

Calgary housing



Welcome to Calgary Housing

RESIDENT HANDBOOK

Connect with us!

 www.calgary-housing.org

 587-390-1200

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Hello!

Welcome home



At Calgary Housing, we're thrilled to welcome you to your new home. We believe everyone deserves a safe, affordable place to live, where they can feel secure, supported, and part of a thriving community. This handbook is here to guide you with information, tips, and resources to help you feel confident and cared for every step of the way.

Quick Contacts

- Main Line: 587-390-1200 ext. 3.
- [Resident Portal Link](#).
- Emergency (After hours): 587-390-1200 ext. 3.

Resident Portal

The resident portal is your one stop resource to:

- Pay Rent.
- Submit Maintenance Requests.
- Track Service Updates.
- Email Your Property Manager.

Paying Rent and Utilities

We know managing rent and utilities can feel stressful sometimes.

We're here to help keep things clear and simple.

- Rent is due on or before the 1st of each month.
- Pay through Online banking or third-party payment (no cash or post-dated cheques).
- Utilities like electricity, gas, and water are your responsibility unless stated otherwise in your lease.

If you're worried about making a payment on time, talk to us as soon as you can. We'll help you explore your options.



Taking Care of Your Home

We're committed to keeping your home safe and comfortable. You can submit non-emergency requests through the Resident Portal or by calling us during office hours.

For emergencies:

Call the after-hours line right away: 587-390-1200 ext. 3.

What you look after:

- Changing lightbulbs and furnace filters.
- Keeping your home and yard clean.
- Reporting small issues early, before they become big ones.

What we help with:

- Major repairs (plumbing, heating, electrical).
- Pest control.
- Emergency issues like no heat, flooding, or sewer backups.

Pest Prevention

Our Shared Responsibility

We're committed to providing a clean, healthy environment for every resident.

You can help by:

- Disposing of garbage properly, in sealed bags.
- Storing food in sealed containers.
- Regularly cleaning kitchen surfaces and floors.
- Reporting any signs of pests (bedbugs, cockroaches, mice) immediately — don't try to treat them yourself. We'll send a professional team to help.

Safety and Security

Your safety matters deeply to us.

- Keep doors and windows locked when you're away or at night.
- Don't prop open building doors or let strangers in.



Safety and Security

- Never tamper with smoke alarms or carbon monoxide detectors; report any problems right away.
- In case of fire, medical emergency, or crime, call 911.
- To report suspicious activity, call Calgary Police, non-emergency line at 403-266-1234 or Crime Stoppers at 1-800-222-8477.



Moving In and Out.

Moving is stressful. Calgary Housing is here to support a smooth start and finish to your tenancy. If anything feels unclear or overwhelming, reach out — we're happy to help you get on the right track. Every move is a fresh chapter, and we're excited to be part of yours.



Calgary Housing residents are eligible for high-speed, low-cost internet through **Rogers Connected for Success** to help keep your home services affordable. If you have questions, reach out — we're here to help.

Move In Checklist

- Arrange tenant insurance.
- Set up utilities, internet, and phone.
- Get mailbox keys from Canada Post.
- Sign up for Calgary Housing's [Resident Portal](#).

Move Out Checklist

- Give at least 1 month's written notice.
- Use our cleaning checklist to leave your home ready for the next resident.
- Help us keep things in great shape by restoring the home to how it was when you arrived.
- Return all keys and fobs.
- Provide a forwarding address for any mail or security deposit returns.

Helpful Tips for a Happy Home

- Keep your furnace area clear.
- Use a plunger for minor clogs before calling maintenance.
- In winter, keep windows closed to avoid frozen pipes.
- Report repairs early to avoid bigger problems later.

Your Rights and Responsibilities

Living in a Calgary Housing community means shared care, respect, and clear expectations. These guidelines help protect your home, and your rights as a resident. If you're ever unsure about something or need support, reach out to us — we're here to help you navigate solutions together.

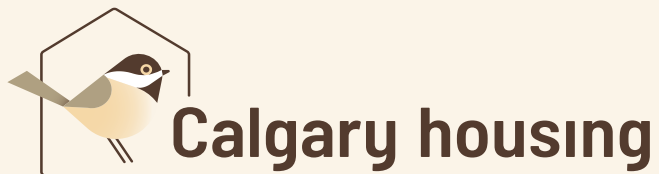
- Respect quiet hours and neighbours.
- Calgary Housing is a smoke free environment.
- Guests are welcome, but overnight stays beyond 7 consecutive days need approval.
- You are responsible for the actions of everyone in your home, including guests.
- Pets are welcome with written permission. Service animals are always welcome.
- Alterations, such as surveillance devices, bidets, and painting must be approved first.

At Calgary Housing,
we believe every
resident deserves not
just a home, but the
opportunity to **thrive.**

Being Part of Our Community

At Calgary Housing, we believe housing is about more than walls — it's about community.

- Join events and programs at our Community Resource Centres.
- Ask your Housing Support Specialist (HSS) about support services for families, employment, or newcomers.
- Share your voice! Get involved with the Tenant Advisory Group to help shape the future of our communities.
- Calgary Housing is a welcoming community. Neighbours, staff, and contractors should all be treated with courtesy and respect.
- Violence, harassment, discrimination, or illegal activity are not allowed.



Connect with us.

[Calgary Housing Website.](#)

[Calgary Housing Resident Portal.](#)