

**Lethbridge Housing**



A U T H O R I T Y

**CASTLE APARTMENTS NEWSLETTER**

**THE BUSINESS OFFICE WILL BE CLOSED FOR THE HOLIDAYS**

Tuesday December 24, 2019 through

Wednesday January 01, 2020

We will be reopen on

Thursday January 02, 2020



314 3<sup>rd</sup> Street South

Lethbridge, AB

T1J 1Y9

Business Office & Emergency Maintenance

(403) 329-0556

(24-hr answering service)



*From all of us at Lethbridge Housing*

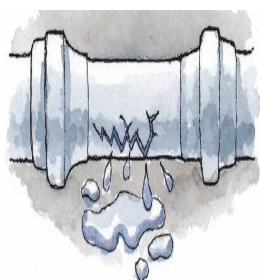
*Best wishes to you and your family*

*during the Holiday Season!*

*Please note Employees are not allowed to accept fees, gifts, gratuities, or any other benefits that are connected directly or indirectly with the performance of their duties with the Housing Authority from any individuals, organizations, or corporations.*



**RENT IS DUE ON OR BEFORE THE FIRST OF THE MONTH**  
**AISH and Income Support cheques are out early this month so please remember to pay your rent.**



Please remember to keep your windows closed during cold weather. Frozen pipes can cause serious damage and you may be held responsible for repair costs.



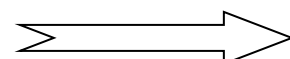
If you require assistance with referrals to other agencies, help with personal issues or concerns, Contact DeAnna English and she will put you in contact with a Community Worker with LHA  
Please call her at (403) 329-0556



**Remember that smoke detectors must be operational at all times. Please call the Business Office immediately if you are having problems with them.**



**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 information for Pest Control links; see [www.lethbridgehousing.ca](http://www.lethbridgehousing.ca)**





Rentals managed by Lethbridge Housing are **NON-SMOKING**.  
 If you know someone smoking inside the building or on their balcony, please report it in writing immediately.  
 Smoking in your apartment, in the building, or on stairways/landings is a substantial breach of your lease and will lead to your Lease being terminated.



Parking in the Castle Apartments is available at a cost of \$25 per month and is for paying tenants only. Parking stalls are **ASSIGNED**, so please only park in your designated stall.



Please be courteous to your neighbours.  
 Turn your TV/Radio/Computer's volume down!  
 Noise complaints are accepted at any time of day.



FOR GENERAL MAINTENANCE REQUESTS, CALL THE BUSINESS OFFICE AT (403) 329-0556 (24-hour answering service).



Remember your guest is allowed to stay for a two week period. Tenants are responsible for all household members and guest regarding noise disturbance or damage. Any complaints, problems or concerns about your guest would be considered a breach of your lease and may lead to your lease being terminated.



Please dispose of garbage in a proper manner. Mattresses and/or furnishings left by the garbage bins or in back alleys will not be picked up by City Sanitation Workers.



No person shall carry on or operate a business in the City of Lethbridge unless they hold a valid business license issued pursuant to City bylaw. Per your Lease Agreement approval must also be obtained by Lethbridge Housing Authority. Concern in particular is business that constitutes a lot of traffic to and from the household.



If you suspect DRUG or GANG-related activities, call the Crime Stoppers TIPS Line at 1-800-222-TIPS (8477) – they don't want your name, just your information!



If you have any concerns regarding your tenancy at Castle please contact DeAnna English at the Business Office. 403-329-0556

Concerns that are in writing can be addressed more easily  
 When in doubt, call (403)329-0556.



**REGULAR BUSINESS OFFICE HOURS**  
 8:30 AM – 12:00 NOON, and 1:00 PM – 4:00 PM  
 MONDAY to FRIDAY