

SENIORS HOUSING NEWSLETTER

314 3rd Street South
Lethbridge, Alberta, T1J 1Y9

Business Office &
Emergency Maintenance

(403) 329-0556

(24-hour answering service)

Lethbridge Housing Business Office will be Closed for the Holidays:

Monday, October 8th, 2018 (Thanksgiving)

Monday, November 12th, 2018 (Remembrance Day)

Community Workers: Marcie Frederickson & Marlene Van Eden
at (403) 320-5981 or (403) 394-9658

Available for referrals to other agencies for support, stop smoking programs, or help with personal issues or concerns.

If your drain backs up into your sink regularly - there are measures you can take:

1. Run hot water down all of your drains for a minimum of 5 minutes once per week. Include your bathtub and vanity sink in this as well.
2. Do not pour any grease down your drain. If you are cooking greasy food, you can keep an empty can to pour grease into to be thrown away when it solidifies, wipe it out with a paper towel or otherwise discard it into your garbage when it is cool enough to do so.

Please use caution when purchasing power bars for your electronics. Dollar Stores seem to have good deals BUT the quality of the device purchased can be below what is required to safely keep all your items plugged into it. Recently, an inexpensive power bar started a fire in a home in Lethbridge.

Do you have Tenant's Insurance?

If you don't - You should!

Tenant's Insurance is important to keep your belongings safe. Even if you believe your belongings aren't worth very much, the cost of replacing everything you own could really add up.

Tenant's Insurance covers more than just your belongings. Check with your current insurance provider or shop around to find the best deal.

If you are turning 65 this year, or are 65 already and do not have all of your Pensions in place, see the Community Workers for assistance with completing Pension Applications.

All Lethbridge Housing properties are **No-Smoking**.

Anyone who is caught smoking in their apartment OR on the balcony will be written up, and if you have more than one violation of your Lease Agreement on file,

Your Tenancy could be at Risk.

If you know someone is smoking inside the building or on their balcony, please put your concerns in writing and address them to Kayla.

All tenants need to be following their Lease Agreements, any who are not will be dealt with accordingly.

Do you have a My Service Canada Account?

You can use it to print off Taxes or T4's, change your address or personal information, or access Pension information.

If you don't already have one, contact the Community Workers for help

If you notice **bugs** of any sort in your apartment, **please report the situation immediately** to onsite Maintenance Personnel or our Business Office before you take any other actions. Our Website has Tenant Info for Pest Control links; see www.lethbridgehousing.ca

If your source of income changes—you need to report this to the LHA Office.

For instance—if you were working and now moved to EI, or when you transition onto pensions.

You may also be eligible for a reduction of your rent!

If you require any maintenance in your home, it is your responsibility to phone the LHA Office to put in a maintenance request.

Our main line, 403-329-0556, will be answered 24 Hours per day. If you have an after hours emergency (eg. No heat, water issues, smoke detector issues or security issues) you can call that line and have maintenance called out. If the call is not an emergency, maintenance will come during business hours the next day.

The Pet Policy for the Seniors High Rises (Halmrast, Hardie and Haig) does not allow for cats or dogs to be in the building—even if they are just visiting.

There are some animals that are permitted in these buildings - anything in a tank or a cage may be permitted. If you are interested in having a pet, **written permission from LHA must be granted prior to bringing the pet into your home.**

Contact the Business Office if you would like a copy of this pet policy.

Please be aware that bed bugs are still an issue in our community and around the world.

Everyone has to remain vigilant and report any pest concerns in order for our buildings to be pest free.

Please continue to:

Pay attention to your surroundings when socializing in the building and out in the community;

Monitor your apartment for bedbug activity;

Promptly report any and all pest sightings;

Keep your apartment free of clutter and accessible at all times;

We have recently had reports of Tenants in certain buildings doing some **Alley Shopping and Dumpster Diving**. We are reiterating that these activities are sure to spread bed bug activity throughout the building rapidly, and need to be avoided.

As a Landlord, we subscribe to appropriate protocols that include quick response to sightings, suitable treatment and ongoing prevention activities. This involves regular communication with our Tenants. While we are aware of most pest infestations, we cannot be sure without full cooperation from Tenants. We are very diligent in responding to residences that may get affected.

We would like to thank everyone for their efforts in preventing any pest infestations in our buildings.

If you have any questions or concerns about this matter, please do not hesitate to contact the onsite Maintenance, your Community Workers, or the Business Office.

Please make sure the area outside of your door remains clear at all times. The hallway needs to be available for exit in case of an emergency, without any obstacles. If you aren't sure if it can be out in the hallway, don't hesitate to call the Business Office to verify.

REGULAR BUSINESS OFFICE HOURS

8:30 AM – 12:00 NOON, and 1:00 PM – 4:00 PM

MONDAY to FRIDAY