



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 12, 2020 (Thanksgiving)
Wednesday, November 11, 2020 (Remembrance Day)

FULL RENT IS DUE ON OR BEFORE THE 1ST OF THE MONTH.

IT CAN NOW BE PAID BY E-TRANSFER.

SEND TO: lha-ar@shaw.ca

LHA Seniors Placements Administrators:

- Stephanie Martin (Hardie Manor and Haig Tower) (403) 329-0556 extension 138
- DeAnna English (Halmrast Manor) (403) 329-0556 extension 137

COMMUNITY WORKERS:

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

- Jeannette Ablas at (403) 308-2609 · Marlene Van Eden at (403) 317-4904

COVID-19

THANK YOU for your co-operation with following the guidelines set by the province to prevent the transmission of COVID-19. Your participation has prevented any reports of cases in our buildings! Please continue to follow the Self-Distancing guidelines for our buildings.

HEALTH AND SAFETY REMINDER!

- Your guests are your responsibility! Please ensure that you escort your guest in and out of the building. Problems/Complaints/Concerns can lead to an Eviction or non-renewal of your tenancy. During this time of COVID-19 please limit your guest.
- Remember that smoke detectors must always be operational. Call the Business Office if you are having problems with yours.
- If you notice **bugs** of any sort in your apartment, please report the situation immediately to our Business Office before you take any other actions. If you are getting any bites or are unsure of what you are searching for, please call **(403)329-0556** for more information. Please do not remove the infested furniture - it is much easier for our Pest Control Specialist to check the furniture out, and we can guarantee the safe removal from the building.
- Alley Shopping and Dumpster Diving
PLEASE - at any time DO NOT gather up household items from the back alleys or out of any dumpster.
There are no guarantees that any of these items are free from insects (I.E. BEDBUGS) or any other type of critters
- **SMOKING** We are still getting complaints of smoking in our buildings! Smoking in the building or on balconies is a breach of your lease and will lead to an EVICTION or your Lease/Tenancy will not be renewed.
For everyone following the rules, THANK YOU for using the outside designated smoking areas!



ALBERTA ADULT HEALTH BENEFITS

If you have the **Alberta Adult Health Benefits Card**, for individuals 64 years old and younger, you will be receiving your **renewal letter** in the mail at the end of this month. Please ensure you provide a copy of that letter to the LHA Business Office. If you do not provide a copy of this letter to LHA, your rental amount may be affected.

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 is a breach of your lease and **may** result in your lease being terminated.
- If your source of income changes you need to report this to the LHA office as you may be eligible for a reduction. PLEASE provide your income records to our Business Office as soon as they are available. This includes the Alberta Health Benefit if you receive it.
- **PENSIONS:** If you are turning 64 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 Community Support Workers can 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.
- **Pensions available are:**
 - the Federal Pensions: Old Age Security (OAS), Canada Pension Plan (CPP), Guaranteed Income Supplement (GIS); and
 - the Provincial Pension: Alberta Seniors Benefits (ASB).

HOLIDAYS/VACATIONS/GUESTS MANAGEMENT



- Please advise the office if you will be away and ensure that you have someone checking your unit for you. Please check your home insurance for the frequency of visits/checks required.
- Maximum stay for guest is 14 days.
- Please ensure that your guest are escorted in and out of the building for security reasons.

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 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 do not, you should!

- Tenant's Insurance is important to keep your belongings safe. Even if you believe your belongings are not 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 BE KIND!

TREAT ONE ANOTHER WITH COURTESY AND RESPECT!

As this is an independent living facility, 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 - Friday