke detector **CALL 911**.

Yell **"FIRE"** as loud as possible to alert everyone in the home.

EXIT the home with your keys and coat and **SHUT THE DOOR**.

Go to your **PRE-ARRANGED MEETING PLACE**.

WAIT for the Fire Department to arrive and give further instructions.



FIRE SAFETY

Here are a few tips to protect your home and your family:

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage areas.
- Regularly recycle old news papers
- Make sure you know what to do in case of a fire. (Create a plan with your family)
- Make sure you have at least two ways out of your home in case one escape route is blocked by fire.
- If you hear a fire alarm, you should always leave the building right away, following the escape plan.
- If a fire breaks out in your home, evacuate to safety, activate the fire alarm, and call the fire department.
- Call for a maintenance technician if the smoke alarm in your home goes off frequently. The alarm will be inspected annually.
- Do not overload power outlets. A power bar with a shut-off feature can protect your electrical appliances.
- Evacuation procedures are posted to the back of your main door. Contact our business office should you need a replacement.



DO NOT REMOVE OR DISABLE THE SMOKE ALARM

Conflicts and Complaints

If you are involved in a conflict with another resident, try to resolve the issue with them before seeking external measures for resolution. If the conflict is criminal in nature or includes a threat of violence, please contact Lethbridge City Police @ (403) 328-4444.

If you are unable to resolve an issue, contact our business office in writing. Please note written **complaints need to be dated, signed, and should state the facts of “who”, “what”, “where” and “when”**. Please do not insert your personal judgements, opinions, or conclusions. We also recommend you provide us with written permission to share the information.

Listed below are some methods for resolving a conflict:

- **Negotiation:** Talk about the issue directly with the other party using sensitive communication techniques.
- **Conciliation:** A neutral third-party acts as a go-between to explain each person's side of the story to the other and to arrive at a resolution to the dispute. This method is successful only when the third party is truly neutral and trusted by both sides.
- **Mediation:** If negotiation and conciliation are unsuccessful, you can report this to the community workers and request information regarding mediation.
- **Arbitration:** If all of the above fail, and the conflict is having a negative impact on the housing development as a whole, an independent arbitrator may be hired to hear both sides and make a ruling that will be binding to all parties.
- **Eviction:** This is the last resort and is used only if the tenancy agreement is breached. (Refer to your residential tenancy agreement)

Noise and Disturbances

Please ensure that you, your household members, and your guests conduct themselves in a manner that does not have a negative impact on your neighbors. **We require you to respect your neighbor(s) and maintain “quiet time” between the hours of 11PM – 7AM daily.** Excessive noise and disturbances may lead to a breach of your tenancy. A breach of your lease may lead to an eviction.

Common Areas

PRIVATE FUNCTIONS

Senior high-rise buildings have common areas for the residents to use. Before scheduling any private functions, please contact either your placement worker or building maintenance technician to confirm availability and acquire the appropriate form to sign. Residents are asked to clean up after using the common areas. Residents are responsible for their guests and are advised to supervise children. Pets are NOT permitted in common areas.

LAUNDRY FACILITIES

Buildings with laundry rooms are available for use by **TENANTS ONLY.**

Please observe the posted laundry room hours and clean the equipment after your use. Please notify the business office if the laundry facility requires any maintenance.

Pets

Certain types of pets are permitted in some of our units, and **need to be approved prior to moving in**. Please ask your placement worker if your new home allows pets, and if so, which pets are permitted. Residents are strongly encouraged to review our pet policy **prior** to purchasing a pet.

*Note: Bird feeders are not permitted for health reasons.

EMERGENCY PET BOARDING

The One Family Welfare Program through the Alberta SPCA may be able to help with emergency pet boarding. This program is in place to provide safe housing to pet owners fleeing situations of domestic violence or experiencing an emergency crisis. To learn more about this program, visit onefamilywelfare.ca.

To access assistance call 780-447-3600 ext 3750.

LOW INCOME SPAY/NEUTER ASSISTANCE

The No-Kill Animal Association of Lethbridge (NOKA) facilitates a spay/neuter assistance program for low-income pet owners within the City of Lethbridge.

To apply for financial assistance call or text 403-327-6652.

