

Resident Services – Who to Contact When?

<p>Property Manager:</p> <p>Phone:</p> <p>Email:</p>	<ul style="list-style-type: none"> ○ Report any concerns, criminal behavior, or violation of your rights as a resident. ○ Ask about eligibility for housing or adding/removing someone to/from your lease. ○ Lease renewal options. ○ Ask about ending your lease, provide the notice to vacate and discuss next steps. ○ Request for a transfer, pet, parking, Cannabis policy. ○ Ask about an eviction notice or court papers. ○ Discuss overdue balance and payment plan options.
<p>Housing Administrator:</p> <p>Phone:</p> <p>Email:</p>	<ul style="list-style-type: none"> ○ Ask about your Annual Rent Review ○ Ask about a letter you received seeking information about your household or income. ○ Ask about rent adjustments and rent calculations. ○ Ask about how to add an occupant to your household. ○ Ask about your account balance or how to arrange a payment
<p>Housing Support Specialist:</p> <p>Phone:</p> <p>Email:</p>	<ul style="list-style-type: none"> ○ Get a referral to agencies who may assist with issues such as falling behind on rent or utility payment. ○ Get a referral to agencies who may assist with support for domestic violence, addictions, mental health, mediation, and senior services. ○ Get a referral to agencies who may assist with support for furniture, clothing, food, employment, education and more. ○ Get information about resource centers in your community or complex (coffee time, computer programs, kid's programs) ○ Get information about other supports available by phone, in our resource rooms and through home visits.

FOR POLICE, FIRE, OR MEDICAL EMERGENCIES CALL 911

For all types of Maintenance issues, please phone 587-390-1200 - Option 3 to place a request.

- Request any type of maintenance repair needed at your home/unit.
- Request repairs on leaking taps and toilets.
- Request pest control for bedbugs, mice, cockroaches seen in your unit or building.
- Report ice on sidewalks and situations which may cause danger to others.
- Reporting continual concerns with pests on the property such as ants, bedbugs, mice. or enquire about pest treatments and preparation work scheduled for your home.
- Abandoned furniture or other items left on the property.
- Questions about water shutdown at your building or other such major service disruptions.
- Report concerns about the quality of work completed on your unit or within the complex.
- Dumpsters or recycle containers overflowing, not picked up regularly.
- Questions about when someone will come out to complete a repair that you have requested.
- Inspection of work completed in your unit.

Calgary Housing has opened their Resident portal, you can register yourselves on the portal using the QR code below. Once registered you can place in maintenance requests, review your account details, and contact our staff.

