




**Spring 2019**

**SENIORS HOUSING NEWSLETTER**

314 3<sup>rd</sup> 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:  
Friday, April 19<sup>th</sup> 2019 (Good Friday)  
Monday, April 22<sup>nd</sup> 2019 (Easter Monday)  
Monday, May 20<sup>th</sup> 2019 (Victoria Day)




**SPRING IS COMING.**  
**Watch Bulletin Boards for CALENDARS of events and programs and activities**  
**Contact your Community Workers for information.**


**SENIORS PLACEMENT ADMINISTRATOR:** Ms. Kayla Moon has taken a new role in Lethbridge Housing Authority. We wish you the best!  
Rafael Mulingtapang will be your new contact. You can call him at 403.329.0724 extension 142 or email at [rafael.m@lethbridgehousing.ca](mailto:rafael.m@lethbridgehousing.ca). Please contact Rafael for your questions and concerns.

**COMMUNITY WORKERS:** Referrals to and/or assistance from other agencies, emotional supports, stop smoking programs, or help with personal issues or concerns;  
Lethbridge Housing Authority would like to welcome **Jeannette Alblas** to our team! If you have not had a chance to meet her please stop by her visit at #216 Halmrast Manor.  
Community Workers: **Jeannette Alblas** at (403) 308 - 2609 or **Marlene Van Eden** at (403) 317-4904.

It is Tax Season! Have you filed your taxes? They need to be done by **April 30, 2019**. **This will affect your pension if not filed!**

 Did you know that you can get your taxes done for FREE at Nord-Bridge Seniors center by calling 403-329-3222 OR for FREE at LSCO by calling 403-320-2222? You can either book an appointment or drop off your paperwork and they will call you back when it is done.  
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.  
REMEMBER, once you have completed your 2018 Taxes, submit a copy to the LHA Business Office—we can keep it on file for your Annual Review.

**INSPECTIONS**  
Spring Inspections have started. Letters will be sent out approximately one week prior to the date of the inspections. If you have any maintenance concerns, please be sure to call 403-329-0556 to report them. Please keep your apartment free of clutter and accessible at all times.

**SMOKING**  
Properties managed by Lethbridge Housing are NON-SMOKING!   
If you know someone who is smoking inside the building or on their balcony please ask them to stop immediately. This is to:  
1. Prevent a medical emergency;  
2. Eliminate a fire hazard; and  
3. Prevent an eviction  
If you are caught smoking in your apartment OR on the balcony your action will lead to an **EVICTION or your Lease/Tenancy may not get renewed.**  
All tenants need to follow their Lease Agreements. Any who are not will be dealt with accordingly or **their Lease/Tenancy may not get renewed.**  
Thank you for using the outside designated smoking areas.

**SAFETY REMINDER!** Your guests are your responsibility! Please ensure that you escort your guest in and out. Problems/Complaints/Concerns can lead to an eviction or non-renewal of your tenancy. Remember that smoke detectors must be operational at all times. Call the Business Office if you are having problems with yours.  
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. Last year, an inexpensive power bar started a fire in a home in Lethbridge.

## ANNUAL REVIEWS and CHANGE OF INCOME

Please provide your Annual Lease Review information when requested. Your information must be returned to our Business Office in a timely fashion. Failing to provide this information as requested may result in estimating your next year's Lease Rent at a maximum. If you require a review of your LHA rent because your household income has changed, PLEASE provide your income records to our Business Office as soon as they are available, including the Alberta Health Benefit if you receive it. This will help to avoid delays at the Front Desk.

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!



**BED BUGS:** 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](http://www.lethbridgehousing.ca)

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

Please continue to:

1. Pay attention to your surroundings when socializing in the building and out in the community;
2. Monitor your apartment for bedbug activity; and
3. Keep your apartment free of clutter and accessible at all times.

Please avoid **Alley Shopping** and **Dumpster Diving**. We are reiterating that these activities are sure to spread bed bug activity throughout the building rapidly.

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.



**TRAVELING / GOING AWAY?** Please notify us when you will be away for an extended period of time.

**PENSIONS:** If you are turning 65 this year, applications for pensions should be started one month after your 64th Birthday. If you are 65 already, and do not have all of your Pensions in place, the pensions that you should be applying for are, the Federal Pensions: Old Age Security (OAS), Canada Pension Plan (CPP), Guaranteed Income Supplement (GIS) and the Provincial Pension: Alberta Seniors Benefits (ASB). The Community Support Workers are able to assist you with checking which pensions you are eligible for and to assist in filling out the applications. If you have any questions you can ask the Community Support Workers.



**MAINTENANCE:** Drains are for water only! Putting grease of any sort down kitchen, bathroom or bathtub drains causes problems. **This can be traced back to your unit for repair costs.**

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.

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 afterhours emergency (e.g. 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.

**INSURANCE:** 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.

**PLEASE TREAT ONE ANOTHER WITH COURTESY AND RESPECT.**

**WE NEED TO WORK TOGETHER TO ENSURE OUR COMMUNITY IS SAFE AND SECURE!**

**REGULAR BUSINESS OFFICE HOURS**

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

**MONDAY to FRIDAY**