COMMUNITY FOOD BANK

This program provides temporary assistance with supplies such as food and litter to pet owners who are navigating difficult financial times. The program is run solely on donations of supplies from the public and provides help to between 60 and 100 pet owners each month.

Those looking to access assistance can call 403-320-4099.

Donations of dry and wet dog or cat food, as well as cat litter, can be dropped off at the Lethbridge Animal Shelter (2405 41 St N) during business hours.

NOKA

Animal Welfare Action

lethbridge.noka@gmail.com

403-327-NOKA

403-327-6652

Tenant Rights

TENANCY AGREEMENT

Before moving into your unit, you will sign a residential lease with us, and you will be provided with a copy of this agreement. If you have lost your copy, please contact our business office to request another one. If you find the rules difficult to understand, your placement worker can explain them. For your convenience, information regarding Landlord & Tenant rights was included in your tenant information package.

Unless you are paying market rent, the rules for rent increases do not apply to you, as the rent you pay is based on 30% of your household gross income (subject to minimum rents) or income supports schedule.

RESIDENTIAL TENANCY ACT

The provincial residential tenancy act explains the rights and responsibilities of both tenants and landlords. The rights in this act protect you as a tenant in public housing and you have the same responsibilities as any other tenant in Alberta.

Moving or Transfers

Transfers

LHA receives many requests each year from our residents wishing to transfer to another unit. The following are the basic eligibility criteria for transfers:

- Your tenancy must be in good standing.
- You have no outstanding debts including charge backs, damages, or rent arrears.
- You still meet the basic eligibility requirements for housing.

LHA may approve a transfer if:

- Your place of employment or schooling has changed & transportation is unavailable.
- A change to your household size or composition requires a different size unit.
- You or a family member has a medical condition that would be stabilized or improved with a change of location.
- You and/or a household member's wellbeing are at serious risk from trauma, violence, harassment, or other undesirable consequences

Supporting documentation from the police or a social agency may be required.

If you would like to transfer and are unsure of your eligibility for a transfer, please contact your placement worker who can advise you of your options.

MOVING OUT

You must provide 30 days WRITTEN Notice to Vacate, to our business office on or before the last day of the month to be effective on the last day of the next tenancy month.

You can find a list of your cleaning responsibilities to be completed prior to your move out date on page 37 of this guide.

An appointment will be scheduled for your move-out inspection. Move outs are to be completed by 12:00pm on the last day of the month.

It is your responsibility to return ALL keys and sign the move out inspection form.

Move Out Cleaning List

TO SCHEDULE YOUR FINAL MOVE-OUT INSPECTION

CALL
(403) 329-0556

If it is not possible for the tenant to attend, a family member or friend, should be there as a representative.

Kitchen

- Clean in, out, behind and under the stove and clean the oven and burners on the stove
- Clean in, out, behind and under the fridge- defrost and clean the freezer (Please leave it plugged in)
- Wash the cupboards, inside and outside
- Clean the light fixtures
- Wash the walls, baseboards and floors

Bathroom

- Clean tub and surround
- Clean the toilet
- Clean the vanity and medicine cabinet, inside/outside
- Clean the light fixtures, fans and wall fixtures
- Wash the walls, baseboards and floors

General Living Areas and Bedrooms

- Clean all interior & exterior doors
- Replace burned out light bulbs
- Clean inside and outside of all windows/tracks
- Clean inside and outside of all closets and shelving
- Wipe curtain rods
- Wash the walls, baseboards and floors
- Vacuum and steam clean all carpeting
- Sweep down floors and walls in the basement- if applicable
- Remove all garbage and belongings from unit and yard

Please Note:

If your home is not **empty, clean, and ready** for the scheduled Move-Out Inspection you may be **charged \$35.00 to reschedule.**

LANDLORD CHARGES \$35.00 PER HOUR FOR CLEANING & REMOVAL OF ITEMS.

YOU WILL NOT BE CHARGED FOR NORMAL WEAR & TEAR.

PLEASE DO NOT DRIVE VEHICLES ON LAWN WHEN LOADING FURNITURE



Contact

Lethbridge Housing Authority
314- 3rd Street South
Lethbridge, Alberta

The Tenant Handbook is available online
as a PDF in English.